

**To: The Deputy Leader and Members of the
Community and Environment Board
(Councillors Smith, Ingram, Bell, Clews,
Hanratty, Hayfield, Jones, Smitten, Chambers,
Ferro, Lewis, Phillips and M Stanley).**

For the information of other Members of the Council

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

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

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

COMMUNITY AND ENVIRONMENT BOARD AGENDA

14 March 2016

**There will be a presentation on Dementia
Friends at 6.00 pm in The Council Chamber.
All Members are welcome to attend.**

The Community and Environment Board will meet in The
Committee Room, The Council House, South Street,
Atherstone on Monday 14 March 2016, at 6.30pm.

AGENDA

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

4 **Public Participation**

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

5 **Minutes of the Meeting of the Board held on 18 January 2016** – copy herewith, to be approved as a correct record and signed by the Chairman.

PART A – PUBLIC BUSINESS

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

Summary

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

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

7 **Financial Inclusion and Customer Access Update** – Report of the Assistant Chief Executive (Community Services)

Summary

The purpose of this report is to provide Members with an update of the Financial Inclusion and Customer Access activity undertaken by the Council and some of its partners in the last twelve months.

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

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

Summary

This report informs Members of progress in respect of delivery against the priorities set out in the North Warwickshire Green Space Strategy 2008 and presents the supporting Action Plan for Year 9 of the Strategy for approval.

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

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

Summary

Borough Council support for outside organisations is provided in many ways, including through its Annual Grants scheme and through wider partnership agreements. Three requests for assistance through the provision of an annual grant have been received; from North Warwickshire Citizens Advice Bureau (NW CAB), from Live and Local for support towards its countywide Key Client Agreement and from the North Warwickshire Allotments Federation.

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

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

Summary

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

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

- 11 **Replacement of Missing and Damaged Wheeled Bins** – Report of the Assistant Director (Streetscape)

Summary

This report details the number and types of bin replacements and repairs carried out in the last calendar year and the resultant costs and proposes that a charge is introduced for replacement wheeled bins to offset the supply and delivery costs incurred.

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

- 12 **APSE Benchmarking Performance Report** – Report of the Assistant Director (Streetscape)

Summary

This report summarises the Council's performance in the areas of street cleaning and refuse and recycling as measured by APSE when benchmarked against other local authorities nationally and relation to relevant family groups.

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

- 13 **Progress Report on Achievement of Corporate Plan and Performance Indicator Targets April – September 2015** – Report of the Chief Executive and Deputy Chief Executive.

Summary

This report informs Members of the progress with the achievement of the Corporate Plan and Performance Indicator targets relevant to the Community and Environment Board for April to September 2015.

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

JERRY HUTCHINSON
Chief Executive

NORTH WARWICKSHIRE BOROUGH COUNCIL

MINUTES OF THE COMMUNITY AND ENVIRONMENT BOARD

18 January 2016

Councillors Bell, Clews, Farrell, Ferro, Hanratty, Henney, Humphreys, Jones, Lewis, Phillips, Smitten, A Wright and D Wright.

Apologies for absence were received from Councillors Chambers (substitute Councillor Henney), Hayfield (substitute Councillor Humphreys), Ingram (substitute Councillor A Wright) and Smith (substitute Councillor D Wright).

23 **Election of a Chairman**

It was proposed by Councillor Humphreys and seconded by Councillor Smitten and

Resolved:

That Councillor D Wright be elected Chairman for the meeting.

24 **Disclosable Pecuniary and Non-Pecuniary Interests**

None were declared at the meeting.

25 **Minutes of the Meeting of the Board held on 19 October 2015.**

The minutes of the meeting held on 19 October 2015, copies having been previously circulated, were approved as a correct record and signed by the Chairman.

26 **Corporate Plan 2016 – 17**

The Board's approval was sought for the Corporate Plan targets for which it was responsible and also for the 2016-17 Service Plans of the Leisure and Community Development, Streetscape and Environmental Divisions.

Recommendation to Executive Board

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

Resolved:

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

27 Proposed Revision of the Green Space and Playing Pitch Strategies

The Board's approval was sought for a review of open space, sport and recreation need and supply in North Warwickshire and the subsequent preparation of revised Green Space and Playing Pitch Strategies to provide a framework for the provision and protection of green space and outdoor recreation facilities in North Warwickshire for the period to 2031.

Resolved:

- a That, subject to Executive Board approval of the required supplementary estimate, an overarching review of leisure, health and well-being provision in North Warwickshire, including leisure facilities, open space, sport, recreation need and supply and the revision of the Leisure, Green Space and Playing Pitch Strategies be commissioned;**
- b That, subject to approval of the recommended supplementary estimate, responsibility for the production of the brief for the proposed commission be delegated to the Assistant Director (Leisure and Community Development), in consultation with the Chairman and Vice-chairman of the Board; and**

Recommendation to Executive Board

- b That a one off growth contribution towards the costs of the commission be included in the 2016/17 Leisure and Community Development Division revenue estimates, the amount of which would be determined by the Executive Board.**

28 General Funds Fees and Charges 2016/2017

The Board was asked to consider the proposed fees and charges for 2015/16 and the proposed charges for 2016/17.

Resolved:

That the schedule of fees and charges for 2016/17 as set out in the report be accepted.

29 **General Fund Revenue Estimates 2016/17**

The Deputy Chief Executive presented the revised budget for 2015/16 and an estimate of expenditure for 2016/17, together with forward commitments for 2017/18, 2018/19 and 2019/20.

Resolved:

- a That the revised budget for 2015/16 be accepted; and

Recommendation to Executive Board

- b That a one-off growth bid, in an amount to be determined by the Board, towards the costs of commissioning an overarching review of leisure, health and well-being provision in North Warwickshire, including leisure facilities, open space, sport, recreation need and supply and the revision of the Leisure, Green Space and Playing Pitch Strategies, be included in the budget to be brought before the meeting on 9 February 2016.

30 **Capital Programme 2016/17 to 2018/19**

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

Resolved:

- a That the 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.

31 **Leisure Facilities – 2016/17 Bank Holiday Closures**

The Assistant Director (Leisure and Community Development) sought the Board's approval for the Bank Holiday closure of leisure facilities during the financial year 2016/17.

Resolved:

That the schedule of leisure facility closures as set out in paragraph 4.1 of the report of the Assistant Director (Leisure and Community Development), be approved.

32 Prosecutions Taken By The Environmental Health Division 2015

The Board were provided with details of those prosecutions taken by the Environmental Health Division during the calendar year 2015.

Resolved:

That the report be noted.

33 Progress Report on Achievement of Corporate Plan and Performance Indicator Targets April – September 2015

Members were informed of progress with the achievement of the Corporate Plan and Performance Indicator targets relevant to the Community and Environment Board for April – September 2015.

Resolved:

That the report be noted.

34 Exclusion of the Public and Press

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

35 Arley Sports Centre – Outline Options Assessment

The Assistant Director (Leisure and Community Development) set out a number of options in respect of the future operation of Arley Sports Centre and sought direction from the Board regarding the manner in which this important matter should be progressed.

Resolved:

- a That Option 1 as set out in the report of the Assistant Director (Leisure and Community Development) be progressed as the preferred option in respect of the future operation of Arley Sports Centre;**
- b That Borough-wide consultation be undertaken in respect of the identified preferred option for the future of Arley Sports Centre, that the consultation be carried out in the manner proposed in paragraph 17.9 of the report of the Assistant Director (Leisure and Community Development) and that the detail of the consultation programme be delegated to the Assistant Director (Leisure and Community Development), in consultation with the Chairman and Vice Chairman of the Board; and**

- c **That the Assistant Director (Leisure and Community Development) write to Arley Parish Council to consult them on the options set out in the report.**

In accordance with Standing Order No. 29 voting was recorded as follows;

For the recommendation – Councillors Bell, Clews, Hanratty, Humphreys, Jones, Smitten, A Wright and D Wright.

Against the recommendation –Councillors Farrell, Ferro, Henney, Lewis, and Phillips.

Chairman

Agenda Item No 6

Community and Environment Board

14 March 2016

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

**Health Improvement Activity
Update – Leisure and Community
Development**

1 Summary

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

Recommendations to the Board:

- a That the Board notes and comments upon the progress being made in respect of the delivery of commitments identified in the current Health Improvement Action Plan;**
- b That the Board notes and advises upon the draft Terms of Reference for the new Health and Well-being Working Party; and**
- c That the Board endorses the membership of the Working Party, as identified in the draft Terms of Reference.**

2 Consultation

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

3 Introduction

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

...

3.2 “Improving Leisure and Well-being Opportunities” is a corporate priority, and the objectives outlined in the Health Improvement Action Plan are aligned with this commitment and the priorities identified in the Warwickshire North Health and Well-being Partnership Strategy, including the need to:

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

4 Progress in 2015/16

4.1 From 01 July 2015, Warwickshire County Council commissioned “Fitter Futures Warwickshire” to deliver the Weight Management on Referral programme and to co-ordinate the referral paths to related commissioned services, which include Adult Weight Management Services and Structured Family Weight Management.

4.2 Weight Management on Referral, a 12 week exercise programme accessible by referral from a health professional, is managed by Nuneaton and Bedworth Leisure Trust. In North Warwickshire, the programme continues to be delivered at all four of the Borough Council’s leisure facilities; Atherstone, Coleshill, Polesworth and Arley. From July to December 2015, there were 65 referrals made by health professionals for people to join the scheme in North Warwickshire.

4.3 “Change Makers” is the Structured Family Weight Management service, offering a nine week programme for children aged from 4 to 12 years and their families. This service is managed across the county by Rugby Borough Council and is delivered in the Borough by a Family Lifestyle Advisor who sits within the Partnership and Development team. To date, there have been six courses delivered locally through which 17 families have been engaged. Unfortunately, there have been no referrals into this service by health professionals. It is expected, however, that there will be an increase in referrals once the National Child Measurement Programme (which involves measuring the height and weight of children in reception class (aged 4 to 5 years) and year 6 (aged 10 to 11 years) to assess overweight and obesity levels in children within primary schools) has been completed in North Warwickshire later this year.

4.4 In North Warwickshire, the Adult Weight Management service is being undertaken by Slimming World, which offers 12 weeks of free sessions to eligible individuals (anyone aged over 12 with a BMI 30+ or BMI 28+ with a health related condition). From July to December 2015 there were 37 referrals to this service in North Warwickshire

- 4.5 With an increasing trend of cardiovascular disease (CVD) in North Warwickshire amongst women aged from 30 to 40 years, the #onething campaign was established to help raise awareness and prevent episodes of CVD. The campaign is a partnership between North Warwickshire and Nuneaton and Bedworth Borough Councils, Public Health, the Clinical Commissioning Group and the Clinical Support Unit. Funded by Warwickshire County Council for its initial six months, the campaign secured an additional £13,800 through the Warwickshire North Health and Well-being Partnership for phase two of the project (January to June 2016). Since its launch in February 2015, #onething in North Warwickshire has seen 99 health improvement pledges made, 129 health checks completed and 62 diabetes tests undertaken. Of the 129 health checks, 9% of individuals were referred to a GP 6% were identified as being at high risk of diabetes. Over 100 people were given specific advice about their lifestyle.
- 4.6 Eleven health walks continue to operate throughout the Borough, in Coleshill, Kingsbury, Old Arley, Atherstone, Austrey, Dordon, Grendon, Hartshill, Mancetter, Middleton and Ridge Lane. Each walk is led by trained volunteer leaders, who co-ordinate and manage their individual walk programmes. The walking initiative has engaged with more than 100 individuals this year, and continues to offer an effective entry level physical activity for people who have long-term chronic health issues, people who are isolated within their community and older adults who need to achieve and maintain a positive level of physical and mental well-being.
- 4.7 The Borough Council has successfully supported Warwickshire County Council Public Health Department's "Big Day Out" initiative, which is designed to get more people outdoors and enjoying their local green space. Being active outdoors not only improves physical health, it is also shown to have a significant and positive impact upon mental well-being. Two events have taken place in 2015/16. At the first event, held in May at Royal Meadow Drive in Atherstone, it is estimated that 600 people attended, with a further 1,500 enjoying the event in September, which was held at Snowhill Recreation Ground in Hartshill. The next event is taking place at Arley Recreation Ground on 22 May 2016.
- 4.8 The Authority works with various partners to deliver key health promotion and education messages, including within:
- National Heart Month
 - National Salt Awareness Week
 - Nutrition and Hydration Week
 - Mental Health Awareness Week
 - World Health Day
 - National Walking Month
 - Bike to Work Week

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

- 4.9 The Community Development Officer (Health Improvement) continues to support the work of the local Smoking Cessation Officer and the Smoking in Pregnancy Team, particularly in respect of related national campaigns; “Stoptober” and “National No Smoking Day”. Alongside generic “Quit for Good” marketing via social media, the website and within posters/leaflets, the National No Smoking Day, held on 09 March 2016, saw physical support available in Community Hubs and the Council House, during which 1:1 support was offered to individuals looking to stop smoking.
- 4.10 In line with the priority to aid a reduction in under 75 mortality rates from cardiovascular disease and cancer by a reduction in alcohol related harm, the Community Development Officers (Health Improvement) and (Social Inclusion and Sport) work with internal and external partners to promote specific national campaigns, including Alcohol Awareness Week and Dry January. During Alcohol Awareness Week, a community and staff consultation exercise regarding knowledge of alcohol units, their effects and recommended limits was undertaken. The results will allow better targeting of information for future campaigns. During Dry January, the challenge to stay alcohol free for 31 days involved the Community Development Officer (Social Inclusion and Sport) working in conjunction with Alcohol Concern in the Council’s One Stop Shop to offer “mocktails” and raise awareness of related matters.
- 4.11 Loudmouth, a ‘theatre in education’ company, has been funded to deliver “Alco-facts” to primary schools in the Borough. This drama and workshop programme allows children to learn about the potential dangers that alcohol can have on the body and the impact that it can have on teenagers and adults’ lives. In 2015/16, Loudmouth delivered its productions at:
- St Benedict’s Catholic Primary School
 - Dordon Community Primary School
 - Warton Nethersole CE Primary School
 - Queen Elizabeth Academy

Targeting children is a preventative measure, with the hope of challenging currently perceived norms about adult drinking, and promoting a long-term and positive behaviour change in North Warwickshire.

- 4.12 Improving integration and access for people with dementia is a priority for the Warwickshire North Health and Well-being Partnership. Work has started to make Atherstone a “dementia friendly” community, the associated Action Plan for which is available at Appendix B. Most recently, related work has been undertaken at Atherstone Leisure Complex. A dementia friendly checklist was completed in conjunction with the Alzheimer’s Society to produce an Action Plan (Appendix C) that identifies improvements that could be made to the facility, which would eliminate some of the barriers people living with dementia face when attending the site. Implemented changes include a new reception floor (which is now all one colour and texture), a new reception

desk, blue toilet seats and the removal of clutter, thereby resulting in a less confusing environment.

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

- Enhancing awareness and understanding of dementia through the provision of basic awareness training and information sharing for, and with, staff;
- Developing positive attitudes towards the delivery of services to those people who are most vulnerable in our society, including those people living with dementia; and
- Providing a dementia friendly environment. This can be achieved by ensuring that all Borough Council buildings are sympathetic to the needs of people living with dementia, for example by ensuring that there are no shiny floors, no clutter, clear signage, etc.

4.14 A “Dementia Friends” training session has been delivered to Extended Management Team and future sessions will be offered to Members.

4.15 The Borough Council actively promoted Dementia Awareness Week in May 2015, which included a “flash mob” in and around the Market Square, in Atherstone, where approximately 40 individuals came together to sing “With A Little Help From My Friends” (The Beatles). It also supported World Alzheimer’s Day through marketing and the promotion of local services.

4.16 The Authority continues to support the “Cook It!” sessions at The Queen Elizabeth Academy in Atherstone. Individuals have been referred onto the course through various agencies including:

- The Crossroads Trust
- Family Intervention Team
- The Food Bank
- Exercise on Referral Scheme
- Doorway
- Citizens Advice Bureau

The eight week programme teaches people basic cooking skills, with the opportunity to complete a Level 2 Food Hygiene qualification in the last of the sessions. The courses are led by a retired chef and the Food Technology teacher from the Academy. There are strong links with the Food Bank, which provides the majority of the cooking ingredients for the sessions and a food parcel for participants to take home each week.

4.17 A new round of grants was released in late November by the North Warwickshire Community Partnership, where local groups/organisations could

apply for up to £5,000 if they could deliver projects supporting one or more of the Community Partnership's Healthier Communities Priorities, which include:

- Reduction in under 75 mortality rates from CVD and Cancer
- Improvement in quality of life for people with a mental illness
- Improvement in diagnosis for people with dementia
- Increased adoption of Make Every Contact Count (MECC)

4.18 So far, two applications from North Warwickshire have been approved. The first was from Escape Arts – Changing Landscapes Project, a series of community arts and heritage workshops based in Mancetter, Ridge Lane and Atherstone. The second was awarded to the Volunteer Centre, which is to offer creativity workshops for people in the community who are unemployed and on Employment and Support Allowance (teaching them skills to create items such as bird tables, which they will go on to sell).

4.19 Members will be aware of the prestigious Women's International Cycle Race, Stage 2 of which will be starting in Atherstone Market Square on Thursday 16 June and will include a route through North Warwickshire. The five-stage road race attracts top class international athletes. This is a positive opportunity for the Borough Council to promote its corporate priorities to improve leisure and well-being opportunities, to promote local countryside and heritage and to support local employment and businesses.

5 Moving forward

5.1 To ensure that current and future resources are utilised to best effect, targeted delivery is based upon focused geographical areas and priority health issues.

5.2 Members will be aware that, in June 2015, local health profile information was released by Public Health England, which identified that North Warwickshire, in comparison with the rest of the county, has:

- A higher number of children living in poverty (13.9% compared to a county average of 13.2%)
- A lower life expectancy for women
- A higher number of Year 6 children classed as being obese (19.8% compared to a county average of 15.6%)
- More adults classified as being obese (27.5% compared to a county average of 21.8%)
- More smoking-related deaths (although this was still better than the England average)
- An increased rate of early deaths from cardiovascular disease

This information will continue to influence future work and priorities within the health improvement remit.

- 5.3 Through the collation of local health data, including in respect of life expectancy, obesity, alcohol consumption, healthy diets, deaths from cancers and illnesses related to the respiratory and circulatory systems, local communities can and will be ranked in terms of those with the most significant health needs.

Table 1 – Communities with the most significant health improvement needs

Community	Rank
Hartshill	1
Arley and Whitacre	2
Atherstone and Mancetter	3
Baddesley and Grendon	4
Hurley and Wood End	5
Dordon	6
Newton Regis and Warton	7
Fillongley	8
Kingsbury	9
Coleshill	10
Water Orton	11
Polesworth	12
Curdworth	13

- 5.4 This table shows that Hartshill, Arley and Whitacre and Atherstone and Mancetter are ranked the highest with regard to their overall health improvement needs. It should be noted, however, that some areas are identified as being significantly worse than others in respect of specific, rather than overall, health needs (see Appendix D for more details).

6 Health and Well-being Working Party

- 6.1 The Borough Council undertakes a wide variety of activity that impacts upon the health of the local population (see Appendix E) and the Authority works closely with a range of partners to provide services that improve the health outcomes of the local population. Nevertheless, significant health inequalities exist within the community.

- 6.2 The Board will be aware that Full Council has agreed that a Members' Working Party be established in order to identify and structure the corporate contribution to the health and well-being agenda. An initial meeting has been held with the Spokesperson and Opposition Spokesperson for Health, Well-being and Leisure, who will sit on the Working Party, in order to scope out the work of the group. The meeting was also attended by the Chairman of the Board, who it is proposed also sits on the Working Party. Draft Terms of Reference for the Working Party are attached at Appendix F for the Board's consideration. In summary, however, it is proposed that the Working Party *should undertake a number of roles, which would include, but not be limited to*, working with partners to identify the key health issues in North

Warwickshire, influencing the development of future health, well-being and leisure strategy, establishing a clear framework for corporate health and well-being activity, including through the development and monitoring of a corporate Health Improvement Action Plan, scrutinising health-related activity within the Authority, receiving reports from, and submitting questions to, key partners, commenting on relevant consultations on behalf of the Borough Council and reporting on related activity to the Community and Environment Board. The Board is invited to advise on the content of the draft Terms of Reference and approve the proposed membership of the Working Party.

- 6.3 The current Health Improvement Action Plan, which is now approaching the final year of its three year programme, does not take in to account the full breadth of Council-related health activity. The Working Party will be instrumental in the development of a Corporate Health Improvement Action Plan for 2017/20. Upon its production, this Action Plan will provide a more holistic view of work that takes place across the Authority that impacts on the health of the local population and will help to ensure that the Borough Council, along with its partners, is doing all that it can in the most effective and efficient manner to improve the health of the community. It is proposed that the Action Plan is developed in conjunction with Warwickshire County Council's Public Health Department, from which it is hoped that additional funding can be secured to help deliver the jointly agreed actions.

7 Report Implications

7.1 Finance and Value for Money Implications

- 7.1.1 The health improvement services detailed within the main body of the report and those identified in the approved Health Improvement Action Plan are, and will continue to be, funded either through approved revenue budgets or secured external funding. Warwickshire County Council's Public Health Department is providing a grant of £17,000 to the Council in 2016/17 to support related activity. Partnership led health promotion projects and interventions are a cost effective way of improving the health and well-being of the local community.

7.2 Safer Communities Implications

- 7.2.1 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.

7.3 Environment and Sustainability Implications

- 7.3.1 The immediate and wider environment in which people live has 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 well-being. 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.

7.4 Health, Well-being and Leisure Implications

7.4.1 The current and proposed activity identified within the main body of this report is designed to positively impact upon individual and collective health and well-being, with the aim of helping people to live longer, healthier lives and to reduce health inequalities in society.

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

7.5 Risk Management Implications

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

7.6 Equalities Implications

7.6.1 Hard to reach communities are often those that are most in need of health and well-being advice and support. Interventions are, and will continue to be, targeted at specific communities identified as being most in need of related services.

7.7 Links to Council's Priorities

7.7.1 Health and well-being activity positively impacts across all of the services provided by the Borough Council and; therefore, links to each of the Authority's corporate priorities:

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

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

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

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

Background Papers

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

Background Paper No	Author	Nature of Background Paper	Date
1	Warwickshire County Council	Warwickshire Joint Strategic Needs Assessment	2015 / 16
2	Warwickshire County Council	Warwickshire Health and Well-being Strategy	2014 to 2018

North Warwickshire Health Improvement Plan 2014-2017

April 2014

Lead Officer: Simon Powell

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

Lead Officer: Simon Powell

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

Lead Officer: Simon Powell

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

Lead Officer: Simon Powell

Objective	Action	Timescale	Resource/Cost	Responsible Officer	Progress
1 – Halt the rise in obesity in children and reduction in adults who are obese	To undertake activities that increase exercise participation levels including: 1 - To develop North Warwickshire as a walking borough by supporting the current walking groups and developing new groups if appropriate	On-going	Staff time	Community Projects Officer	On-going
	2 – To develop two new running groups	March 2015	Staff time	CDO(SI&S)	Complete
	3 – To develop two new measured miles	April 2015	Staff time, £1,978 cost (signage, printing, marketing & promotion etc)	CDO(SI&S) (Atherstone) Landscape Manager (Polesworth)	Expected completion date June 2016 Warwickshire Wildlife Trust completed
	To deliver activities as part of Warwickshire County Council Public Health's 'Big Day Out' and National 'Love Parks' week.	Twice every year (usually around May and September)	Staff time £1500 per event	P&D Team	2014 complete 2015 complete Next Big Day Out in Arley 22 nd May 2016

Lead Officer: Simon Powell

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

Lead Officer: Simon Powell

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

Lead Officer: Simon Powell

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

Lead Officer: Simon Powell

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

Lead Officer: Simon Powell

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

Lead Officer: Simon Powell

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

Lead Officer: Simon Powell

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

Dementia Friendly Communities Action Plan 2015-2016

February 2015

Lead Officers: Becky Evans (NWBC) and Alistair Rigby (WCC)

Objective	Action	Timescale	Resource	Responsible Officer	Progress
DELIVERY AGAINST THE AREAS OF FOCUS OUTLINED IN THE ALZHIEMER'S SOCIETY REPORT: "BUILDING DEMENTIA-FRIENDLY COMMUNITIES: A PRIORITY FOR EVERYONE"					
1) Involvement of people with dementia	Consultation to be completed at each group known in North Warwickshire regarding their opinions and perception around accessing leisure centres in the borough	Pheonix Group – Alzheimer's Café – 16 th July 2015	Participatory consultation tools Staff time	BE	COMPLETE
2) Challenge stigma and build understanding	Make use of national events by planning and publicising events locally in Atherstone: Dementia Awareness Week (May) World Alzhiemer's Month (September) World Alzhiemer's Day (21 st September)	September 2015 May 2016	Staff time Communication Team Banners/leaflets/posters Promotional merchandise	ALL	On going
	Roll out Dementia Friends sessions through local group networks: VAN Forum, Area Forums, Tenants Forums, Older People Forums, Community Hubs, Walking Groups, and Leisure Centres	December 2015	Dementia Friends Champion (Claire & Ewa) Venue	Dementia Friends coordinator	On going

Lead Officers: Becky Evans (NWBC) and Alistair Rigby (WCC)

	<p>Increase the number of Dementia Friends. Target of 10,000 for Warwickshire by June Claire to confirm current figures for Atherstone with the Alzheimer's Society, then the Group to set a target</p> <p>Deliver Dementia Friends sessions to Extended Management Team</p> <p>Deliver Dementia Friends sessions to Town Councillors and Members</p>	<p>May 2016</p> <p>8th September 2015</p> <p>March 2016</p>	<p>Dementia Friends Champion Dementia Friends coordinator Publicity & marketing</p> <p>Dementia Friends Champion</p> <p>Dementia Friends Champion</p>	<p>ALL</p> <p>BE</p> <p>BE</p>	<p>COMPLETE</p>
<p>3) Accessible community activities</p>	<p>Establish a list of appropriate of dementia friendly local activities in Warwickshire North for distribution and promotion</p> <p>Organise a Memory Walk during September to raise awareness and money for the Alzheimer's Society</p> <p>Pilot swimming lessons/sessions for people living with Dementia at Atherstone Leisure Complex</p>	<p>September 2015</p> <p>September 2015</p> <p>July 2015</p>	<p>Leaflets/posters Staff time</p> <p>Staff time Appropriate venue (Merevale?) Communication Team</p> <p>Instructor time Leaflets/posters Communication Team</p>	<p>AR</p> <p>BE</p> <p>BE</p>	<p>COMPLETE</p> <p>COMPLETE</p> <p>COMPLETE More opportunities to be offered</p>

Lead Officers: Becky Evans (NWBC) and Alistair Rigby (WCC)

4) Acknowledge potential	<p>Link to the Dementia Friendly Awards where you can nominate in the following categories:</p> <ul style="list-style-type: none"> •Best Dementia Friendly Community Initiative •Best Dementia Friendly Organisational Initiative •Best Dementia Friendly Involvement Initiative •Best Dementia Friendly Project •Best Dementia Friendly Partnership Working •Best Dementia Friendly Educational Initiative •Outstanding Contribution to Dementia Friendly Communities <p>http://www.alzheimers.org.uk/dementiafriendlyawards</p>	<p>Deadline June 2016</p>	<p>Staff time</p>	<p>ALL</p>	
	<p>Scope out the possibility of community project which people with dementia could lead on i.e. gardening</p>	<p>On going</p>	<p>Staff time Volunteer support Gardening tools Appropriate venue</p>	<p>BE</p>	<p>The Community Development Team are currently in the process of acquiring an allotment in Atherstone which Dementia Groups could utilise</p>
	<p>Feedback the results from the consultations around the Leisure Centres, and what is being actioned as a result, to evidence that their views made a difference</p>	<p>January 2016</p>	<p>Staff time</p>	<p>BE</p>	<p>Improvement to Leisure Centre completed. To be launched May 2016</p>

Lead Officers: Becky Evans (NWBC) and Alistair Rigby (WCC)

<p>6) Practical support to enable engagement in community life</p>	<p>List and support local befriender scheme</p> <p>Support newly appointed Dementia Navigator to raise profile locally and link in to existing support provision & specialist care</p> <p>Receive feedback on referrals from GP etc</p>	<p>May 2015 onwards</p>	<p>Volunteer Centre schemes: gardening buddies, shopping helper</p> <p>Sue Acton</p>	<p>ALL</p>	<p>COMPLETE to be Invited to future meetings</p>
<p>7) Community based solutions</p>	<p>Reach out to specialist care providers to find community solutions to ease demand on local care services</p>	<p>On-going</p>	<p>HomeInstead – Karen Wilkinson Borough Care, NWBC; Care homes</p>	<p>AR / MB</p>	<p>Invite to next meeting</p>
<p>8) Consistent and reliable travel option</p>	<p>Support local taxi firms; Stagecoach, Arriva, and London Midlands to sign up to Action Alliance</p> <ul style="list-style-type: none"> - Offer incentives such as a reduction in their licence fee if they sign up to a DAA <p>Ensure appropriate transport options are listed on the Dementia Portal</p>	<p>May 2016</p> <p>September 2015</p>	<p>Staff time</p> <p>Staff time</p>	<p>Kat Horner – Action Alliance Coordinator, Alzheimer’s Society</p> <p>AR</p>	<p>COMPLETE</p>

Lead Officers: Becky Evans (NWBC) and Alistair Rigby (WCC)

9) Easy to navigate environments	Pilot: Mancetter Extra Care development Physical environment check completed with Janice Le Tellier at Atherstone Leisure Complex - Actions to be completed	January 2016	Tim Willis, WCC	AR	COMPLETE
	Pilot: One Stop Shop Complete a physical environment check and complete any actions required	September 2015	Budget for improvements required Staff time Contractors to complete work	BE and Peter Wheaton – Leisure Facilities Manager	
	Pilot: One Stop Shop Complete a physical environment check and complete any actions required	May 2016	Staff time Budget for improvements Contractors to complete work	BE and Chris Jones – Facilities Manager	
10) Respectful and responsive businesses and services	Develop “dementia friendly store” checklist and approach Co-Op and Aldi in Atherstone to pilot	May 2016	Staff time	AR	
	Get business to “pledge” their support and commitment to being Dementia Friendly	May 2016	Staff time	AR	
	Support NWBC to become a Dementia Friendly Organisation	On-going	Staff time Communication Team	BE	
	Offer Dementia Awareness Training and/or Dementia Friends Information Sessions to local businesses	May 2016	Staff time Dementia Friends Champion	BE/AR	

Dementia Checklist
Atherstone Leisure Centre

Observations made by Alzheimer's Society	Action	Timescale	Resource/cost required	Responsible Officer	Progress
<p>OUTSIDE</p> <p>No clear signage outside the Centre indicating where the entrance is</p> 	<p>A large sign above the entrance to indicate where people access the building</p> <p>Use "No Entry" signs on exit doors</p> <p>Use additional "Entrance" signs on the doors</p> <p>Create a definitive edge between the path and the grass leading up to the entrance using an outer row of different coloured bricks/painted line</p>	<p>March 2016</p> <p>March 2016</p> <p>March 2016</p> <p>June 2015</p>	<p>£50</p>	<p>PW</p> <p>PW</p> <p>PW</p> <p>PW</p>	<p>Complete</p> 
<p>The "Leisure Complex" sign is not located near the entrance and is vague i.e. does not describe what the facility offers i.e. pool, gym etc</p>	<p>Resolved in previous point</p> <p>Banners on outside of building to be removed</p>	<p>March 2016</p>		<p>PW</p>	

<p>RECEPTION</p> <p>Paint doors, which are not for public use, the same colour as the walls to discourage people trying to go through them Paint doors, which are for public use, a different colour to the walls</p> <p>There is an array of notices and message in and around the reception area. This means that important notices are not highlighted, and opening times and costs are not clear</p>  <p>The doors to the swimming pool and the gym are exactly the same. The entrances should be made clearer with different coloured doors and pictures</p>	<p>Paint the architrave surrounding the doors to the staff areas the same colour as the walls <i>or/and</i> use clear signs on doors to discourage use Painting the doors is not a viable option, and as the architrave is already a contrasting colour, no further action required</p> <p>Condense the number of notices displayed, with the important notices displayed at the forefront of the reception area with clear large font</p> <p>Opening times to be displayed on door/window. Opening times and costs to be displayed on plasma screens</p> <p>New reception desk to be installed, being more open, freeing up the entrance, and directing people to the far side</p> <p>The area of wall surrounding the doors to be painted different colours; pink around the gym, blue around the pool</p>	<p>Sept 2015</p> <p>March 2016</p> <p>w/c 4th Jan 2016</p> <p>Sept 2015</p>	<p>£2,500</p>	<p>PW</p> <p>PW</p> <p>PW</p> <p>CJ</p>	<p>Not viable. No further action required</p> <p>Complete</p> <p>Complete</p> <p>Complete</p>
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There is nothing to indicate that the weight room off the reception area is a public area, or what it is!	A sign above the door saying "Weight Room" Architrave should be painted a different colour to the wall	March 2016		PW	Not viable as area surrounding door is metal not wood
No signs in reception to indicate where the toilets are	Clear signs to toilet	March 2016		PW	
No baby changing sign on the disabled toilet (when there is baby changing available inside)	Baby changing sign to be added to disabled toilet	March 2016		PW	
Toilet seat should be a different colour to the rest of the toilet to help people "aim"	All toilet seats to be changed to a different colour (blue)	w/c 4 th Jan 2016	£1,600 for 12	CJ	Complete
Toilet doors are too heavy, giving the perception that the toilet is occupied when it is vacant	CJ to investigate the closing mechanism	Sept 2015		CJ	Not appropriate
There are shadows on the floor by the toilets which may be perceived as different levels	Changing the light fitting near the toilets to give more light	Sept 2015	Total for all lights in foyer and behind reception desk - £2,166.90 + £325	CJ	Complete
There should be a stark difference in the colour of the chairs compared to the flooring in the reception area to help people locate edges	During the proposed refurbishment of the reception area, the flooring will be replaced so it is all one colour, one texture, with no changes. The flooring will be a different colour to the chairs	Dec 2015	£7,930 + VAT	CJ	Complete

Exit door not clear	<p>Colours to be benchmarked with Alzheimer's Society to ensure they are appropriate</p> <p>Signage with arrows to direct people to the exit</p> <p>Current fire door to be converted into automatic doors to create a more natural exit route from the Centre, and will free up the area around the entrance</p>	<p>July 2015</p> <p>March 2016</p> <p>Dec 2015</p>	<p>£4,850 + VAT</p>	<p>BE</p> <p>PW</p> <p>PW</p>	<p>COMPLETE</p> <p>COMPLETE</p>
<p>Changing Areas</p> <p>Various lights are no longer working</p> <p>No "Female changing" sign on the door, just a toilet sign</p> <p>Greater colour contrast needed to define the benches within individual cubicles and in the centre of the room</p> 	<p>Ensure that all lights are well maintained in good working order</p> <p>Add additional "Female Changing" sign to the door</p> <p>Signage to be consistent on doors</p> <p>Use a different coloured edging to stick along the edges of benches to define seating area/replace outer slat with a contrasting colour</p>	<p>Ongoing</p> <p>March 2016</p> <p>March 2016</p> <p>March 2016</p>		<p>CJ</p> <p>PW</p> <p>PW</p> <p>CJ</p>	

<p>The corridor leading up to the changing rooms require a different coloured skirting to differentiate between floor and walls. The walls and floors are too similar in colour</p>  <p>Door to shower cubicles and the changing cubicles require starker contrast</p> <p>Exit routes need to be clearly sign posted and well lit. The exit in the female gym changing room is not lit and not signposted</p>	<p>Use mastic to highlight and seal between the floor and walls</p> <p>Improved lighting in this area may alleviate this issue. TBC</p> <p>Introduce signage with arrows to direct people to the exit</p> <p>Add an additional light by the door as required</p>	<p>Sept 2016</p> <p>March 2016</p> <p>Apr 2016</p>		<p>CJ</p> <p>PW</p> <p>CJ</p>	
<p>Gym Laminate flooring is different shades giving the perception on uneven flooring</p> <p>With regards to the area near the lockers, there are several doors which all look the same, and therefore require differentiating</p> <p>The “etiquette” sign needs to be bigger</p>	<p>Flooring is new and will not be changed. No action required</p> <p>Paint area around doors a different colour, either differentiating between toilets and changing rooms, or between male and female facilities</p> <p>Enlarge and display</p>	<p>Jan 2016</p> <p>March 2016</p>		<p>CJ</p> <p>PW</p>	<p>Not viable. Clearer and consistent signage should help</p>

<p>The emergency button situated on the wall by the lockers needs to be clearer</p> 	<p>Introduce a bigger, clearer sign indicated where the emergency button is situated</p>	<p>March 2016</p>		<p>PW</p>	
<p>There are no signs directing people back to the reception area</p>	<p>Add signage with arrows to direct people to the reception</p>	<p>March 2016</p>		<p>PW</p>	
<p>There is no difference between the fire door and the door back to the reception</p>	<p>Clearly mark the door back to reception as the way out</p>	<p>March 2016</p>		<p>PW</p>	
<p>Fire exits do not specify that they should not be used, just "push bar to open"</p> 	<p>Include signage dissuading people to use the fire doors</p>	<p>March 2016</p>		<p>PW</p>	

General All signs should be at eye level All flooring should be a block of single colour					
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Health Improvement – Priority Area Data

Included Indicators	Arley and Whitacre	Atherstone Central	Atherstone North	Atherstone South and Mancetter	Baddesley and Grendon	Coleshill North	Coleshill South	Curdworth	Dordon	Fillongley	Hartshill	Hurley and Wood End	Kingsbury	Newton Regis and Warton	Polesworth East	Polesworth West	Water Orton
General Health (QS302EW)	1	2	5	4	3	17	12	15	8	9	6	7	13	11	10	15	14
Low Birth Weight Births (%)	5	6	6	6	3	10	10	16	1	6	3	1	16	10	10	10	10
Child Development at age 5 (%)	5	1	1	1	6	10	10	7	16	9	4	16	7	13	13	13	10
Limiting long term illness or disability (%)	11	5	2	3	1	17	4	14	6	9	8	12	13	10	7	16	14
Obese Children (Reception Year) (%)	3	2	5	1	13	6	14	14	4	14	7	12	11	9	9	7	14
Obese Children (Year 6) (%)	1	7	12	11	13	3	6	9	13	10	16	4	8	17	2	15	5
Obese adults (%)	16	3	3	3	6	9	9	7	1	17	9	1	7	13	13	13	9
Binge drinking adults (%)	13	15	15	15	8	9	9	1	6	14	12	6	1	3	3	3	9
Healthy eating adults (%)	11	1	1	1	6	12	12	15	1	17	7	1	15	8	8	8	12
Incidence of all cancer (SIR)	2	15	15	15	6	6	6	4	13	3	1	13	4	10	10	10	6
Hospital stays for self harm (SAR)	5	1	1	1	7	13	13	16	8	6	4	8	16	10	10	10	13
Hospital stays for alcohol related harm (SAR)	5	1	1	1	7	13	13	13	8	6	4	8	13	10	10	10	13
Life expectancy at birth for males (years)	6	2	1	11	10	15	12	17	8	4	5	3	9	7	16	13	13
Life expectancy at birth for females (years)	7	11	4	15	3	14	13	16	9	5	1	11	10	2	8	17	6
Deaths from all cancer, under 75 years (SMR)	1	2	11	16	8	4	13	17	3	15	5	6	9	10	7	14	12
Deaths from circulatory disease, under 75 years (SMR)	2	1	12	11	4	10	7	15	16	14	3	5	8	9	6	17	13
Deaths from coronary heart disease, under 75 years (SMR)	2	1	12	15	17	4	3	9	11	14	6	5	8	7	10	16	13
Deaths from stroke, all ages (SMR)	13	12	5	8	2	14	7	9	15	11	1	16	6	4	10	17	3
Deaths from respiratory diseases, all ages (SMR)	6	4	5	12	8	10	14	17	7	3	1	13	15	2	9	16	11
Ward Total	115	92	117	150	131	196	187	231	154	186	103	148	189	165	171	240	200
Community Total	115	119.6666667	117	150	131	191.5	187	231	154	186	103	148	189	165	205.5	240	200
Community Rank	2	3	3	3	4	10	10	13	6	8	1	5	9	7	12	11	11

Hartshill	1
Arley and Whitacre	2
Atherstone	3
Baddesley and Grendon	4
Hurley and Wood End	5
Dordon	6
Newton Regis and Warton	7
Fillongley	8
Kingsbury	9
Coleshill	10
Water Orton	11
Polesworth	12
Curdworth	13

This table shows the final ranking position of the communities based on the health indicators

Indicators	Rationale (Coloured cells indicate a direct relationship with a Health related outcomes according to the North Warwickshire Health Improvement Plan 2014-2017, hence inclusion)	Data source/Date
General Health (QS302EW)	Will indicate the health of the borough. This should increase with the number of health improvement incentives delivered	Warwickshire Observatory (2011) It adds the population for the LSOAs that make up the ward and adds the number of people in bad or vary bad health together before working a percentage which is then ranked
Low Birth Weight Births (%)	Low birth weight babies are associated with poorer long-term health and educational outcomes	Office for National Statistics (ONS) (2008-2012)
Child Development at age 5 (%)	The highest priority in the Marmot review was the aim to give every child the best start in life as this is crucial to reducing health inequalities	Department of Education (2011/12)
Limiting long term illness or disability (%)	Will indicate the health of the borough. This should decrease with the number of health improvement incentives delivered	ONS census (2011)
Obese Children (Reception Year) (%)		National Child Measurement Programme, Health & Social Care Information Centre (2010/11-2012/13)
Obese Children (Year 6) (%)		National Child Measurement Programme, Health & Social Care Information Centre (2010/11-2012/13)
Obese adults (%)		Public Health England, NHS Information Centre (IC) (2006-2008)
Binge drinking adults (%)		Public Health England, NHS IC (2006-2008)
Healthy eating adults (%)		Public Health England, NHS Information Centre (IC) (2006-2008)
Incidence of all cancer (SIR)		ONS Cancer incidence data, combining cancer registration data

		from all PHE cancer registration forms (2007-2011)
Hospital stays for self harm (SAR)		Hospital Episodes Statistics, Health & Social Care IC (2008/9-2012/13)
Hospital stays for alcohol related harm (SAR)		Hospital Episodes Statistics, Health & Social Care IC (2008/9-2012/13)
Life expectancy at birth for males (years)	A healthy borough should result in a higher life expectancy. Focus should be on those wards indicating a lower life expectancy	Office for National Statistics (ONS) (2008-2012)
Life expectancy at birth for females (years)	A healthy borough should result in a higher life expectancy. Focus should be on those wards indicating a lower life expectancy	Office for National Statistics (ONS) (2008-2012)
Deaths from all cancer, under 75 years (SMR)		Office for National Statistics (ONS) (2008-2012)
Deaths from circulatory disease, under 75 years (SMR)		Office for National Statistics (ONS) (2008-2012)
Deaths from coronary heart disease, under 75 years (SMR)		Office for National Statistics (ONS) (2008-2012)
Deaths from stroke, all ages (SMR)		Office for National Statistics (ONS) (2008-2012)
Deaths from respiratory diseases, all ages (SMR)		Office for National Statistics (ONS) (2008-2012)

Key: (KPIs relate to the Health related outcomes according to the North Warwickshire Health Improvement Plan 2014-2017)

-  Reduction in mortality rates from CVD & Cancer in age < 75
-  Halting the rise in obesity in children who are obese
-  Reducing the number of adults who are obese
-  Reduction in alcohol related harm
-  Reduction in smoking status at time of delivery
-  Mental health (outcome to be confirmed)

Ergo, the table above shows that all indicators which were chosen either directly contribute to the health related outcomes identified in the North Warwickshire Health Improvement Plan, or related to long-term health. More specific indicators are available which focuses on particular conditions i.e. cancer, however to avoid double counting which may lead to figures being biased in particular wards, the overall statistics are used i.e. “deaths from all cancers”

Details/issues in priority Wards

Priority Ward 1: Hartshill

Hartshill was ranked highest in the following indicators:

- Incidence of all cancer
- Life expectancy at birth for females
- Deaths from stroke, all ages
- Deaths from respiratory diseases, all ages

It also scored third highest for; low birth weight births and deaths from circulatory disease (under 75 years)

Priority Ward 2: Arley & Whitacre

Arley & Whitacre was ranked highest in the following indicators:

- General health
- Obese children (year 6)
- Deaths from all cancers (under 75)

It also ranks second in; incidence of all cancer, deaths from circulatory disease (under 75), and deaths from coronary heart disease (under 75)

Ranking third in; Obese children (reception year)

Priority Ward 3: Atherstone

For the purposes of identifying overall priority wards, Atherstone Central, Atherstone South, and Atherstone North and Mancetter have been merged into one ward

Atherstone was ranked highest in the following indicators:

- Child development at age 5
- Obese Children (Reception Year)
- Healthy eating adults
- Hospital stays for self harm
- Hospital stays for alcohol related harm
- Deaths from circulatory disease, under 75 years
- Deaths from coronary heart disease, under 75 years
- Life expectancy at birth for males

It also scored second highest for; General health, Limiting long term illness or disability, Obese Children (Reception Year), Life expectancy at birth for males, and deaths from all cancer (under 75)

Third highest for; Limiting long term illness or disability, and Obese adults,

The wards above are show the priorities according to **all** the contributing health indicators however if the results are broken down into the 5 Health Improvement Outcomes there is a more targeted analysis:

Reduction in mortality rates from CVD & Cancer in age < 75 (Includes all the indicators highlighted on the table above as )

Top 3 priority wards:

- 1.) Hartshill
- 2.) Arley & Whitacre
- 3.) Atherstone

Halting the rise in obesity in children who are obese (Includes all the indicators highlighted on the table above as )

Top 3 priority wards:

- 1.) Arley & Whitacre
- 2.) Atherstone

2.) Coleshill North

It is important to note that Coleshill North scored 3rd highest in this priority although does not feature in the top 5 wards for general health, therefore some more targeted delivery may be required in this area

Reducing the number of adults who are obese (Includes all the indicators highlighted on the table above as )

Top 3 priority wards:

- 1.) Dordon
- 1.) Hurley & Wood End
- 2.) Atherstone (Central, North and South came out with the same score)

Dordon and Hurley & Wood End scored the highest in this area but do not feature in the top 5 priority wards for general health, therefore some targeted delivery will be needed in these areas

Reduction alcohol related harm (Includes all the indicators highlighted on the table above as )

Top 3 priority wards:

- 1.) Newton Regis and Warton
- 1.) Polesworth East
- 1.) Polesowrth West

In conclusion; the table below shows the priority communities for health in general and the health specific outcomes

	OVERALL HEALTH	Reduce mortality rates from CVD & Cancer (< 75)	Halting the rise in obesity in children	Reducing the number of adults who are obese	Reduction alcohol related harm
Priority Ward 1	Hartshill	Hartshill	Arley & Whitacre	Dordon	Newton Regis and Warton
Priority Ward 2	Arley & Whitacre	Arley & Whitacre	Atherstone	Hurley & Wood End	Polesworth
Priority Ward 3	Atherstone	Atherstone	Coleshill	Atherstone	Curdworth, Dordon, Hurley & Kingsbury (all ranked equally)

Mental health data

Other than hospital stays for self harm, the current data available is not broken down into ward level, but some is available related to individual GP practices in the borough. Some work is being completed to map the GPs surgeries to ward level so this data is comparable

North Warwickshire Borough Council Health and Well-being Related Activity

Division / Section and Lead Officers	Actions
Housing	<ul style="list-style-type: none"> • Landlord services – management and maintenance; Community Support, Private Sector Team • Housing strategy including delivering affordable homes, affordable warmth, domestic abuse • Various community projects which help vulnerable people and protect against social isolation. • Public and private sector Decent Homes • Public and private sector disabled adaptations • Enforcement under the Housing Acts e.g. regulation of Housing in Multiple Occupation, overcrowding. • Community Support - community alarm and mobile warden service (free to everyone aged 62 years and over and younger vulnerable people) and sheltered schemes. • Traditional Public Health, including drainage, filthy and verminous premises/persons/articles, provision of sanitary accommodation, etc. • Pollution and noise (domestic)
Environmental Health	<ul style="list-style-type: none"> • Heartbeat Awards to food businesses offering health-eating choices • Food Safety • Licensing • Pollution Control, including air quality, noise (commercial premises) • Health and Safety at Work, including work-related disease, injury and public safety • Infectious Disease • Contaminated Land • Fly Tipping • Water Supply • Public Health Implications of Emergencies, e.g. flooding, flu, etc.
Planning and Development	<ul style="list-style-type: none"> • Core Strategy • Supplementary Planning Guidance • Section 106 – Strategic Planning for services including Open Space and Play Area Enhancements • Health Impact Assessment • Building Control

Revenues and Benefits	<ul style="list-style-type: none"> • Help and advice (including via the internet) to maximise the take-up of benefits, debt and financial advice • Financial inclusion, including affordable warmth and tackling fuel poverty • Welfare Benefits • Discretionary Travel Vouchers • Community Hubs • North Warwickshire Food Bank
Human Resources	<ul style="list-style-type: none"> • Staff Welfare • Staff referrals to Occupational Health and counselling services • Sickness Management
Streetscape	<ul style="list-style-type: none"> • Refuse Collection • Assisted Collections • Clinical Waste Collection Service • Street Cleaning • Ground Maintenance (maintaining open spaces, parks, playing fields and play areas) • Facilities Management – (including asbestos management, legionella testing, etc.)
Leisure and Community Development	<ul style="list-style-type: none"> • Management and Development of Leisure Facilities • Management and Development of Parks, Play Areas, Playing Fields, Local Nature Reserves (maintaining Bio-diversity), Allotments and Open Spaces • Exercise on Referral - now including people with dementia • Play Area Development Programme – improvement of facilities • Implementation of two Parks Management Plans, one for Dordon Long Street and the other for Polesworth Abbey Green, (increasing accessibility by improving paths and planting). • Wellness Matters - A dedicated website for all matters health related, including healthy eating, sexual health, stop smoking, mental health, debt advice, support services, etc. Visit www.northwarks.gov.uk/wellnessmatters • Healthy Lifestyle Initiatives (including #onething campaign, Community Cooking (healthy eating – linked to Change4Life), Training and resource pack developed (for school based family cooking programmes), Food Coops (improving access to affordable fresh fruit and vegetables) • North Warwickshire Walks - community health walks - four new walks developed this year (currently 10 in total) • Health promotion days, such as No Smoking Day, Summer Safety, Alcohol Awareness, Stroke Awareness, etc. and promotion of initiatives such as the Warwickshire Slipper Service (falls prevention) • Healthy Workforce Week, which includes food tasting, recipe swaps, stress management, life coaching, staff walks, yoga, meditation for staff, etc. • Schools Alcohol Education through theatre (Primary and secondary schools)

Health and Well-being Working Party Terms of Reference (March 2016)

Purpose

The Health and Well-being Working Party is established to identify and structure the corporate contribution to the health and well-being agenda.

The Working Party will bring focus and co-ordination to health improvement activity across North Warwickshire.

Aims

1. To map and monitor health improvement activity across the Borough
2. To influence the development of health and well-being policy and strategy and to ensure equitable access to services for local residents
3. To work with partners, including the Clinical Commissioning Group and Public Health, to identify the key health issues in North Warwickshire and, thereafter, to explore opportunities to secure external funding support for undertakings designed to positively address these issues
4. To scrutinise health-related Borough Council activity
5. To monitor implementation of the North Warwickshire Health Improvement Action Plan, 2016 / 17
6. To develop a Corporate North Warwickshire Health Improvement Action Plan for 2017 to 2020, taking in to account the priorities of the Corporate Plan, the Sustainable Community Strategy, Warwickshire Health and Well-being Strategy, 2014 to 2018, and other relevant plans and documents
7. To respond to relevant health-related consultations on behalf of the Borough Council, to receive reports from, and submit questions to, external organisations to promote understanding of, and improve services that address, the health needs of North Warwickshire residents. These organisations will include, but not be limited to, the County Health and Well-being Board, the County Health Scrutiny Board, Health Portfolio Holder meetings and the Warwickshire North Health and Well-being Partnership
8. To determine how allocated health and well-being monies are spent

Membership

1. The Working Party shall consist of:
 - a. Spokesperson and Shadow Spokesperson for Health, Well-being and Leisure
 - b. Chairman of the Community and Environment Board
2. Non-members will be invited to the Working Party where expert advice is required

Review

On an annual basis, the Working Party will review the focus and value of its work.

Working Party Meetings

1. Meetings will take place once per Board cycle in advance of the Community and Environment Board. (**Thursday's 10:00am approximately four weeks in advance of the Board*).
2. Meetings will be chaired by the Health, Well-being and Leisure Portfolio Holder and will be organised by the Leisure and Community Development Division
3. Agenda items will be set by the Working Party and / or the Community and Environment Board
4. The notes of each meeting will be reported to the Community and Environment Board

Agenda Item No 7

Community and Environment Board

14 March 2016

Report of the Assistant Chief Executive (Community Services)

Financial Inclusion and Customer Access Update

1 Summary

- 1.1 The purpose of this report is to provide Members with an update of the Financial Inclusion and Customer Access activity undertaken by the Council and some of its partners in the last twelve months. It outlines the wide ranging activity undertaken in assisting residents of the Borough some experiencing personal and financial difficulties to meet their commitments during what remain particularly challenging times.
- 1.2 During a year when we have continued to support the most significant welfare reforms in sixty years, our approach remains key to ensuring support around debt advice, income maximisation, affordable lending, emergency help via providing food and heating and promotion of health and well-being is available to help residents address their future challenges. The real positives of the good work outlined in this report show how the Council working with partners is implementing initiatives that are supporting people into or nearer work and meet their financial obligations.

Recommendation to the Board

That the report be noted.

2 Background

- 2.1 For many years, the Council working with key local partners have been recognised for delivering help and support to customers to ensure they have maximised their benefits entitlement and have been able to access debt and other advice when they have experienced financial difficulty or personal problems.
- 2.2 These wide-ranging initiatives delivered by the Council, its partners and the CAB during 2015/16 have been captured in a series of documents attached at Appendix A and B. Three of the four reports have already been considered by the North Warwickshire Community Partnership, which meets quarterly and which, along with the Councils Financial Inclusion Partnership, oversees the commitment to this work.
- ...

- 2.3 Whilst it can be seen from the attached documents that the work of the Council in taking a proactive role has continued well during the year, our ability to support all our ambitions and provide detailed data demonstrating the positive impact of our work in relation to this agenda has been thwarted by the absence of key internal officers during 2015 who support me in delivering this agenda, one due to their long term sickness and the other, maternity leave. As such, although we have needed to scale back on our activities in order to match resources available; we have still made very good progress in supporting those residents impacted by ongoing welfare changes based on our partnership approach and the working practices now embedded into the Council.
- 2.4 Both these officers returned to work this year, albeit in the case of the Financial Inclusion Manager in a slightly different role. This will continue to see her take a lead on this area of work, her time will now be shared across both Nuneaton and Bedworth Borough Council and ourselves as a result of the shared management approach put in place to manage Revenues and Benefits services. The impact is expected to be minimal due to the overlapping nature of the job and ensures best value for money
- 2.5 In terms of setting priority actions going forward in 2016/17, the future will continue to remain financially uncertain, both externally and internally, and the challenges to the Council and its partners will continue to centre on delivering support around the following priorities:
1. The ongoing economic situation and its link to austerity measures.
 2. Supporting customers impacted by the ongoing Welfare Reform changes. In particular, the introduction of Universal Credit. This will have a significant impact on both the Housing and Community Services divisions in delivering the support needed by our customers in the future.
 3. Identifying how best to continue working together with partners to make existing funds go further and to identify potential new external funding opportunities.
- 2.6 In summary, our key priorities for 2016/17 will focus on the following;
- The promotion of attendance allowances and preparing customers for the major welfare reforms to be introduced in April 2017;
 - Undertaking a review of the Councils Corporate Debt, Write Off and Discretionary Housing Payment guidelines to ensure they remain fit for purpose;
 - A comprehensive review of the current Council Tax Support Scheme;

- The ongoing review and development of the Community Hubs and the re-commissioned B.O.B bus;
- Developing closer working with the Department of Work and Pensions in preparation for the ongoing implementation of the Universal Credit and the better support of Employment Support Allowance customers;
- Promoting the digital agenda and on-line services;
- Supporting a variety of cooking and food projects; and
- Developing greater financial capability skills within the Borough.

2.7 The infrastructure put in place by the Council in recent years means we remain very well placed to address these challenges. These are co-ordinated via both the Council's own Financial Inclusion Forum, of which Councillors Martin Davis and Brian Henney are members, the Community Hub Task and Finish Group chaired by Councillor Mark Jones, the North Warwickshire Community Partnership chaired by Councillor Colin Hayfield as well as the Countywide Financial Inclusion Partnership.

2.8 Wider partnership links have also been made with the Warwickshire Priority Families Programme during 2015/16 with the programme now able to support customers impacted by specific financial inclusion issues. This should ensure we strengthen and co-ordinate better multi agency solutions to families most in need by advertising a range of issues.

2.9 The importance of building holistic solutions and how we better support customers needing help is increasingly being built into our standard practices and procedures by making it the responsibility of an increasing number of officers to take more ownership in helping customers break dependency cycles wherever possible. The recent restructures of both the Housing and Community Services divisions have both addressed this as part of their reviews and reflected these expectations in revised job descriptions and structures.

3 Report Implications

3.1 Finance and Value for Money Implications

3.1.1 As a measure of our success, it is pleasing to report that in terms of in year and arrears collection performance in respect of Housing Rent and Council Tax, these have again improved on 2014/15 levels and we are expecting to achieve similar levels to those achieved post 2013 when the welfare reforms really started to take effect. This is in part due to the proactive work being undertaken by the Council as well as its decision to maintain a local Council Tax Reduction Scheme that has limited benefit cuts to only 8.5% since its introduction in 2013/14 which will continue for a fourth year in 2016/17.

- . . .
- 3.1.2 However, the worrying trend from the Citizens Advice Bureau (CAB) based on the frontline worker toolkit data attached at Appendix B which is being obtained from an increasing number of people needing their help supports our own data is that those in difficulty have got significant debts and are ignoring them until the situation gets more serious and costly. As a consequence, their resulting needs and requirements are more complex and time consuming to address. The numbers presenting themselves as homeless to the Council are at their highest recorded levels with the trend continuing upwards and we are also seeing overpayments created from failure to notify of changes which would result in a loss of benefit increase, all indications that access to help and advice is more important than ever.
- 3.1.3 This position supports the decision of the Council to continue to make grants to the local CAB which have been maintained at the increased levels agreed in 2009. The increased level of funding (an extra £15,000 on the permanent award) will continue again in 2016/17 and has been provided in addition to new support recently provided by the Warwickshire Local Welfare Scheme managed by the County Council. It is likely this decision will need to be reviewed for 2016/17 due to the need to divert funding to address increased internal pressures around housing options which has been created by the welfare reforms and cuts in Government funding to the Council.
- 3.1.4 Funding to undertake the wider financial inclusion work undertaken in recent years has been resourced by diverting internal budgets as well as utilising external grants to deliver new burdens placed on Councils. These have been provided by both Central Government and making funding bids with partners.
- 3.1.5 Since August 2015, some of the new burdens money to prepare customers impacted by the welfare reforms has been used to pay for a dedicated officer to review some of our oldest and most significant debts and then help customers address their arrears. A summary of this work to date is the we and the CAB have found that initially engaging and then seeking acceptable resolutions with customers is particularly difficult and very resource intensive. However, where we have made progress this has resulted in some very positive results in recovering monies and/or signposting them to the most appropriate support. This work will continue during 2016/17 with the officer continuing to work ever closer with housing and revenues staff.
- 3.1.6 In summary, based on the good and improving collection rates of Council Tax and Housing Rent aligned with the year on year reductions in Council Tax Support and Housing Benefit caseloads helped by good local employment opportunities, this indicates that the Councils approach is working. However, underlying concerns remain around the number of customers with whom getting regular positive engagement is difficult and our belief that an increasing number will be unable to cope with the impacts and expectations of the welfare reforms which have yet to take effect.

3.2 Safer Communities Implications

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

3.3 Environment and Sustainability Implications

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

3.4 Human Resources Implications

- 3.4.1 Ascertaining the right level and type of resources needed to deliver financial inclusion is under regular review, most notably by the Assistant Chief Executive (Community Services) and the Assistant Director (Housing) working closely with other internal colleagues. This has resulted in both these officers restructuring their services in 2015/16 to address issues highlighted in this report.
- 3.4.2 Overall, the Council's investment in staff and in developing effective partnerships has seen considerable improved take up of benefits support and help and increased opportunities to access work.

3.5 Risk Management Implications

- 3.5.1 Failure to provide appropriate levels of customer support could have a detrimental impact of many areas on Council activity and lead to an increase in costs of collection or support being incurred. The Councils current approach enables us to be proactive as opposed to reactive in our response to issues or circumstances. The risk of stopping or reducing levels of activity has to be considered on a case-by-case basis but in general terms it is generally accepted that there will be increased risks if such current services or resources were withdrawn in the current climate.

3.6 Links to Council's Priorities

- 3.6.1 The wide ranging activities undertaken under the overall Financial Inclusion approach cuts across virtually all Council priorities and in particular supports the three key corporate priorities of improving access to services, improving health and well-being and raising education levels and aspirations.

3.7 Equalities Implications

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

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



North Warwickshire Community Partnership Quarterly progress report – February 2016

Champion: Report by Bob Trahern

Theme: Access (proposed rename to “Tackling Poverty” for agreement)

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

Actions since last report in November 2015

During the last 3 months we have made progress building on the written update provided in November in relation to the commitments in respect of the Access agenda. All activity has continued to focus on

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

It is pleasing to report that Sally Roberts, the Financial Inclusion Manager began a phased return in January and will be back working full time by the middle of February until she takes on her wider shared role with NBBC in April.

In addition, Lori Harvey, the Community Hub Coordinator returned from maternity leave at the same time. Michelle Black who was covering her role on a 3 day per week basis will continue in her role until the end of March and will focus on identifying volunteers and better support for them during this period whilst Lori has been undertaking a comprehensive audit to provide a position statement as to where we are in terms of each hub.

Their return will provide important support to a number of access and wider initiatives and hopefully enable proactive progress to be made in a number of areas that I have highlighted in this report

Progress since the last report

Debt Project

We continue to make progress on the debt evaluation project in respect of the planned exercise to review all debts due to the Council for Council Tax and Housing Benefit Overpayments. Where collection isn't obviously possible, a pro forma is being completed that Sally and I are currently reviewing. It is hoped that this will enable a

realistic view of the likelihood of recovery of monies to be taken and will seek to determine the best support on an individual case by case basis that should be provided to ensure customers can be supported to pay historic and current liabilities to the Council more effectively. This will involve evermore working closely with the CAB, Housing and other third sector partners going forward and we hope to be in a position to have undertaken the initial evaluation of all debts by the end of March of the financial position and will be immediately in touch with all customers with a view as to collecting monies over the next 12 to 24 months.

A restructure in the Revenues and Benefits service is also being undertaken to better support these ambitions at a time of reducing resources. It is hoped that this will be in place by April and provide better coordinated FI support to customers going forward.

Sally is also currently reviewing the information we are supplying on letters to people in debt and this will hopefully mean we can get the best out of using our electronic referral forms and enable people to complete the frontline worker toolkit that is giving the CAB and ourselves a better understanding of the local issues faced by people in debt in the borough

Some of the National welfare changes around supported accommodation and tax credits planned for April 2016 are being delayed but further changes will happen as planned that will have a detrimental impact on some customers meaning we expect to see increased hardship going forward. However, the changes proposed for 2017 will provide the biggest challenges yet and we are keen to engage with as many customers to be affected as soon as possible to help prepare them for these./

The introduction of Universal Credit went live on 26 October 2015 in the borough although it is very low profile at this stage and large numbers are not expected to migrate onto the new benefit until late 2016 at the earliest based on current information. Government funding for supporting people migrating has been provided and a proposal is being taken to Members in March to commit some to pay for the dedicated worker currently reviewing historic debts to continue to support individuals and families expected to need support in 2016/17. This will build on the initial debt evaluation work being undertaken and ensure we will be delivering our "Helping Others to Help Themselves" strapline.

Food Projects

We have been offered a similar award of £10k in 2016/17 matching that provided in 2015/16 by WCC to contribute towards our ongoing storage costs and utility bills of units provided by the Council to support this foodbank initiative although it comes with additional caveats to last year in terms of accepting this offer. This is that we are expected to supply Super Kitchen (SK) projects outside of the borough which we are already doing in part but we are currently reviewing this offer with SK as we need to ensure we can commit to this additional expectation.

As outlined in the September & November report, we have already had meetings with the Super Kitchen partners whom the County have funded to develop community cafes in Nuneaton & Rugby in order to determine how we could work closer together and align them to what we are doing. This has resulted in a number of positive meetings between them, ourselves and Chapter One, our current food partner and we hope to find a solution that works for us all by March.

Progress Made

- A meeting with senior staff from all 3 organisations to agree possible opportunities
- Initial meetings with Ocado to understand if they could supply more food on a regular basis with a particular emphasis on chilled food

Super Kitchen are seeking to offer the use of a refrigerated vehicle that will allow us to receive fresh meat on a weekly basis and assist in collecting additional supplies which will benefit all parties and allow greater support to be provided both in and outside the borough particularly to NBBC. They also see the opportunity to get funding via external bids and we hope to progress this by the end of March in what we hope will make the project more self sustainable. However, we have hit early difficulties around organising how the chilled meat can be supplied by Ocado based on their more pressing work priorities at this time and concerns about involving a new partner because of the excellent local arrangements we have. Taking additional ambient food is not seen as a problem but at present our volunteer and storage capacity to cope with this within the current funding envelope is just not possible but we are seeking to find solutions to this in the coming weeks. It is hoped that SK will be able to support social enterprise cafes that exist in NWBC if we can find a way forward but these ideas need developing further in the borough with hub partners as to whether there is any appetite for this ! which Lori will progress.

The Christmas Eve turkey run saw us support 327 families, veterans, tenants and a number of WCC social care and troubled families clients with a Christmas food parcel and presents. Included in this were 60 families from Arley and Ansley supported by a donation from the parish council and we also supported a number of community meals in Hartshill, Atherstone and Mancetter. In total, we are now supporting over 60 community projects on a regular and ad hoc basis. On Christmas Eve, we also took on additional excess stock that means good meat supplies that will support us for a number of months by filling foodbank and partners freezers

The arrangements introduced with Aldi in July 2015 that is seeing us receive up to a ton of fresh fruit and vegetables on a weekly basis. Is working well. They remain very positive about the arrangements and it continues to support the WCC Community 4life programmes in the North as well as food parcels and a number of our community projects.

We have nearly completed the fourth cooking course from QE School which is being delivered by Becky Evans in Community Development alongside "Jeff the Chef". A similar cooking project is also being delivered in partnership with the Bromford Hub supporting their client base. These projects build on the success of the four courses run in 2014/15 which were hugely beneficial in helping build confidence, teaching new skills, eating well on a budget and getting back into work but we need to make these more sustainable if we are to continue with them in terms of funding and resources.

We have had 2 very positive meetings with Hartshill School since Christmas via a CAB referral who are keen to set up similar arrangements to those at QE School by having a daily breakfast club, supporting cooking lessons and other welfare activities they already undertake to support students and their parents. We have just started providing some support in February and we hope to fully implement arrangements by the end of March. This should see opportunities to support parents better and possibly help us identify new volunteers for the foodbank and hubs and people to

engage on ICT courses to help into or nearer work.

The Foodbank project continues to adopt a holistic approach to customers which proves it is not just about providing a food parcel which we continue to provide about 40 per week but a growing range of support for community projects and groups.

Welfare Reforms

The impact of welfare reforms on households continues to be a key issue that is being monitored by and reported on a regular basis to members. It is positive that collection rates are up on this period last year and caseloads remain stable which indicates that the help and support we are giving is having a positive local impact. The major exercise to review all debts outstanding as at 31 March 2015 is also progressing well as we review the outstanding debts and likelihood or best way of collecting them. This is despite all having been subject of court action and many having failed to be collected despite bailiff action. With over 500 plus accounts this is a very big job albeit dealing with only a relatively small percentage of the debt we collect and is massively and disproportionally resource hungry to deliver although deemed absolutely necessary to help customers address issues that may hold them back.

There has been another recent changeover in management of the Jobcentre in Atherstone and this along their workload pressures around Universal Credit and supporting welfare impacted residents is making organising further sessions to help get people with specific health issues back or nearer to work following on from the successful ESA Atherstone event in February 2015 very difficult to organise. This is frustrating and an indication of how stretched DWP resources are already and an indication of what the future may hold in terms the availability of support to customers. Now Sally has returned we hope to be proactive in picking issues up with the DWP again to progress the necessary joined up working we need in place soon.

Jerry and I had a very good initial meeting with a work provider "Prospects" who are supporting people who are the furthest away from entering work and who support the Governments work programme initiative. They were very impressed with the partnerships and approach being taken in the borough and are very keen to work with us. It has been agreed that a follow up meeting would be beneficial during March to progress initial discussions with them.

We also had a very positive meeting with Warwickshire Welfare Rights (WWR) in early February who will be undertaking a major take up campaign around promoting potential attendance allowance entitlement from April onwards. It is also expected that customers citing that they are unable to afford borough care services as part of the forthcoming consultation of that service will be offered a benefit check to ensure they are maximising benefits and if WWR can identify more income this could help them continue as borough care customers and be better off overall.

The work being explored with County Colleagues whether entitlement to Free School Meals could be delivered more efficiently by incorporating the application process into the CTS and HB system remains stalled as the software supplier to the other 4 districts in Warwickshire is at present reviewing the products it is supporting and therefore this cannot be easily progressed at this time. It has also slipped in terms of its priority as we move into our year end processes, and this will now need deferring until later this year when its potential need will be reviewed.

On a more positive note, we are seeking how we can better engage with referring

debt related cases into the WCC coordinated troubled families programme that now allows Financial Inclusion to be treated as a qualifying criteria for referrals. The data held by the Council would also enhance understanding of existing and referrals from other organisations and we are currently reviewing how we are best able to share this data to ensure joined up approaches are taken with Bill Basra who has taken over coordinating this countywide work.

Community Hubs and the B.O.B Bus

An initial meeting of the reconstituted "Hub Task and Finish Group" took place on 14 January and a follow up meeting is planned for 3 March 2016

This group is keen to review the future direction of the hubs and a full audit looking at opening hours, activities, costs and community support is currently being undertaken by Lori. This is likely to see a review of what facilities are deemed "hubs" and that provide a full range of support and activities, and which are merely information points offering access to ICT and a free phone. This, if agreed would very much pick up recommendations that were being agreed just prior to Sally and Lori going off last year with the previous Task and Finish group.

The need for this is because we need to prioritise promoting and embedding these facilities in communities where they are needed most and in hubs supported by paid workers as they can most easily deliver partner advice and support sessions, and hopefully food projects. There has been some very recent discussions with Public Health that could see us working ever closer via the hubs in a joined up, sustainable approach that will bring together a solution to address health priorities in the borough by delivering local support from local facilities. An update on the progress of these discussions will be provided at the meeting.

Lori is also keen to work with hubs to be able to identify potential future funding opportunities whether via LEADER, CAVA or other sources. This comprehensive piece of work is now well advanced and we hope to be able to agree the future approach of community hubs at the meeting at the Task & Finish Group that is being held in the evening on 3 March

Information about the hubs and all the new features on the Councils improved website which includes a significant number of improved on line self serve forms was widely promoted as part of a wider campaign kicked off in North Talk in November and is currently being advertised on Council vehicles. The benefits of signing up to e bills for Council Tax will be pushed as part of the annual billing exercise and the e-benefits form we went live with in November is working well.

The successful bid to the Tinder Foundation developed by ourselves, the Volunteer Centre and NBBC to employ a driver and support worker for the revamped B.O.B bus continues to work well following its introduction in October 2014. The ongoing funding for the project post March 2016 is reliant on getting enough people signing up to do on line courses on a regular basis to achieve targets set until potentially 2017. According to the volunteer centre, this is on target to be achieved and will be more important than ever as the volunteer centre have indicated that core funding for their services locally is likely to be lost from April 2016 onwards causing pressures on them to support volunteers in the area. This is a major concern as we are already short of volunteers to support key areas of work.

In summary, we continue to make good progress in delivering the Councils Access Strategy and the improvement and development of our on line capability which was

the key focus of workshops at the Access partnership day in 2013 & 2014. These were developed into key actions for council staff and will remain a high profile piece of work to develop in the coming years as we move as many people on line as possible as well as improve our use of social media. The promotion of digital services is central to our work internally alongside ICT colleagues and the internal Communications Group as part of our channel shift and savings commitments.

Our FI approach around a more holistic approach to debt agreed at the workshops in 2015 is also making good progress as indicated in this report already

Changes to the action plan

Making progress is largely dependent on being able to access internal and external resources and funding and is being delivered against the backdrop of the ever challenging environment in which we work. As such, we will continue to review our ability to continue to deliver on the many fronts we are currently engaged in what amounts to a very small team. The need to work in partnership with county and other third sector partners is integral to us continuing to be successful and maintaining momentum on the proactive and innovative work to date.

Expected Outcomes

Positive engagement with a wide variety of customers and improved access to a wide range of services and information are being delivered in partnership and innovatively. This has seen us be flagged up as a site of excellence by our peers and has seen us be very successful in bidding for external funding albeit with Sally & Lori absent for the majority of 2015 this has really stretched our ability to support our ambitions. Their return will help but Sally's changing role will mean realigning ambitions from 2016 onwards in line with available resources which is currently forming the basis of our current work review to understand how we are best deploying scarce resources going forward

Expenditure (SCS Funding)

	Predicted Expenditure	Actual Expenditure
No allocated budget remains. The corporate access to services budget that is funding ongoing hub costs are the only funds available		
We have been allocated monies to support customers migrating to universal credit although at this time it is considered that it is unlikely to be sufficient based on our experiences on the SMART project. We will be reviewing how we are best using this money over the next 12 months once the picture on the type and level of support needed is known as the payments received are capital not revenue contributions.		

Publicity

- We continue to attend a significant number of internal and external officer and partner meetings to raise awareness, review better partnership working and plan future activity of all related activities. I gave a presentation at the VAN forum in November to promote the activities currently being undertaken by the access partnership work. This was well received but it indicated the need to review how we promote wider awareness of the hubs which is part of the review work being undertaken by Lori and a key aim of the Task & Finish Group.

Lessons learnt

- We are working better with the County Council via Bill Basra in trying to address and support common local activities which we hope in his new role in the Troubled Families programme and with his successor in the local team can be built upon. Regrettably, WLWS colleagues continue to cause frustration around their lack of understanding of local issues and clear strategic plan to address cross cutting agendas which we continue to raise with them with little effect or influence.
- Relying on volunteers and third sector partners who have limited capacity and resources to develop new projects and support ongoing initiatives is hugely challenging and means significant demands on limited officer time has been needed.
- Ongoing difficulties with recruiting volunteers remain because of employment opportunities in the area and the general lack of numbers coming forward locally

Sustainability of project

This is a key requirement and aim of all work being carried out to date and a key feature of any activity agreed to see how it can be supported long term by changing working practices to free up resources or identifying a suitable revenue stream where a need arises.

In essence the work being promoted by the partnership around access has become embedded into the Councils corporate and service plans making the activities undertaken part of the “way we do business” as opposed to a separate strand of activity for which I have a clear mandate and responsibility to develop although these will need reviewing in light of the local election result.

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



North Warwickshire Community Partnership Quarterly progress report – September 2015

Champion: Bob Trahern

Theme: Access

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

Actions since last report in May 2015

During the last 3 months we have continued to progress activities building on the written update provided in May in relation to the commitments in respect of the Access agenda. All activity has continued to focus on

- Reviewing enhancements to the Councils Foodbank Operation
- Reviewing and understanding the size of the problems to address issues being faced by customers Impacted by the Welfare Reforms
- Implementing new and consolidating and promoting the use of the Community Hubs
- Supporting the Councils Channel Shift ambitions

As advised in my last report, our ability to support our ambitions and provide data demonstrating the positive impact of our work in relation to this agenda has been thwarted by the current working arrangements of my key internal supports in delivering this agenda. Sally Roberts, the Financial Inclusion Manager had her brain operation in July that went well. It is likely that she will be off until at least January and more realistically March 2016. Her role has not been replaced “like for like” but I have taken on the lead in supporting most of the “non hub work” in her absence although this has meant that we are being less proactive in seeking opportunities in building on new initiatives.

In addition, Lori Harvey, the Community Hub Coordinator has been on maternity leave since the middle of January 2015 and her role is being covered on a 4 day arrangement which started in March 2015 by Michelle Black who is employed by the volunteer centre and this has worked very well. Lori is due back in January 2016 but we have committed in view of Sally’s position to keep Michelle’s arrangement in place until March 2016 and are currently exploring external funding to keep her involvement post March as part of the wider “get online “ commitments.

As such, whilst we have needed to scale back taking on new activity to match the resources available; we have still made very good progress in the key areas that are supporting those residents impacted by ongoing welfare changes.

In addition, the new political administration has committed its ongoing support to

continue with the work being undertaken under the umbrella of “improving access” as a corporate priority and it has been agreed that the Hub Task and Finish Group to be renamed to reflect its wider remit around the channel shift agenda will continue. It is expected this group will meet for the first time since the election by the end of November to review the future direction of a number of items in this report.

I have summarised the main changes since the last report.

Progress since the last report

Debt and Welfare Projects

Meetings with the CAB have been held locally to review how they will commit the funding supplied by the WLWS scheme in May to fund one FTE to support promotion of financial capability and debt advice in the area. To help inform this as well as a project started in my division in early August 2015, a Final Inclusion Partnership Day on our approach to debt was held on 19 August.

This highlighted that arrangements in place required only minor tweaking around how internal and external referrals were operating where people needed help or support and further meetings are planned to take place in October with the CAB, Housing and our Civil Enforcement Agents to embed the processes to be followed where multiple debts exist.

As stated, work on this exercise to review all debts due to the Council has started looking initially at our biggest and oldest debts and these people will be reviewed and hopefully triaged through the now “award winning” frontline worker toolkit wherever possible. The ability and approach to recover the debts will be reviewed in line with the Councils corporate debt policy adopted in 2013

Funding was also allocated to the CDA and we are promoting their offer via social media locally in terms of helping people back into work and Warwickshire Welfare Rights who are training CAB workers in benefits advice. We will be working with them to try and ensure customers are targeted in a coordinated way having regard to other programmes that are also being run – Troubled families team who we have liaised with and provided data to target up to 70 families in 2015/16 . It is too early or has not been possible to get any outcome data on progress to date.

Unfortunately the SMART officer project that we had commissioned BRANCAB to do in partnership with NBBC in April has recently had its funding stopped by the DWP as they considered insufficient numbers were progressing through the project to make the project viable. The project was being funded at £495 per person to take them through a support framework to address their money and related issues and get them back into work. The reason the project has faltered is down to a number of factors, most notably the very difficult client group this project was trying to engage with and discussions with the DWP will be held in October to discuss how we can learn lessons from this experience. This will be conducted alongside discussions around the introduction of Universal Credit which goes live on 26 October in the borough. Funding for supporting people migrating has been provided although having regard to National experience by others, the initial work is unlikely to create significant demand for personal budgeting support or help making online claims. This is expected to change significantly going forward.

We are still awaiting an update on how the underspend on WLWS funds believed to be in the region of £1m held by the County Council will be used to deliver the 5

priorities agreed by the Countywide FIP in June 2014. These priorities are all closely linked to the access agenda themes and would be able to assist us significantly in delivering positive outcomes at a time when they are most needed. It is hoped that the County are able to link up the similar and complimentary priorities they have across a number of Directorates to ensure this money is best used and potentially use it to match fund ESIF bids currently being coordinated across Coventry and Warwickshire.

Any successful bids will support residents impacted by welfare changes or who are in debt in support of activity already happening locally, but as yet the timescales and priorities to be followed remain unclear. We hopefully will be able to provide an update at the meeting from county officers.

The only direct funding we have received from WLWS fund in 2015/16 was £10k which has been provided to contribute towards our ongoing storage costs of units provided by the Council of supplies that we are making widely available both in and outside the borough. Our arrangements have expanded further over the last 3 months and we have had a recent meeting with the Super Kitchen partners whom the County have funded to develop food projects in Nuneaton. They were unaware of our work until recently but the meeting was hugely positive and is likely to see them develop activity in the borough and utilise and assist us in our food distribution and storage. They also saw the opportunity to get funding via external bids and have asked for another meeting to discuss ideas further in October. We will hopefully get some County representation to attend to determine how this work is best progressed and funded and will also be asking for funding from the WLWS fund in 2016/17 which we will discuss with County members if we consider we need support to get approved.

These discussions will hopefully also enable us to pick up any outstanding issues in relation to breakfast clubs that the County were seeking to expand via the Fareshare contract they have taken over in April that continue to support some of our community cafes and QE School.

One hugely positive development since the last report is the new arrangements introduced and embedded with Aldi that is seeing us receive up to half a ton of fresh fruit and vegetables on a weekly basis. This is not only allowing us to supply this produce in food parcels but also support the weight management programme in partnership with Public Health which started in September and 3 community cafes. It is hoped that we may be able to divert some funding from the Public Health project that was to be used to purchase food to assist in covering some of the logistic costs of taking delivery of these goods. I am currently waiting on them coming back to enable a meeting to happen.

We have started the fourth cooking course for which there was a waiting list from QE School which is being delivered by Becky Evans in Community Development alongside "Jeff the Chef". This will build on the success of the three courses run in 2014/15 which were hugely beneficial in helping build confidence, teaching new skills, eating well on a budget and getting back into work, we are planning running more courses at QE and possibly other venues.

The Foodbank project continues to adopt a holistic approach to customers which proves it is not just about providing a food parcel which we continue to provide about 50 per week on average as we have supplied the following new groups over the summer

- Support to Nuneaton Play schemes
- A growing number of youth and community groups in the area with drinks and snacks
- A number of end of year school activities
- We will be utilising supplies to support CAB and DWP events in late September and from October onwards respectively as well as the B.O.B bus project

What is clear is that the food, baby supplies and non food items we are receiving are making a massive difference to making our partnership and partner projects successful, encouraging attendance and are creating opportunities and making a difference across all our partnership commitments.

Welfare Reforms

The impact of welfare reforms continues to be a key issue that is being monitored by and reported on a regular basis by council officers. Collection rates are being maintained but the trend on the job register in Atherstone has recently increased. This has been attributed to school leavers coming onto the list bucking the trend of an overall downward trend over the last few years and will be monitored.

As mentioned previously, because of the need to get people with specific health issues back or nearer to work, we are planning follow up events to the successful ESA Atherstone event in February which was run with JC+ to better support residents in receipt of Employment Support Allowance improve their circumstances. Other events were planned during the summer but due to other work priorities the Jobcentre have been unable to provide the support to organise future events. We are now hopeful that this issue can be addressed and with Lynda Ward, who has been heavily involved in the work of the Community Partnership for a number of years taking over as operational manager at our co-located Jobcentre in Atherstone it is hoped that this will help in delivering these events as well as future closer working opportunities.

Again this type of event cuts across all 3 of the Councils core partnership themes in addressing health and work aspirations and is being delivered via our access channels of hubs and use of ICT.

We are also exploring with County Colleagues whether entitlement to Free School Meals could be delivered more efficiently by incorporating the application process into the CTS and HB system. An initial meeting took place in September and further meetings are planned to review the outcome initial investigations into the cost of upgrading computer systems.

In addition, a Mental Health workshop and looking at its link to debt has been organised by the county council for October and leads on from high profile training that has been delivered across the Council in the last few months to raise awareness of the growing impact of mental health conditions on our customers.

Community Hubs and the B.O.B Bus

This partnership arrangement with the Volunteer Centre continues to develop very well with Michelle Black in Lori Harvey's absence taking this project forward alongside the Tinder Foundation project approved in October 2014 that is getting people on line. Her role is working with us very positively to promote hubs, volunteering opportunities as well as the help and support to get local people with

individual needs back or nearer to work.

Since the last report, the hub at Dordon community rooms has gone live (albeit some issues remain outstanding) and the hub has opened in the Partnership centre in Atherstone (a partnership with CAB and Age Concern), the latter being officially launched in July 2015. We still continue progressing work on opening up the Kingsbury community rooms and may have the opportunity to develop better access in Warton Orton via the Link building owned by the church. Bob has a meeting on this in October with the local minister.

We do not anticipate opening anymore beyond this but need to now prioritise promoting and embedding these facilities in communities so they are open as long as possible and being used either to access on line services, training or other community activities. The video link technology is currently under review as we are in discussions with the JC about making it more widely used by allowing work coach interviews to be undertaken remotely which will save customers on JSA the expense of paying to travel to Aherstone. These discussions remain at their early stages and will hopefully address rsome technology and security issues.

This successful bid to the Tinder Foundation developed by ourselves, the Volunteer Centre and NBBC to employ a driver and support worker for the revamped B.O.B bus is now really working well following its introduction in October 2014. The ongoing funding for the project post March 2016 is reliant on getting enough people signing up to do on line courses on a regular basis to achieve external targets set until potentially 2017 and should allow us to make sure we can get our most hard to reach groups connected and upskilled !

This will be a focus of our early discussions with members at the “to be arranged” task and finish group as will the promotion campaign to get people on line using the Councils improved website and self service facilities that go live in October

In summary, we continue to make good progress in delivering the Councils Access Strategy and the improvement and development of our on line capability which was the key focus of workshops at the Access partnership day in 2013. These were developed into key actions for council staff and will remain a high profile piece of work to develop in the coming years as we move as many people on line as possible as well as improve our use of social media.

This agenda is central to our work internally alongside ICT colleagues and the internal Communications Group as part of our channel shift and savings commitments and this will see us over the next 6 months promote the new on line forms and self serve facilities that will save customers and the council time and money.

Changes to the action plan

Making progress is largely dependent on being able to access resources and funding and is being delivered against the backdrop of the ever challenging environment in which we work. As such, we must continue to review our ability to continue to deliver on the many fronts we are currently engaged in what amounts to a very small team that has and continues to be hit by key absenteeism. The need to work in partnership with county and other third sector partners is integral to us continuing to be

successful and maintaining momentum on the proactive and innovative work to date.

Expected Outcomes

Positive engagement with a wide variety of customers and improved access to a wide range of services and information are being delivered in partnership and innovatively. This has seen us be flagged up as a site of excellence by our peers and has seen us be very successful in bidding for external funding.

Expenditure (SCS Funding)

	Predicted Expenditure	Actual Expenditure
No allocated budget remains. The corporate access to services budget that is funding ongoing hub costs are the only funds available		
We have been allocated monies to support customers migrating to universal credit although at this time it is considered that it is unlikely to be sufficient based on our experiences on the SMART project. We will be reviewing how we are best using this money over the next 12 months once the picture on the type and level of support needed is known as the payments received are capital not revenue contributions.		

Publicity

- We have attended a significant number of internal and external officer, community and member meetings to raise awareness, review better partnership working and plan future activity of all three activities. This has included given presentations at the Volunteer Centre AGM and CAB hub event and also the recent FIP day in August . The ability to attend meetings will need to be reviewed in light of the known resource position outlined in this report which at best will see us consolidate our position and is meaning that we are not able to attend everything we would like or are invited too.
- Extensive coverage of Hub and Welfare Activity has taken place in North Talks and a major campaign will be launched in the November 2015 edition.

Lessons learnt

- A reluctance to have effective dialogue and shared commitments across the two tier system continues to result in frustration around the lack of progress and strategic planning to deliver cross cutting agendas which we continue to raise as an issue with county colleagues to little effect.
- Relying on volunteers and third sector partners who have limited capacity and resources to develop new projects and support ongoing initiatives is hugely challenging and means significant demands on limited officer time.
- Ongoing difficulties recruiting volunteers remain because of employment opportunities in the area and the general lack of numbers coming forward locally

Sustainability of project

This is a key requirement and aim of all work being carried out to date and a key feature of any activity agreed to see how it can be supported long term by changing working practices to free up resources or identifying a suitable revenue stream where a need arises.

In essence the work being promoted by the partnership around access has become embedded into the Councils corporate and service plans making the activities undertaken part of the “way we do business” as opposed to a separate strand of activity for which I have a clear mandate and responsibility to develop although these will need reviewing in light of the local election result.

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

Agenda Item No 8

Community and Environment Board

14 March 2016

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

**North Warwickshire Green Space
Strategy Progress Report**

1 Summary

- 1.1 This report informs Members of progress in respect of delivery against the priorities set out in the North Warwickshire Green Space Strategy 2008 and presents the supporting Action Plan for Year 9 of the Strategy for approval.

Recommendation to the Board

- a That progress in respect of the implementation of the provisions of Year 8 of the North Warwickshire Green Space Strategy be noted and that the Action Plan for Year 9 be approved; and**
- b That £1,937 of Section 106 funding, earmarked for green space enhancements in Atherstone, be allocated for improvements to Meadow Street Gardens.**

2 Consultation

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

3 Background

- 3.1 The North Warwickshire Green Space Strategy was formally adopted by the Borough Council in December 2008. Together with its supporting Action and Funding Plan, its purpose is to provide a ten-year framework for the provision and enhancement of green space for the benefit of communities across the Borough. It addresses green space provided primarily by the Borough and Parish and Town Councils, but also includes some areas in the management of other providers.

- 3.2 The Action and Funding Plan supporting the Strategy is considered within the context of the Council's overall capital and revenue requirements and is rolled forward annually. It directs the work of the Landscape Management Section within the Leisure and Community Development Division, but depends, for its successful delivery, on extensive partnership working both within and outwith the Authority.
- 3.3 To be effective the Strategy must remain current and relevant to the needs of local communities and must help the Borough to move forward in meeting those needs, both now and in the future. As reported to the Board at its meeting held in October 2015, a comprehensive review of the Strategy is now due and, as a first step towards this, Members were provided with an overview of progress at that meeting.
- 3.4 At its meeting held in January 2016, the Board received a report detailing proposals for the review of both the Green Space Strategy and the complementary Playing Pitch Strategy. The Board determined that this review would be taken forward as part of a wider, overarching review of leisure, health and well-being provision in North Warwickshire.
- 3.5 The Green Space Strategy sets out a number of policy and service priorities, area-based priorities and policies in respect of resources, monitoring and development. This current report provides the Board with an update on progress in respect of delivery against those priorities subsequent to the overview that it received in October 2015. A summary of overall performance to date is attached at Appendix A and copies of the Action Plan have been placed in Members' Group Rooms.

...

4 **Service Priorities**

4.1 **Safety and Security**

- 4.1.1 The Strategy identifies a commitment to invest in basic service improvements by improving site infrastructure. A programme of related work is prepared annually within the context of available revenue, capital and external funding resources. In 2015/16 those resources have been directed towards completing implementation of Green Space Management Plans, a major project at Hurley Daw Mill Sports Ground and some minor improvement schemes as set out in section 5 below and summarised in Appendix B.

...

4.2 **Tree Management**

- 4.2.1 Progress in respect of the Tree Management Programme was last reported to the Board in March 2015. Members will recall that the part-time post of Landscape Officer (Trees) has been vacant for a number of years and that whilst the proactive tree inspection programme has been suspended, reactive work continues with the support of Warwickshire County Council's Arboricultural Officer.

- 4.2.2 To date during 2015/16, 124 reactive inspections have been undertaken, which is similar to the number in the previous year, but which resulted in works to 202 trees, a 92% increase over 2014/15. Of these, 32 trees were felled as they were dead, dying or dangerous or to abate a nuisance to adjoining properties (compared with 23 in the previous year). In addition, there were nine emergency call-outs to deal with trees that had fallen in high winds, one of which caused damage to property. Works were also carried out to four overgrown hedges.
- 4.2.3 The increase in reactive work continues a trend evident since 2012/13 and reflects the inability to implement a proactive and systematic inspection programme in the absence of the Landscape Officer (Trees). The results of 10 inspections are awaited, so the number of works undertaken by the end of the financial year is likely to increase.
- 4.2.4 In addition to the works reported above, the number of calls received in relation to Cole End Park in Coleshill has been such that it was felt necessary to undertake a full site inspection, which has identified a need to carry out works to 85 trees and to fell 11 for reasons of safety. Similar inspections have been commissioned for Mancetter Recreation Ground, Kingsbury Meadow, the Pear Tree Estate in Kingsbury, Moorwood Open Spaces in Hartshill and Gun Hill Allotments, the results of which are awaited.
- 4.2.5 An Internal Audit inspection of Divisional risk management procedures identified a need to revise the risk rating in respect of tree management, given that recommended control procedures, including the appointment of a Tree Officer and the execution of a proactive inspection programme, are not in place. More detail in this respect is set out in section 7 below.

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

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

4.3.2 Members will be aware that the Authority is working in partnership with Warwickshire Wildlife Trust to manage the reserves at Kingsbury Meadow, Dafferns Wood in New Arley, Cole End Park in Coleshill and Abbey Green Park in Polesworth, funded through the revenue budget. Through this arrangement, the Trust is carrying out specialist conservation management on each site and supporting the Friends of Daffern's Wood group, which is now actively involved in managing that site. The Trust also provides a programme of events to encourage volunteering and participation at each of the sites.

... 4.3.3 A report of the Wildlife Trust's work over the year is attached at Appendix C. From this it can be seen that there is a measureable increase in the biodiversity of the Reserves and an encouraging level of active community engagement from which feedback has been very positive.

4.3.4 Under the Management Agreement, the Trust is required to submit a budget for approval by 01 September each year in respect of expected expenditure in the ensuing financial year. In 2015/16 this amounted to £16,350 payable by the Borough Council, with the Trust providing £17,170 of added value through match funding support. The projected figures for 2016/17 are £16,500 and £18,620 respectively, on which basis appropriate provision has been made in the revenue budget for the Council's contribution.

4.4 Partnership Working

4.4.1 In addition to promoting partnership working to improve and manage the Authority's own sites, the Strategy recognises the important role that other providers have in delivering green space provision across the Borough. It, therefore, commits the Authority to supporting partners where their green spaces have been identified as Area Priorities. Progress in respect of projects with Coleshill Town Council and Water Orton, Polesworth and Shuttington Parish Councils is reported in section 5 below.

4.5 Outdoor Sports – Hurley Daw Mill Sports Ground

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

4.5.2 It is expected that the necessary Licence to Underlet being prepared by the Authority's landlord, CISWO, and the sub-lease to the Football Club will be effected within the next few months. The facility will then be wholly managed and maintained by the Football Club.

4.5.3 The completion of the project was marked at an event organised by the Club, which was attended by the Mayor, Ward Members, the Chief Executive of CISWO and representatives of the funding bodies, as well as by members of the Club, their families and friends.

4.6 Outdoor Sports – Playing Pitches

- 4.6.1 The review of playing pitch provision in the Borough will now be taken forward within the overarching review of leisure, health and well-being provision in North Warwickshire. It is intended that one of the outputs of this review will be a revised draft Playing Pitch Strategy for consideration and adoption by the Council.
- 4.6.2 This Strategy will address current and future needs in terms of both the quantity and the quality of pitch provision and will set the platform for considered, coherent funding bids to external organisations, without which it is unlikely that either the Authority or other providers will be able to effect improvements. Sport England, for example, is not likely to fund any pitch improvements if the Strategy in place is not considered to be up-to-date.
- 4.6.3 In this regard, it has been known for many years that this Council's sports pitches are in relatively poor condition. As the Authority has been unable to invest in improvements, other than at Hurley Daw Mill Sports Ground, most pitches are continuing to deteriorate and it has already become necessary to remove the pitch at Boot Hill Recreation Ground in Grendon out of play for reasons of safety. Given that improvement works, primarily drainage, would be likely to cost in the region of £60,000 per pitch there is, unfortunately, little prospect of being able to address this particular issue in the short-term. Similar problems have been identified elsewhere, which will inevitably lead to other pitches also being taken out of use. Ansley Sports Ground and the recreation grounds in Mancetter, Ridge Lane and Royal Meadow Drive, Atherstone, are of particular concern in this respect.

4.7 Children and Young People

- 4.7.1 The Green Space Strategy recognises the vital role of green space in helping children and young people to develop skills through play and social interaction and commits the Authority to supporting the development of a strategic network of play facilities across the Borough. The Play Area Development Programme aims to meet this commitment through delivery of an associated action plan, a copy of which is attached at Appendix D.
- ...
- 4.7.2 Members will be aware that £30,000 remains in the capital programme to complete phase three of the Development Programme and that this has been earmarked to support Coleshill Town Council to enhance play provision within its improvement scheme for its Memorial Park. Officers are actively engaged with the Town Council's project working group, which has now finalised the proposals and is currently working towards tendering the first phase of the works. Further progress will be reported to the Board in due course.
- 4.7.3 Installation of play equipment at Coleshill Memorial Park will enable the removal of equipment at Minions Close, as approved by the Board, thus completing the Programme to ensure that all of the Borough Council's play

facilities conform to current safety and accessibility standards and provide good play value.

- 4.7.4 A contribution of £10,480 from the High Street Innovation Fund enabled the installation of a youth shelter at Abbey Green Park in Polesworth to complement the skate facilities previously installed as part of the overall Park improvements, thus adding value to the play facilities.
- 4.7.5 Progress in respect of projects that include play provision at Ansley Common, Alvecote and Warton is detailed in section 5 below.

4.8 Customer Engagement

- 4.8.1 The Green Space Strategy acknowledges the value of open space to communities and seeks to encourage people to use their local spaces and to take pride in their development. In particular, the Wild:LIFE project (section 4.3 above) actively engages local people in the development and management of the Local Nature Reserves and is supporting the establishment of “Friends Groups”. Similarly, local communities are consulted during the preparation of site management plans and to inform proposals for the refurbishment of play facilities.
- 4.8.2 The Board was advised at its meeting held in October 2015 of a number of groups that have been set up to “champion” particular green spaces. More recently, local people have expressed an interest in forming a Friends Group for Abbey Green Park in Polesworth. Both the Borough Council and Warwickshire Wildlife Trust were represented at an initial meeting to explore this proposal and Officers will support the establishment of a group should this come to fruition.

5 Area-Based Priorities

5.1 Coleshill Area

- 5.1.1 As referred to in section 4.7 above, Officers are liaising with Coleshill Town Council, as it advances the implementation of a Management Plan for Coleshill Memorial Park.
- 5.1.2 Proposals for improvements at Cole End Park in Coleshill have been partially implemented with the establishment of the Local Nature Reserve. Whilst it has not yet been possible to fully implement the remaining elements of the scheme, a potential contribution from the High Street Innovation Fund, which is currently under consideration, would enable much-needed new benches and signage to be installed. It is hoped that this project can be taken forward in 2016/17.

5.2 Water Orton Area

5.2.1 In January 2016, a contribution of £5,730 of Section 106 funding was made to Water Orton Parish Council to support the installation of a knee-rail to prevent unauthorised vehicular access at the village green.

5.3 Curdworth, Hurley and Wood End Area

5.3.1 At its meeting held in March 2015 the Board approved a proposal to dedicate Piccadilly Sports Field as a Centenary Field, through the Fields in Trust programme that aims to protect at least one green space in every local authority area across the country in commemoration of World War 1. Arrangements are now well in hand to effect that dedication and are expected to be finalised in the near future.

5.4 Arley and Whitacre Area

5.4.1 It was reported to the Board at its meeting in March 2015 that a scheme had been prepared and tenders received for improvements to the Recreation Ground, including play provision, at Bretts Hall in Ansley Common, but that the associated costs were over the budget available to the scheme. At that stage, Officers felt that any application to an external funding body that could not demonstrate a tangible partnership with the local community would be unlikely to be successful. Work is continuing with Ansley Common Residents' Association, with the support of Ansley Parish Council, to build the necessary, evidenced partnership, with a view to making an application to Veolia Environmental Trust in May 2016. If successful, this would enable the scheme to be implemented in the following autumn.

5.4.2 Works to surface a footpath at Dafferns Wood Local Nature Reserve were completed in October 2015, with a contribution of £1,000 from Arley Parish Council towards the overall cost of £6,300. This has improved access, not only within the Nature Reserve, but also to the adjoining public rights of way network and wider countryside.

5.5 Atherstone and Mancetter Area

5.5.1 At its meeting held in March 2015, the Board agreed to earmark £25,000 of Section 106 funding towards improvements at Meadow Street Gardens in Atherstone, which it is estimated could cost in the region of £75,000. Discussions are now taking place with Atherstone Town Council to explore the potential for a joint project and future funding options, and to advance proposals for community consultation. In the meantime, it is proposed that £1,937 of Section 106 funding, received in respect of development at 3M for "provision, extension, enhancement or maintenance of recreational facilities in Atherstone" also be earmarked for this project. Further progress will be reported to the Board in due course.

5.5.2 Section 106 funding of £152,582.55 has been received in respect of development at Rowlands Way in Atherstone for "improvement, enhancement and development of open space and recreation purposes on existing open space areas in the locality of the site". As there could be a number of calls on

this funding, it is proposed that its use should be determined by the priorities identified for the area in the forthcoming review of leisure, health and well-being provision.

5.6 Polesworth and Dordon Area

5.6.1 The project to install lighting at Kitwood Avenue Recreation Ground in Dordon was completed in November 2015, which, following footpath and fencing improvements undertaken earlier in the year, completed the last of the green space projects to be funded from the Birch Coppice Section 106 fund.

5.6.2 In response to concerns about perceived anti-social behaviour, a lighting column has now been installed at Long Street Recreation Ground in Dordon that will enable the use of CCTV if this is felt to be necessary in the future.

5.7 Baddesley and Grendon Area

5.7.1 Footpath improvements were carried out at Baxterley Recreation Ground in October 2015, which have improved access into the site.

5.8 Newton Regis and Warton Area

5.8.1 Members will be aware that Officers have been assisting Shuttington Parish Council to advance proposals for improvements to the recreation area in Alvecote, including much-needed new play provision. This project is now being taken forward by the Parish Council.

5.8.2 Following a successful outcome to a landfill tax funding bid in September 2015, Officers have been assisting Polesworth Parish Council in the implementation of the contract to install new play equipment at Warton Recreation Ground, which was completed in February 2016. A celebration event marking the official opening is being planned by the Parish Council and Warton Community Association and will be held in May 2016.

6 Resources and Monitoring

6.1 Resources

6.1.1 The Green Space Strategy acknowledges the value attached to green spaces by the community for many forms of recreation and aims to ensure that the Authority's investment priorities reflect this, albeit within a challenging financial climate and with limited staff capacity. Expenditure in 2015/16 in respect of delivery of Year 8 of the Action Plan amounted to £585,595. Of this sum, £41,145 was met from revenue and earmarked reserves, £30,000 from capital and £509,150 from external sources, including S106 funding. Expenditure is summarised in Appendix B.

6.1.2 Delivery against key priorities of the Strategy, from its inception to date, has to a great extent been made possible through external funding and grant aid. It is likely that securing such funding in the future will become more difficult, as partners and funding bodies face similar pressures to those being

experienced by the Authority at a time of increasing demand for their assistance.

6.2 Monitoring

6.2.1 Performance in delivering against the key priorities using a “traffic light” scale was last reported to the Board in October 2015 with green for good progress, amber for some progress or work in hand and red for little or no progress yet. Progress to date is now summarised in Table 1 below, with more detail provided in Appendix A.

Table 1: Performance Year 8				
	Scoring			Total
	Green	Amber	Red	
Policy Priorities	1	1	1	3
Service Priorities	11	7	1	19
Area Priorities	19	12	24	55
Resources	2	1	0	3
Monitoring	4	1	0	5
Total	37	22	26	85

This equates to good progress made on 44% of the priorities and some progress or work in hand on 26%, but progress still to be made on 30%, compared with 42%, 24% and 34% respectively in October 2015.

6.2.2 Targets for progress in Year 9 (2016/17) have been set at 48% green and 38% amber, leaving 14% on red, based on the summary set out in Table 2 and the details in Appendix A.

Table 2: Targets Year 9				
	Scoring			Total
	Green	Amber	Red	
Policy Priorities	1	2	0	3
Service Priorities	12	6	1	19
Area Priorities	21	23	11	55
Resources	2	1	0	3
Monitoring	5	0	0	5
Total	41	32	12	85

7 Report Implications

7.1 Finance and Value for Money Implications

7.1.1 There are no new financial implications arising out of this report, other than the proposal to allocate £1,937 of Section 106 funding, earmarked for green space enhancements in Atherstone, for improvements to Meadow Street Gardens.

7.2 Safer Communities Implications

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

7.3 Legal and Human Rights Implications

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

7.4 Environment and Sustainability Implications

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

7.5 Human Resources Implications

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

7.6 Health, Well-being and Leisure Implications

7.6.1 Provision and appropriate management of green space have a positive impact on the health and well-being of individuals and communities by providing opportunities for outdoor leisure and recreation activities and by contributing to an improved quality of life.

7.7 Risk Management Implications

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

7.7.2 Following an Internal Audit of the Leisure and Community Development Division's operational risks, the score in respect of tree management has been increased to 15, which is high. The associated risk assessment is attached below.

7.8 Equalities Implications

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

7.9 Links to Council's Priorities

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

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

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

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

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

Background Papers

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

Background Paper No	Author	Nature of Background Paper	Date
1	Assistant Director (Leisure and Community Development)	Report to Community and Environment Board (North Warwickshire Green Space Strategy Progress Report)	March 2015
2	Assistant Director (Leisure and Community Development)	Report to Community and Environment Board (North Warwickshire Green Space Strategy Progress Report)	October 2015
3	Assistant Director (Leisure and Community Development)	Report to Community and Environment Board (Proposed Revision of the Green Space and Playing Pitch Strategies)	January 2016

Risk Assessment

Service: Landscape Management				Corporate Objectives: 1 / 2 / 3 / 4 / 5				Priority: High		
Ref	Risk: Title/Description	Consequence	Likelihood (5 = high 1 = low)	Impact (5 = high 1 = low)	Gross Risk Rating	Responsible Officer	Existing Control Procedures	Likelihood (5 = high 1 = low)	Impact (5 = high 1 = low)	Net Risk Rating
LCD14	Failure to manage the Borough Council's tree stock to an appropriate level of safety and sustainability	Death Injury to public / staff Damage to Property Environmental loss Insurance claims Court action Loss of reputation Customer dissatisfaction Avoidable costs	5	5	25	LM	Temporary staff cover and revenue budget in place System in place to manage customer contacts and to address urgent works Tree Management Policy statement adopted in March 2010 and amended to include formalised consultation procedures in January 2011	5	3	15
Options for additional / replacement control procedure							Cost resources	Likelihood (5 = high 1 = low)	Impact (5 = high 1 = low)	Net Risk Rating
Divisional restructure to provide more capacity / resilience – appointment of tree officer Resumption of proactive risk-based inspection and management programme including service to Housing and Development Control functions Adoption of a Tree Management Strategy Procurement of tree management software Procurement of a single treeworks contract including an out of hours service								2	2	4
Completed by: L&CD LM / Internal Audit								Date: 21/12/2015		

KEY PRIORITY	YEAR 8 SCORE
Policy Priorities	
PP01 Inform the Planning process	Amber
PP02 Inform any review of the Borough Council's land holdings and any proposals for disposal	Red
PP03 Inform the development of a Green Space Strategy Action and Funding Plan which will be integral to the Borough Council's Landscape Management service plan	Green
Service Priorities	
SP01 Review current grounds maintenance arrangements to ensure coherent and appropriate work programming and adequate allocation of resources	Green
SP02 Explore opportunities for alternative maintenance arrangements for some sites such as partnership working with other providers or community management projects	Green
SP03 Introduce a Park Ranger service to provide site supervision, ensuring a regular presence at each of the Borough Council's parks, play areas and recreation grounds and a timely response to issues such as vandalism and anti-social behaviour	Red
SP04 Invest in basic service improvements, such as improving footpaths and site furniture, installing signage and securing sites against inappropriate access	Amber
SP05 Prepare and adopt a Tree Management Policy to inform the management of the Borough Council's tree stock	Amber
SP06 Seek opportunities to enhance and conserve biodiversity through habitat creation and management when developing individual site management plans and grounds maintenance schedules	Green
SP07 Seek opportunities to mitigate the effects of climate change, particularly increased flood risk, through appropriate planting and land management when developing individual site management plans and grounds maintenance schedules	Amber
SP08 Support partners to enhance and conserve biodiversity on publicly accessible sites	Amber
SP09 Work with partners to increase opportunities for community engagement in habitat creation and management projects	Green
SP10 Work in partnership with other providers and, where improvements to their green spaces have been identified as Area Priorities, support them to deliver these through the Area Forum Fund and by offering advice and guidance	Amber
SP11 Work with schools and other providers to meet the demand for more community access to outdoor sports facilities	Amber
SP12 Use the findings of the Open Spaces, Sports and Recreation Study to inform the development of a Playing Pitches Strategy to deliver sustainable outdoor sports provision	Green
SP13 Develop a Play Area Business Plan to enable us to ensure that all of our built play facilities offer good play value, meet current safety standards, are accessible, are secured by design and support the objectives of the North Warwickshire Play Strategy	Green
SP14 Support the development of a strategic network of play facilities across the Borough and assist other providers to deliver improvements through partnership working	Green
SP15 Explore opportunities to include natural, wildplay areas when developing individual site management plans	Amber
SP16 Establish a network of Friends Groups to participate in the development and oversight of local green spaces	Green
SP17 Support the establishment of a federation of allotments associations for North Warwickshire	Green
SP18 Support the establishment of allotment associations to bring about regeneration of underused sites or to establish new ones	Green
SP19 Publicise and promote our green spaces, play and sports facilities through the production of leaflets and other promotional material and through use of the Internet	Green

KEY PRIORITY	YEAR 8 SCORE
Area Priorities	
AP01 Develop a management plan for Cole End Park in consultation with the local community	Amber
AP02 Support the Parish Council to develop a management plan for Memorial Park with a view to achieving Green Flag standard	Green
AP03 Seek the provision of junior play facilities in the south of the area	Red
AP04 Work with local schools to meet the demand for more community access to football pitches	Red
AP05 Where appropriate, and in consultation with the local community, allow some informal open space to be developed for alternative green space uses, such as new play space or for management as natural green space	Amber
AP06 Support the Parish Council to develop a management plan for the recreation ground	Red
AP07 Support the improvement of play facilities at the parish recreation ground	Amber
AP08 Support the provision of additional play facilities at the informal green space in Smiths Way	Red
AP09 Work with the Parish Council and other providers to meet the demand for more community access to outdoor sports facilities	Red
AP10 Seek the provision of additional open space for outdoor sport and children's play	Red
AP11 Allow the release of some informal open space to secure funds to improve existing facilities in the area	Amber
AP12 Ensure there is no loss of publicly accessible open space within the area	Amber
AP13 Support the Parish Council to develop an improvement plan for the open space and play area at Middleton	Red
AP14 Support the Parish Council to develop an improvement plan for the open space and play area at Lea Marston	Red
AP15 Support the Parish Council to develop a management plan for the King George V Playing Fields at Curdworth to ensure ongoing improvement of facilities	Red
AP16 Support the promotion of access to rights of way across the area	Red
AP17 Support the RSPB in the continuing development of recreation and community activity opportunities at Middleton Lakes	Green
AP18 Target resources to raise the quality of all types of open space across the area	Green
AP19 Provide new play facilities at Sycamore Road Recreation Ground	Green
AP20 Support the provision of improved play facilities at Church Lane Recreation Ground	Green
AP21 Work with the local school to meet the demand for more community access to outdoor sports facilities	Red
AP22 Develop a management plan for Old Arley Recreation Ground to enable its development as a recreation "hub"	Amber
AP23 Support the Parish Council to develop a management plan for Hill Top Recreation Ground	Red
AP24 Support improved access to the countryside through the promotion of footpaths and routeways through the area	Amber
AP25 Support the improvement of play facilities at Hill Top	Red
AP26 Support the release of the former Miners' Welfare site at Ransome Road, New Arley for development and thereafter seek developer funding contributions to improve existing green spaces in the area	Green
AP27 Develop a management plan for Bretts Hall Recreation Ground in Ansley Common, in conjunction with an improvement plan for the adjacent Bretts Hall Allotments site	Amber
AP28 Support Ansley Parish Council to develop a management plan for Ansley Recreation Ground	Red
AP29 Develop a formal "destination" park within the area	Red

KEY PRIORITY	YEAR 8
Area Priorities	
AP30 Work with partners at the neighbouring cricket ground to develop a sports “hub” at Royal Meadow Drive Recreation Ground to provide a focus for a range of good quality pitch sports provision with appropriate ancillary facilities	Amber
AP31 Invest in the improvement of play facilities across the area, including the development of a major family facility	Green
AP32 Improve access to and within the Borough Council’s open spaces across the area and support similar improvements to other providers’ open spaces	Amber
AP33 Work with local schools and other providers to meet the demand for more community access to good quality sports pitches	Green
AP34 Support the provision of a Synthetic Turf Pitch in the area as the preferred location for this type of facility in North Warwickshire	Green
AP35 Where appropriate, and in consultation with the local community, allow some informal open space to be developed for alternative green space uses, such as new play space, or for management as natural green space	Red
AP36 Develop a management plan for Abbey Green Park in Polesworth with a view to achieving Green Flag standard	Green
AP37 Support the County Council in its work to develop a management plan for Pooley Country Park	Red
AP38 Develop an improvement plan for Kitwood Avenue Recreation Ground in Dordon in consultation with the local community	Green
AP39 Where appropriate, and in consultation with the local community, allow some informal open space to be developed for alternative green space uses such as new play space or for management as natural green space	Amber
AP40 Permit the release of some informal open space only where this will secure funds to improve existing facilities and avoid the loss of all other types of publicly accessible open space across the area	Green
AP41 Target resources, particularly developer contributions, to improve the quality of open spaces in the area	Green
AP42 Work with partners to seek to ensure the sustainable long-term provision of publicly accessible open space in Baxterley	Red
AP43 Improve the play facilities at Boot Hill in Grendon and at the Recreation Ground in Baxterley	Green
AP44 Support the improvement of play facilities at Speedwell Lane in Baddesley Ensor	Green
AP45 Seek the provision of more play facilities, particularly youth facilities, in the area	Red
AP46 Support the parish councils to develop management plans for the recreation grounds at Fillongley and Shustoke	Amber
AP47 Support the improvement of play facilities at existing open spaces across the area	Green
AP48 Support the provision of new play facilities in the north of Hartshill	Red
AP49 Support the Parish Council to develop a management plan for Snowhill Recreation Ground	Green
AP50 Ensure the future of the informal open space at Cherryfields as publicly accessible open space and improve the facilities it offers	Red
AP51 Support the Parish Council to develop a management plan for the recreation ground at Warton	Green
AP52 Support the Parish Council to provide sustainable, good quality play provision in the Alvecote	Green
AP53 Support the Parish Councils to develop management plans to ensure ongoing investment in the outdoor sports facilities at the recreation grounds in Newton	Red
AP54 Support the improvement of the facilities at the playing field in Shuttington	Red
AP55 Allow the release of some informal open space to secure funds to improve existing facilities in the area	Red

KEY PRIORITY

YEAR 8

Resources

RP01	Prepare a four year rolling Action Plan and Funding Strategy that identify how and when we and other stakeholders will achieve our key priorities	Green
RP02	Review the Borough Council's investment of time and resources into the management and maintenance of local green space	Green
RP03	Adopt a Supplementary Planning Document to enable the Authority to seek targeted financial contributions from housing developments towards open space, sport and recreation facilities using the Open Space, Sport and Recreation Study as evidence of need both locally and Borough-wide	Amber

Monitoring

MP01	Review and update the Action and Funding Plan annually	Green
MP02	Set out in the Action Plan performance targets against which delivery of the Green Space Strategy and Action Plan will be monitored and, if necessary, revised	Green
MP03	Report, as a minimum, annually to Members on progress in delivering the Green Space Strategy and Action and Funding Plan	Green
MP04	Ensure that the Green Space Strategy continues to relate to the Borough Council's corporate objectives and is embedded therein	Green
MP05	Review the Open Spaces, Sports and Recreation Study and the entire Green Space Strategy on a five-year cycle	Amber

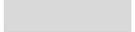
Green 44%

Amber 26%

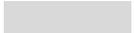
Red 30%

100%

**YEAR 9
TARGET**



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Amber
Green



Green
Green

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**YEAR 9
TARGET**

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YEAR 9

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Green

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38%
14%

100%

Objective	Action	Timescale	Lead	Resources Required	Progress	Expenditure to Date			
						Revenue / Reserves	Capital	External / S106	Total
Piccadilly Sports Ground									
Site Improvements Phase 3 - Lighting	Installation of lighting	On hold	LM	Staff time £15,500	Scheme prepared and costed but on hold pending availability of funding				
Dordon Long Street Recreation Ground									
Improvements to the recreation ground including new play and teen facilities	Final completion		LM	Retentions £7290	Delayed until January 2016 but now complete	£7,290			£7,290
Installation of lighting / CCTV column	Installation		LM	Capital £5,300	Complete		£5,300		£5,300
Polesworth Abbey Green Park									
Major refurbishment of park and development of local nature reserve	Final completion		LM	Retentions £7550	Delayed until January 2016 but now complete	£7,550			£7,550
Removal of climbstone and installation of youth shelter	Installation		LM	External funding / revenue £16,930	Complete	£6,450		£10,480	£16,930
New Arley Dafferns Wood									
Local Nature Reserve Access Improvements Phase 2	Installation of new footpath		LM	Revenue £6300	Complete	£5,300		£1,000	£6,300
Dordon Kitwood Avenue Recreation Ground									
Site Improvements Phase 2 - Fencing and Furniture Phase 3 - Lighting	Installation		LM	External funding / revenue £48020	Complete	£11,860		£36,160	£48,020

Alvecote Recreation Area

Objective	Action	Timescale	Lead	Resources Required	Progress	Expenditure to Date			
						Revenue / Reserves	Capital	External / S106	Total
Improvements to the recreation area including new play facilities	Prepare site evaluation, site proposals and cost estimates		Shuttington Parish Council	Revenue contribution £2,230	Being taken forward by the Parish Council				
Ansley Common Bretts									
Site Improvements and Junior Play Provision	Prepare site evaluation, site proposals and cost estimates		AAA	Consultancy	Complete				
	Carry out consultations		LM / PDM / ACRA	Staff time	Complete				
	Prepare detailed design and specifications			Consultancy	Complete				
	Tender for prices	Summer 2014	LM	Staff time	Complete but over budget, price to be negotiated				
	Secure funding	Spring 2016	LM	Staff time	Details for funding bids being collated				
	Award contracts	Autumn 2016	LM	Staff time					
	Implement landscape works on site	Autumn 2017	LM / Contractor	External funding /capital £100,000					
Old Arley Recreation									
Site Improvements		On hold		Staff time	On hold pending availability of capacity and resources				
Atherstone Westwood Road Recreation Ground									
Provision of additional play equipment	Installation				Complete		£30,000		£30,000
Whitacre Heath Recreation Ground									
Provision of additional play equipment	Installation			S106 contribution £5,730	Complete			£5,730	£5,730

Objective	Action	Timescale	Lead	Resources Required	Progress	Expenditure to Date			
						Revenue / Reserves	Capital	External / S106	Total
Baxterley Recreation									
Access Improvements	Install new footpath			Revenue £2,695	Complete	£2,695			£2,695
Atherstone Meadow Street Gardens									
Landscape improvements	Prepare outline proposals and cost estimates			Consultancy	Complete				
	Consultations	Spring 2016		Staff time	Initial discussion held with Atherstone Town Council. Wider consultations to be undertaken				
	Prepare detailed design and specifications			Consultancy					
	Secure funding			Staff time	£25,000 s106 monies earmarked				
	Tender and award contract			Staff time					
	Commence works on site			External funding / capital £75,000					
	Target for completion of works								
	Provisional target for final completion following defects period								
Hurley Daw Mill Sports Ground									
Construction of pavilion, pitch improvements, access and parking improvements	Practical completion			External funding £455,780	Complete			£455,780	£455,780
	Final completion	December 2016		External funding £11,190					
Total Expenditure 2015/16 @ 19 February 2016						£41,145	£35,300	£509,150	£585,595

NORTH WARWICKSHIRE LOCAL NATURE RESERVE REPORT – JANUARY 2016

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

Having delivered a programme of practical habitat management for several years, we are now at a stage where the positive results of our efforts are being seen; both in terms of the effect on wildlife and the perception of the LNR's by local communities. At Daffern's Wood, the spread of wildflowers has been noted, particularly in areas where tree works have been undertaken. At Abbey Green, reports of birds utilising new nest boxes has been a welcome development for local residents who enjoy watching the wildlife in their local park.

We continue to engage with local people by providing opportunities to learn new skills and become more physically active. In 2015, we engaged a number of young people through our outreach programme. We delivered sessions to children at Kingsbury Primary School in hedgehogs and hibernators, winter wonderland and outdoor art. We also led a session with Woodlands School. The session was a great opportunity for the children to learn about and get involved with nature conservation in their LNR in Coleshill. At Daffern's Wood, young volunteers now form part of the Friends of group who regularly attend both surveying and practical sessions and whose skills have developed considerably. In 2016, we are hoping to extend our work with young people to include schools in Polesworth.

In May 2015, we attended the first Tamefest as a stallholder. Having a presence enabled us to engage with both local residents and others from surrounding towns and villages as to the opportunities that we provide within the Tame Valley.

In October 2015, at the request of local residents, we organised a further Fungi Foray around Daffern's Wood, which proved hugely popular; as attendees were encouraged to forage before having their findings identified by experts from the Warwickshire Flora Group. Feedback from this event was again, hugely positive; as a great deal was learnt and a lot of fun had!

Having successfully bid for a Measured Mile waymarked trail around Abbey Green Park in 2014, the trail was installed last year. Feedback has proved positive with visitors to the park using the trail to measure the distance that they walk, whilst also encouraging them to walk further.

From April 2015 to date, volunteers have given over 600 hours of their time to managing the four LNR's.

In 2016, we are hoping to provide members of the Friends of Daffern's Wood with an opportunity to become volunteer leaders in practical habitat management. This will enable them to broaden the skills that they have learnt over the past few years and to give them the confidence to contribute further to the management the LNR.

Having a regular presence at the four LNR's provides us with an opportunity to talk to residents about their green spaces and share stories. We are also able to educate them about nature conservation in their area; as well as inspire them to become more physically active.

Photographs

Friends of Daffern's Wood removing silt from a watercourse. © 2016 Alexis Evans (WWT)



Fungi Foray at Daffern's Wood. © 2016 Alexis Evans (WWT)



Volunteers at Abbey Green Park undertaking grassland management. © 2016 Alexis Evans (WWT)



Measured Mile at Abbey Green. © 2016 Alexis Evans (WWT)



An area cleared of the dreaded Himalayan Balsam and bagged for disposal – Cole End Park.
© 2016 Alexis Evans (WWT)



Volunteers at Kingsbury Meadow tackle the scrub and win! © 2016 Alexis Evans (WWT)



Objective	Action	Timescale	Resource	Lead	Progress
DELIVERY AGAINST THE STRATEGIC PRIORITIES OF THE NORTH WARWICKSHIRE GREEN SPACE STRATEGY					
In accordance with key priority SP013 of the North Warwickshire Green Space Strategy ensure all Borough Council play facilities offer good play value, meet current safety standards, are accessible, are secured by design and support the objectives of the North Warwickshire Play Strategy	Develop a Play Area Business Plan to determine the action to be taken at those Borough Council play areas still awaiting improvement	March 2012	Staff time	LM	Improvements will be completed with implementation of Phase 3 of the Play Area Development Programme
	Establish a play area replacement fund to replace equipment at Borough Council sites in the long-term	On-going	Revenue budget - £3000 per play area per annum	LM / AD(L&CD)	Fund established – provision made in respect of all Borough Council projects completed to date but contributions ceasing from 2016/17 as a corporate saving
	Ensure all Borough Council play areas are subject to routine inspection and maintenance and to annual independent inspections	On-going	Staff time, revenue budget	LM	Staff training undertaken. Routine inspection and maintenance schedules in place and annual independent inspections undertaken. Supporting paperwork revised to ensure clear, auditable systems in place.
In accordance with key priority SP014 of the North Warwickshire Green Space Strategy support the development of a strategic network of play facilities across the Borough and assist other providers to deliver improvements through partnership working	Where appropriate include other providers' sites in the Play Area Development Programme	Ongoing	Staff time External funding Revenue budget	LM	Parish Council sites at improved through the programme as noted below

Objective	Action	Timescale	Resource	Lead	Progress
DELIVERY AGAINST THE STRATEGIC PRIORITIES OF THE NORTH WARWICKSHIRE GREEN SPACE STRATEGY <i>continued.....</i>					
In accordance with key priority SP014 of the North Warwickshire Green Space Strategy support the development of a strategic network of play facilities across the Borough and assist other providers to deliver improvements through partnership working <i>continued.....</i>	Facilitate events for other providers to raise awareness of current thinking on the provision of outdoor play opportunities	Ongoing	Staff time Revenue funding	PDM / LM	Events held in March and November 2010 and September 2011.
	Develop and implement a more supportive play area inspection service for parish councils	April 2012	Staff time Revenue income	LM	Service currently provided to 16 parish councils. Training for Parish Councils carried out in 2008, 2011, 2013 and 2014.
PHASE 1 SCHEMES					
Piccadilly Recreation Ground Coleshill Cole End Park / Memorial Park Austrey Hollybank Polesworth Abbey Green Park Ansley Common Bretts Hall Phase 1 Corley Church Lane Hurley Brick Kiln Lane Wood End Johnson Street Water Orton George Road Hartshill Snowhill Recreation Ground Hartshill Grange Road Recreation Ground Hartshill Moorwood Estate Mancetter Recreation Ground Dordon Kitwood Avenue Recreation Ground Atherstone Royal Meadow Drive Atherstone St George's Road	Provision of replacement junior / toddler facilities & new teen facilities Provision of replacement junior / toddler facilities / teen kickabout Provision of replacement junior / toddler facilities Provision of replacement junior / toddler facilities & new teen facilities Provision of new teen facilities Provision of extra equipment to increase play value for juniors / toddlers Provision of replacement junior / toddler facilities & new teen facilities Provision of replacement junior / toddler facilities & new teen facilities Provision of fencing and extension to hard surface Provision of junior / toddler & teen facilities (<i>Parish Council</i>) Removal of equipment inappropriately sited play facility Removal of equipment inappropriately sited play facility Provision of replacement junior / toddler facilities & new teen facilities Provision of additional junior / toddler facilities Provision of family play facility Removal of inappropriately sited play facility				All Complete

Objective	Action	Timescale	Resource	Lead	Progress
PHASE 2 SCHEMES					
Kingsbury Church Lane Recreation Ground Ridge Lane Recreation Ground Baddesley Ensor Recreation Ground Old Arley Recreation Ground Kingsbury Sycamore Road Recreation Ground Fillongley Church Lane Recreation Ground Polesworth Sunset Close Baxterley Recreation Ground	Provision of junior /toddler facilities(<i>Parish Council</i>) Provision of junior /toddler facilities Provision of junior /toddler facilities (<i>Parish Council</i>) Provision of replacement junior / toddler facilities & new teen facilities Provision of replacement junior / toddler facilities & new teen facility Provision of junior /toddler facilities (<i>Parish Council</i>) Removal of redundant equipment and reinstatement of open space Provision of replacement junior / toddler facilities & new teen facilities				All complete
PHASE 3 SCHEMES					
Dordon Long Street Recreation Ground Polesworth Abbey Green Park Atherstone Warwick Drive Grendon Boot Hill Atherstone Westwood Road / Minions Close Whitacre Heath Warton	Renewal of junior / toddler facilities and provision of teen facilities Provision of skate facilities and youth shelter Removal of redundant equipment Provision of replacement junior / toddler facilities Provision of additional junior / toddler facilities at Westwood Road (<i>Town Council</i>) and removal of play facility at Minions Close (<i>NWBC</i>) Provision of additional junior / toddler facilities Provision of replacement junior / toddler facilities (<i>Parish Council</i>)				All complete
Alvecote Recreation Area (Parish Council)					
Renewal of junior / toddler facilities	Being taken forward by the Parish Council				

Objective	Action	Timescale	Resource	Lead	Progress
PHASE 3 SCHEMES <i>continued</i>					
Ansley Common Bretts Hall Phase 2					
Provision of further play facilities in conjunction with improvements to the recreation ground	First consultation with young people and local residents	March 2014	Volunteer time	ACRA	Complete
	Preparation of two design options	March 2014	Revenue budget	Consultant	Complete
	Consultation Play Safety consultant	March 2014	Staff time	PDM/LM	Complete
	Second community consultation event	March 2014	Staff time	ACRA / PDM	Complete
	Preparation of the final design, specification and cost estimates	April 2014	Consultant	Consultant	Complete
	Confirmation of final design with the Community	April 2014	Staff time	ACRA / PDM	Complete
	Preparation of tender documentation	May 2014	Revenue budget	Consultant	Complete
	Tender period	June-July 2014	Staff time	LM / Consultant	Complete - overbudget
	Submission of funding application	May 2016	Staff time	LM	Delayed pending revised funding strategy
	Confirmation of funding	September 2016			
	Contract let	Autumn 2016	Funding		
	Installation on site	Autumn 2016			
	Opening celebration	Autumn 2016		ACRA/PDM	

Objective	Action	Timescale	Resource	Lead	Progress
PHASE 3 SCHEMES <i>continued</i>					
Coleshill Brendan Close / Memorial Park (Town Council)					
Provision of replacement junior / toddler facilities	Consultation with Coleshill Town Council to consider options	February 2014	Staff time	AD (L&CD)	Complete
	Progress meetings with Coleshill Town Council	September 2014 October 2014 February 2015	Staff time	AD (L&CD)	Complete
	Progress meeting with Coleshill Town Council and landscape consultants	Ongoing	Staff time	AD (L&CD)	Ongoing
Removal of play facility at Brendan Close	Removal of equipment and restoration to informal open space	To follow	Revenue budget	LM	
PROJECT MANAGEMENT					
Ensure effective delivery of and accountability for the Play Area Development Programme	Carry out post project evaluation of the delivery of Play Area Development Programme	April 2010	Staff time	AD (L&CD) / LM / PDM	Completed for Phase 1 Schemes
	Monitor revenue budget	On-going	Staff time	LM	Monthly finance reports in place
	Monitor capital budget	On-going	Staff time	LM	Monthly finance reports in place
	Report to Members	Ongoing	Staff time	AD(L&CD) / LM	Report to be presented to C. & E. Board in March 2016

AD (L&CD) – Assistant Director (Leisure & Community Development Division)
ACRA – Ansley Common Residents' Association

LM – Landscape Manager

PDM – Partnership & Development Manager

Agenda Item No 9

Community and Environment Board

14 March 2016

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

**Financial Assistance to
Outside Organisations**

1 Summary

- 1.1 Borough Council support for outside organisations is provided in many ways, including through its Annual Grants scheme and through wider partnership agreements. Three requests for assistance through the provision of an annual grant have been received; from North Warwickshire Citizens Advice Bureau (NW CAB), from Live and Local for support towards its countywide Key Client Agreement and from the North Warwickshire Allotments Federation. Any future funding for Third Sector Infrastructure Support will be considered when the County Council has awarded its contract for services as detailed in the report.

Recommendation to the Board

- a That Members approve the draft Service Level Agreement for further negotiation with NW CAB and that the proposed financial award for 2016/17 be approved and administered as indicated in the report, including the provision for the second instalment to be made subject to the prior agreement of the Chairman and Vice-Chairman of the Board;**
- b That Members note the work undertaken by Live and Local in assisting local promoters to deliver professional arts performances in local venues and approve the proposed grant award towards the countywide Key Client Agreement;**
- c That Members note the work undertaken by the North Warwickshire Allotments Federation and approve the proposed annual grant award, subject to the successful conclusion of negotiations in respect of the appended draft Service Level Agreement; and**
- d That a report be brought to a future meeting of the Board concerning potential future support for the third sector.**

2 **Consultation**

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

3 **Introduction**

- 3.1 Through its provision of financial assistance to voluntary and outside organisations, the Borough Council seeks to ensure cost effective support for a broad range of services for the community of North Warwickshire. In pursuance of this objective, this report considers three applications for assistance, and recommends awards, through its Annual Grants to Voluntary Organisations scheme.
- 3.2 An Annual Grant application for 2016/17 has been received from NW CAB. Similarly, Live and Local is supported in its work through a joint agreement administered by the County Council. A third application has been received from the North Warwickshire Allotments Federation. These requests are considered in Section 4 below.
- 3.3 Members will also be aware that Volunteer and Third Sector Support Services (VATS Support Services) in Warwickshire have been delivered through WCAVA and monitored through an Agreement administered by Warwickshire County Council. A new contract has been tendered by the County Council in respect of which the outcome is awaited. Any future Borough Council funding for this service (previously a sum of £11,642) is not a part of this tender process. Once there is clarity about the nature of the service to be provided through the County Council Agreement and its method of delivery, a further report will be brought to the Board that affords consideration to what, if any, support the Borough Council may wish to make available to the appointed service provider.

4 **Annual Grant Request - NW CAB**

- 4.1 The Board will be familiar with the nature of the request from the CAB and the need to link any Annual Grant award to the negotiation of an approved Service Level Agreement (SLA). Through the Agreement, the Council seeks to ensure the delivery of mutually compatible outcomes in return for its investment. Wherever possible, these outcomes are linked to the objectives and priorities of the North Warwickshire Sustainable Community Strategy. In this regard, the draft 2016/17 SLA for the CAB is attached at Appendix A. Subject to Board approval, it will provide the basis for the negotiation of the final Agreement.
- 4.2 NW CAB is monitored through the production of a report that details the support work that has been provided to the residents of North Warwickshire.

... The February 2016 review report is attached at Appendix B. In brief, however, the report identifies that CAB advisors had a total of 3,179 enquiries (an increase of 13% on the same period last year), which raised 7,372 different issues. Advice concerning benefits and tax credits, debt and financial services and financial capability continue to be the principal needs of clients. Attached at Appendix C is a summary Financial Well-being Assessment that was carried out across Warwickshire. Details in the attached report relate specifically to North Warwickshire.

5 Proposed Financial Support for NW CAB

- 5.1 NW CAB is providing services that continue to be required by the local community. It is, therefore, proposed to retain the previously awarded £15,000 fixed payment in 2016/17. Due to the many changes taking place with regard to benefits later in the year, however, there will be a need for the Authority to review the future appropriateness of making this £15,000 payment to CAB. It is proposed that an inflationary increase not be added to the main annual grant to the CAB, resulting in a proposed 2016/17 award of £49,125.
- 5.2 The SLA for NW CAB requires a six monthly review of its work to be undertaken in order to ensure compliance with the provisions of the Agreement. It is proposed that this award continues to be made in two half-yearly instalments and that the second payment is only made with the prior agreement of the Chairman and Vice-Chairman of the Board and upon the satisfactory completion of work in the first period.
- 5.3 The funding agreed through the Annual Grants scheme provides financial assistance towards the core functions of NW CAB. The Borough Council also provides further financial support (subject to application) by offering NW CAB the maximum level of discretionary rate relief, a sum of £974.12.
- 5.4 Subject to approval, the identified sums bring the total level of financial assistance proposed to be allocated to NW CAB to just over £50,099 in 2016/17.

6 Annual Grant Request - Live and Local

- 6.1 Live and Local works with voluntary groups and professional artists to create new audiences for the performing arts, with a view to enabling the development of stronger communities. The organisation achieves this by co-ordinating professional, good quality performances in a network of non-mainstream venues, such as community halls, and by working in partnership with voluntary and other organisations.
- 6.2 Live and Local brings people together, playing an important part in the social life of participating communities. It builds support for community venues, encourages volunteering and helps to develop active communities, thereby contributing to a range of local priorities, such as raising aspirations and skill levels, developing healthier communities and improving access to services.

- 6.3 The “Community Touring Service” is funded through a three-year partnership agreement, within which levels of financial support are subject to the budget setting processes of funding partners. The Agreement is administered by Warwickshire County Council’s Arts Service, on behalf of the partners, which include North Warwickshire Borough Council, Nuneaton and Bedworth Borough Council, Rugby Borough Council and Warwick District Council.
- 6.4 Live and Local’s work will be monitored through the partnership agreement. With the funding provided by the Borough Council, Live and Local will agree to deliver a total of 10 shows, with no fewer than five promoters, across North Warwickshire. Attached at Appendix D is a “Value for Money” overview of Live and Local’s 2014/15 performances (the promoters’ year ran from October 2014 to May 2015). Attached at Appendix E is the current position on its 2015/16 funding (from October 2015 to May 2016), which details the promoters, venues and their chosen performances.

7 Proposed Financial Support for Live and Local

- 7.1 It is proposed that the level of support previously provided for Live and Local (£2,000) is retained for 2016/17. The funding agreed through the Annual Grants scheme provides financial assistance towards the core functions of Live and Local. The key client contract identifies key functions and is used to monitor Live and Local’s performance over the period of the Agreement.

8 Annual Grant Request - North Warwickshire Allotments Federation

- 8.1 The North Warwickshire Allotments Federation, which is run by volunteers, seeks to bring together representatives from allotment associations and groups across North Warwickshire. The Federation hosts or takes part in regular events aimed at developing and promoting allotments. Over the last year eight events have been delivered, ranging from the AGM to its annual Awards Evening, entries in the ‘Edible Patch’ at Gardener’s World Live (where Gun Hill Allotments won the ‘Best Patch’ prize), a ‘Gardener’s Question Time’ event and a workshop on ‘Growing for the kitchen table’. Participation numbers have remained high, with 75 people attending the Awards Evening, which had a top prize sponsored by Planters Garden Centre.

9 Proposed Financial Support for the North Warwickshire Allotments Federation

- 9.1 It is proposed that the level of support previously provided for the Federation (£500) is retained for 2016/17. The Authority is continuing to support the North Warwickshire Allotments Federation through an annual Service Level Agreement, a draft of which is attached at Appendix F. It is proposed that the suggested grant award is made conditional upon the successful conclusion of negotiations in respect of the Service Level Agreement.

10 Report Implications

10.1 Finance and Value for Money Implications

10.1.1 Provision has been made for the proposed Annual Grant awards within the Support to Voluntary Organisations revenue budget allocation for 2016/17. It should be noted that financial assistance is provided subject to the availability of resources and consideration of this issue within the annual process of setting the Council's revenue budgets.

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 from this report, although the activities that are supported by Live and Local provide positive diversions from anti-social and/or nuisance behaviour. NW CAB's work, particularly with regard to the provision of financial advice, can also help to prevent people from resorting to criminal activity to resolve their personal problems.

10.3 Environment and Sustainability Implications

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

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

10.4 Health, Well-being and Leisure Implications

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

10.5 Risk Management Implications

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

position with regard to WCAVA, which is awaiting information on its application to deliver countywide Third Sector Support services.

10.6 Equalities Implications

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

10.7 Links to Council's Priorities

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

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

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

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

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

Background Papers

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

Background Paper No	Author	Nature of Background Paper	Date
None			

NORTH WARWICKSHIRE CITIZENS ADVICE BUREAU SERVICE LEVEL AGREEMENT 2016 – 2017

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

INTRODUCTION

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

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

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

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

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

Further information can be found in the CAB's Annual Report 2011/12, which is submitted with this agreement.

CONTENTS:

Part 1 – General conditions

Part 2 – Service objectives and specification

Part 3 – Financial and resourcing arrangements

Part 4 – Monitoring arrangements

Part 5 – Declaration

PART 1 – GENERAL CONDITIONS

1.1 PARTIES

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

1.2 OBJECT OF AGREEMENT

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

1.3 PERIOD OF THE AGREEMENT

The agreement will commence on 1 April 2016 for a period of 12 months.

1.4 THE PARTIES’ OBLIGATIONS

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

1.5 STATUS OF AGREEMENT

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

1.6 STATUS OF SERVICE PROVIDER

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

1.7 MANAGEMENT

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

1.8 PARTIES’ REPRESENTATIVES

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

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

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

The parties' contact officers will be the Partnership and Development Manager of the Council and the Bureau Manager.

1.9 CONFIDENTIALITY

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

1.10 STAFFING

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

1.11 QUALITY ASSURANCE

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

1.12 HEALTH AND SAFETY

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

1.13 INSURANCES

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

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

1.14 DISPUTE RESOLUTION

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

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

1.15 REVIEW

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

1.16 TERMINATION

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

PART 2 – SERVICE OBJECTIVES AND SPECIFICATIONS

2.1 AIMS OF THE SERVICE

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

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

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

2.2 PRINCIPLES UNDER WHICH THE SERVICES ARE PROVIDED

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

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

2.3 CORE SERVICES FUNDED UNDER THIS AGREEMENT

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

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

General help is:

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

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

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

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

- Immigration and nationality
- Health
- Education

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

2.4 MEANS OF ACCESSING THE SERVICE

The core service shall be available:

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

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

Hours of opening:

Monday 9.30 - 2.00

Wednesday 3.30 - 6.30

Friday 9.30 - 2.00

The Atherstone Hub, The Partnership Building, Coleshill Road, Atherstone

Hours of Opening

Tuesday 10.00 – 2.00

Thursday 10.00 – 2.00

- c) by telephone on 0844 855 2322 to the County CAB telephone advice service between 10am and 2pm Monday to Friday.
- d) By free phone available at local community hubs and by videoconferencing from Coleshill and Polesworth Libraries and Arley and Hartshill Community Centres.

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

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

All of these services shall be clearly advertised.

2.5 QUALITY ASSURANCE

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

- Seamless service (includes referral to other agencies)
 - Running the organisation
 - People management
 - Running the service
 - Meeting clients' needs
 - Commitment to quality (includes complaints, user feedback)
- b) The bureau also complies with Citizens Advice Quality Assurance Standards Membership Agreement, which is fully convergent with a) but contains additional requirements. The quality areas covered are:
- Quality of advice
 - Quality of social policy work
 - Governance
 - Operational management
 - Financial management
 - Planning and managing resources
 - Volunteers and paid staff
 - Training and people development
 - Networking and partnership
 - Complaints and suggestions
 - Client-centred service
 - Case management

A copy of the scheme is supplied with this agreement.

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

2.6 SERVICE DEVELOPMENT AND IMPROVEMENT

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

2.7 USER FEEDBACK AND INVOLVEMENT

- a) The bureau will operate a procedure for representations and complaints about the service in accordance with Citizens Advice guidelines and shall take all reasonable steps to bring this to the attention of the users of the bureau.
- b) The bureau will undertake an annual client satisfaction survey.
- c) The bureau will consult both clients and potential clients about service

- provision and opening hours.
- d) The bureau will encourage users to take up appropriate training opportunities within the bureau.
 - e) The Trustee Board are to be constituted in such a way as to encourage representation from as wide a range of local people and organisations as possible.

2.8 CIRCUMSTANCES BEYOND THE BUREAU'S CONTROL

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

PART 3 – FINANCIAL AND RESOURCING ARRANGEMENTS

- 3.1 The Council has agreed that the grants to be paid to the bureau for the financial year beginning April 2016 shall be £49,125 (no inflationary increase on the set fee of £15,000 from that received in 2015, or on the main grant award of £34,125).
- 3.2 Together with the funds from Warwickshire County Council, these grants shall be construed as being sufficient to fund those core services referred to in Part 2 of this agreement, and for the purposes of this agreement are deemed to be the bureau's 'core funding'.
- 3.3 Service developments and additional services over and above those supported by the core funding and described in Part 2 of this agreement, can be considered for additional funding by the Council on the understanding that the Council can offer no commitment to fund. If the Council does fund these developments or additions in any one year, such funding will not affect the core funding arrangements and shall not be taken into account when calculating the core funding grants in the succeeding year.
- 3.4 All payments to be made under this agreement are exclusive of VAT. In the event of the bureau becoming liable for VAT during the period of the operation of this agreement, the council will enter into discussions with the bureau with the aim of reaching a mutually acceptable outcome.
- 3.5 The core funding grants awarded to the bureau under this agreement will be paid in two instalments, subject to full compliance with the terms of Part 4 of this agreement by the bureau, by 1 May and 1 November. There will be no need for the bureau to invoice or otherwise apply for the payments.
- 3.6 The bureau agrees to submit, to the council a copy of its approved accounts, within the meaning of the Charities Act, 1992 and 1993.
- 3.7 Any change to the core funding provided by North Warwickshire Borough Council or Warwickshire County Council referred to in 3.3 could cause the bureau to be unable to provide the services specified in part 2 of this agreement.

- 3.8 Where the bureau gains a surplus of income from grants, fundraising or other sources in any one year, the council will not seek repayment of any part of the grant. The bureau will maintain a level of reserves appropriate to meet its financial responsibilities.

PART 4 – MONITORING ARRANGEMENTS

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

- 4.8 Subject to Citizens Advice guidelines these monitoring arrangements can be amended by agreement between the council and the bureau to reflect changes in service practice, for example data collection.
- 4.9 The bureau undertakes, in discussion with the Borough Council and Warwickshire County Council, over the period of this agreement to develop a set of performance indicators. These indicators should take note of those under development nationally.

PART 5 – DECLARATION

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

Signed ...

Date:

Name of authorised signatory for North Warwickshire Borough Council: Jaki Douglas

Address of NWBC:

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

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

Signed ...

Date:

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

Address of CAB:

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



North Warwickshire CAB – report February 2016

1. Project updates

Atherstone Hub

Following a successful pilot period, the Information Point is set to continue. In order to rationalize the service and avoid duplication, all face to face services on Tuesdays and Thursdays will be delivered from the Hub.

Face to face services on Mondays, Wednesdays and Thursdays will continue to be delivered from The Parish Rooms in Welcome Street.

Warwickshire Welfare Support Scheme (WCC)

The re-funded project began on 1/4/2015 and is going to plan. We are working closely with NWBC to deal with priority debtors. The Financial Wellbeing Assessment is producing meaningful, local research that can impact on local services.

Web Chat pilot

Our successful Webchat pilot is coming to a close. We hope that it is re-funded as an ongoing project. Over 1000 people have been helped via this medium and it is an invaluable training tool as it provides a wider range of enquiries for our volunteers to get to grips with.

Moneyplan

This provides free, generic Financial Advice by appointment and on request. This helps people to plan their financial issues e.g. – care home fees, retirement, etc.

Pensionswise

This provides free, tailored advice for individuals need information and options arising from Pensions reform.

Money Advice project (NWBC)

We are currently waiting to see whether this project will be funded in 2016–17.

2. Funding

SLAs - WCC has moved to a commissioning model. The outcome of a combined tender for Warwickshire Advice Services 2016 – 2018 (with a possible 2 year extension) has been deferred to the end of February.

ESIF - This is a fund available to partners from across the LEP area, amounting to £1.2m for a 2 year period. An initial bid has been submitted on behalf of all Warwickshire CABx and Coventry CAB. This has passed Stage 1 and is now moving into stage 2 of the application process.

3. Advice Services

Demand for Advice Services in North Warwickshire is increasing – our statistics for Quarters 1, 2 and 3 show an increase in enquiries of 13%. However since the New Year demand has increased by 20% over the same period, last year. This is expected to increase as further Welfare and Social Housing Reforms are implemented.

As reductions in other support services are introduced, Citizens Advice is becoming the ‘safety net’ for people who do not qualify as ‘vulnerable’ but are none the less in need of support e.g. people with lower level learning disability, mental health problems, disabled and elderly people.

There are significant increases in the number of enquiries around debt, financial capability support and utilities, all poverty related issues.

Gaps in service provision have been identified in the areas of Disability Advice and Financial capability and funding is being sought.

Statistics Q1, 2 and 3 2015

Enquiry type	Q1-3 2014-15	Q1-3 2015-16	% Increase
Total enquiries	1,918	3,179	66%
Webchat enquiries	0	1,003	-
Service enquiries	1,918	2,176	13%

Main Enquiry Area (service issues)	Q1-3 2014-15	Q1-3 2015-16	% Increase
Benefits & tax credits	2,272	2,049	-10%
Consumer goods & services	121	163	35%
Debt	1,063	1,560	47%
Education	24	62	158%
Employment	377	361	-4%
Financial services & capability	856	1,048	22%
Health & community care	203	172	-15%
Housing	532	507	-5%
Immigration & asylum	7	22	214%
Legal	164	221	35%
Other	470	469	0%
Relationships & family	300	297	-1%
Tax	65	49	-25%
Travel & transport	65	56	-14%
Utilities & communications	244	323	32%
Discrimination	23	23	0%
Grand Total	6,786	7,372	9%

Overall increase in issues – 9%

Financial Wellbeing Assessment

North Warwickshire - Summary

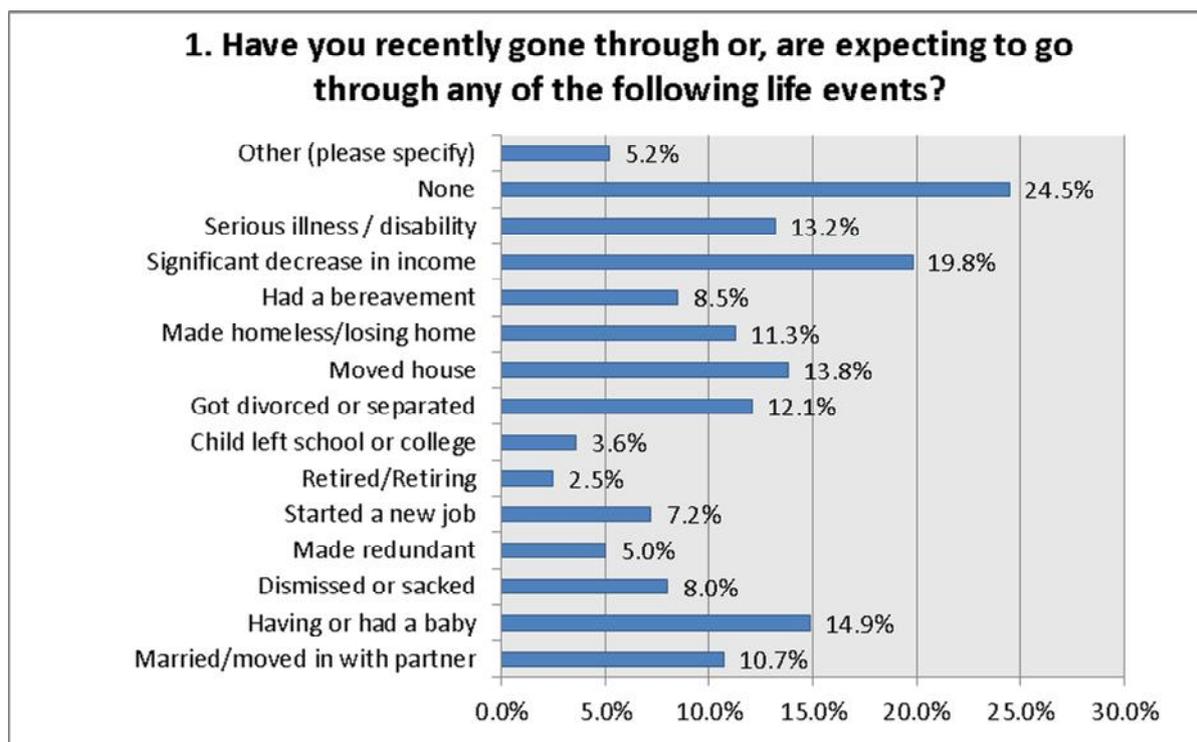
The Financial Wellbeing Assessment is a survey designed by NWCAB being completed in Citizens Advice Bureaux, Food Banks and Children's Centres across Warwickshire. Clients making use of these services are asked to complete a survey regarding their financial situation and how they approach financial capability. The survey can be completed online via our website: www.nwcab.org.uk.

The survey was initially created in June 2014 and ran for a year, and was completed by 2260 respondents across the county. A full report on the results has been produced and is available online.¹

The 2015 iteration of the survey began in May 2015, redesigned to look deeper into the issues raised by the original assessment. The survey has been adopted throughout Warwickshire and has received almost 3,500 responses in total. In North Warwickshire, there have been 389 completed so far as of December 2015. Anyone who completes the survey can get in touch with local Citizens Advice financial capability advisors by leaving their contact details – so far 973 people have made contact with Citizens Advice this way across the county.

Both versions of the survey refer to 'life events,' - significant changes in the lives of the respondents which could impact on their financial situations. A resource kit, comprising a series of fact sheets relating to each life event, is available, containing useful, relevant and local information. The fact sheets can be posted or emailed out to clients who leave contact details from the survey. They are also available to download from our website, where they have proven increasingly popular, with over 900 downloads over the previous quarter.

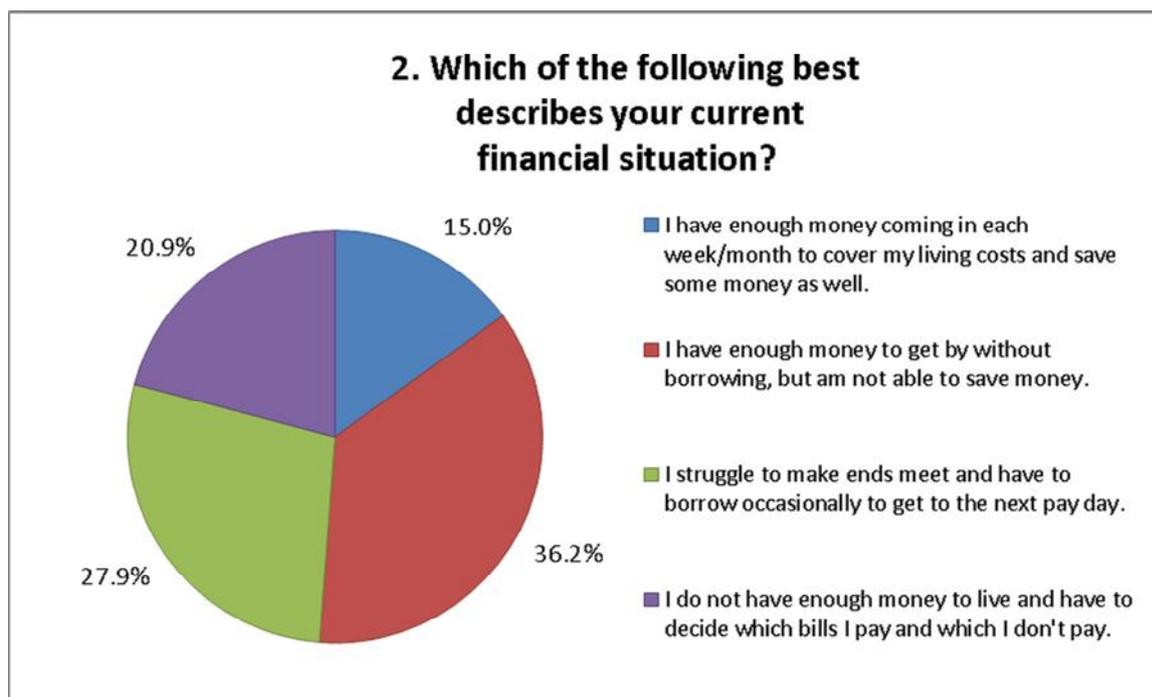
¹ <http://nwcab.org.uk/wp-content/uploads/2015/10/FWA-Full-Report-October-2015-FINAL.pdf>



63.5% of respondents indicated that they had experienced at least one of the life events listed. The Life event-focused factsheets that accompany the questionnaire are relevant to a large proportion of respondents.

A high rate of respondents (14.9%) said they were having/have had a baby – this may reflect the participation of North Warwickshire Children’s Centres in completing the survey.

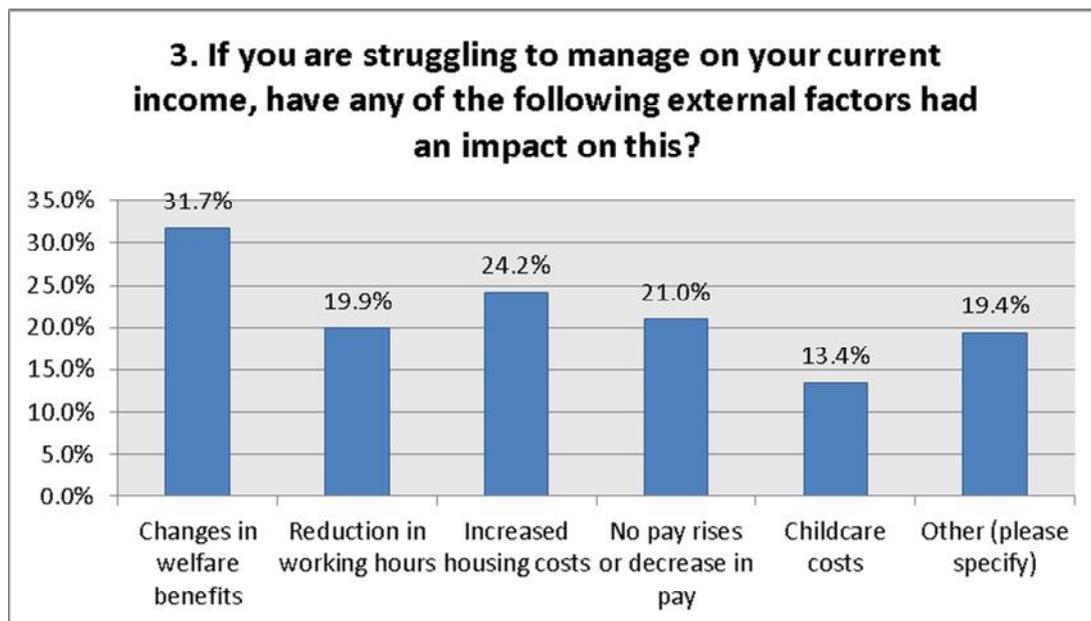
Between the 274 respondents from North Warwickshire who stated they had experienced at least one life event, 493 life events were selected – an average of 1.8 life events each, showing that individual events are not experienced in isolation. These events can place a financial strain on households, particularly those who have not budgeted for them or those who do not have savings. The effects of this are explored in later questions.



15% of respondents have enough money both to cover living costs and to make savings. The remaining 85% are unable to develop a 'buffer' of savings. This indicates a widespread vulnerability to financial crises such as income loss from illness or job loss, or unexpected costs such as vehicle or high energy bills

49% of respondents do not have enough money to make ends meet, which influences their likelihood of needing to miss payments or borrow money.

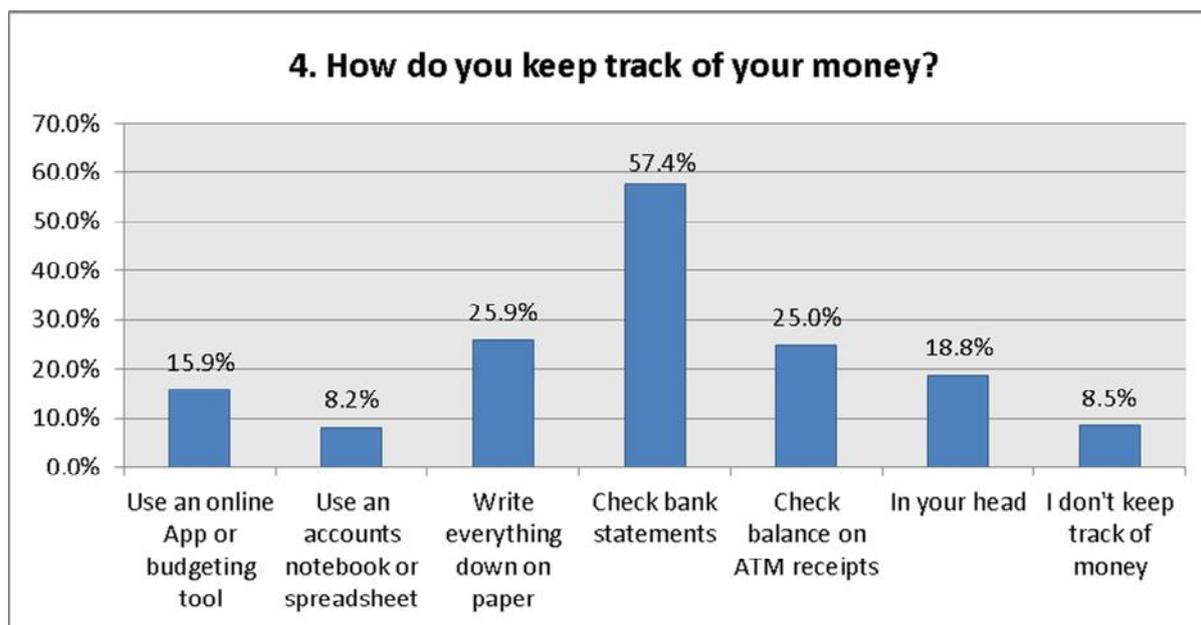
Respondents who had indicated they had experienced a serious illness or disability in their answer to question one were more likely to state that their income was insufficient – 34.9% said they do not have enough money to live and have to miss bills and payments, compared to only 2.3% who said they had enough money coming in to cover costs and make savings.



Of the 389 respondents to the FWA from North Warwickshire, 186 (47.8%) indicated that one of the factors suggested by question three had impacted on them.

The majority responses entered under ‘Other’ refer to changes in employment status such as losing a job or becoming too ill to work, or refer to changes in relationship status such as separation or moving in with a partner.

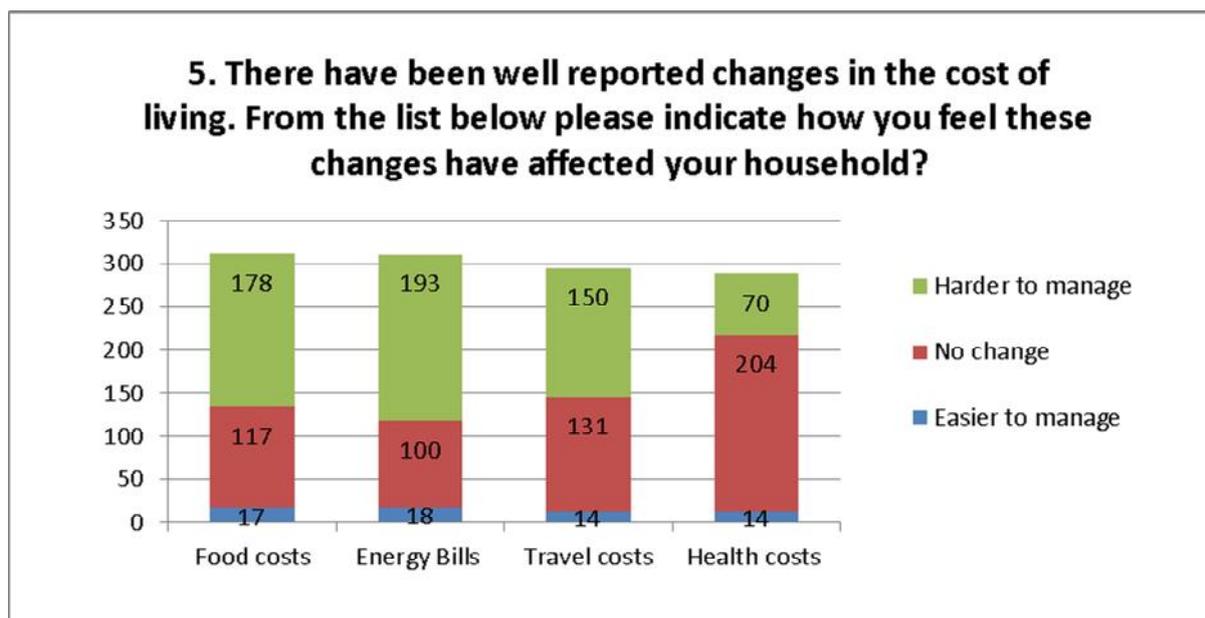
A disproportionately high percentage of respondents who had stated they had experienced a serious illness or disability said that changes to their welfare benefits had an impact on their financial problems – overall, 31.7% of respondents selected this answer, compared to 42.4% of respondents with disabilities.



This is a multiple choice question – respondents were free to indicate as many different methods of budgeting as they made use of. Between the 340 participants who responded to this question, 543 methods were selected.

Of these 543 answers, 170 (31.3%) were ‘proactive’ methods of tracking money - budgeting tools/apps, keeping an accounts notebook/spreadsheet, and writing things down on paper. The remaining 68.7% used ‘reactive’ methods such as bank statements or keeping track in their head, or did not keep track of their money at all.

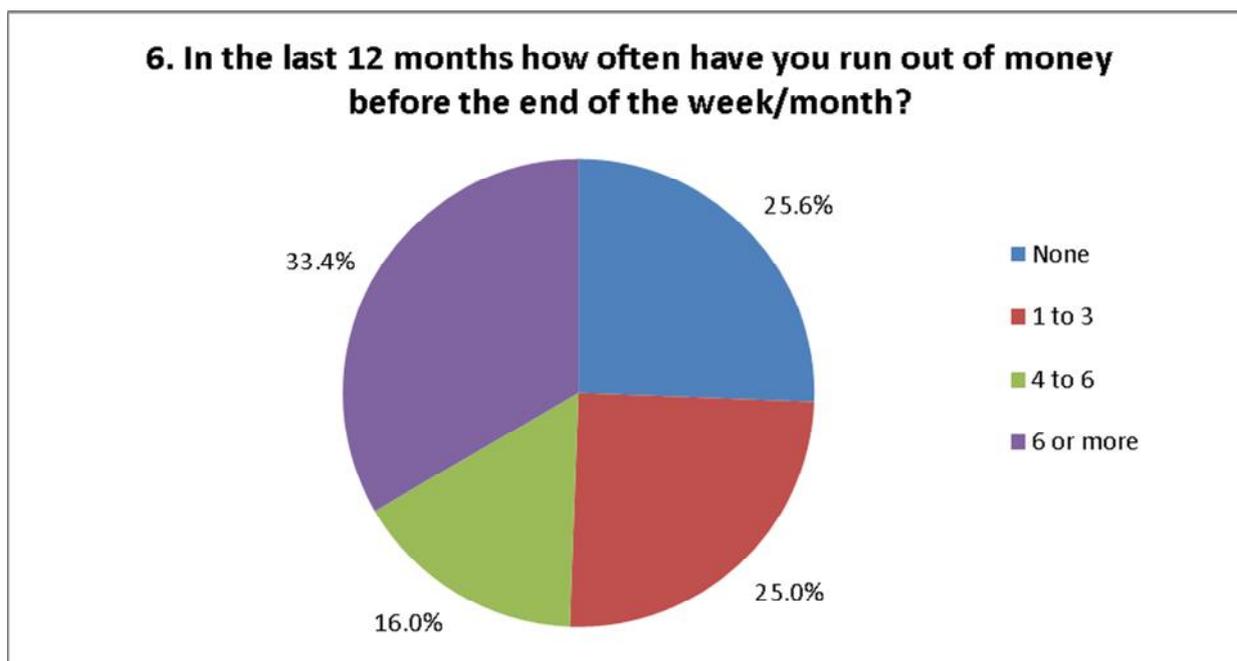
This demonstrates that there is scope for financial capability work to improve the budgeting skills of North Warwickshire residents – by keeping a close eye on income and expenditure, financial situations could be improved.



Very few North Warwickshire residents indicated that the costs of living have become easier to manage for their household – if there has been an overall economic improvement, the average North Warwickshire household does not appear to have benefited. In most of the categories addressed by the survey, responses suggest that costs have become harder to manage. The exception to this is health costs, where 71.4% felt that there had been no significant change.

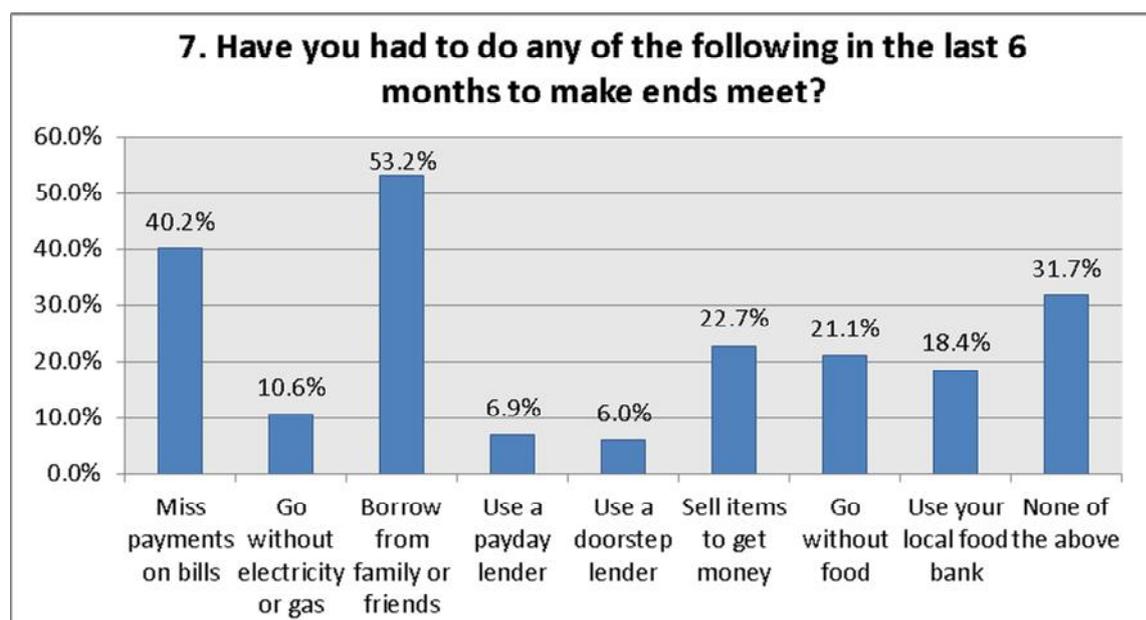
The largest change in the costs of living indicated by the survey data is in energy bills. Of the 311 respondents who commented on the costs of their energy bills, 193 (62.1%) said that energy bills had become harder to manage for their household. Only 5.8% said managing their energy bills had become easier.

57.8% of respondents felt that food costs had become harder to manage for their household. This is likely to have contributed to the numbers of respondents using food banks or going without food according to question seven.



Only 25.6% said they have not run out of money during over the past year. This means that the remaining 74.4% have run out of money at least once. This should be read in the context of the data from question two, which showed that 85.5% of respondents were unable to meet the costs of living and make savings – without savings, a household is more likely to run out of money when its income or expenditure changes.

At the extreme end of this data, 33.4% of respondents from North Warwickshire ran out 6 or more times over the last 12 months. This is almost 25% higher than the proportion of respondents who selected this answer when considering the data from across all districts in Warwickshire, 27.6% of whom said they ran out 6 times or more.



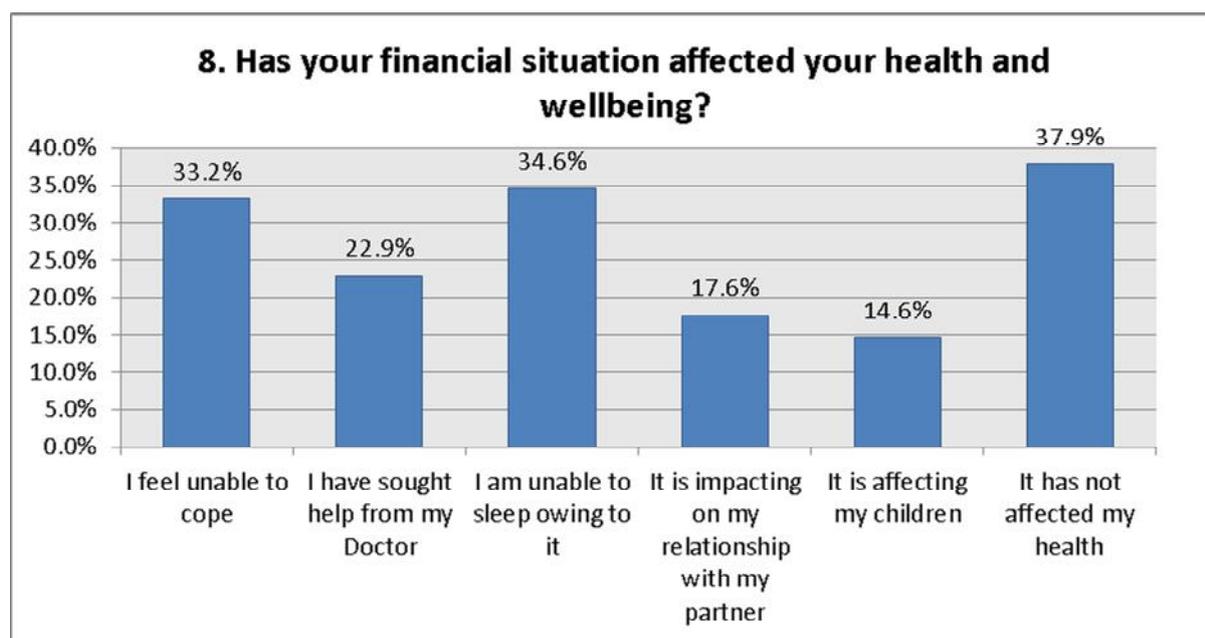
This question demonstrates the implications of the frequency with which respondents run out of money shown in question six.

53.2% of respondents said they had needed to borrow money from friends or family in the past 6 months. This is noticeably higher than the 6.9% who borrowed from payday lenders and the 6.0% using doorstep lenders, as well as the most common measure taken to make ends meet. This could suggest that in general people recognise that turning to high interest credit or missing payments on bills is a problematic solution. On the other hand, it could also indicate a lack of access to (or understanding of) regulated forms of credit.

The high rate of borrowing from friends and family was also noted in our previous Financial Wellbeing Assessment. This trend and its implications are an area that bears further investigation.

10.6% of respondents said they had gone without electricity or gas at some point in the past 6 months. Similarly, 40.2% stated they have had to miss payments on bills. Difficulties with managing energy bills are also demonstrated by responses to question six. Citizens Advice North Warwickshire will be continuing to engage this issue directly in 2016 by assisting with switching suppliers and finding the cheapest tariff to help reduce the number of households going without energy or falling behind on their bills.

Most alarmingly, over 20% of respondents had gone without food to make ends meet, despite the relatively high numbers using the local Food Bank. This must have an impact on both mental and physical health, particularly where people are also minimising expenditure on heating.

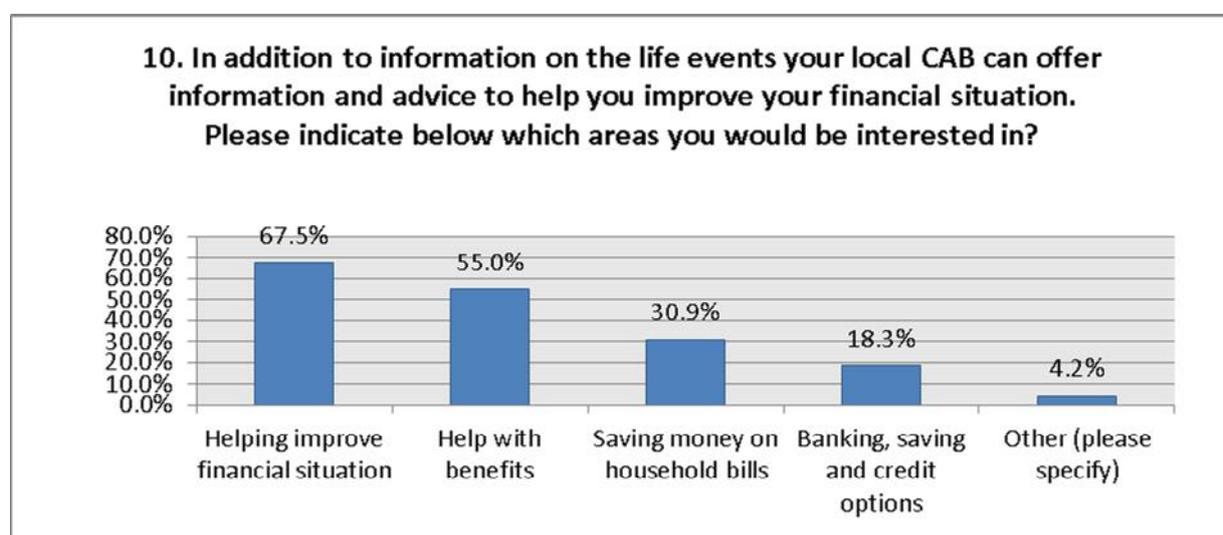
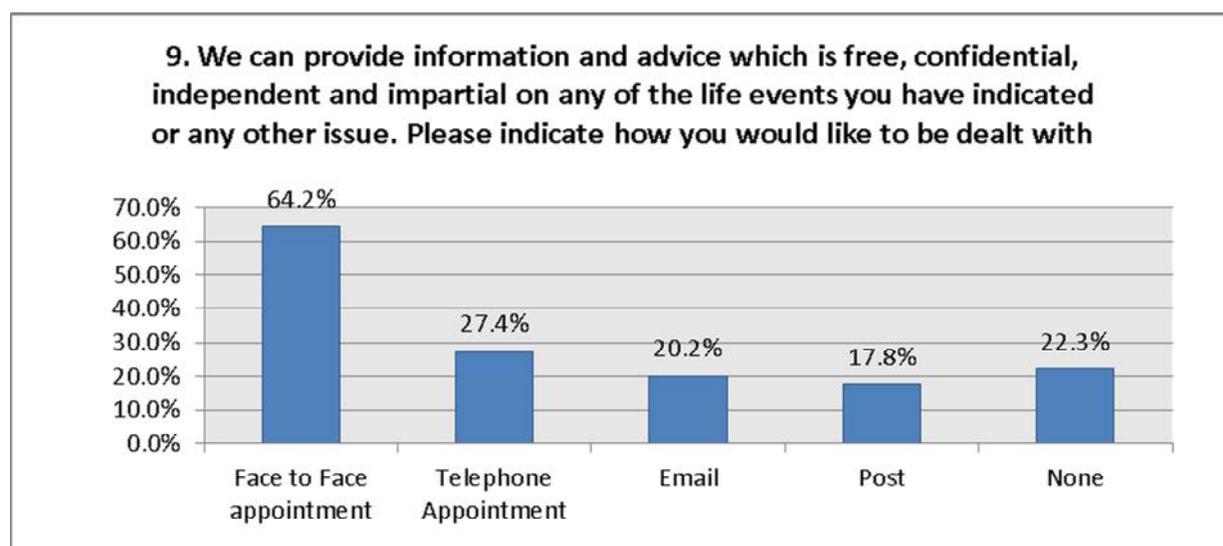


62.1% of respondents felt that their financial situation had affected their wellbeing in some way.

All of the responses carry financial implications – a loss of health affecting work prospects, increased health costs and potential separation from a partner over money issues all have the potential to bring further financial difficulties to a household.

The most common responses – ‘I feel unable to cope’ (33.2%) and ‘I am unable to sleep’ (34.6%) – reflect the relationship between an individual’s financial circumstances and their mental health. These responses are selected more commonly by those who said in question six that they ran out of money 6 or more times over the last year, rising to 56.3% and 58.1% respectively amongst these respondents. Only 14.5% of these clients said they did not feel their financial situation had affected their health and wellbeing.

Where financial worries are affecting relationships and children the cost to the economy will extend into the future – children growing up in hardship will fail to thrive physically and are likely to underachieve in school.



Citizens Advice North Warwickshire has seen high levels of engagement amongst clients completing the FWA. Of the 389 local respondents who have completed the assessment, 160 (41.1%) left contact details and requested that we contact them for further advice on their financial situation.

While we are unable to physically put money into our client’s pockets we can help by advising on bills and budgeting and helping people to make savings in their weekly/monthly expenditure. We can also help clients to access a range of trusts and schemes such as the Big Difference Scheme which can reduce water rates by up to 90% for eligible clients. These savings can help people to return to an ‘even keel’.

We provide ongoing support for vulnerable clients.

Early indications for 2016 suggest that demand for advice and support will increase as reductions in welfare and a low wage economy become more long term in nature.

Value for Money

In return for a cash contribution from **North Warwickshire Borough Council** in 2014-2015 of **£2,000** Live & Local:

Helped build sustainable, vibrant and cohesive communities by:

- Supporting **5** voluntary organisations to develop their skills and volunteer base;
- Creating **36** volunteering instances;
- Enabling **5** communities to choose and promote **9** professional, high quality events in villages;
- Entertaining **585** people in their own community;
- Achieving an average of **86%** audience capacity.

Supported the local economy by:

- Attracting inward investment of **£8,253** from Arts Council, England and the County Council;
- Raising **£4,636** in earned income;
- Enabling 251 hours of voluntary time (equivalent **£3,476** in-kind contribution¹);

Therefore for every one pound invested by NWBC, an additional **£8.18** was attracted from other sources.

- Enabling groups to retain **£1,094**² from the events that is reinvested in their local community.

Gave communities more say:

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

Promoted health and wellbeing:

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

Supported environmental sustainability:

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



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

Volunteer Promoter

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

Volunteer Promoter

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

Volunteer Promoter

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

² Retained box office and other income (raffles etc)

LIVE & LOCAL MONITORING

Network Health Check

As at: 10-Feb-16

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

North Warwickshire Borough Council

Targets & Current Programme

Year Target	C/F Target	Other Targets	Target Offset	Total Target	Requests this Year	Total Program	(Inc CFP to Spring)	Difference to Target
10	0		0	10	12	12	(5)	+2

Other targets/outcomes: N/a

(Over target by 2)

Notes

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

Current confirmed programme: (Total: 12)

17-Oct-15	Owen Street Community Arts Centre, Atherstone				Blair Dunlop in Concert			
Attendance: 72	Capacity: 70	% Capacity: 103%			Blair Dunlop			Folk
12-Nov-15	Maxstoke Village Hall				Mambo Jambo in Concert			
Attendance: 38	Capacity: 60	% Capacity: 63%			Mambo Jambo			Mixed Genre
29-Nov-15	Owen Street Community Arts Centre, Atherstone				The Remi Harris Project			
Attendance: 54	Capacity: 70	% Capacity: 77%			The Remi Harris Project			Gypsy Jazz
05-Dec-15	Fillongley Village Hall				Mistletoe On Tyne			Sell Out
Attendance: 82	Capacity: 80	% Capacity: 103%			Jez Lowe and The Bad Pennies			Folk
06-Feb-16	Nether Whitacre Village Hall				Mumbo Jumbo Troubadours and Raconteurs			
Attendance: Tbc	Capacity: Tbc	% Capacity: Tbc			Mumbo-Jumbo			Country Blues
26-Feb-16	Fillongley Village Hall				Mambo Jambo in Concert			
Attendance: Tbc	Capacity: Tbc	% Capacity: Tbc			Mambo Jambo			Mixed Genre
11-Mar-16	Maxstoke Church				The Urban Folk Quartet in Concert			
Attendance: Tbc	Capacity: Tbc	% Capacity: Tbc			The Urban Folk Quartet			Folk
09-Apr-16	Nether Whitacre Village Hall				A Brief History of Music			
Attendance: Tbc	Capacity: Tbc	% Capacity: Tbc			Blast from the Past			Light Classical
15-Apr-16	Ansley Village Church Hall				Songs From The Radio Ballads			
Attendance: Tbc	Capacity: Tbc	% Capacity: Tbc			Jez Lowe			Folk
16-Apr-16	Owen Street Community Arts Centre, Atherstone				Songs From The Radio Ballads			
Attendance: Tbc	Capacity: Tbc	% Capacity: Tbc			Jez Lowe			Folk
13-May-16	Fillongley Village Hall				Crazy Little Thing Called Love			
Attendance: Tbc	Capacity: Tbc	% Capacity: Tbc			Kepow Theatre Company			Comedy Theatre
21-May-16	Maxstoke Village Hall				Alaw - world class music from Wales and beyond			
Attendance: Tbc	Capacity: Tbc	% Capacity: Tbc			Alaw			Folk

Returned	Sell Outs 1	Attendance 246	Volunteers 9
4 out of 12 events.	Cancs 0	Average 62 (Exld canc)	Hours 76 (£1,052.60)

Active Venues

With shows requested and confirmed for this report period: (Total: 6)

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

Potential Venues and Enquiries

Currently in recruitment process: (Total: 1)

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

Allotment Federation Service Level Agreement (2016 – 2017)

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

INTRODUCTION

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

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

CONTENTS

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

PART 1 - GENERAL CONDITIONS

1.1 PARTIES

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

1.2 OBJECT OF AGREEMENT

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

1.3 PERIOD OF THE AGREEMENT

The agreement will commence on 1 April 2016 and will be reviewed annually on or before 1st January each year. The agreement will continue until such time as:

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

1.4 THE PARTIES' OBLIGATIONS

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

1.5 STATUS OF SERVICE PROVIDER

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

1.6 MANAGEMENT

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

1.7 PARTIES' REPRESENTATIVES

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

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

1.8 DISPUTE RESOLUTION

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

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

1.9 REVIEW

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

1.10 TERMINATION

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

PART 2 - SERVICE OBJECTIVES AND SPECIFICATIONS

2.1 AIMS OF THE SERVICE

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

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

2.2 PRINCIPLES UNDER WHICH THE SERVICES ARE PROVIDED

The Federation will provide information and activities which are:

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

2.3 SERVICES FUNDED UNDER THIS AGREEMENT

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

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

2.4 SERVICE DEVELOPMENT

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

2.5 CIRCUMSTANCES BEYOND THE FEDERATION'S CONTROL

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

PART 3 - FINANCIAL AND RESOURCING ARRANGEMENTS

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

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

PART 4 - MONITORING ARRANGEMENTS

- 4.1 The Federation shall provide an annual report to the Council by 1st February each year. The report shall include the following information:
 - a) a summary of activity undertaken in the previous twelve months including feedback from events and the Annual General Meeting
 - b) the number of entrants to Allotment awards

- c) confirmation that information on the Federation's website is current
- d) a current contact list for all known allotment sites in the Borough

- 4.2 The Federation shall provide any other information reasonably required by the Council. Information shall not be requested more frequently than at quarterly intervals.
- 4.3 The Federation shall provide the Council with notification of its Annual General Meeting and an invitation for the Council's Contact Officer to attend.
- 4.4 These monitoring arrangements can be amended by agreement between the Council and the Federation.

PART 5 – DECLARATION

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

Signed:

Date:

Name of authorised signatory(ies) for North Warwickshire Borough Council:

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

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

Signed:

Date:

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

Address of North Warwickshire Allotment Federation:

Agenda Item No 10

Community and Environment Board

14 March 2016

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

LEADER – Programme Update

1 Summary

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

Recommendation to the Board

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

2 Consultation

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

3 Background

- 3.1 LEADER is a community-led development programme that is jointly funded by the Department for Environment, Food and Rural Affairs (DEFRA) and the European Union. North Warwickshire, together with its partner area, Hinckley and Bosworth, has been awarded financial support of £1.416m for the programme, which operates until 2020.
- 3.2 At its meeting held on 20 July 2015, the Board was informed of the progress being made in the development of the programme, further to the award of funding support. Particular reference was made to the imminent launch of the programme.

- 3.3 The local LEADER programme is managed through a Local Action Group (LAG), which is made up of representatives from partners drawn from the private, voluntary and public sectors across the two Boroughs. The Borough Council is represented on the LAG by the Leader of the Council. The strategic direction for the programme is set by the Local Development Strategy (LDS), which has to be agreed by the LAG (see https://www.northwarks.gov.uk/erh/downloads/file/4/nwhb_leader_summary_of_the_local_development_strategy_ldsweb-site for a summary of the LDS).

4 Programme Approval

- 4.1 The Delivery Plan for the programme was agreed by the LAG at its meeting held on 24 June 2015 and was subsequently approved by DEFRA in October 2015. The Funding Agreement between DEFRA and the Borough Council, as the Accountable Body, was also signed in October 2015.
- 4.2 Final approval from DEFRA to proceed with the programme was received in November 2015.

5 Programme Delivery Plan

- ... 5.1 The Financial Table, which is attached to this report at Appendix 1, details how much the LAG anticipates will be spent under each priority during the programme. As evidenced in the table, the majority of spend is predicted to take place during 2017/18 and 2018/19, when applicants have successfully undergone the rigorous application process and are in the active delivery stage of their project.
- 5.2 Table 1 (below) identifies the outputs that the LAG has agreed with DEFRA that will result from the investments proposed to be made during the programme. These include the number of projects to be supported and the amount of jobs to be created within the projects.
- 5.3 Both the level of spend and the project outputs will be kept under regular review. An annual revision of the Delivery Plan will enable a reflection to be made of any major issues that have prevented the programme from proceeding as anticipated.

Table 1 - NWHB LEADER Key Outputs

Priority	Total Investment £	Total Number of Projects	Number of Jobs Created
Priority 1 – Farm Productivity	£208,731	8	4
Priority 2 – Support for Micro and Small Business	£556,616	34	47
Priority 3 – Rural Tourism	£278,308	9	9
Priority 4 – Rural Services	£139,154	6	4.5
Priority 5 – Cultural and Heritage Activity	£139,154	5	3
Priority 6 – Forestry Productivity	£69,577	4	2
Total	£1,391,540	66	69.5

6 Programme Progress

6.1 The first call for outline applications was for three priorities:

- Priority 1 - Farming Productivity
- Priority 2 - Micro and Small Enterprises and Farming Diversity
- Priority 6 - Forestry Productivity

6.2 The call opened on 16 November 2015 and closed on 04 January 2016. Over fifty enquiries were recorded on the programme database, including those who were interested in future calls for other priorities. Twenty-five outline application forms and guidance document were sent to potential applicants.

6.3 A total of thirteen outline applications were received. They were all subjected to checks for eligibility and completeness and were each appraised by one volunteer appraiser. A sub-group of the LAG met on 12 January to make the final decision on whether the outline applications could proceed to full application.

6.4 Of those appraised, ten projects were invited to submit a full application and three were rejected. The rejections were due to the ineligibility of certain items of expenditure and / or a lack of sufficient detail provided within the outline application.

... 6.5 Appendix 2 details the amount of funding requested in the approved outline applications and an indication of potential outputs. The outcome in respect of Priority 2 has been very positive. Priority 1 has only one application invited to the next stage, whilst Priority 6 has no projects proceeding to a full application at this time.

6.6 Those projects invited to submit full applications have a choice of two deadlines for their submission, either 15 February or 11 April 2016. Three applications were received on the first of these deadlines, and decisions will be made on 6 April.

7 Other activity

7.1 Training

7.1.2 The LAG is supported by a Rural Appraisal Panel, which is made up of individuals drawn from the voluntary, private and public sectors. Twelve members of this group received initial training on appraising outline applications, and the majority have been involved in the appraisal process identified in Section 6 above. Further training has now been provided on the very complex full application appraisal process.

7.2 Applicant Support

7.2.1 The LEADER programme team has been providing support to applicants in a number of ways, in an effort to ensure the development of good quality projects and the submission of funding applications that meet the LEADER requirements. This support has included:

- asking potential applicants to contact the team to discuss their proposals before the submission of an outline application form;
- referring businesses to other sources of support if they are more relevant to their potential project (e.g. business planning support);
- attending meetings across the area to talk about the programme;
- making visits to individual businesses;
- commenting on draft applications; and,
- delivering workshops for those project organisers looking to complete full applications.

7.3 Website and Publicity

7.3.1 A dedicated website has been produced to provide information about the programme and to inform potential applicants about the timescales and processes involved. The website will continue to be developed throughout the programme, and is one of the primary sources of information relating to the local LEADER programme.

7.3.2 A leaflet has been produced giving straightforward information on the LEADER programme. This has been used at many events and shared with partners. A number of press notices have been issued across the LEADER area, and information has been shared with a wide range of partners for them to circulate amongst their members and contacts.

7.4 Staffing

7.4.1 A local Project Manager was appointed in October 2015. The Project Manager is one of two part-time Officers working to deliver the programme in North Warwickshire and Hinckley and Bosworth. The second, a Development / Support Officer, is responsible for working with potential applicants on developing project ideas. The existing LEADER Development Officer, who was employed during the previous programme and during the transition period, has been retained in this position to ensure that her knowledge and experience has been maintained within the current programme.

8 Next 12 months

8.1 Programme Timetable

8.1.1 The full applications that are submitted will be appraised, and the LAG will take a decision on whether to or not approve the project proposals. Due to the timeframes involved it is not expected that there will be any spend in 2015/16. The majority of spend for approved projects in the first call will occur in 2016/17 (spend will only be accounted for when funding is drawn down from the Rural Payments Agency after the project has been completed).

8.1.2 Subsequent calls for projects will take place approximately every six months, and the next three calls will be made on 25 April 2016, 03 October 2016 and 24 April 2017. Rural Services (Priority 4) will be added to the April 2016 call, with Tourism (Priority 3) and Cultural and Heritage Activity (Priority 5) being added to the October 2016 call.

8.1.3 Progress against the targets in the Delivery Plan will continue to be monitored. An updated Delivery Plan needs to be submitted to DEFRA in April 2016, and this will need to identify any changes to the initial programme forecasts. At this stage, it is anticipated that there will only be minor changes, given that the programme is still in its early stages.

8.2 Destination Management Plan (DMP)

8.2.1 The Borough Council has submitted an outline application to DEFRA for financial support under the EAFRD programme (European Agricultural Fund for Rural Development) to develop a Destination Management Plan for the area. This proposal seeks to develop a framework that will provide a co-ordinated approach to the sustainable development of North Warwickshire and Hinckley and Bosworth as high quality tourism destinations. It will set the strategic direction for a range of stakeholders, and will provide robust data on which to base future funding decisions and priorities within the LEADER programme.

9 Conclusion

9.1 The LEADER programme has got off to a very successful start. The Local Action Group includes a wide selection of partners, which is essential for the success of the programme, and all those present are fully engaging with their duties and are committed to the effective delivery of the programme.

10 Report Implications

10.1 Finance and Value for Money Implications

10.1.1 The funding implications of involvement in the LEADER programme are identified in the main body of the report and in the attached appendices. 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 to be claimed back through the programme.

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

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

10.2 Safer Communities Implications

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

10.3 Environment and Sustainability Implications

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

10.4 Health, Well-being and Leisure Implications

10.4.1 LEADER will help to create a stronger sense of place and improve health and well-being through actions that support communities, and could additionally enhance the rural environment by providing new leisure and recreation

opportunities. Improving employment opportunities should also have a positive impact on people's mental well-being.

10.5 Human Resources Implications

10.5.1 As identified in the main body of the report, the funding allows for the employment of two new Officers; a Project Manager and a Development Officer. The Project Manager was recruited in October 2015. The existing LEADER Development Officer, who was employed during the previous programme and during the transition period, has been retained in the post to ensure that her knowledge and experience is maintained in the new programme.

10.6 Risk Management Implications

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

10.6.2 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 will be adjusted annually to take account of the 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.

10.6.3 All expenditure through the new programme is re-claimed via the Rural Payments Agency, which reduces the risk to the Accountable Body.

10.7 Equalities Implications

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

10.8 Links to Council's Priorities

10.8.1 The LEADER programme, and the projects that it could support, directly link to the following corporate priorities:

- Responsible Financial and Resource Management
- Creating Safer Communities
- Protecting our Countryside and Heritage
- Improving Leisure and Well-being Opportunities
- Promoting Sustainable and Vibrant Communities
- Supporting Employment and Business

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

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

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

Background Papers

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

Background Paper No	Author	Nature of Background Paper	Date
None			

Programme Budget against LEADER priorities in (£) Pounds

LEADER group name	North Warwickshire and Hinckley and Bosworth
Accountable Body name	North Warwickshire Borough Council

LEADER Priority	Programme Expenditure (€)						
	2015/2016	2016/2017	2017/2018	2018/2019	2019/2020	2020/2021	Total
Support for Increasing Farm Productivity	£ -	£ 42,766.00	£ 70,919.00	£ 34,417.00	£ 26,066.00	£ -	£ 174,168.00
Support for Micro and Small Enterprises including Farm Diversification	£ -	£ 122,456.00	£ 143,875.00	£ 120,191.00	£ 77,926.00	£ -	£ 464,448.00
Support for Rural Tourism	£ -	£ 30,000.00	£ 82,879.00	£ 80,382.00	£ 38,963.00	£ -	£ 232,224.00
Support for Culture & Heritage activities	£ -	£ 24,614.00	£ 36,968.00	£ 35,048.00	£ 19,482.00	£ -	£ 116,112.00
Provision of Rural Services	£ -	£ 25,000.00	£ 36,439.00	£ 35,047.00	£ 19,626.00	£ -	£ 116,112.00
Support for increasing Forestry Productivity	£ -	£ 15,306.00	£ 25,744.00	£ 12,524.00	£ 4,482.00	£ -	£ 58,056.00
Total	£ -	£ 260,142.00	£ 396,824.00	£ 317,609.00	£ 186,545.00	£ -	£ 1,161,120.00

Priority Analysis from Approved Outline Applications in First Call							NWHB 1	2/16	Appendix 2	
Priority	approved	North Warks	Hinck & Bos	NW Grant	H&B Grant	Total Grant	2016/17 spend budget	Potential % spend*	Potential jobs FTE	Comment
Priority 1 - Farming Productivity	1	0	1	0	21,200	21,200	42,766	50	0	2 outlines rejected
Priority 2 - Small & Micro Enterprises	9	6	3	96,188	62,156	158,344	122,456	129	21	1 outline rejected
Priority 6 - Forestry Productivity	0	0	0	0	0	0	15,306	0	0	No applications received
Total						179,544	180,528			
* includes the applications that said there would be 2015/16 expenditure										
Grant Size requested		Under £10,000	£10,000-£19,999	£20,000-£25,000						
Number of projects		2	2	6						
Not all outline applications will come forward and be approved as full applications										
Not all elements of potential expenditure will necessarily be deemed eligible during full application checks and appraisal										
3 applicants indicated spend in 2015/16, which will not be possible as approval can not be given until April 2016										
All others indicated all spend in 2016/17. This will not necessarily be the case when full applications are submitted and appraised.										
Jobs created looks high in Priority 2 of target of 7 for first year, but queries raised over nature of many of the jobs and when they will start										

Agenda Item No 11

Community and Environment Board

14 March 2016

Report of the Assistant Director (Streetscape)

Replacement of Missing and Damaged Wheeled Bins

1 Summary

- 1.1 This report details the number and types of bin replacements and repairs carried out in the last calendar year and the resultant costs and proposes that a charge is introduced for replacement wheeled bins to offset the supply and delivery costs incurred.

Recommendations to the Board

- a That Members note the contents of this report; and**
- b That charges for replacement bins are brought in with effect from 1 April 2016 along with the other proposals set out at paragraph 4.1.**

2 Background

- 2.1 A report was presented to the Community and Environment Board in October 2015 which set out some of the issues faced by the Council's Streetscape services arising from the provision of replacement wheeled bins. The report recommended that a charge for replacement bins was introduced and Members requested that a further report on the number and types of bin replacements along with more detail on the costs incurred be brought back to a future meeting of the Board.
- 2.2 In 2015, a total of 2,234 wheeled bins were delivered to households in North Warwickshire. Of that total, 1,019 were black bins, 760 were green bins and 455 were red-lidded bins. 39 households placed an order for one of each type of bin (i.e. a full set of three bins) within that period. Orders of this nature are associated with residents who have moved house and find that there are no bins at their new property when they move in. These figures do not include bins which are supplied to new properties where, usually, separate arrangements are made with the developer to supply wheeled bins in bulk or as residents begin to move in.
- 2.3 The table below gives a breakdown of the reasons given for requesting a new or replacement wheeled bin over the same period.

	Damaged	Missing	Change of bin size	Never had a bin	Total
Black	683	268	47	21	1019
Green	507	211	0	42	760
Red	224	182	8	41	455
Total	1414	661	55	104	2234

2.4 The information relating to damaged bins is broken down still further and set out in the table below:

	Damaged Body	Damaged Lid	Damaged Wheels	Total
Black	615	47	21	683
Green	467	32	8	507
Red	212	8	4	224
Total	1294	87	33	1414

2.5 Of those bins which had a damaged body, approximately one third were unusable, a third were damaged but still able to be used and a third had minimal damage. Where possible, damaged lids and wheels are repaired and the bins reused. However, customers are often reluctant to accept a second-hand bin as a replacement for bins which have been damaged or gone missing.

3 **Cost of Replacement**

3.1 The cost of replacing wheeled bins is made up of three elements. At present, the cost to North Warwickshire Borough Council of purchasing a 240 litre wheeled bin is around £19.00. The delivery cost per bin is approximately £7.54. Based on the time spent by the contact centre in dealing with requests for replacement bins, there is a further administration cost of £7.18 incurred for each request. Therefore the average cost for each replacement bin delivered in 2015 was £33.72. This does not take into account the costs of abortive journeys or storage costs, or any supervisory or central service costs incurred.

3.2 Based on the figures set out in para 3.1 above, the total cost of providing replacement bins in 2015 was £75,330.48. The cost of the bins alone was £42,446. None of those costs was recovered. At present, the majority of replacement bins are delivered by the Council's street cleaning crews as they are deployed Borough-wide. However, the sheer volume of bins and other containers requiring delivery on a weekly basis is diverting frontline staff away

from their primary duties and the overall cleanliness of the Borough has suffered as a result.

- 3.3 In addition to the cost of replacement bins, the Council also supplies bins to new properties and seeks to recover the cost from the developer. In 2015/16 just under £31,000 was spent on the provision of bins for new properties. The total combined budget for the purchase of new bins in 2016/17 is £89,280. This does not include the cost of storage, delivery or any associated administration charges.

4 Proposal to Charge for Replacement Bins

- 4.1 It is recommended that, in order to both reduce the demand for replacement bins and to offset the costs of supplying them, that the following principles are adopted:

- All residents be charged £35 (+VAT) for each replacement bin
- Bins which can be proven to have been damaged by the Council, or which are under two years old will be replaced free of charge (manufacturing faults are likely to become evident within the first few months of use)
- Householders will not be permitted to provide their own bins (as we cannot guarantee that they are compatible with the vehicle lifting mechanism, that they can be repaired or that the paper and card inserts will fit inside) unless they are of the same size, type and specification as those supplied by the Council
- Any bins provided will remain the property of the Borough Council

- 4.2 It is proposed that once the new charges have been introduced that, whenever practicable, bin delivery will be diverted away from the street cleaning crews to enable them to focus on their core work.

5 Report Implications

5.1 Finance and Value for Money Implications

- 5.1.1 The introduction of a charge for replacement bins would potentially save the Council in excess of £30,000 per annum through a combination of income and reduction in demand.

5.2 Environment and Sustainability Implications

- 5.2.1 The resources required to carry out bin deliveries has had a significant detrimental impact on the overall level of street cleanliness within the Borough. Reducing the number and/or cost of bin deliveries will allow resources to be refocussed on amenity cleaning and support service delivery across the division.

5.3 Risk Management Implications

- 5.3.1 There are risks involved with the introduction of charges, but the impact on budgets, resources and service capacity carries additional risks for the Council's reputation and its ability to continue to deliver key frontline services in line with residents' expectations.

5.4 Links to Council's Priorities

- 5.4.1 This links directly to the Council's priorities of responsible financial and resources management as well as contributing to the aim of protecting our countryside.

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

Agenda Item No 12

Community and Environment Board

14 March 2016

Report of the Assistant Director (Streetscape)

APSE Benchmarking Performance Reports

1 Summary

- 1.1 This report summarises the Council's performance in the areas of street cleaning and refuse and recycling as measured by APSE when benchmarked against other local authorities nationally and relation to relevant family groups.

Recommendations to the Board

- a That Members note the contents of this report;**
- b That the Refuse and Recycling service's achievement in being chosen as finalists in their category at this year's APSE Performance Awards is recognised; and**
- c That a further report be brought to the Board when the results of the more recent surveys relating to Parks and Open Spaces and Transport are known.**

2 Background

- 2.1 The Association of Public Service Excellence (APSE) is a networking community that assists local authorities who are seeking to improve their frontline services. APSE works with more than 250 local authorities across the UK to advise and share information and expertise on a broad range of frontline public services. Through its Performance Networks benchmarking service, APSE gathers, collates and reports annually on local authority performance across a number of frontline service areas. Towards the end of last year, the Council's Streetscape division completed information returns on its street cleaning and refuse and recycling services. A summary of the performance reports' findings are set out below, with the full table of performance indicators for each of the services appended to this report.
- 2.2 Further information returns were completed at the start of the current year for the service areas of Parks and Open Spaces and Transport. Once the full performance returns have been received, they in turn will be reported to this Board. Returns will also be submitted for the current financial year so that the direction of travel in the Council's frontline services can be assessed and any further areas for improvement identified.

3 **Street Cleansing**

3.1 The full table of performance indicator standings for 2014/15 is attached at Appendix A, but a summary of the key points is set out below:

- NWBC's street cleansing service cost per household was £21.57, well below the group average of £28.29
- The authority's cleanliness standard for the year was better than the group average (98.5% v. 95%)
- Central support charges (%) were assessed as average for the group
- Staff absence was well below average (1.4% of FTE v. 5.3%)
- Service cost per head of population was much lower than the average (£9.42 v £14.52) placing NWBC 11th in a group of 47

3.2 Some areas for improvement were also identified by the report. PI 44a measures how quality is assessed by the Council. To improve our performance in this area, the Council would need to sample more locations when assessing cleanliness and undertake more in-depth inspections as opposed to the snapshot surveys which are currently undertaken due to resource constraints. There would also need to be far greater community consultation than is carried out at present (as reflected by the authority's low PI 17 score). Another area where the service scored lower than average is PI 18 which covers accreditation such as Investors in People and any NVQ qualifications held by staff.

4 **Refuse and Recycling**

4.1 The service scored well in relation to staff training and development as well as the areas of quality assurance and customer consultation. The Council also scored very highly on all of the recycling performance and waste minimisation measures, achieving top quartile results. The full table is attached at Appendix B.

4.2 The overall cost of delivering the refuse and recycling services was assessed as just below the national average and just above the average for the Council's family group. One of the reasons for this is reflected in the authority's performance on the average number of bin lifts per round which demonstrates the comparative rurality of the area in which the services operate and the subsequent low population density.

4.3 The service did not score so well in the number of missed collections (although performance in this area has improved significantly in the last twelve months) or on the measure of staff absence. Progress is also being made in this area, however, and the 2014/15 figures were affected by the long-term absence through sickness of a number of members of staff.

4.4 Due to the strong performance on recycling and composting from a service whose operating costs are at, or below, the national average, the Council's refuse and recycling service was named as a finalist in the Best Performer

category at this year's APSE Performance Network Awards, narrowly losing out to Kettering in the final.

5 Report Implications

5.1 Finance and Value for Money Implications

5.1.1 The performance benchmarking reports demonstrate that the Council is achieving above average performance in the areas of street cleaning and refuse and recycling while operating costs in those frontline services are at or below average, thus delivering value for money.

5.2 Links to Council's Priorities

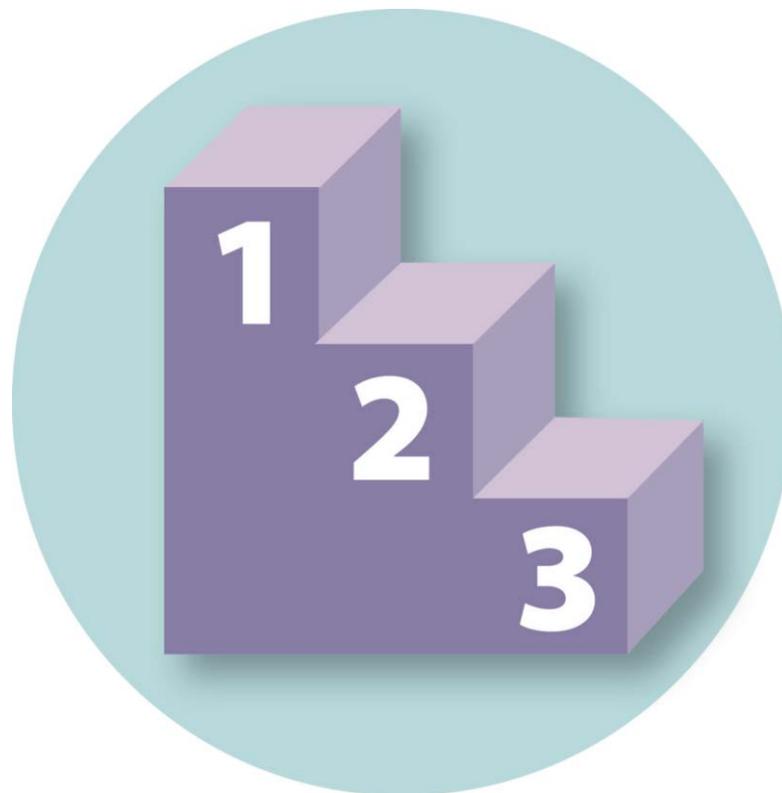
5.2.1 These services' strong performance in the areas of refuse and recycling and street cleansing link directly to the Council's priorities of responsible financial and resources management as well as contributing to the aim of protecting our countryside.

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

Street cleansing

2014-15, Issue 1

Performance indicator standings



Street cleansing performance indicator standings 2014/15 : Family group report

Name of authority

North Warwickshire Borough Council

PIN

40293

Family group

C1

Performance indicator

Performance indicator	Number in group	Highest in group	Average for group	Lowest in group	Your output/score	Standing in group	Top quartile mark	Quartile achieved	Ten percentile mark
Key performance indicators									
PI 03 - Cost of cleansing service per household (including CEC)	10	£51.74	£28.29	£12.34	£21.57	5	£15.23	2	£14.00
PI 04 - Cost of cleansing service per household (excluding CEC)	10	£49.74	£26.63	£10.13	£20.04	6	£14.75	3	£11.94
PI 20 - Customer satisfaction performance	—	—	—	—		—	—	—	—
PI 39 - Community / customer surveys undertaken	3	76.00%	72.63%	69.60%					75.26%
PI 37a - NI 195 percentage of sites surveyed falling below grade b for cleanliness (England only) (LeqsPro survey carried out with requisite numbers)	—	—	—	—		—	—	—	—
PI 37b - NI 195 percentage of sites surveyed falling below grade b for cleanliness (England only) (LeqsPro survey with reduced numbers or other survey type)	—	—	—	—	1.50%	—	—	—	—
PI 37e - LEAMS cleanliness index score assessed by Keep Wales Tidy	—	—	—	—		—	—	—	—
PI 37g - LEAMS cleanliness index score from self inspections (Wales only)	—	—	—	—		—	—	—	—
PI 37h - LEAMS cleanliness index score assessed by Keep Scotland Beautiful (Rural/Mixed)	—	—	—	—		—	—	—	—
PI 37i - LEAMS cleanliness index score assessed by Keep Scotland Beautiful (Urban)	—	—	—	—		—	—	—	—
PI 37j - LEAMS cleanliness index score from self inspections (Scotland only – Rural/mixed)	—	—	—	—		—	—	—	—
PI 37k - LEAMS cleanliness index score from self inspections (Scotland only – Urban)	—	—	—	—		—	—	—	—
PI 37l - Percentage of sites surveyed which were assessed as acceptably clean by Keep Wales Tidy (Wales only)	—	—	—	—		—	—	—	—
PI 37m - Percentage of sites surveyed which were assessed as acceptably clean by Keep Scotland Beautiful (Scotland only)	—	—	—	—		—	—	—	—
PI 44a - Quality Indicator (England)	6	111	71.42	9	64	5			106.25
PI 44b - Quality Indicator (Scotland) Rural / mixed	—	—	—	—		—	—	—	—
PI 44c - Quality Indicator (Scotland) Urban	—	—	—	—		—	—	—	—
PI 44d - Quality Indicator (Wales)	—	—	—	—		—	—	—	—

Notes:

- a. The authority will only be ranked in family group if it has shown an output / score within the set parameters for the performance indicator.**
- b. Quartile / percentile marks are only shown for those performance indicators for which there is a desirable achievement.**
- c. Quartile marks are only shown for those performance indicators for which there are a minimum of 8 outputs / scores within the set parameters.**

Other cost performance indicators

Street cleansing performance indicator standings 2014/15 : Family group report

Name of authority

North Warwickshire Borough Council

PIN

40293

Family group

C1

Performance indicator

Performance indicator	Number in group	Highest in group	Average for group	Lowest in group	Your output/score	Standing in group	Top quartile mark	Quartile achieved	Ten percentile mark
PI 06 - Total staff costs as percentage of total expenditure	10	86.02%	68.19%	59.35%	69.11%				
PI 08 - Transport costs as percentage of total expenditure	9	31.18%	21.75%	11.87%	16.02%				
PI 21 - Front line staff costs as percentage of total staff costs	10	98.42%	87.43%	74.36%	87.89%				
PI 19 - Cost of service per head of population (including CEC)	10	£22.37	£13.04	£5.56	£9.42	5	£7.03	2	£6.49
PI 05 - Cost of service per head of population (excluding CEC)	10	£21.66	£12.27	£4.56	£8.75	5	£6.81	2	£5.54
PI 33 - Front line labour costs as percentage of total expenditure	10	80.44%	59.69%	48.31%	60.74%				
PI 15 - Net cost per public convenience site	1	£3,715	£3,715	£3,715	£3,715.40	1			£3,715
PI 14 - Cost per gully per annum	—	—	—	—		—	—	—	—
PI 38 - CEC as percentage of total expenditure	10	18.38%	7.65%	1.49%	7.64%	7	3.17%	3	2.93%
PI 40 - Percentage of street cleansing budget allocated to education & publicity of initiatives	9	2.00%	0.36%	0.00%	0.00%	4	0.25%	2	1.20%
Customer services performance indicators									
PI 17 - Quality assurance and community consultation	10	111.00	52.20	7.00	22.00	8	78.00	3	84.90
PI 18 - Human resources and people management	10	78.00	59.30	40.00	48.00	9	63.00	4	74.40
Staff absence performance indicators									
PI 22a - Staff absence (all staff)	6	5.48%	4.02%	1.40%	1.40%	1			2.18%
PI 22b - Staff absence - days lost per FTE (Scotland only)	2	11.60	8.36	5.12					5.77
Environmental performance indicators									
PI 25d - Number of incidents of fly-tipping/dumps per 1,000 households (from DEFRA fly-capture database)	0	0.00	0.00	0.00					
PI 43 - Percentage of street cleansing waste that is recycled	6	99.23%	29.19%	0.00%	0.00%	5			85.60%

Street cleansing performance indicator standings 2014/15 : whole service report

Name of authority

North Warwickshire Borough Council

PIN

40293

Performance indicator

Performance indicator	Number in service	Highest in service	Average for service	Lowest in service	Your output/score	Standing in service	Top quartile mark	Quartile achieved	Ten percentile mark
Key performance indicators									
PI 03 - Cost of cleansing service per household (including CEC)	46	£69.65	£32.57	£12.34	£21.57	9	£22.45	1	£16.52
PI 04 - Cost of cleansing service per household (excluding CEC)	49	£64.98	£30.47	£10.13	£20.04	10	£21.11	1	£15.08
PI 20 - Customer satisfaction performance	3	57.44%	52.57%	46.24%					56.76%
PI 39 - Community / customer surveys undertaken	25	94.00%	68.97%	48.10%			73.10%		86.71%
PI 37a - NI 195 percentage of sites surveyed falling below grade b for cleanliness (England only) (LeqsPro survey carried out with requisite numbers)	17	19.11%	5.00%	0.23%			1.31%		0.98%
PI 37b - NI 195 percentage of sites surveyed falling below grade b for cleanliness (England only) (LeqsPro survey with reduced numbers or other survey type)	6	13.75%	5.01%	0.70%	1.50%	3			1.08%
PI 37e - LEAMS cleanliness index score assessed by Keep Wales Tidy	3	70.00	67.87	65.92					69.54
PI 37g - LEAMS cleanliness index score from self inspections (Wales only)	3	88.00	77.42	70.67					85.12
PI 37h - LEAMS cleanliness index score assessed by Keep Scotland Beautiful (Rural/Mixed)	4	94.40	86.73	76.00					93.23
PI 37i - LEAMS cleanliness index score assessed by Keep Scotland Beautiful (Urban)	6	100.00	80.33	75.00					89.00
PI 37j - LEAMS cleanliness index score from self inspections (Scotland only – Rural/mixed)	4	95.80	90.74	85.00					95.08
PI 37k - LEAMS cleanliness index score from self inspections (Scotland only – Urban)	5	88.30	81.03	73.50					86.68
PI 37l - Percentage of sites surveyed which were assessed as acceptably clean by Keep Wales Tidy (Wales only)	3	97.50%	95.81%	93.72%					97.24%
PI 37m - Percentage of sites surveyed which were assessed as acceptably clean by Keep Scotland Beautiful (Scotland only)	11	98.50%	91.64%	81.80%			95.00%		97.00%
PI 44a - Quality Indicator (England)	31	160	96.27	9	64	27	120.00	4	142.50
PI 44b - Quality Indicator (Scotland) Rural / mixed	7	70	29.07	1					58.00
PI 44c - Quality Indicator (Scotland) Urban	7	54	39.21	29					53.10
PI 44d - Quality Indicator (Wales)	3	48	43.50	40					46.90

Notes:

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Other cost performance indicators

Street cleansing performance indicator standings 2014/15 : whole service report

Name of authority
PIN

North Warwickshire Borough Council
40293

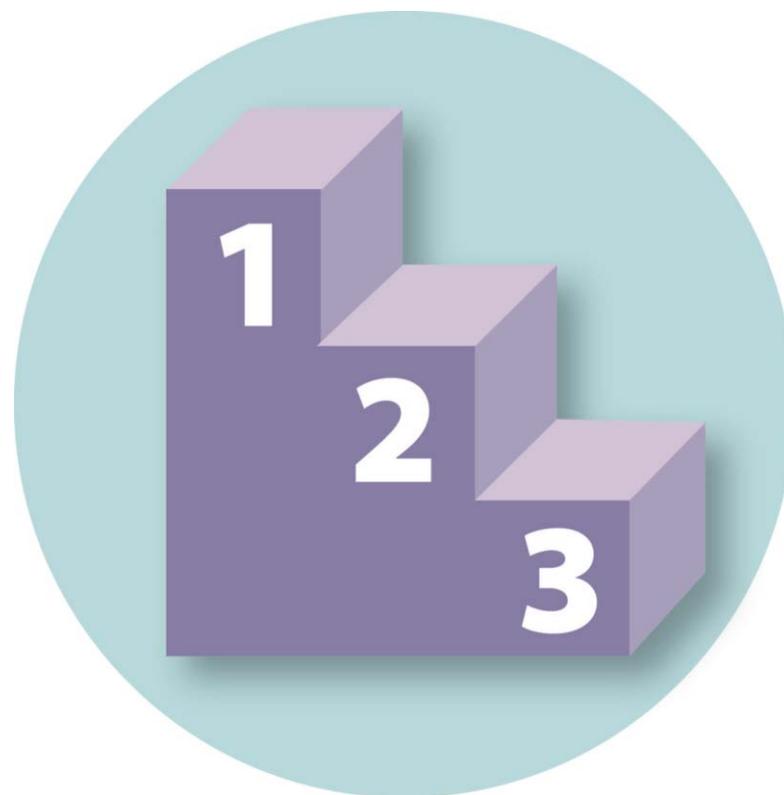
Performance indicator

Performance indicator	Number in service	Highest in service	Average for service	Lowest in service	Your output/score	Standing in service	Top quartile mark	Quartile achieved	Ten percentile mark
PI 06 - Total staff costs as percentage of total expenditure	50	86.02%	66.69%	49.10%	69.11%				
PI 08 - Transport costs as percentage of total expenditure	47	34.11%	21.81%	11.23%	16.02%				
PI 21 - Front line staff costs as percentage of total staff costs	48	99.88%	85.92%	65.98%	87.89%				
PI 19 - Cost of service per head of population (including CEC)	47	£29.17	£14.52	£5.56	£9.42	11	£10.01	1	£7.27
PI 05 - Cost of service per head of population (excluding CEC)	50	£27.22	£13.60	£4.56	£8.75	11	£9.26	1	£6.59
PI 33 - Front line labour costs as percentage of total expenditure	49	80.44%	57.99%	38.37%	60.74%				
PI 15 - Net cost per public convenience site	14	£23,221	£10,333	£3,715	£3,715.40	1	£5,000	1	£3,990
PI 14 - Cost per gully per annum	4	£11.00	£5.82	£2.83					£3.21
PI 38 - CEC as percentage of total expenditure	47	19.93%	7.35%	1.37%	7.64%	31	2.99%	3	2.19%
PI 40 - Percentage of street cleansing budget allocated to education & publicity of initiatives	43	3.60%	0.56%	0.00%	0.00%	18	0.93%	2	2.00%
Customer services performance indicators									
PI 17 - Quality assurance and community consultation	48	132.00	61.27	4.00	22.00	40	90.00	4	108.60
PI 18 - Human resources and people management	50	87.00	56.34	24.00	48.00	38	65.00	3	73.10
Staff absence performance indicators									
PI 22a - Staff absence (all staff)	34	11.70%	5.33%	0.67%	1.40%	3	3.62%	1	1.93%
PI 22b - Staff absence - days lost per FTE (Scotland only)	10	21.61	12.70	5.12			9.04		6.35
Environmental performance indicators									
PI 25d - Number of incidents of fly-tipping/dumps per 1,000 households (from DEFRA fly-capture database)	0	0.00	0.00	0.00					
PI 43 - Percentage of street cleansing waste that is recycled	27	99.23%	38.64%	0.00%	0.00%	21	75.56%	3	90.12%

Refuse collection

2014-15, Issue 1

Performance indicator standings



Refuse collection performance indicator standings 2014/15 : Family group report

Name of authority

North Warwickshire Borough Council

PIN

4293

Family group

R1

Performance indicator

Key performance indicators

	Number in group	Highest in group	Average for group	Lowest in group	Your output/score	Standing in group	Top quartile mark	Quartile achieved	Ten percentile mark
PI 01c - Cost of refuse collection service per household (excluding landfill tax & waste disposal)	14	£85.08	£55.54	£21.84	£59.22	8	£39.27	3	£31.89
PI 02c - Cost of refuse collection service per household (excluding landfill tax & waste disposal and CEC)	14	£76.86	£50.05	£20.97	£53.16	7	£29.17	2	£26.02
PI 03a - Net cost of recycling per household	10	£61.40	£24.75	£8.01	£28.73	8	£14.13	3	£10.71
PI 03b - Tonnes of domestic waste sent for recycling per household	14	0.73	0.43	0.08	0.49	4	0.49	1	0.65
PI 03c - Kg of domestic waste sent for recycling per head of population	14	297.85	181.42	40.71	212.25	3	207.18	1	237.69
PI 03d - Cost of recycling per household covered by kerbside recycling collections (including CEC)	—	—	—	—	£28.73	8	£16.76	—	—
PI 03e - Tonnes of domestic waste recycled per household	14	0.73	0.42	0.03	0.49	4	0.49	1	0.60
PI 03f - Kg of domestic waste recycled per head of population	14	272.07	174.46	12.37	212.25	3	203.46	1	233.65
PI 11 - Percentage of households covered by kerbside recycling collections	15	100.00%	93.50%	20.07%	100.00%	1	100.00%	1	100.00%
PI 12a - Percentage of total waste collected which is sent for recycling	14	54.83%	39.14%	2.26%	47.84%	4	47.84%	1	50.24%
PI 12b - Percentage of household waste collected which is composted	13	29.22%	20.39%	2.71%	28.16%	2	25.85%	1	27.87%
PI 12c - Percentage recovery of energy from waste collected (England only; Unitary only)	3	54.57%	21.55%	0.00%					45.67%
PI 12g - Percentage recovery of energy from waste collected (Wales only)	0	0.00%	0.00%	0.00%					
PI 12f - Percentage of total waste collected which is recycled	14	53.55%	38.69%	2.26%	47.84%	4	47.84%	1	50.24%
PI 17 - Customer satisfaction surveys	—	—	—	—		—	—	—	—
PI 32a - Kg of residual waste sent to landfill per annum per head of population (Unitary only)	6	255.04	144.18	33.63					56.41
PI 32d - Kg of residual waste sent to landfill per annum per household (Unitary only)	6	591.47	323.65	76.20					134.93

Notes:

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Refuse collection performance indicator standings 2014/15 : Family group report

Name of authority

North Warwickshire Borough Council

PIN

4293

Family group

R1

Performance indicator

Performance indicator	Number in group	Highest in group	Average for group	Lowest in group	Your output/score	Standing in group	Top quartile mark	Quartile achieved	Ten percentile mark
Other cost performance indicators									
PI 01d - Cost of refuse collection service per head of population (excluding landfill tax & waste disposal)	15	£64.25	£26.46	£9.86	£25.86	9	£17.36	3	£15.09
PI 02d - Cost of refuse collection service per head of population (excluding landfill tax & waste disposal and CEC)	15	£59.41	£23.93	£9.47	£23.22	8	£13.18	2	£12.31
PI 08b - Total labour costs as a percentage of total expenditure (excluding waste disposal costs)	15	59.76%	46.98%	20.84%	49.32%				
PI 10b - Transport cost as a percentage of total expenditure (excluding waste disposal costs)	14	38.81%	25.81%	14.26%	30.56%				
PI 18b - Front line labour costs as a percentage of total expenditure (excluding waste disposal costs)	14	58.44%	42.46%	31.93%	41.64%				
PI 29b - Central establishment charges as a percentage of total expenditure	14	11.32%	6.02%	2.04%	8.10%				
PI 30 - Average cost per front line vehicle	12	£100,375	£54,704	£28,549	£55,510	7	£32,040	3	£30,079
PI 31a - Cost of recycling per tonne (tonnes sent for recycling)	10	£96.45	£49.81	£27.43	£58.91	8	£34.48	3	£31.08
PI 31b - Cost of recycling per tonne (tonnes actually recycled)	10	£96.45	£50.27	£27.46	£58.91	8	£34.52	3	£31.11
PI 07 - Trade waste - operational recovery ratio	12	217.28%	119.92%	50.15%	123.34%	5	141.91%	2	189.97%
PI 27 - Cost per household excluding trade waste costs	12	£90.84	£53.23	£24.46	£61.29	8	£39.37	3	£30.70
PI 37 - Cost of domestic waste disposal per household	5	£69.66	£55.83	£42.83					£47.32
PI 38 - Cost of municipal waste disposal per household	5	£72.86	£58.45	£42.83					£47.55
Customer Services performance indicators									
PI 15 - Quality assurance and consultation process	16	160.00	58.81	8.00	54.00	7	82.00	2	108.50
PI 16 - Human resources and people management	16	96.00	52.63	10.00	64.00	4	64.00	1	74.50
PI 33 - Community / customer surveys undertaken	4	97.00%	88.63%	81.00%					95.95%
Efficiency performance indicators									
PI 22a - Missed collections per 100,000 collections (full year)	12	116.42	47.62	4.22	105.05	11	16.01	4	9.27
PI 22b - Missed collections per 100,000 collections (April - Sept)	12	133.38	57.01	3.82	117.67	10	12.25	4	5.78
PI 04a - Trade waste contracts (charged) as a percentage of available market	15	80.00%	24.96%	4.11%	17.75%	12	23.94%	3	40.23%
PI 04b - Number of trade waste agreements for recycling (free or charged)	14	660	172	0	81	8	252	3	519
PI 04c - Percentage change in trade waste contracts	8	82.86%	10.10%	-28.57%			27.06%		43.80%
PI 34 - Average number of lifts per collection round	12	1,846	970	436	647	9	1,195	3	1,478
PI 35 - Litres of fuel used annually in refuse collection vehicles per 1,000 head of population	10	2887.93	2051.79	1169.37			1872.76		1453.71

Refuse collection performance indicator standings 2014/15 : Family group report

Name of authority

North Warwickshire Borough Council

PIN

4293

Family group

R1

Performance indicator

	Number in group	Highest in group	Average for group	Lowest in group	Your output/score	Standing in group	Top quartile mark	Quartile achieved	Ten percentile mark
Efficiency performance indicators continued									
PI 20a - Staff absence (all employees)	13	17.43%	7.57%	3.10%	14.99%	12	4.95%	4	3.44%
PI 20b - Staff absence - days lost per FTE (Scotland only)	4	20.53	16.41	10.40					12.44
Other recycling performance indicators									
PI 32b - Percentage of household waste sent to landfill per annum (England and Scotland; Unitary only)	6	56.39%	30.32%	7.45%					13.05%
PI 32c - Percentage of municipal waste sent to landfill per annum (Wales and Scotland only)	3	94.60%	74.38%	48.21%					54.63%
PI 26 - Kerbside recycling recovered per property (kgs) (England and Wales only)	8	511.80	373.81	218.59	477.67	2	477.67	1	487.91
PI 12d - Percentage recycled organic waste which constitutes garden waste (England and Wales only)	6	100.00%	92.23%	62.67%	62.67%				
PI 12e - Percentage recycled organic waste which constitutes food waste (England and Wales only)	0	0.00%	0.00%	0.00%					

Refuse collection performance indicator standings 2014/15 : Whole service report

Name of authority
PIN

North Warwickshire Borough Council
4293

Performance indicator

Key performance indicators

Performance indicator	Number in service	Highest in service	Average for service	Lowest in service	Your output/score	Standing in service	Top quartile mark	Quartile achieved	Ten percentile mark
PI 01c - Cost of refuse collection service per household (excluding landfill tax & waste disposal)	50	£120.07	£60.99	£21.84	£59.22	26	£40.26	3	£32.88
PI 02c - Cost of refuse collection service per household (excluding landfill tax & waste disposal and CEC)	50	£119.17	£55.87	£20.97	£53.16	26	£38.47	3	£28.65
PI 03a - Net cost of recycling per household	38	£66.05	£27.88	£7.62	£28.73	23	£16.13	3	£9.50
PI 03b - Tonnes of domestic waste sent for recycling per household	51	0.76	0.43	0.00	0.49	16	0.51	2	0.57
PI 03c - Kg of domestic waste sent for recycling per head of population	51	320.84	185.29	0.51	212.25	16	223.67	2	252.45
PI 03d - Cost of recycling per household covered by kerbside recycling collections (including CEC)	35	£66.05	£27.34	£8.42	£28.73	22	£16.76	3	£10.54
PI 03e - Tonnes of domestic waste recycled per household	50	0.75	0.42	0.03	0.49	12	0.49	1	0.57
PI 03f - Kg of domestic waste recycled per head of population	50	320.84	181.66	12.37	212.25	13	212.25	1	249.40
PI 11 - Percentage of households covered by kerbside recycling collections	51	100.00%	97.13%	20.07%	100.00%	1	100.00%	1	100.00%
PI 12a - Percentage of total waste collected which is sent for recycling	51	67.06%	39.85%	0.00%	47.84%	11	47.48%	1	51.49%
PI 12b - Percentage of household waste collected which is composted	50	30.13%	17.42%	2.71%	28.16%	3	22.15%	1	25.93%
PI 12c - Percentage recovery of energy from waste collected (England only; Unitary only)	17	71.22%	31.98%	0.00%			54.57%		61.04%
PI 12g - Percentage recovery of energy from waste collected (Wales only)	1	11.50%	11.50%	11.50%					11.50%
PI 12f - Percentage of total waste collected which is recycled	50	67.06%	39.97%	2.26%	47.84%	10	45.08%	1	50.79%
PI 17 - Customer satisfaction surveys	2	70.39%	67.58%	64.78%					69.83%
PI 32a - Kg of residual waste sent to landfill per annum per head of population (Unitary only)	27	276.26	138.53	1.49			49.27		26.41
PI 32d - Kg of residual waste sent to landfill per annum per household (Unitary only)	31	595.62	289.73	3.24			105.96		62.37

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Refuse collection performance indicator standings 2014/15 : Whole service report

Name of authority

North Warwickshire Borough Council

PIN

4293

Performance indicator

Performance indicator	Number in service	Highest in service	Average for service	Lowest in service	Your output/score	Standing in service	Top quartile mark	Quartile achieved	Ten percentile mark
Other cost performance indicators									
PI 01d - Cost of refuse collection service per head of population (excluding landfill tax & waste disposal)	51	£64.25	£27.41	£9.86	£25.86	29	£18.09	3	£14.96
PI 02d - Cost of refuse collection service per head of population (excluding landfill tax & waste disposal and CEC)	51	£59.41	£25.11	£9.24	£23.22	27	£16.76	3	£12.87
PI 08b - Total labour costs as a percentage of total expenditure (excluding waste disposal costs)	51	64%	47%	21%	49%				
PI 10b - Transport cost as a percentage of total expenditure (excluding waste disposal costs)	49	44%	25%	12%	31%				
PI 18b - Front line labour costs as a percentage of total expenditure (excluding waste disposal costs)	49	58.46%	41.73%	27.60%	41.64%				
PI 29b - Central establishment charges as a percentage of total expenditure	51	17.61%	6.24%	0.68%	8.10%				
PI 30 - Average cost per front line vehicle	46	£100,375	£56,207	£22,819	£55,510	20	£41,483	2	£30,704
PI 31a - Cost of recycling per tonne (tonnes sent for recycling)	37	£131.48	£64.46	£19.09	£58.91	20	£40.65	3	£26.12
PI 31b - Cost of recycling per tonne (tonnes actually recycled)	36	£131.48	£63.46	£19.57	£58.91	19	£41.58	3	£26.12
PI 07 - Trade waste - operational recovery ratio	41	307.05%	128.78%	50.15%	123.34%	16	141.91%	2	195.31%
PI 27 - Cost per household excluding trade waste costs	49	£120.07	£62.69	£24.46	£61.29	28	£42.31	3	£35.55
PI 37 - Cost of domestic waste disposal per household	22	£87.99	£52.64	£25.57			£45.52		£35.87
PI 38 - Cost of municipal waste disposal per household	21	£87.99	£55.12	£35.11			£46.98		£42.83
Customer Services performance indicators									
PI 15 - Quality assurance and consultation process	52	160.00	61.92	8.00	54.00	28	81.00	3	106.30
PI 16 - Human resources and people management	53	96.00	51.74	6.00	64.00	9	62.00	1	72.80
PI 33 - Community / customer surveys undertaken	23	97.00%	83.36%	60.80%			91.00%		93.34%
Efficiency performance indicators									
PI 22a - Missed collections per 100,000 collections (full year)	43	190.33	57.92	0.63	105.05	37	23.12	4	10.60
PI 22b - Missed collections per 100,000 collections (April - Sept)	42	152.10	57.92	0.81	117.67	38	21.70	4	10.11
PI 04a - Trade waste contracts (charged) as a percentage of available market	43	80.00%	24.22%	4.11%	17.75%	30	28.60%	3	34.91%
PI 04b - Number of trade waste agreements for recycling (free or charged)	45	2,627	423	0	81	30	626	3	980
PI 04c - Percentage change in trade waste contracts	33	82.86%	1.88%	-28.57%			4.50%		15.12%
PI 34 - Average number of lifts per collection round	35	1,846	1,113	428	647	30	1,411	4	1,713
PI 35 - Litres of fuel used annually in refuse collection vehicles per 1,000 head of population	40	3294.59	2053.81	1169.37			1581.61		1375.97

Refuse collection performance indicator standings 2014/15 : Whole service report

Name of authority

North Warwickshire Borough Council

PIN

4293

Performance indicator

	Number in service	Highest in service	Average for service	Lowest in service	Your output/score	Standing in service	Top quartile mark	Quartile achieved	Ten percentile mark
Efficiency performance indicators continued									
PI 20a - Staff absence (all employees)	42	17.43%	7.07%	3.10%	14.99%	41	5.53%	4	4.10%
PI 20b - Staff absence - days lost per FTE (Scotland only)	11	20.89	14.82	6.04			10.40		10.00
Other recycling performance indicators									
PI 32b - Percentage of household waste sent to landfill per annum (England and Scotland; Unitary only)	28	78.11%	30.24%	0.37%			9.99%		5.47%
PI 32c - Percentage of municipal waste sent to landfill per annum (Wales and Scotland only)	13	94.60%	55.97%	6.51%			48.21%		30.75%
PI 26 - Kerbside recycling recovered per property (kgs) (England and Wales only)	21	511.80	346.39	134.12	477.67	3	415.62	1	477.67
PI 12d - Percentage recycled organic waste which constitutes garden waste (England and Wales only)	15	100.32%	64.76%	4.41%	62.67%				
PI 12e - Percentage recycled organic waste which constitutes food waste (England and Wales only)	3	31.97%	27.80%	20.55%					

Agenda Item No 13

Community and Environment Board

14 March 2016

Report of the Chief Executive and the Deputy Chief Executive

Progress Report on Achievement of Corporate Plan and Performance Indicator Targets April – December 2015

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 2015.

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 2015/16. This is the third report showing the progress achieved so far during 2015/16.

4 Progress achieved during 2015/16

- 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 2015/16 for the Community and Environment Board.

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

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

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

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

5 Performance Indicators

- 5.1 Members will be aware that national indicators are no longer in place and have been replaced by national data returns specified by the government. A number of previous national and best value indicators have been kept as local indicators as they are considered to be useful in terms of managing the performance of our service delivery corporately.
- 5.2 The current national and local performance indicators have been reviewed by each division and Management Team for monitoring for the 2015/16.

6 Overall Performance

- 6.1 The Corporate Plan performance report shows that 94% of the Corporate Plan targets and 73% of the performance indicator targets are currently on schedule to be achieved. The report shows that individual targets that have been classified as red, amber or green. Individual comments from the relevant division have been included where appropriate. The table below shows the following status in terms of the traffic light indicator status:

Corporate Plan

Status	Number	Percentage
Green	16	94%
Amber	0	0%
Red	1	6%
Total	17	100%

Performance Indicators

Status	Number	Percentage
Green	8	73%
Amber	2	18%
Red	1	9%
Total	11	100%

7 Summary

- 7.1 Members may wish to identify any areas that require further consideration where targets are not currently being achieved.

8 Report Implications

8.1 Safer Communities Implications

8.1.1 There are a number of Safer Communities related actions highlighted in the report including the provision of leisure provision, play area development plan and green space strategy.

8.2 Legal and Human Rights Implications

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

8.3 Environment and Sustainability Implications

8.3.1 Improvements in the performance and quality of services will contribute to improving the quality of life within the community. There are a number of specific actions and indicators included within the report which contribute towards improving the environment and sustainability including the carbon management plan, green space strategy and refuse and recycling.

8.4 Risk Management Implications

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

8.5 Equality Implications

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

8.6 Links to Council's Priorities

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

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

Background Papers

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

Background Paper No	Author	Nature of Background Paper	Date

NWCP Community & Environment Board 15/16

	Action	Priority	Reporting Officer	Quarter 3 Update	Status	Direction
NWCP 016	Through the North Warwickshire Community Partnership and in conjunction with partner agencies, continue to work with individuals and communities to help raise levels of aspiration, attainment and skills and report on progress by March 2016	Supporting Employment & Business	Simon Powell	Two ten week cooking programmes have taken place at the Queen Elizabeth School in Atherstone, engaging a total of 25 individuals, teaching people how to cook fresh wholesome meals on a budget. Fifteen participants also achieved their food hygiene certificate.	Green 	
NWCP 017	To continue to take action to reduce the Council's carbon footprint and carbon emission in the Borough, in accordance with the Climate Change Strategy and Action Plan and to report annually in March on progress. This will include acting on any Government led initiatives for domestic properties.	Protecting our Countryside & Heritage	Steve Maxey	A number of actions have taken place as part of the renovation or replacement of Council buildings. A lack of staff resource will hamper the full implementation of the Action Plan but a feasibility study in District Heat networks has been completed. A sub region bid for funding is being worked up and this Council will be a party to that. Waste materials in the main offices are now separated which will increase recycling	Green 	
NWCP 018	To maintain a very high standard of street cleanliness (95%) throughout the Borough and target those areas of highest community value to deliver as efficient and cost-effective a service as possible and to continue to raise awareness (both public and other agencies) of the problem of litter, fly-tipping and dog fouling, using suitable enforcement measures where appropriate	Protecting our Countryside & Heritage	Richard Dobbs/Angela Coates	Q3 LEQS survey has now been completed and an improvement in cleanliness recorded (4% as opposed to 15% in Q1). Average score of 95 is still above target however.	Red 	
NWCP 022	To implement phase 8 of the North Warwickshire Green Space Strategy in accordance with its revised Action and Funding Plan and corresponding Management Plans for Parks and Recreation Grounds, where appropriate.	Improving Leisure & Wellbeing Opportunities	Simon Powell	Progress continues to be made in respect of delivery of phase 8 of the Green Space Strategy, having due regard to resources and the capacity available for implementation work	Green 	
NWCP 028	To continue to work in partnership with other agencies to tackle health inequalities and specifically to co-ordinate the sustainable implementation of the approved Health Improvement Action Plan, including its focus on priorities that are compatible with those of the Community Partnership and the Northern Warwickshire Health and Wellbeing Partnership, the promotion of healthy lifestyles and raising levels of physical activity, in particular for children and young people	Improving Leisure & Wellbeing Opportunities	Simon Powell	The public and staff were surveyed during Alcohol Awareness Week, which identified a need to educate people about alcohol units and the time it takes the body to remove alcohol from the system. Alcohol education sessions were also delivered to three schools, engaging 186 pupils in related theatre productions and alcohol education workshops.	Green 	

	Action	Priority	Reporting Officer	Quarter 3 Update	Status	Direction
NWCP 029	Carrying out the Council's obligations as a member of the Warwickshire Safeguarding Children Board, including those relating to the Child Protection Policy and the Section 11 Audit Action Plan and to co-ordinate all related activity alongside the need to safeguard adults and other vulnerable people in the community, where appropriate	Creating Safer Communities	Simon Powell	The Child Protection Policy, 2015 to 2019, was adopted by Executive Board in June 2015. A new combined Universal Child Protection and Child Sexual Exploitation training course has been approved by the Warwickshire Safeguarding Children Board and is now being delivered to staff by internal trainers. Relevant staff have also undertaken a full day Child Sexual Exploitation training course. Further actions arising from the Section 11 Audit are being delivered according to the supporting Action Plan.	 Green	
NWCP 055	To report annually on progress on the Customer Access Strategy, including the development of existing Community Hubs, the BOB bus, increased take-up of online services, the success of driving channel shift and the ongoing provision of welfare support, together with partners	Promoting Sustainable & Vibrant Communities	Bob Trahern	A meeting of the Community Hub Task and Finsih Group has been planned to take place in January after a few attempts. The North Talk was issued in Quarter 3 promoting the benefits of getting on line and the campaign has been further promoted on the sides of refuse vehicles. It is hoped with the return of the Community Hub Support Officer from amternity leave that along with customer service colleaues this agenda can be given further focus in Quarter 4 onwards	 Green	
NWCP 081	To further review the new refuse and recycling service introduced in October 2013, to improve the efficiency and effectiveness of the service and maintain (subject to reviewing the impact of market changes) the Council's recycling rate and report to Board on the operational impact by March 2016	Promoting Sustainable & Vibrant Communities	Richard Dobbs	The new split-bodied refuse vehicles have now been delivered and are in full operation along with two nes smaller vehicles for rural and isolated collections. The greater flexibilitiy and efficncy which these vehicles have brought is already leading to service improvements	 Green	
NWCP 090	To encourage new active rural businesses and, in particular, in partnership with the Local Action Group and Hinckley & Bosworth Borough Council, ensure the successful delivery of the first year of engagement with the new LEADER programme (2015 to 2020) in accordance with the priorities identified in the approved Local Development Strategy and Business Plan and report on progress by March 2016	Supporting Employment & Business	Simon Powell	The NWHB LEADER Delivery Plan has been approved by DEFRA and the local programme was launched on 05 November 2015. The first call for funding bids, covering three priorities (farming, small and micro enterprises and forestry) was opened on 16 November. Fifty enquiries were received, 24 outline application forms distributed and 13 applications, requesting a cumulative sum of £236,000, were received by the 04 January 2016 deadline.	 Green	

	Action	Priority	Reporting Officer	Quarter 3 Update	Status	Direction
NWCP 091	To build a model with Job Centre Plus to implement the requirements of Universal Credit and in particular our input into the Universal Support/Delivery local agenda. This will also be extended to supporting outcomes impacted by new disability rules	Promoting Sustainable & Vibrant Communities/Supporting Employment & Business	Bob Trahern/Angela Coates	We have had a small number of universal credit applications that we have dealt with to date with few problems. However, this is not representative of the activity we expect to see in the future and we remain unsure about the ability of the Jobcentre to support these customers at this time. There has been another change of manager in the service, the sixth in under 18 months which has made delivering better joined up working more difficult but some progress has been made	 Green	
NWCP 097	To work in partnership with the Highways Authority, Highways England and other partners to improve both the appearance and safety of the Borough's main roads (see also Safer Communities priorities)	Protecting our Countryside & Heritage	Richard Dobbs	The sub-regional Highways Cleansing Group continues to meet quarterly to monitor progress and share best practice. Kier is currently undertaking a review of its work with local authorities across its network which will be reported to a future meeting of the Group	 Green	
NEW	To report on a phased basis on the various aspects of Leisure provision across the Borough, commencing with a report on Leisure facilities by February 2016	Improving Leisure & Wellbeing Opportunities	Simon Powell	Work has commenced on a review of the Authority's leisure facility provision, in respect of which a report relating to Arley Sports Centre will be considered by the C&E Board in January 2016.	 Green	
NEW	To report on options for reviewing local facilities and issues within individual Wards through a programme of Ward walks/audits (including engaging partner agencies) by March 2016	Promoting Sustainable & Vibrant Communities	Steve Maxey	The matter has been discussed at Leaders' Liaison and agreed. Volunteers for the pilots will now be sought	 Green	
NEW	In order to promote and support community life, the Borough Council:- a) Works in conjunction with partners, stakeholders and the local community in order to advance the priorities and objectives of the Sustainable Community Strategy including, in respect of the commitment to improve access to opportunities, services and facilities for local residents; b) Will actively engage with the Warwickshire Third and Public Sector Partnership Group, with a view to ensuring the appropriate engagement of community groups, organisations and individuals in the co-ordinated delivery of local activity that is designed to support and enhance community life	Promoting Sustainable & Vibrant Communities	Bob Trahern/Simon Powell	The work we are doing around food , debt and getting people online continues to help us engage with those customers who need the greatest support. During the last quarter, the ACE (CS) has spoken at a number of key partnership forums in the borough which has been undertaken with the sole purpose of promoting what the Council and its partners can do to better support people. and improve their lives	 Green	
NEW	To work in partnership with the County Council and other agencies on a review of the car parking in the Borough, to include on and off street car parking and including exploring the introduction of civil parking enforcement	Promoting Sustainable & Vibrant Communities	Richard Dobbs	Meeting with WCC has been scheduled for 26th January 2016 after which the T&F Group will meet to discuss the way forward	 Green	

	Action	Priority	Reporting Officer	Quarter 3 Update	Status	Direction
NWCP 003	To report annually in March on the work of the local Financial Inclusion Partnership including for 2015/16 activity with the CAB and Warwickshire Welfare Rights Activity and the local impact of the Welfare Reform programme	Promoting Sustainable & Vibrant Communities	Bob Trahern	Collection rates continue to be sustained despite the ongoing impact of welfare reforms. However, based on our own work of evaluating all debts due to the Council and that of the CAB who are capturing data via their Frontline Worker Toolkit we are spending more time dealing with more complex cases where customers are experiencing major financial hardship and in a significant number of cases despite working with FI partners to help address these complex needs the issues raised by such cases are going to require some very different solutions to those traditionally followed to break the cycle of dependency going forward. With the return of a few key officers from long term absence returning in quarter 4, this will help us develop this revised approach	 Green	
	To work with public, voluntary and business partners to deliver ongoing food-related projects to support individuals and community organisations and report to Community & Environment Board by March 2016	Promoting Sustainable & Vibrant Communities	Bob Trahern	With Chapter One, we coordinated a very successful Christmas Eve that saw us support 327 families, veterans and targeted individuals with a food hamper for Christmas. This was possible because of the fantastic support of Ocado. The arrangement also enabled us to support a number of community cooking events run by local churches and charities. Discussions have developed with Super Kitchen and Ocado about taking a wider variety of foods from them. If this is possible, this is likely to see the food model developed become more widely available across the borough and county and hopefully become a more sustainable and appropriately supported project	 Green	

NWPI Community & Environment Board 15/16

Ref	Description	Section	Priority	Year End Target	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	88	 Amber		14 visits outstanding. Should be completed quite quickly now the Christmas period is over.
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	90	 Amber		10 visits outstanding. Should be completed quite quickly now the Christmas period is over.
NWLPI 085	Swimming pools and sports centres: The net cost per swim/visit	Leisure Facilities	Health and Well-being	1.90	1.36	 Green		
NWLPI 086	Leisure Centres - Total income per visit	Leisure Facilities	Health and Well-being	2.47	2.56	 Green		
NWLPI 119	Number of collections missed per 100,000 collections of household waste (former BV88)	Refuse & Recycling	Recycling	125	76.5	 Green		Q3 rate = 57. The missed bin rate continues to improve.
@NW:NI192	The percentage of household waste arisings which have been sent by the Authority for reuse, recycling, composting or treatment by anaerobic digestion.	Refuse & Recycling	Recycling	45	47.40%	 Green		Q3 rate = 41.6%. Fall is due to the drop in garden waste being presented for collection
@NW:NI195a	The percentage of relevant land and highways that is assessed as having deposits of litter that fall below an acceptable level.	Streetscape	Environment	5	9%	 Red		Q3 score 4% - significant improvement
NWLPI 163	Number of projects/programmes being delivered	Partnership & Development	Health & Well-being	50	50	 Green		
NWLPI 165	Number of people engaged on projects/programmes	Partnership & Development	Health & Well-being	1600	2597	 Green		Incorrectly, the Q2 return did not collate Q1 and Q2 stats - Q2 should read 2551
NWLPI 166	Percentage of people who are 'better off'	Partnership & Development	Health & Well-being	75	91.00%	 Green		
NWLPI 167	Satisfaction with service delivered	Partnership & Development	Health & Well-being	90	90.00%	 Green		