

**To: The Deputy Leader and Members of the
Community and Environment Board
(Councillors Phillips, Barber, Ferro, Fowler,
Freer, Lewis, B Moss, M Moss and Smith).**

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

17 March 2014

Prior to the commencement of business the Assistant Chief Executive (Community Services) will give a presentation on the Council's approach to addressing the challenging economic climate.

The Community and Environment Board will meet in **The Small Hall, Atherstone Memorial Hall, Long Street, Atherstone, Warwickshire, CV9 1AX** on Monday 17 March 2014, at 6.30pm or upon conclusion of the presentation.

AGENDA

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

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

5 **Public Participation**

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

PART A – ITEMS FOR DISCUSSION AND DECISION

- 6 **Minutes of the Meetings of the Board held on 20 January 2014** – copy herewith, to be approved as a correct record and signed by the Chairman.

- 7 **Financial Inclusion Activity Update** - Report of the Assistant Chief Executive (Community Services)

Summary

The purpose of this report is to provide Members with an update of the financial inclusion activity undertaken by the Council and some of its partners in the last twelve months. The wide ranging activity undertaken in assisting residents of the Borough experiencing personal and financial difficulties to meet their commitments during what are particularly challenging times.

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

- 8 **Health Improvement Action Plan** – Report of the Assistant Director (Leisure and Community Services).

Summary

Further to the Director of Public Health's presentation to the Board at its meeting held in January 2014, this report presents a draft three-year Health Improvement Action Plan for Members consideration.

The Contact Officer for this report is Jaki Douglas (712492).

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

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 Warwickshire Community and Voluntary Action (WCAVA) for funding towards a second year extension to its three-year countywide agreement, from North Warwickshire Citizens Advice Bureau (NW CAB) and from Live & Local for support towards the third year of its three-year countywide Key Client Agreement.

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

- 10 **Proposed Closure of Atherstone Indoor Skate Park** – Report of the Assistant Director (Leisure and Community Services).

Summary

Atherstone Indoor Skate Park was opened as a pilot project in March 2012. Unfortunately, efforts to secure a sustainable future for the facility have not materialised and the facility is no longer financially viable. It is, therefore, proposed that the facility be closed with effect from 31 March 2014.

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

- 11 **Development of New Indoor Leisure Facilities in Coleshill** – Report of the Assistant Director (Leisure and Community Development)

Summary

This report updates the Board on progress in respect of the development of new indoor leisure facilities in Coleshill. It principally focusses on the construction work and the costs associated with the project.

The Contact Officer for this report is Simon Powell (719352).

- 12 **North Warwickshire Green Space Strategy Progress Report** – Report of the Assistant Director (Leisure and Community Services).

Summary

This report informs Members of progress in respect of delivery against the priorities set out in the North Warwickshire Green Space Strategy and presents the supporting Action Plan for Year 7 of the Strategy for approval.

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

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

- 13 **Progress Report on Achievement of Corporate Plan and Performance Indicator Targets April – December 2013** – Report of the Chief Executive and Deputy Chief Executive.

Summary

This report informs Members of the progress with the achievement of the Corporate Plan and Performance Indicator targets relevant to the Community and Environment Board for April to December 2013.

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

20 January 2014

Present: Councillor Phillips in the Chair

Councillors Barber, Fowler, Freer, Lewis, B Moss, M Moss and Smith.

An apology for absence was received from Councillor Ferro.

Also in attendance were Councillors Humphreys and Pickard.

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

Councillor Fowler declared a Non-Pecuniary interest in Minute 41 Development of New Indoor Leisure Facilities in Coleshill by reason of being a Governor at The Coleshill School.

35 **Minutes of the Meetings of the Board held on 21 October 2013**

The minutes of the meeting held on 21 October 2013, copies having been previously circulated, were approved as a correct record and signed by the Chairman.

36 **Corporate Plan 2014-15**

The Board's approval was sought for the Corporate Plan Key Actions for which it was responsible and to agree the 2014-15 Service Plans for the Leisure and Community Development, Streetscape and Environmental Divisions.

Recommendation to the Executive Board

a That Corporate Priority 8 – Access to Services be amended to:-

“Providing easier access to Council and other public services, particularly through the internet and local community facilities”;

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

Resolved:

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

37 Waste Collection Service – New Residential Developments

The Board was asked to consider charges for the supply of domestic bins to new residential developments for the collection of refuse, green waste and recyclables in line with the recently adopted Bin Policy.

Resolved:

That a new combined charge for the supply of bins for domestic refuse, green waste and recycling to new residential developments, be agreed.

38 General Fund Fees and Charges 2014/2015

The Board was asked to consider the fees and charges for 2013/14 and the proposed fees and charges for 2014/15.

Resolved:

That the schedule of fees and charges for 2014/15, as set out in the report, be accepted.

39 General Fund Revenue Estimates 2014/15

The Deputy Chief Executive presented the revised budget for 2013/14 and an estimate of expenditure for 2014/15, together with forward commitments for 2015/16, 2016/17 and 2017/18.

Resolved:

- a The revised budget for 2013/14, be accepted; and**

Recommendation to Executive Board:

- b That the Estimates of Expenditure for 2014/15, as submitted in the report of the Deputy Chief Executive, be included in the budget to be brought before the meeting of the Board on 11 February 2014.**

40 Capital Programme 2014/15 to 2016/17

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

41 Development of New Indoor Leisure Facilities in Coleshill

The Assistant Director (Leisure and Community Development) updated the Board on progress in respect of the proposed development of new indoor leisure facilities in Coleshill. Two cost options presented to the Borough Council by Wates Construction were detailed and Members were advised of the name of the new facility.

Resolved:

That the report be noted.

42 Leisure Facilities – 2014/15 Bank Holiday Closures

The Assistant Director (Leisure and Community Development) sought the Board's approval for the Bank Holiday closure of leisure facilities during 2014/15.

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.

43 Update of Warwickshire's Joint Municipal Waste Management Strategy

The Assistant Director (Streetscape) set out the background to the recent review and update of the countywide Waste Management Strategy and sought the Board's approval of the latest version of the strategy document.

Resolved:

That the updated version of Warwickshire's Joint Municipal Waste Management Strategy as set out in Appendix A to the report of the Assistant Director (Streetscape), be approved.

44 Recycling Service – Bring Sites

Following the successful introduction of the new kerbside recycling service for residents, the Assistant Director (Streetscape) sought the Board's approval to phase out the Council's recycling centres and suggested that greater

emphasis should be placed on improving the commercial recycling opportunities through the Council's trade waste collection service.

Resolved:

- a That the removal of Council bring sites on a phased basis, be approved; and**
- b That the Council's trade waste service be used to encourage and incentivise businesses to increase the proportion of waste which they recycle.**

45 Prosecutions Taken By The Environmental Health Division 2013

The Assistant Chief Executive and Solicitor to the Council detailed the prosecutions taken by the Environmental Health Division during the calendar year 2013.

Resolved:

That the report be noted.

46 North Warwickshire LEADER Programme and Transition Fund – Update Report

The Assistant Director (Leisure and Community Development) provided the Board with background information on the LEADER programme in North Warwickshire and updated Members on its success. The Board was also informed of the activities scheduled to take place during the forthcoming transition year.

Resolved:

- a That the successful completion of the North Warwickshire LEADER programme (2007/13), be noted; and**
- b That the involvement in the 2014 LEADER Transition programme be noted.**

47 Progress Report on Achievement of Corporate Plan and Performance Indicator Targets April – September 2013

Members were informed of the progress with the achievement of the Corporate Plan and Performance Indicator targets relevant to the Board for April to September 2013.

Resolved:

That the report be noted.

H Phillips
Chairman

Agenda Item No 7

Community and Environment Board

17 March 2014

Report of the Assistant Chief Executive (Community Services)

Financial Inclusion Activity Update

1 Summary

- 1.1 The purpose of this report is to provide Members with an update of the Financial Inclusion activity undertaken by the Council and some of its partners in the last twelve months. The wide ranging activity undertaken in assisting residents of the Borough experiencing personal and financial difficulties to meet their commitments during what are particularly challenging times.
- 1.2 During a year of introducing 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.

Recommendation to the Board

That the report be noted.

2 Background to the Report

- 2.1 For many years, the Council working with key local partners have delivered 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.
 - 2.1.1 The ever expanding and wide-ranging initiatives delivered by the Council and its Partners during 2013/14 have again been captured in a document compiled by the Council's Financial Inclusion Manager which is attached at Appendix A.
...
 - 2.1.2 Feedback from the Councils peer review and Customer Service Excellence Audit received in the summer of 2013 and recognition via 3 National awards received from the IRRV (Institute of Revenues Rating and Valuation) at its National Conference in October 2013 indicate how successful our proactive work in this important area has been and their comments are included in additional documents attached as appendices to this report.

2.1.3 As can be seen from this document, the Council has developed its initial focus on providing debt and benefit advice to now providing information and support about a range of Council and over 20 key partner services. This holistic approach is enabling the Council to deliver commitments on its three corporate priorities of :-

- *Improving access to services,*
- *Addressing alcohol, obesity and the impacts of fuel poverty and*
- *Helping to raise education attainment skills and aspirations.*

2.2 Since June 2009, the activity provided by various Council divisions, in particular Community Services (formerly Revenues and Benefits), Housing and Community Development and externally by our key partners, the CAB (Citizens Advice Bureau), WWRAS (Warwickshire Welfare Rights Advice Service) and the CWEDA (Coventry and Warwickshire Cooperative Development Agency) has been delivered under the B.O.B (Branching Out Bus) brand.

2.3 During this time, the B.O.B brand has become increasingly recognised by customers of the Borough as being the vehicle under which we were delivering a wide ranging financial inclusion programme that has met the needs of local communities by taking information, advice and services to them. It was a brand that had no stigma attached to it and was a key feature attributed to the success of the Branching Out Bus (B.O.B Bus) that was finally decommissioned from regular service in March 2013 following the successful roll out of the B.O.B hub programme.

2.4 Discussions are currently ongoing with Nuneaton and Bedworth Borough Council around the future use (if any) of the bus and in particular the sharing of its use and costs of the bus for ad-hoc events and campaigns. Discussions have also just been started into the ongoing relevance of the B.O.B branding due to the expanding focus of the community hubs and the desire to appeal to a wider audience. Both these issues will be discussed at the forthcoming Task and Finish Group which has very successfully overseen work to date on 6 March 2014.

2.4.1 During 2012, the Council helped set up 11 B.O.B hubs in the Borough and has opened a further 2 hubs during the last 12 months at Dordon and Wood End. Unfortunately, the hub established at St Peters Church, Mancetter failed to generate sufficient footfall primarily due to its location and it was decided to close it in December 2013 following consultation with the church.

2.4.2 However, despite this minor setback, momentum continues and members of the Task and Finish group working closely with officers and partners remain committed to ensuring that hubs

are supported to provide a wide range of activities and programmes, continue to attract, support and retain volunteers and are open at times when they are needed by the community.

...

2.4.3 Attached at Appendix B is an up-to-date position captured in a recent submission made in respect of the Local Government Municipal Journal National awards (due to be announced in June 2014) that provides a summary of the project as well as the activities currently being supported.

2.4.4 Staff resources and the sharing and coordination of best practice to support hub development has been provided by a number of Council staff from within the Community Services, Community Development and Policy Division as well as the B.O.B Hub Support Officer.

2.5 Since June 2013, the role of the support officer has been commissioned from North Warwickshire Volunteer Centre and the importance of a dedicated officer to support the needs of the hubs is subject of a separate report to the Special Sub Committee. The Sub Committee are being requested to make this a permanent role and the outcome of this decision will be reported at the meeting.

2.5.1 In addition, a food bank / second hand furniture project was set up with a local charity, 2nd Chance Furniture in April 2013 following a successful bid for funding from the County Council. This venture has been a huge success as highlighted by the very positive feedback from users, partners and the media and it is hoped that we can expand its scope and work following a further successful bid to the County Council for 2014/15.

... 2.5.2 Attached at Appendix C is a copy of our submission to the Local Government Municipal Journal National awards in respect of this initiative that provides an up to date summary of the project as well as the results achieved in the first nine months of the project.

2.6 In terms of priority actions going forward in 2014/15, it is obvious that the future will continue to remain financially uncertain, both externally and internally, and the challenges to the Council and its partners will centre on delivering support around the following priorities;

1. The ongoing economic situation and the increasing cost of living for all.
2. Supporting customers impacted by the ongoing Welfare Reform changes.
3. Identifying how best to continue working together with partners to make existing funds go further and to identify potential new external funding opportunities

2.6.1 Our key priorities for 2014/15 will focus on the following; the continued promotion of free school meals; the development of the B.O.B hubs particularly in aligning it with the successful CAB e-volunteer lottery bid; the development of closer working with the Department of Work and Pensions around their co-location and ultimate implementation of the universal credit now not likely to impact on local customers until 2016; promoting on-line

services; supporting a variety of cooking projects and promoting more affordable loans and budgeting skills via the credit union within the Borough.

- 2.7 The infrastructure put in place by the Council in recent years means we are very well placed to address the outcomes of these challenges which are co-ordinated via both the Councils own Financial Inclusion forum of which Councillors Moore and Davis are members as well as the countywide Financial Inclusion Partnership.

3 Report Implications

3.1 Finance and Value for Money Implications

- 3.1.1 Funding to undertake the financial inclusion work undertaken to date has been sourced from a number of different areas. These can be summarised as follows;

- The Council has funded the setting up of the B.O.B hubs from specific funding identified for this purpose as part of the Councils commitment to delivering improved access and a commitment to the ongoing use of funds to support broadband charges and the cost of a support officer was agreed by the Executive Board as part of core funding in February 2013.
- Funding has been provided by the County Council to support the successful Free School Meals take up project to date in 2012/13, and to cover the set up and running costs of the food bank / second hand furniture operation for both 2013/14 and 2014/15. We have also submitted three further applications with partners to the Warwickshire Local Support Scheme fund around debt, budgeting advice and an expansion to the food bank operation to include Nuneaton and Bedworth and will report the outcome of these bids if decisions as expected are made by the time of this board.
- By using existing internal resources from the Housing, Community Development and Community Services divisions. In many cases, these staff have been successful in pooling finance and resources to deliver better joined up results as well as also being successful in accessing external funding from a variety of sources to fund specific projects (e.g.) cooking projects, funding of credit union and budgeting activity, a successful door to door campaign in Mancetter promoting fire safety and affordable fuel advice as well as raising awareness of illegal money lending and affordable borrowing.
- The Council has also continued 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 2014/5. This has helped address the increased workload created by the ongoing economic downturn to be delivered, and seen an increase in the use of the video conference facilities located in five of the

B.O.B hubs enabling customers to access both Council and CAB services virtually.

- 3.1.2 The Council's investment in staff and developing effective partnerships has seen considerable improved take up and maximisation of benefits and increased opportunities to access a wide variety of help as detailed in the documents attached at Appendix A.

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 well being 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). Internal resources have been increased in the Housing Division from late 2012 to deal specifically with the impact of the spare room subsidy (or bedroom tax) and in the Community Services Division to reflect the increased requests for help and support. The request to transfer a Community Project Officer to support the B.O.B hubs if agreed by the Special Sub Group will ensure the ongoing coordination of activity from B.O.B hubs during 2014/15 and beyond if approved.

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 ensures 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).

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

FINANCIAL INCLUSION MATRIX 2013/14

This document describes the key outcomes and work programmes developed with regard to Financial Inclusion agenda undertaken during 2013/14. It supports and builds on the highly effective Financial Inclusion work that has been undertaken in this area since 2009.

Work Programme	Highlights of 2013/14
<p>Welfare Reform</p>	<ul style="list-style-type: none"> ➤ WR Films produced by BRANCAB and made available on website / twitter links etc. films include: <ul style="list-style-type: none"> ○ Welfare Reform ○ Housing Benefit changes – Be Prepared ○ Council Tax – Don't ignore it! ➤ Wraparound on the Web <ul style="list-style-type: none"> ○ Helping you to Help yourself <ul style="list-style-type: none"> ▪ Series of WR films ▪ Calculators ▪ Self-help and support section – money / bills / budgeting / training / education/ volunteering/debt / health ▪ Short Self-Help Referral form which has evolved from the agency Referral form ▪ Ability to refer directly to 23 partners organisations or service areas ➤ Visits undertaken to UC Pilot and Direct Payment Demonstration sites on 'open days' to learn from their experiences and best practice <p>Current Position</p> <ul style="list-style-type: none"> ➤ Council Tax Support Scheme <ul style="list-style-type: none"> ○ Out of the 2,000 CTS households ○ Only collected 2/3 of Council Tax from this group compared to what has been collected overall ○ 40% increase in recovery documents (summons) than last year ○ 45% increase in Liability Orders non-payment ○ 386 have taken up the advantage of 12 monthly payments

- **Benefit Cap**
 - DWP provided initial information to state that 18 families were affected by the Benefit Cap
 - 8 were removed and then an exercise to refer the remaining **10** cases to WWRAS for investigation, advice and support
 - 4 cases – did not return call to WWRAS
 - 1 case – no further action
 - **3** cases – entitled to additional benefits and **NOT** subject to the Benefit Cap!
 - 1 case (our worst affected by £199.33 pw) now better off by over £10,000 per year!
 - GREAT work by WWRAS!
 - As at Jan 14, we have 10 cases subject to the Benefit Cap

- **Housing Benefits**
 - Caseload Dec 12/13 = 5,178 Caseload 13/14 = 4998 (**DOWN 180**)
 - Overpayments **UP** by **£55,000**
 - Number of DHP's 12/13 = 48 Number of DHP's 13/14 = 291 (**UP 243**)

- **Housing Outcomes re: Under Occupation**

- Nov 13 stats
 - 141 Tenants under occupying by 14%
 - 28 Tenants under occupying by 25%
 - 169 Tenants in total Under Occupying

Further Breakdown of Information

- 17 Tenants are in receipt of a DHP, however a large amount of DHP's have ended November 2013 & are up for review. Some are in for review, awaiting assessment & some have been declined for various reasons i.e. failure to bid (auto bid now in place) Tenants refusing to move, Tenants have excess income. DHP to be promoted & offered as a short term solution.
- 79 Tenants are in Arrears – 73 have arrangements, 6 are not engaging (3 of those have Court Orders)
- 4 properties have been adapted for medical needs, DHP's are in place
- 102 Tenancies have No Current Action (paying/arrangements)
- 9 have Phone contact
- 10 Tenancies have NOSP

- 21 Tenancies are at Stage 1
- 10 Tenancies are at Stage 2
- 7 Tenancies are at a Stage 3
- 11 Tenancies are at Court Stage
- 23 Tenants are on Homes North Warwickshire
- 10 Tenants are at Court stage
- 6 Tenants received Support
- 33 Tenants have downsized. 29 due to Under Occupation In total £19,800 of the Tenants Incentive Scheme has been used.
- 8 Tenants have been identified as Vulnerable
- Approx 24 Properties have been Sold since April 2013
- No Tenancies are affected by the Benefit Cap.

Current Position (Feb 14)

In terms of people affected, based on their circumstances, 169 tenants are under-occupying.

We have the following properties under-occupying by:-

1 5 bed property under-occupying by 2 beds = 25%
 22 3 bed properties under occupying by 2 beds= 25%
 3 4 bed properties under-occupying by 2 beds= 25%
 4 4 bed properties under occupying by 1 bed = 14%
 87 3 bed properties under-occupying by 1 bed= 14%
 52 2 bed properties under-occupying by 1 bed= 14%

- In total 143 properties with a bedroom deficit
- Please note these figure can change daily, dependant on Benefit Changes.

DHP's have increased

24 properties had been sold between April & Nov.

No tenants are affected by the Ben cap.

	<p>We've had 40 successful moves including 6 mutual exchanges (table below) Approximately 167 tenants are currently under occupying. This can change dependent on Benefit changes.</p> <p><u>Figures for Under Occupation in respect of downsizing & Tenants Incentive Scheme Awarded.</u></p> <p>40 Cases in total:</p> <ul style="list-style-type: none"> ➤ 30 Cases affected by the Welfare Reforms - 23 Transferred & 6 Mutually Exchanged ➤ 10 Cases not affected by the Welfare Reforms - However has released family Homes <p><u>In total the stock received back into NWBC :-</u></p> <p>1 5 bed house 3 4 bed house (1 adapted) 25 3 bed houses 7 2 bed houses 3 2 bed flats 1 2 maisonette</p> <p>40 properties in total £24,000 in total used for Tenant Incentive Scheme</p>
<p>Mosaic Profiling</p>	<ul style="list-style-type: none"> ➤ Mosaic Profiling used for Community door knock campaign – Warm and Healthy Homes (650 properties) ➤ Mosaic Profiling used to identify cases for take-up work in relation to Warm and Healthy Homes funding in conjunction with WWRAS (260 homes targeted) ➤ School profiling for FSM Campaign 2013 ➤ Ward and Parish Profiling used for activity to be undertaken by Community Development Team
<p>Citizens Advice Bureau</p>	<ul style="list-style-type: none"> ➤ Successfully secured Big Lottery funding of £250,000 to develop e-volunteers project to work alongside and support the Bob Hubs ➤ Launched and promoted the Video conferencing facility and availability at the Bob Hubs (Arley / coleshill and Polesworth Library / Hartshill / Dordon) ➤ Energy Best Deal (EBD) delivered sessions to: <ul style="list-style-type: none"> ○ 27 frontline workers ○ 98 local people ➤ Energy Best Deal Extra sessions (one to one sessions): <ul style="list-style-type: none"> ○ Worked with 30 local people

	<ul style="list-style-type: none"> ➤ Children Centres <ul style="list-style-type: none"> ○ Worked with and supported 98 families ➤ The amount of unclaimed benefit identified for customers = £84,228 ➤ CAB Big Energy Week sessions delivered at Polesworth Library and Atherstone Early Years
Coventry and Warwickshire Cooperative Development Agency and Credit Union	<p>CDA provide budgeting and credit union advice directly from the NWBC offices and have subsequently supported 93 unique customers directly referred by council staff from housing and benefits</p> <p>New Way Credit Union has been amalgamated and now comes under New Central Credit Union which now covers and operates across Coventry and Warwickshire. A new countywide sub-group is looking at the best way to effectively use resources to promote and support the Credit Union across the county</p> <p>North Warwickshire Works project – section 106 funding offering back to work support for unemployed people. This funding ceases from April 2014</p>
Money Advice Service	We continue to actively promote and sign post customers to the MAS website for information, advice and support which complements the national advertising campaign
Financial Inclusion Forum	<p>NWBC FIP now incorporates the Consumer Empowerment Partnership (CAB and Trading Standards) and the Community Workers Forum</p> <p>The NW FIP continues to meet quarterly and is very well attended by partners. It is an opportunity for partners to share information and to contribute to events, projects and initiatives.</p> <p><u>Lone Parent Event</u></p> <p>Successful event held at Dordon BOB Hub for lone parents</p> <p>A targeted event in preparation for WR changes for LP's - aimed at LP's in the area and tagged on to the Sure Start stay and play session.</p> <p>Partners that attended: Job Centre Plus (JCP), North Warwickshire Borough Council, Family Information Service (FIS), Volunteer Centre (VC), Numidia, Coventry and Warwickshire Development Agency (CDA), National Careers Service (NCS), SureStart Session</p> <p>Outcomes: 32 Adults and 35 Children attended and all partners reported success and positive outcomes and engagement</p>

<p>Severn Trent Water</p>	<p>Although we have not undertaken any formal events with STW this year they continue to be a supporter of NWBC and attend all NW FIP meetings</p> <p>Through the agency referral form and foodbank referral form STW have been issued with 49 direct referrals due to water debt and associated issues</p>												
<p>NWBC Schools</p>	<p>We continue to develop our relationships with schools through the WR, foodbank and BOB Hubs. All schools that we have worked with have supported us particularly with regard to the sending messages out via social media and text messages</p> <p>We supply 3 schools, on a regular basis, with food from the foodbank for their breakfast clubs. Outcomes are positive and support the most vulnerable children</p> <p>We are currently looking at working with 4 schools in relation to the BOB Hub project to provide access to parents and to consider a programme of work activity to support them – ie IT access and skills via UK online</p> <p>SR has supported 1 school as part of the CAF process with 3 parents to advise and refer on finance issues and back to work opportunities and volunteering</p>												
<p>Free School Meals</p>	<p><u>FSM Campaign 2013 – Have your Cake and Eat it! Outcomes so far.....</u></p> <ul style="list-style-type: none"> ○ 7 primary schools, 1 special school and 1 secondary school ○ FSM Gaps identified / school profiles through Mosaic ○ Schools identified as being below national average for attainment levels ○ Outcomes to date: <table style="width: 100%; border: none;"> <tr> <td style="width: 80%;">Referrals:</td> <td style="text-align: right;">207</td> </tr> <tr> <td>Cases closed:</td> <td style="text-align: right;">138</td> </tr> <tr> <td>Open cases:</td> <td style="text-align: right;">69</td> </tr> <tr> <td>New Free School Meal awards:</td> <td style="text-align: right;">32</td> </tr> <tr> <td>Pupil Premium Gains:</td> <td style="text-align: right;">£28,800</td> </tr> <tr> <td>Benefit Gains:</td> <td style="text-align: right;">£91,977</td> </tr> </table>	Referrals:	207	Cases closed:	138	Open cases:	69	New Free School Meal awards:	32	Pupil Premium Gains:	£28,800	Benefit Gains:	£91,977
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<p>Landlords Forum</p>	<p>➤ Housing held a private landlord's forum during 2013</p>												
<p>Financial Inclusion Newsletter (Council Tenants)</p>	<p>➤ 'The Tenants Link' newsletter issued to 2 editions to all tenants in 2013 dedicated to informing tenants about the Welfare Reforms and other money matters; outlining their options and signposting tenants for information and advice</p>												

<p>ICT Community Hubs or B.O.B Hubs</p>	<p>➤ In phase 1 of the development of the BOB hub project, 11 BOB hubs have been installed and launched in the following areas:</p> <ul style="list-style-type: none"> ○ Arley – Strategic hub with Video conferencing ○ Hartshill - Strategic hub with Video conferencing ○ Baddesley Ensor ○ Coleshill town Hall ○ Coleshill Library - Strategic hub with Video conferencing ○ Polesworth Library - Strategic hub with Video conferencing ○ Water Orton ○ Birchmoor ○ Mancetter ○ Ansley Common ○ Shustoke <p><u>2013 / 2014</u></p> <ul style="list-style-type: none"> ○ Additional BOB Hubs at Wood End / Dordon (a strategic hub with Video Conferencing) were launched ○ By mutual consent the Mancetter BOB Hub has now closed ○ 150 people have volunteered at Bob hubs since their inception – currently have 100 still volunteering with 22 new volunteers signed up this year ○ 4,000 people have used a BOB hub ○ 5 work clubs operate from Arley / Dordon / Hartshill / Coleshill / Atherstone ○ RGN sessions and workshops from 3 BOB hubs (Coleshill / Arley / Hartshill) with expansion to a 4th hub during 2014 ○ 9 hubs registered as UK online Centres – 28 people signed up so far ○ A very successful Lone Parent event held at Dordon in conjunction with JCP and other partners ○ Quarterly training sessions held for Bob Hub volunteers ○ Bi-monthly ‘good practice’ support held for organisations at BOB Hubs and a ‘good practice’ site for hubs launched ○ All volunteers are eligible to NWBC e-learning courses paid for by NWBC ○ Healthy eating workshops held at Coleshill Hub ○ New volunteer handbooks and agreements produced ○ NWBC / VC / Hub Partnership Agreements developed and signed
<p>Debt Strategy development</p>	<p>➤ As a result of Welfare Reform and the need to revisit the Debt Strategy from an organisational perspective, a new Debt Strategy has been developed for March 2013 and adopted by board</p>

<p>Children's Centres</p>	<p>We continue to work closely with Children's Centres and have supported the 3 based in NWBC with baby food and nappies via the foodbank</p> <p>As part of our work going forward with regard to the BOB Hubs, we will be looking to align some hub opening times alongside Sure start sessions to help increase footfall, engage better with lone parents (under WR they will have to start to seek work once their youngest child reaches 2 years of age) to consider potential volunteering opportunities and to help with up-skilling through IT</p> <p>Training provided to Mancetter / Atherstone Early Years family support worker re foodbank referrals and access</p>
<p>County Financial Inclusion Partnership</p>	<ul style="list-style-type: none"> ➤ An active member of the county FIP ➤ Activity undertaken by the group includes: <ul style="list-style-type: none"> ○ FSM Campaign – pilot in NW and currently rolled out to other district and boroughs ○ Food Poverty conference ○ Welfare Reform films produced ○ Sub group for consideration of: <ul style="list-style-type: none"> ▪ Affordable Credit options and Loan Sharks ▪ Food Poverty <ul style="list-style-type: none"> • development of recipe cards by health based on those that we already provide to people using the foodbank at NW • development and production of Helping you to Help your Help z-cards based on those developed by NW ○ Local Welfare Support Scheme <ul style="list-style-type: none"> ○ Funding awarded for 2013/14 and NWBC secured funding for NW Foodbank ○ Foodbank operation to be expanded to cover NBBC area with Fareshare offer ○ Continues to be a discussion point at the county FIP due to lack of information about the scheme and their outcomes
<p>Frontline Workers Toolkit Training</p>	<ul style="list-style-type: none"> ➤ The Due to funding FLWT now transferred and incorporated within WCC website at http://www.warwickshire.gov.uk/moneyanddebt

<p>Promotional</p>	<ul style="list-style-type: none"> ➤ Events: ➤ Jobs Fair for Daw Mill miners at Arley community centre ➤ Jobs and Advice Fair at Atherstone Memorial Hall ➤ Jobs and Advice Fairs at Coleshill Town Hall in conjunction with Dan Byles MP ➤ Volunteers Celebration Event – Coleshill Town Hall ➤ Foodbank Training delivered to staff and partners ➤ Free School Meals Campaign including a coffee and advice morning at Woodlands Special School ➤ Community Door Knock with partners from: Fire / community safety / CAB / CDA / FIS / Community development / Volunteer Centre / Housing / Age UK / Act on Energy ➤ Circulation of ‘useful’ material to NW FIP / BOB hubs / Foodbank and Community Cafes / Cllrs / Website / Social Media ➤ Focus on Food Week – highlighting food poverty and food waste amongst staff, partners, local people and cllrs ➤ Athesrstone and Blind Assoc Food event ➤ Development and production of ‘Helping you to Help your Health’ z-cards ➤ County FIP Food Poverty conference held at the Ricoh Arena ➤ Lone Parent event at Dordon Hub ➤ BOB Hub launch events at Dordon and Wood End ➤ Website development and the introduction of the foodbank referral system ➤ A series of countywide films commissioned to BRANCAB film unit covering: <ul style="list-style-type: none"> ○ Council Tax Support Scheme ○ Loan Sharks ○ Money Management – TBC ➤ Facebook pages for BOB Hub ➤ Twitter feeds ➤ Text messages issued via schools ➤ North Talk – every edition has had messages about WR and BOB Hubs and other FI information and help
<p>Warwickshire Welfare Rights</p>	<ul style="list-style-type: none"> ➤ Representation at Social security Tribunals has secured additional benefit gains for NW clients of ???? ➤ FSM Campaign – see FSM section for outcomes ➤ Affordable Warmth take-up – see affordable warmth section for outcomes ➤ Benefit Cap work and investigation – see WR section

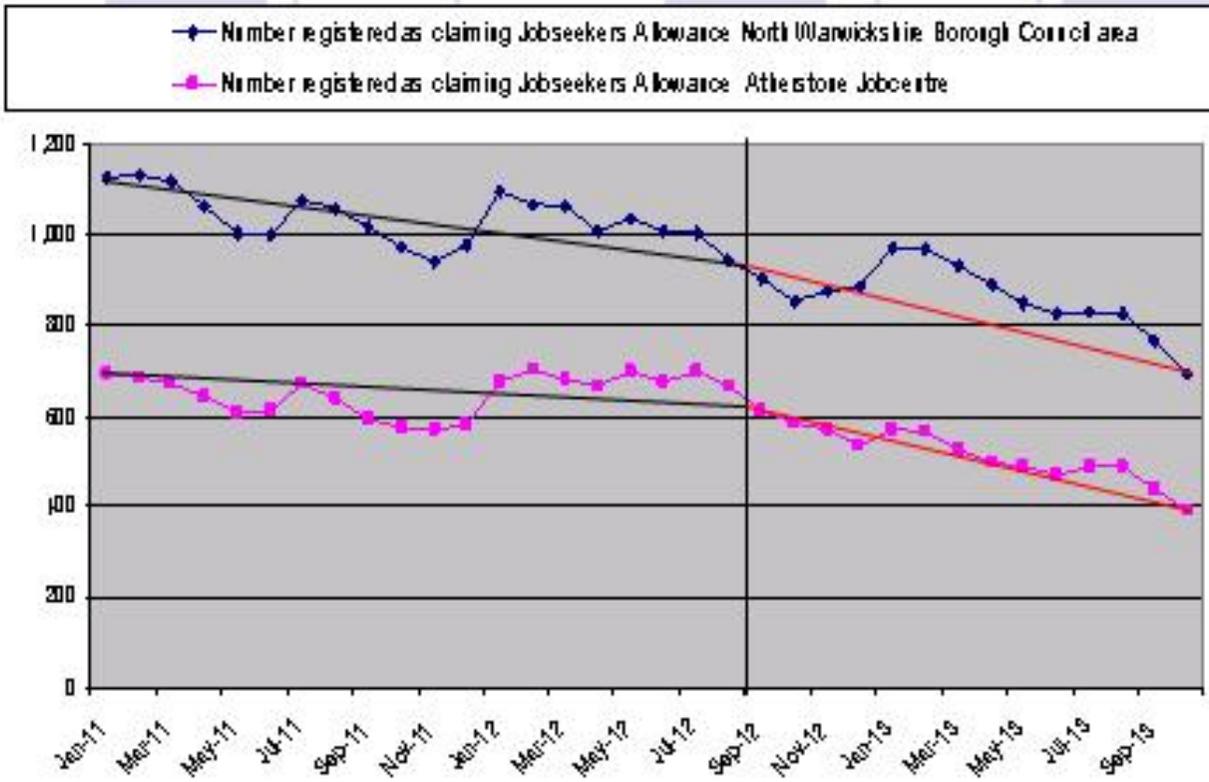
Affordable Warmth Steering Group	<ul style="list-style-type: none"> ➤ WWRAS fuel poverty take-up referrals identified through using Mosaic, targeting Baddesley / Baxterly / Grendon as areas where higher levels of older people have a higher propensity to be subject to 'excess winter deaths' ➤ 250 letters issued ➤ 67 referrals returned to WWRAS ➤ £3,884 additional benefit identified and claimed
Loan Sharks	<p>There is a countywide sub-group from the WCC FIP that are meeting to look at the issue of Affordable Credit and Loan Sharks. The group is considering how to raise awareness and develop work on a countywide basis.</p> <p>NWBC continue to highlight the dangers of loan sharks and to promote alternative options through events / website / z-cards (Helping you to Help your Health) / films accessible on our website</p>
Garden buddy scheme	<p>This scheme is run by the Volunteer Centre</p> <p>23 gardens tended for older people through Garden Buddy Scheme</p>
Cook and Taste sessions and Community Cooking Projects	<p>A community Cooking Project 'Cook It' is due to commence on 6th March 2014</p> <p>Cook It will be free for anyone to attend and is aimed at people who would like to learn new skills and to eat more healthily</p> <p>Cook It will be lead by an ex-hilton chef who is keen to volunteer and give something back to the community</p> <p>The course will last 10 weeks and each participant will undertake the level 2 food and Hygiene certificate which we will pay for and at the end of the course (if they attend every session) will receive a utensil toolkit and a store cupboard supply of items</p> <p>It is the intention to roll this course out to other areas, hopefully from hub, and that some of those attending may help to support these further courses to make it a sustainable option</p>
Vegetable Bag Scheme / Food Coops	<p>Food co-ops are currently running in NW:</p> <p>Birchmoor – 3 volunteers supporting Baddesley - 2 volunteers supporting Coleshill – Hub staff support Atherstone Volunteer centre – currently not running looking to link with one stop health shop</p>

	<p>Atherstone early years – run at around 5 bags per week</p> <p>Over the past 3 months we have distributed over 300 bags across these centre's</p> <p>We are currently looking at setting up Food Coops in Dordon and Arley and have links with a new supplier which may provide a better offer, including packing the bags ready for distribution.</p>
<p>Work Clubs</p>	<p>6 Work Clubs have operated from Arley, Dordon, Hartshill, Atherstone, Coleshill Hub and Polesworth Library Number of people attended ????</p> <p>Funding for those provided under the section 106 funding is yet to be determined for all the work clubs for 2014/15</p>
<p>NW Food and Furniture Centre</p>	<p>The NW Foodbank initiative goes from strength to strength</p> <p>NW foodbank have issued 43% of all EFP across the county</p> <p>869 emergency food parcels issued (including over 679 children) have been awarded since April 13</p> <p>Over 6,000 people have benefitted from the community cafes and other community projects</p> <p>3 schools have a regular supply of food for their breakfast clubs and report positive outcomes for their young people including attendance and concentration levels and participation in school cooking lessons for those on FSM / SEN / LAC</p> <p>37 volunteers have worked at the foodbank with 6 securing and moving into paid employment</p> <p>The Ocado offer continues to grow and we were well supported at Christmas with Turkeys, other meat produce, bread and other items. This helped support many charities providing support for homeless and vulnerable people during the Christmas period. Those supported were:</p> <ul style="list-style-type: none"> 1,000 people identified for help and support over Christmas 13 Troubled Families supported 84 projects supporting homeless and vulnerable young people in north of the county 65 projects supporting people in the south of the county <p>The estimated value of the food received from Ocado was £30,000</p>

	<p>Funding for 2013/14 has been agreed by WCC for 2013/14 to include expansion into food provision for NBBC with Fareshare deliveries – this is currently being explored and developed</p> <p>Links are being developed with other businesses in NWBC (Arcadia Spectrum / BHS) to supply excess racking for the foodbank units</p> <p>In discussion with WCC Youth workers to develop an element and theme of a NEETs programme to be placed at 2nd Chance to upcycle unwanted furniture and re-sell at Atherstone Market</p> <p>Harvest Festival food donations from schools, churches and private individuals received with thanks</p> <p>A high profile visit from Bishop John Stonyan in February to see the good work of the foodbank and the partnership working being undertaken to support vulnerable people. This was reported widely on the press</p>
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Labour Market Stats

Local Jobseeker claimant trends from January 2011



NW Job Fairs

Successful Job Fairs (in quick response to the closure of local businesses)

3 successful events were held.

Job Fair – Daw Mill Miners

In response to the closure of the Daw Mill Colliery a Jobs Fair was arranged for all of the staff at the mine

	<p>and held at Arley Bob Hub There was a fantastic response from the miners and was welcomed by the miners and their union Their was a presentation from the DWP and Daw Mill with regard to the redundancy process Approximately 10 – 15 businesses and agencies attended with a variety of vacancies on offer including Jag Land Rover and BMW who offered interviews on the day and the Chamber of Commerce who provided self-employment advice NWBC staff and CAB attended to provide advice and support with regard to benefits and money matters</p> <p>Atherstone Job Fair 120 Daw Mill miners and local unemployed people attended the job fair A series of ‘taster’ workshops were offered on CV writing, employability and starting your own business 12 businesses attended the events offering employment opportunities – some offered interviews on the day! 12 information and advice agencies attended to help support people back into training, CV help and help with budgeting and benefits</p> <p>Coleshill Job Fair In response to the staff at Greenwoods being displaced in the Coleshill area a jobs fair was arranged in conjunction with NWBC and Dan Byles MP</p> <p>As above this was another event that was well attended by both businesses – 30 stands, advice agencies – 15 stands and 160 local unemployed people attended.</p> <p>Greenwoods staff were very complimentary with regard to the event and found it invaluable</p> <p>Interviews were offered on the day and workshops were offered</p>
<p>Work Experience and University Placement</p>	<p><u>Year 10 Student Placement</u> A 2 week work experience was offered to a year 10 student The student met with managers in the Contact Centre, Housing, Revenues and Benefits They worked on promotional material for the BOB Hubs which they thoroughly enjoyed A successful experience for the young person</p> <p><u>University Placement</u> A 6 week, 3 days pw, summer placement opportunity for a Coventry University student This offer was for students who may have been experiencing financial difficulties as the university made</p>

	<p>payment to them for undertaking the placement</p> <p>The student worked on customer consultation identifying ways that we could increase the footfall in the BOB Hubs</p> <p>A successful opportunity that enabled the student to gain experience in a working environment</p>
Adult and Community Learning (ACL)	<ul style="list-style-type: none"> ➤ Family Learning Sessions – 120 learners and their families ➤ 9 Programmes for English, Maths and ICT – 45 learners ➤ All courses offered – 293 learners enrolled
Family Information service (FIS)	<ul style="list-style-type: none"> ➤ Regular visits to JCP for Fis promotion and advice ➤ Town and market walks in Atherstone to promote FIS ➤ Assisted in the Community Door Knock project ➤ Supply and replenish together with visits and sessions at BOB Hubs ➤ Attendance and stand at Dordon Lone Parent event
Bromford Support	<p>Big 50 Canal Walk and event at Learning Disability Hub</p> <p>The Bromford Learning Disability hub is a huge success in supporting people in the community with a disability offering safe drop in sessions to sit and chat as well as providing IT, English, craft courses etc</p> <p>Many key NW organisations are linked in with the LD hub who also bring with them their own services, their own customers to the hub and also lead on some events</p>
National Careers Service (NCS)	<p>Operate 2 days pw out of the NWBC offices</p> <p>Most customers have been seen 2 or 3 times in line with their contract but often seen some more than 3 times</p> <p>Referred many customers to local agencies – VC / hub / ACL / NWHC / Numidia – however would like better engagement and liaison with Numidia to provide better careers advice but difficult</p> <p>Attended and supported many NWBC events – jobs fairs / LP events / hub launches and have picked up a lot of customer referrals from these events, very successful</p> <p>A large number of customers worked with have secured employment - exact number unknown</p>

<p>Volunteer Centre</p>	<p>Interviewed 303 potential new volunteers</p> <p>Referred 324 potential volunteers to other organisations</p> <p>Placed 96 volunteers in NW organisations</p> <p>Delivered training sessions on volunteer management, leadership, team building etc to 40 people</p> <p>Launched the new Visitors Centre</p> <p>Held a Volunteer Celebration event at Coleshill Town Hall which over 100 volunteers attended and were recognised for their achievements and hard work</p> <p>Supported 23 people to achieve their level 2 Food Hygiene certificate</p> <p>Launched a new volunteering website www.vcnw.org.uk</p> <p>22 new volunteers recruited for the BOB Hubs</p> <p>Held 4 volunteer forums – 50 people attended</p> <p>Supported 9 organisations with good practice support</p> <p>Registered as UK online centre and signed 28 people up to the courses</p>
<p>Community Door Knock Project</p>	<p>As part of the Warm Home Healthy People funding from the Department of Health (countywide) money was made available for all districts and boroughs to undertake a local Community Door Knock project</p> <p>A multi-agency approach working with 10 different organisations</p> <p>Questionnaire survey developed through contribution from each organisation</p> <p>Mosaic was used to identify the most vulnerable 650 households in Mancetter and Atherstone Central</p> <p>Every household was visited over a 2 day period</p>

	<p>Results: 650 households 160 surveys completed – 25% ‘hit rate’ Lots of information we would not have had if we hadn’t knocked on doors – very insightful! Information packs left at every household regardless of whether a survey completed Each organisation involved received a copy of the survey to follow up any concerns raised or information needed by the household Issues identified were: training / heating / repairs / budgeting / debt / benefit checks / drugs / safety issues / services for older people / childcare etc</p>
Talent Match	<p>Talent Match is a new project working with 18-24 year olds that have been unemployed for 12 months or more, helping each person supported to gain confidence, skills and qualifications and move on to training and employment opportunities. The project will work in Coventry, Nuneaton and Bedworth and North Warwickshire. £3.2 million.</p>
NWCP Partnership Events	<p><u>Partnership Day Events</u> Access and Health Partnership Day 11 Events</p> <p>Events helped to inform the priorities of the North Warwickshire Community Partnership going forward</p> <p>Health – smoking, obesity, alcohol, mental health/dementia</p> <p>Access – Work with local employers to address the concerns that non educational factors may be the barriers to getting sufficient local people seeking jobs employed and seeing how this can be addressed. Look to ways of developing a sustainable model for B.OB Hubs and the Food Bank / Social Enterprise Café initiatives due to their clear links to other priorities and work with the Third Sector, NHS, County Council, Jobcentre Plus and others to pool resources and bid for funding. Develop the on line capability and presence of the organisation via the Corporate Communication Group as part of the wider commitment to deliver channel shift and for better referrals to other agencies. Determine how best to use “Big Data” and Experian for improved targeting of information and resources</p>
Accolades and Awards	<ul style="list-style-type: none"> • Final 3rd year award of the Customer Services Excellence (CSE) Standard • <u>IRRV</u> <ul style="list-style-type: none"> ○ 2013 Winners for Excellence in Social Inclusion ○ Awarded Silver in the category for Excellence in Innovation (Non IT) ○ Awarded Silver in the category for Excellence in Partnership working (Community Involvement)

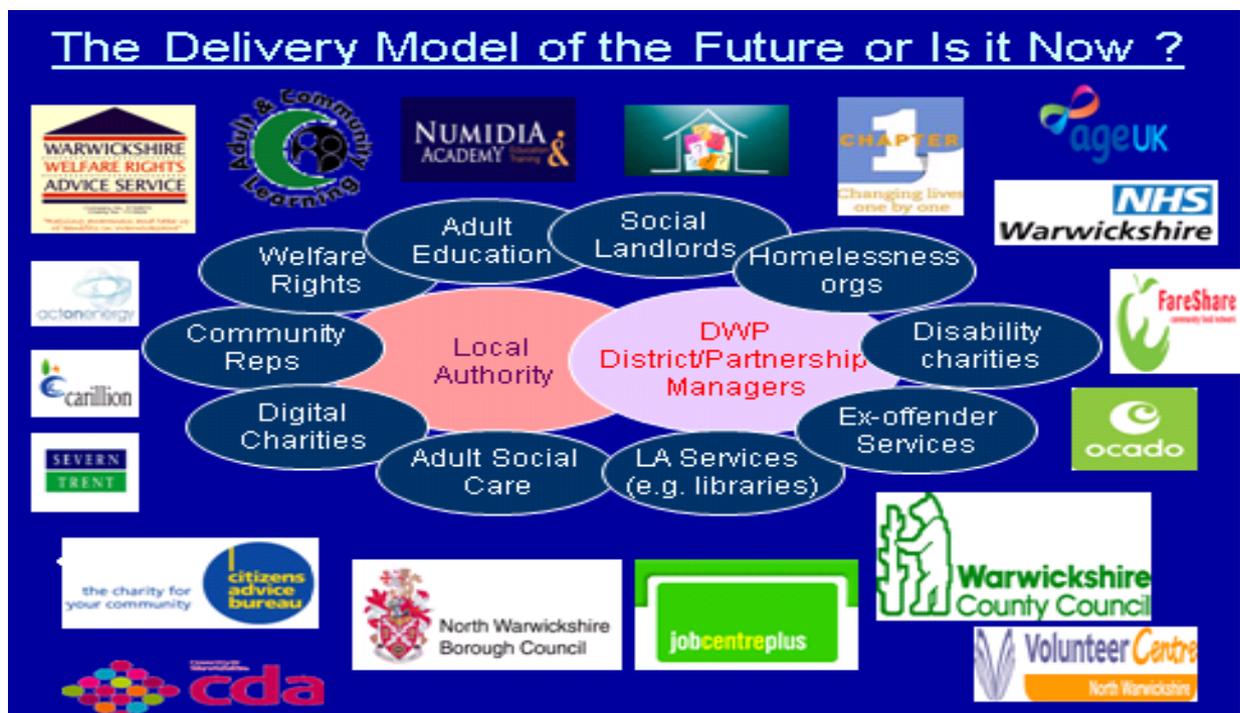
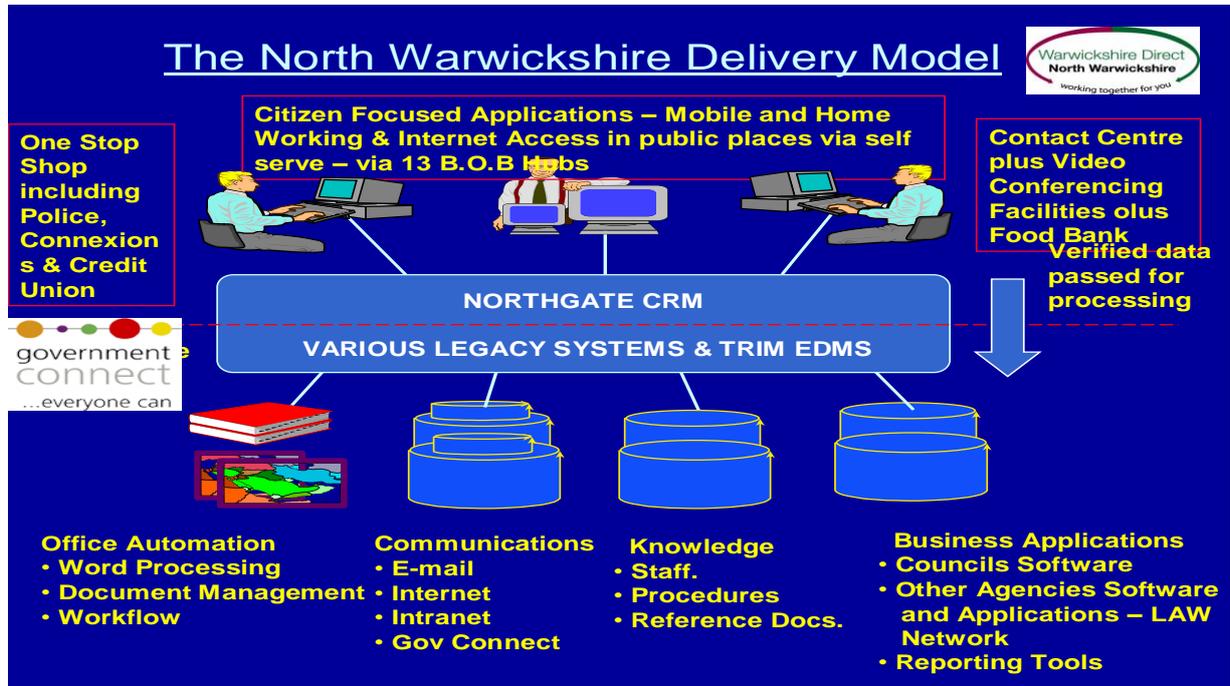
NORTH WARWICKSHIRE BOROUGH COUNCIL EXCELLENCE IN COMMUNITY ENGAGEMENT MJ AWARDS SUBMISSION 2014

This submission is submitted by a Community Service Division that has delivered outstanding performance in a customer focused and innovative environment. Evidence of this claim can be demonstrated by our multiple National award successes, our “compliance plus” excellence in customer service standard and an outstanding peer review.



North Warwickshire is a rural area covering 110 square miles and our challenges arise from delivering inclusive services in a rural location, where transport links are poor, deprivation is above average and whilst well served with jobs, they are low paid.

It is against this backdrop that the he Councils partnership delivery model has developed with us delivering services on behalf of the County Council, Pension Service, and the Police and the credit union, Connexions service and from June 2014, the Job Centre will be co-located with us. This has influenced massively the way we engage with our customers and much of our award winning partnership work delivered under the B.O.B brand means that we are much better placed than most to get people engaged with the online agenda, welfare reform expectations and new work sanction requirements.



Our submission focuses on the process that the Council has taken to lead and work with its partners to engage with residents to establish a number of B.O.B Community Hubs tailored to deliver what individual communities require whilst maintaining the common purpose of improving access to help and advice preferably on line and in some cases virtually on residents doorsteps.

Below are some of our slides used in awareness raising events which outline how different communities can and are using their hubs – it is a true localism approach that is built around sustainability and longevity because they are run by the community for the community with minimum overheads because they are based in existing community buildings,

What is a B.O.B Hub ?

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



What Can I Do In A Hub ?

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



Each hub has a “Red Telephone” allowing customers to make calls to the following partners free of charge if they cannot or choose not to contact them on line



Five of the hubs have video conferencing equipment which enable virtual interviews to take place that are answered by staff in our contact centre and now also the CAB who are using this facility to offer better access to their clients to ensure best use of limited resources. These have been implemented in those areas where there was a demand for such services and being very easy to use is proving increasingly popular.

This locally developed Skype solution was formally launched by the local MP and is linked to a wider lottery funding successful bid that was awarded in 2013. This saw our local CAB awarded £250k passed wholly on delivery from the hub initiative to develop 6 e-champions to operate in support of the hubs and their aspirations which is going to make sustainability even more realistic.

Connexions and Jobcentre Plus are currently exploring how to utilise the technology that also allows the safe transfer of electronic documents via a scanning facility which would be a first nationally. These facilities are vital for our communities as transport to get around is poor and expensive and thus hubs are ensuring customers do not become excluded.

Virtual Interviews



Since Introduced, over 500 VC calls in less than 8 months



The Councils proactive approach has resulted in twelve B.O,B Hubs being opened at different times during 2012/13 and one recently in a variety of venues ranging from County Council and Community libraries, Village/Community Halls and Churches and they have become increasingly popular as their existence has become better known and the service offer increases. A number of the hubs support an increasing number of complimentary activities promoted widely in local communities and by us and our partners.

The momentum for the project has been driven by a B.O.B Hub Task and Finish group made up of Members, officers and partners who are committed to ensuring hubs are supported to provide a wide range of activities and programmes, and so they continue to attract, support and retain volunteers enabling them to be open at times when they are needed by the community. Most of the twelve hubs are open for at least 12 hours during the week and a number significantly more.

Our ability to make this happen has been brought about by organising and coordinating activities offered by a variety of partners allowing communities to decide which they need. This engagement takes many forms and is both individual and coordinated via a hub coordinating group promoting the sharing of issues and experiences. This has worked very well in linking corporate community development work and has resulted in the implementation of many activities of which the main ones are;

- ICT Learning sessions from ACL and Numidia. All the hubs are UK On Line Registered and we are well on the way to earning £10k in funding as we have delivered ICT training in communities helping make them more sustainable
- Section 106 sponsored “Job Clubs” – 5 have been run for nearly a year which are being run in partnership with Jobcentre Plus colleagues and have seen us place nearly 100 people in work
- CAB and Acton Energy Trust sponsored fuel poverty and debt advice sessions. We have also engaged with hard to reach groups through Wraparound sessions targeted at those impacted by welfare changes and the new claimant work commitments as well as coordinating community door knock activity with the fire service from hubs.

- Alignment with social enterprise community café and lunch clubs which we are supplying with free food and cleaning materials via our foodbank operation set up by the division in 2013 which are delivered from 5 of the hubs
- Delivery of “Cooking on a Budget” projects run with the NHS, Walking Clubs with leisure colleagues and health shops which have generated a lot of interest and with funding secured from the NHS and some of our commercial partners will see us utilise cooking facilities within hubs and these act as a natural hook to better engagement on other matters.

All or some of these activities are delivered out of the twelve hubs that collectively have seen over 5000 people pass through their doors in the first 18 months and it is anticipated that in the current climate that they will become ever more popular in delivering the Government's “Digital as Appropriate” agenda and our Financial Inclusion commitments for which it is anticipated further monies will be made available via the National Local Support Service Framework offsetting the Council's initial investment of £37,000 to set hubs up

The only revenue costs the council are paying are the broadband costs on the basis of the community hub committing to open for at least 15 hours per week by 2015 which as they provide evermore important community facilities at a time of increasing financial pressures on the Council and its partners is easily feasible. This would cost £6,000 p.a providing excellent VFM and are driving the Council's agenda of channel shift and move to an electronic benefit form in the knowledge none of our communities will become digitally excluded.

A particular feature of our approach is how we work with partners both public, private and third sector to deliver services which has enabled us to build the capacity and infrastructure to deal with customers as individuals and not numbers

The project has engaged with the communities and local key representatives from the outset kicked off by an initial partnership stakeholder event attended by 85 people after which workshops in communities were held where interest to develop a permanent ICT facility in a community building was shown. The project was helped as the hub concept built on the huge success of the award winning B.O.B (Branching Out Bus) service that took service delivery into particularly hard to reach communities from 2009.



This resulted in us ultimately working with 8 parish councils and 4 community group libraries undertaking local consultation to confirm the buy in and support for a hub before helping to equip, attract volunteers and customers to use the facility increasingly achieved by providing more activities from each hub. This remains an ongoing commitment.

Whilst impressive enough that we have identified, consulted, equipped and delivered a project in a 22 month window starting in January 2012 that has attracted over 5000 users, the area that really sets this project apart is the way we have individually tailored hubs to meet communities needs resulting in the many positive outcomes demonstrated.

Hub locations were informed by the experience of the B.O.B bus as well as customer insight data provided by the Warwickshire observatory which informed where hubs were likely to be most successful. This has proven very accurate and this approach has subsequently informed a much wider use of such data to target marketing material and information particularly around the take up of free school meals which has earned schools and individuals significant monies, another positive outcome of the project.

Understanding Our Communities



This project has not only been well conceived and planned but one demonstrating how members and officers have seamlessly together with communities within a formal framework but without the requirement for board reports and delays. This approach has served to improve the already excellent working relationships internally and significantly improved them externally with both communities and partners as evidenced in our peer review feedback, awards success and Customer Service Excellence audit comments which speak for themselves.

What Others Think and Say ?

- **The Service has held the Excellence in Customer Services Standard for 8 years with 4 Compliance Plus Scores**
- *"The Service Pursues Major Strategies In **Excellence Of Partnership Working**, Social Inclusion, Access to Services and More Recently Introduction of a Food bank to support the neediest members of their community"*
- *"Partnership continues to be a **key strength** of the service confirmed by partners met during the assessment"*
- *"A **wide knowledge of partnership services** demonstrated by the customer service staff aids referral and overall effectiveness of services provided"*

SGS Customer Service Excellence Audit June 2013

And There's More

- *"A Small Council which is hitting **well above** its weight"*
- *"North Warwickshire is well respected by its partners, is seen as the **Partner of Choice** as well as being a robust, critical friend"*
- *"**Innovative & exemplar engagement and working with Voluntary and Community Sectors** around financial inclusion, customer contact and Use of Hubs"*
- *"**Many good examples of effective partnerships** (B.O.B Hubs, Food banks, Health Agenda)"*

LGA Peer Challenge Team Feedback July 2013

Results wise, the hub project has significantly enhanced engagement and continues to expand. As an example, we saw over 4000 customers on the B.O.B Bus over its 3 year life it, in the first year of hub operation we saw over 3000 customers using facilities to access information and advice from a standing start.

As impressive and proving ever more popular is the video conference technology that has received over 500 video conference calls in the last 8 months.

Based on hub data, the telephones enabling people to ring key central and local popular organisations free have been used over 200 times

Our ICT training providers have progressed 124 people through on line training in the last 10 months and we are currently well advanced in signing up the 264 people in order to get the UK on line £10k reward.

We used the hubs to run roadshow events held to promote the impact of welfare reforms (Wraparound sessions) which saw 140 people visit one of 24 drop in sessions run out of hubs over a two month period and were helped with understanding and addressing issues caused by welfare changes,

Fuel poverty awareness sessions have been run out of the hubs by the CAB and their partners which has identified a considerable number of better deals being identified for customers and we have very successfully used the hubs to give employment support to 2 major factories who announced redundancies with days of closure addressing fears and questions and the running of 5 job clubs and targeted events aimed at single mothers have moved over 100 people into work last year.

One of our hubs was recently featured on the BBC News when it was used to promote how local residents were coordinating action against the proposed HS2 link showing community engagement takes many different forms.

Feedback on the facilities and on their existence is very positive and our partners tell us “we are the best Council they do business with” and customer satisfaction remains very high. That’s good enough for us!

All these figures have exceeded our expectations and our strategy of using the council magazine issued 3 times per year, the web, schools, local media and working with local groups and partners in support of word of mouth has really proven very effective.

By opening up outreach hubs we are bucking the trend of widening customer access choice at a time of significant budget cuts but the initiative has demonstrated not only what can be delivered on a shoestring that is easily replicated but the results have surpassed even our expectations and ensured we are targeting the finite resources via an informed approach of positive engagement appropriately.

Submission :1997 words

NORTH WARWICKSHIRE BOROUGH COUNCIL IN PARTNERSHIP WITH CHAPTER ONE DELIVERING BETTER OUTCOMES MJ AWARDS SUBMISSION 2014

This submission is from a frontline Community Services team delivering consistently high quality, customer focused services in a rural environment where our challenges arise from delivering inclusive services in a borough with above average deprivation levels.



This submission highlights the work the Council has undertaken with funding successfully awarded by our County Council who had been tasked with designing an alternative scheme following the withdrawal of the Social Fund in March 2013. It outlines the delivery model implemented that demonstrates how we as a Council have taken the lead in implementing an innovative solution that is delivering better outcomes in these difficult times which has far exceeded all expectations.

A particular strength of the Council is its approach to working with partners to develop holistic innovative services building the necessary capacity to deal with customers as individuals and not numbers. This project delivered with 3 brand new partners from conception to delivery in 13 weeks has developed way beyond initial aspirations of issuing emergency food parcels to one also supporting a wide range of social enterprise cafes linked to our community hubs, school breakfast clubs, children centres and community cooking projects, created employment and training opportunities, is supporting countywide homeless and financial intervention activities as well as incentivising attendance at welfare reform events.

This widening of our service delivery approach has been achieved at little or no additional cost to the council and is now a model being replicated across our borders into neighbouring councils due to its success.

In November 2012, Warwickshire CC had made little progress in terms of how their preferred solution of a cashless scheme to provide emergency food and fuel was to be administered. In addition and unlike the other Warwickshire Districts there was no food bank provision in the borough and issuing supermarket vouchers as an alternative was not practical due to the lack of local access to such facilities.

With fears that there would be no solution delivered by April 2013, the decision to develop a local delivery pilot model was taken in consultation with Member outside the normal committee process, only possible because of the trust and understanding developed over many years in delivering customer focused and innovative solutions on time and within budget.

We believe the approach of the Council to develop a cost effective and responsive food bank is not just impressive in terms of the speed of delivery but is incredibly innovative in terms of what a small dedicated team working with trust and opportunistically flexibility have achieved. This has gone way beyond issuing food parcels effectively but is delivering added value in terms of providing access to good quality second hand furniture and help into work. We are also supplying a number of key partners who operate social enterprise cafes many out of the Councils recently developed B.O.B Hubs as well as community projects and schools and coordinated a highly impressive Christmas Eve project. We are from March 2014 to expand into chilled food provision and take our model beyond our boundaries in partnership with our delivery partner, Chapter 1 and “invest to save” county funding.

In summary, our innovative solution is enabling us to deliver

- A VFM solution that cost £40,000 in year one covering the payment of a full time coordinator, volunteer expenses and necessary repairs to make 3 industrial units for purpose which will be cost neutral by March 2015 based on our evolving delivery model. This is important as Government funding for emergency help will be withdrawn in 2015 resulting in many current National schemes expected to end where reliant on funding to provide support.
- A totally reliable and responsive service Monday to Friday between 10am and 4pm (in essence this is longer as Council staff will issue food outside of these advertised hours)
- Excellent quality food and cleaning materials are being provided free to schools and social enterprise partners enabling them to become more sustainable whilst providing local communities with high quality but reasonably priced meals
- New volunteering opportunities to local people (coordinated via our relationship with the Local Volunteer Centre and Jobcentre Plus) that are enabling residents to learn and develop greater skills to help them re enter the workplace. We have trained and placed 6 people in employment that had no work experience or confidence before volunteering.
- A new local facility which is promoting recycling and affordable furniture for local people
- Important advice and engagement to our hard to reach and/or vulnerable customers who we are now able to assist and access better.
- Improved partnership working with key community, third sector and commercial partners.

Our key partners in this operation are

Chapter 1

- National Charity who undertake a range of housing and employment related work
- Second Chance Furniture project
 - Approached to expand NBBC activity in NWBC
- Commissioned to run a 5 day,30 hour operation
 - One paid member of staff and a growing number of volunteers, 4 of whom have progressed into work
 - Food Safety Training and ICT/Soft Skills Training
 - Developed a very slick operation in delivering service
- Growing number of donations and sales of furniture exceeding targets
- Evaluating new income streams to make model sustainable around wider waste operation



FareShare Support

- Charity with 18 outlets nationwide
 - Preferred partner of the major food suppliers and retailers to distribute surplus food
 - Working with the Leicester branch who make a fortnightly delivery to an order system
 - Supplying up to 6 tonnes per month of dry foods to registered community members for a one off fee to cover distribution costs
- Not just emergency food but supplying community cafes and school breakfast clubs and cooking projects
- Currently implementing the expansion plan into chilled food due to go live in February 2014
 - Significant H&S and food safety risks overcome

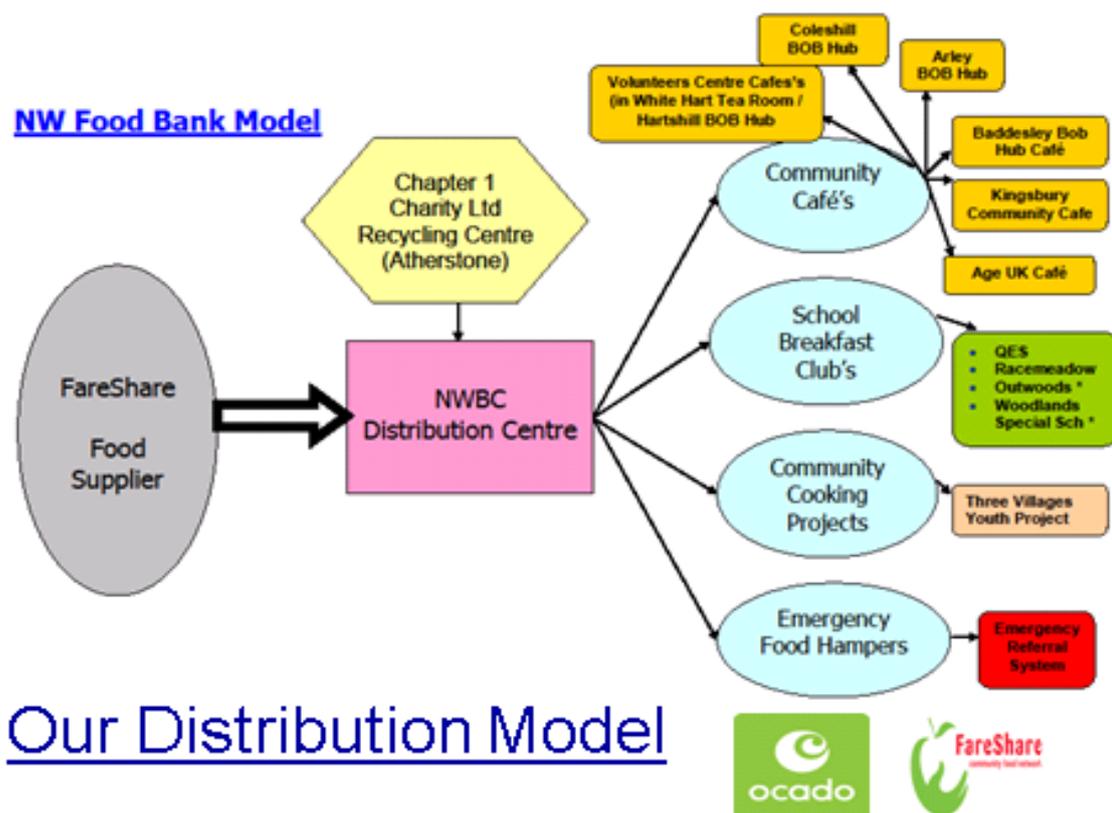


Ocado Support

- Developed from Section 106 relationship around new job opportunities
- Regular Weekly PickUp initially by Council, now by Chapter 1
 - Plastic Bags
 - Supply Dry Foods and Toiletries
 - Some Non Food Contributions
- Set up deal with the local zoo
- 3000 Totes donated in 7 months (or nearly 5 tonnes) which has meant relocation to bigger premises
- Over 3000 bottles of water supplied to schools and play scheme programmes
- Christmas Eve Project supported over 1000 people with £30k food support
- A fantastic and evolving relationship



Prior to January 2013; the Council had no formal relationship with any of these 3 key partners and no experience of operating a foodbank. The model below was literally knocked up “on the back of a fag packet” but with confidence it could be delivered under our award winning B.O.B brand and via our B.O.B hubs developed by the Council and that support our wider multi agency Financial Inclusion programme.



Whilst the need for adopting a food bank was not original in these current times the significant added value and outcomes it is delivering sets it apart. This was recognised by the CEO of Chapter 1 in his remarks at the official opening

“A key word in this project is partnership and I must thank the staff at the Borough Council for turning this project around in just 13 weeks from idea to delivery, demonstrating the commitment of everyone involved. The project will provide vital training and experience for the many volunteers who work here, equipping them with new skills and a better chance of accessing permanent employment or a way of giving something back to their community in a rewarding project. “



Geoff Hawkins and Cllr Mick Stanley, Leader of NWBC at the launch

From day one, the food we are getting has been helped supply 6 social enterprise cafes (many located in B.O.B hubs), lunch clubs run by Age Concern, 3 school breakfast clubs feeding over 120 kids each day and 2 youth projects attracting over 50 young people many NEETS enabling us to target help and advice. Food partners order free provisions each fortnight to supplement their existing supplies which are helping keeping their running costs low.

One final key beneficiary of the free food is the work we do jointly with the NHS to help promote healthy eating and teaching families locally how to cook nutritious food cheaply under our “Community Cook and Taste” and “Feed your Family for a Fiver” programme all overseen by a fantastic volunteer “Jeff the Chef” . Ingredients are supplied free making the courses accessible to all. We now have a waiting list of schools wanting to get involved and have accessed new funding via the NHS and increased support from some of our existing and new commercial partners based in our area to make this happen from March 2014

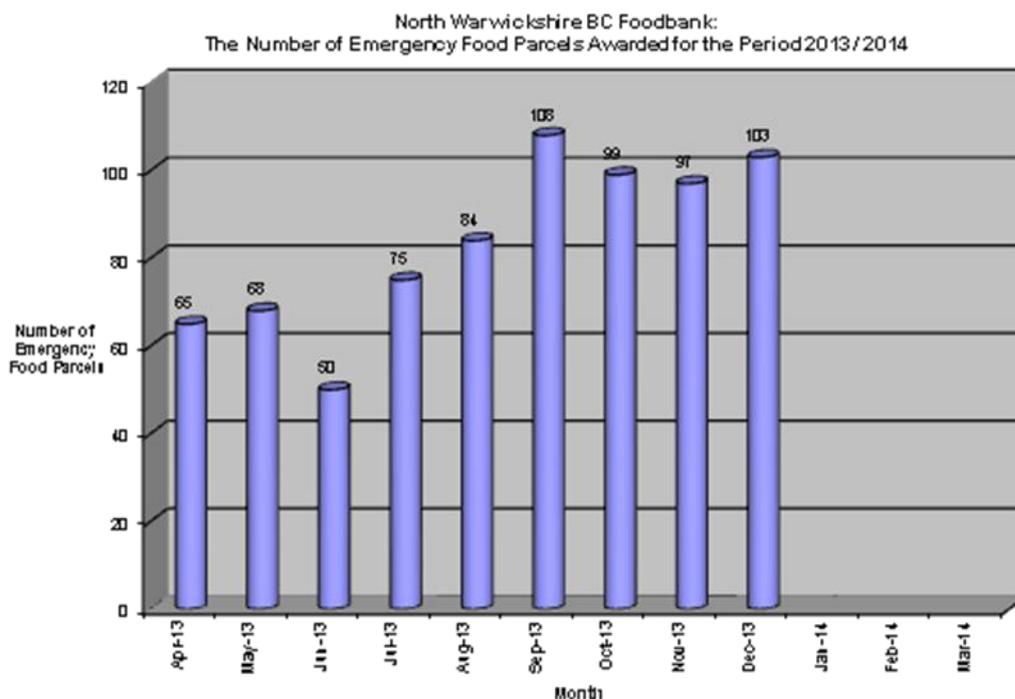


Above: Some of the social enterprise venues and kids on a cook and taste day at a local school

We know that this approach is ensuring those most in need are getting a better balanced diet and access to a meal (demonstrated as vital in raising educational attainment and standards), addressing peoples well being and addressing our commitment to tackling obesity by supplying nutritional but healthy food .These are two key corporate priorities and with improving access addresses the 3 key strands of our Strategic Partnership commitments

In the first 9 months of the project, we have issued 43% of all food parcels issued in the county (300) despite only having 10% of the county's households and no supermarket vouchers have been issued. This demonstrates the huge success of a project that is providing fantastic value for money and is put down to the service being available for a minimum of 30 hours per week (M-F 10am to 4pm). In addition, the council has awarded over 501 parcels via its own referral systems with its Housing and F.I partners via its embedded agency referral protocols.

The work with social enterprise cafes, school breakfast clubs, homeless charities and a number of children centres has benefitted over 8,000 people with food and non food supplies. We have also supplied 3000 bottles of water and crisps for school and summer community projects many outside our borough.



Christmas Eve Exercise – We were able to help over 1000 people identified via a variety of local and countywide support services with Turkey dinners and essential supplies to make Christmas a little easier and supported the Christmas Day meal at St Nicholas Church Doorway and the Nuneaton night shelter project. This was possible solely to the kind generosity of Ocado who supplied food and supplies estimated at a value of £30,000

- *39 totes were supplied to families on the ‘troubled families programme’. These families were facing financial difficulties in this festive period. The tote included for each family, a turkey, vegetables and other food items.*
- *On Christmas Eve there were a total of 153 recipients of food in Chapter 1 projects across Warwickshire – 84 in projects in the north of the county and 69 in south. Based on £50 per recipient, this totals £8,120 worth of food.*
- *We also fed 250 people via local churches on Christmas Day and supplied the Night Shelter project which continues today with breakfast supplies*

As well as the results below which are outstanding and way above all expectations we have many excellent case studies where people have benefited from our help due to the proactive nature of the project that is making a real difference and ensuring that accessing our help is only the start to help not the end of the process. We look forward to be able to share some of these stories with you if made a finalist. Some of the quotes are overwhelming.

In addition the project is much more than just providing food

- *It has provided volunteering opportunities and training to over 37 people in the first 9 months helping at least 6 move into fully paid work building their skills and confidence.*

- *Supported job fairs and clubs incentivising attendance particularly targeting hard to reach group such as single mothers in partnership with Jobcentre Plus. 100 people have secured permanent employment and new skills via their attendance*
- *Supporting young homeless people with starter packs, training and volunteering opportunities via our link with Doorway, a local housing charity*



Christmas donation of non food to local homeless charity and the Chapter 1 / Council Team on Christmas Eve



The Leader and Deputy Leader with Bob Trahern at the food bank on Christmas Eve

We have also enabled access to affordable furniture and provided support to people accessing the service to deal with their difficulties and generated donations to a scheme that could have seen the furniture dumped and put into landfill and promoted community cohesion. Sales of furniture have exceeded expectation generating 50% more income than initially assumed.



Chapter 1 volunteers and staff

We know from feedback from our customers, partners and local media that this project has significantly enhanced our reputation locally at a time of few good stories for Local Government and is attracting new commercial supporters and volunteers through its promotion which is have many positive outcomes.



The fact that we got this project which is less than a year old to the level it is today is nothing short of remarkable. We believe innovation is about grasping the opportunity and running with an idea and what we have achieved in implementing this operation on a shoestring, with very limited resources and with immediate results, better outcomes and benefits is something that our peers could learn from and replicate nationally.

Our Corporate commitment to helping people through tough times is personified by this project that is taking public service delivery to new standards as demonstrated by the peer recognition, customer service excellence audit and National awards we have already received and hope the MJ agree with their observations.

Submission :1983 words

Agenda Item No 8

Community and Environment Board

17 March 2014

Report of the Assistant Director (Leisure and Community Development)

Health Improvement Action Plan

1 Summary

- 1.1 Further to the Director of Public Health's presentation to the Board at its meeting held in January 2014, this report presents a draft three-year Health Improvement Action Plan for Members consideration.

Recommendation to the Board

That Members approve, or otherwise advise upon, the content of the draft Health Improvement Action Plan (2014 to 2017).

2 Consultation

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

3 Background

- 3.1 At its meeting held on 20 January 2014, the Board received a presentation from Warwickshire's Director of Public Health, within which he outlined the content of both his 2013 Annual Report and the 2013/14 Joint Strategic Needs Assessment (JSNA). In respect of the JSNA in particular, he related its content to the prevailing health profile in North Warwickshire, including the impact of housing conditions, education and the economy on health, the rise in the number of people suffering from long-term chronic health conditions, and the consequence that aspects of our lifestyle (obesity, smoking, alcohol and substance misuse, etc.) have upon individual and collective health and well-being. The Director also highlighted the local situation in respect of life expectancy, disability, safeguarding and dementia, which is becoming one of the most significant causes of disability in older people.
- 3.2 Improving the health and well-being of the local population is a corporate priority and it is a priority that is shared by the North Warwickshire Community

Partnership. The reasoning for this focus is clear. Birth rates are rising and people are living longer; the need for health services grow year on year, most particularly for older people; the economic situation continues to impact upon our community, especially the most vulnerable people in society and our collective lifestyle choices continue to give cause for concern, particularly with regard to their impact on children and young people. There is, therefore, a need to best utilise the information and resources at our disposal to tackle the emerging inequalities in our community.

3.3 Coherent, effective and focused partnership working requires to be placed within a strategic context. The development of a North Warwickshire Health and Well-being Strategy will take time. It will need to take account of the countywide Joint Health and Well-being Strategy, the JSNA, the Sustainable Community Strategy and the Corporate Plan. It will also require input from partners, stakeholders and the local community.

3.4 Localised health priorities have been identified through the North Warwickshire Community Partnership, as follows:

- Halting the rise in obesity amongst children and reducing the number of adults who are obese
- Reducing the number of pregnant women who are smoking at the time of delivery
- Improving the quality of life for people with a mental illness, with a particular focus on people suffering with dementia
- Reducing alcohol-related harm

3.5 It is not surprising that these priorities are similar to those identified for Warwickshire as a whole. In part, these priorities will be addressed through a Northern Warwickshire Delivery Group, which has been established in conjunction with Public Health and Nuneaton and Bedworth Borough Council. The Delivery Group, which will inform and support the work of the Warwickshire North Clinical Commissioning Group, has produced a draft Warwickshire North Delivery Strategy, which is attached at Appendix A. The Strategy identifies key actions upon which the Officer Group will work, either together, where joint working is considered to be the best method through which to make progress, or within localised target communities where particular issues of concern have been identified.

3.6 As Members will be aware, the Borough Council has been making a focused contribution to local health improvement for many years. This activity is undertaken within each Division and is detailed for information in Appendix B. The majority of this activity is evolving, on-going service delivery that positively impacts on the local community. Collectively, it will provide the framework around which a local Health and Well-being Strategy will be developed.

3.7 In recognition of the Authority's health improvement work, the County Council's Public Health department (and formerly the Primary Care Trust) provides funding to support intensive, targeted local interventions that are

consistent with countywide priorities. Most of this work is undertaken within the Leisure and Community Development Division and is co-ordinated by the Community Development Officer (Health Improvement).

4 Divisional Health Activity – 2013/14

- 4.1 Whilst capacity within the Division has been reduced in recent months, high priority health improvement work has continued, albeit through a restricted project programme.
- 4.2 The One Stop Health Shop continues to be delivered at Atherstone Memorial Hall every Monday morning. An initial evaluation undertaken by Coventry University provided a useful benchmark against which on-going progress will be measured. Perhaps unsurprisingly, early information presents a mixed picture. Of 31 people surveyed, 19 lost weight (at an average of 6lb per person over the three months leading up to Christmas 2013). Ten people, however, gained weight (two of whom significantly so). The physical activity levels of participants increased, as did the number of portions of fruit and vegetables consumed each week by attendees. A more detailed evaluation of the project is required, however, before any meaningful conclusions can be drawn relating either to its relative success or its future sustainability. This commitment is detailed in the draft Health Improvement Action Plan.
- 4.3 Health Walks continue to be established across the Borough. The “North Warks Walks” programme now includes weekly walks in Old Arley, Atherstone, Austrey, Dordon, Hartshill, Kingsbury, Mancetter, Middleton and Ridge Lane. The programme is led by a trained “Walking for Health” Scheme Co-ordinator, who supports each walk for 12 weeks. Within this period potential volunteer Walk Leaders are identified and trained, thereby ensuring sustainable, cost effective succession planning. North Warwickshire now has 55 volunteer Walk Leaders in the nine active groups, which have a total of 171 registered walkers. Seventy-six of the walkers have a diagnosed health condition (such as diabetes, heart disease, etc.). Whilst evaluations are being undertaken, participants are already indicating that walking has helped to reduce their blood pressure, improved their general fitness and assisted with their personal weight loss programmes. It should be noted that participants are also reporting the very positive impact of the walks on their social life, which, in turn, improves their mental health and well-being.
- 4.4 Food Co-ops throughout the Borough are continuing to provide approximately 50 affordable bags of fresh seasonal fruit and vegetables per week to local people. The Co-ops are currently operating at: Atherstone Early Years Centre, Atherstone Volunteer Centre and in the Baddesley, Birchmoor and Coleshill Community Hubs. Discussions are also taking place to extend the Food Co-op scheme into the Arley and Dordon Community Hubs.
- 4.5 Additionally, Community Cooking programmes continue to be delivered at various locations throughout the Borough, the latest of which is being established at Queen Elizabeth School in Atherstone. A Running Group has been set up that operates from Atherstone Leisure Complex and plans are

underway to develop similar groups at each of the Authority's leisure facilities. Divisional staff continue to support the work of the Smoking Cessation Officer, particularly in respect of the "Stoptober" campaign and National No Smoking Day. The Borough also participates in Warwickshire County Council Public Health Department's "Big Day Out". Last year, Big Day Out activity was centred on Kingsbury. On 06 April 2014, the focus will be on encouraging the community to enjoy the extensive improvements that have taken place to parks in Dordon and Polesworth.

5 Health Improvement Action Plan

5.1 In an effort to establish a coherent, effective and focused approach to future health improvement work, Officers have started to develop a three year (2014 to 2017) Health Improvement Action Plan, a copy of which is attached at Appendix C. The Plan is being developed in conjunction with Public Health, with a view to the future negotiation of a three-year funding agreement that will support local activity. The draft Action Plan includes a commitment to undertake a more detailed evaluation of the effectiveness and sustainability of the One Stop Health Shop, the review and targeting of health-related school programmes, a detailed involvement in the countywide review of the Exercise on Referral Scheme and a commitment to promote enhanced and active use of the Borough's open spaces. It is also proposed that work will continue to be undertaken with partner agencies to tackle alcohol related harm and to reduce the number of people smoking, most especially pregnant women.

5.2 Members are familiar with the countywide commitment to "Make Every Contact Count" (MECC). From 2014 to 2016, therefore, the Borough Council will seek to ensure that all appropriate front line staff are trained to highlight health and other concerns and to have the knowledge (and resources) to provide a public signposting advice service. This undertaking is included within the Action Plan.

5.3 Although the Action Plan identifies key areas of work to be addressed over the next three years, Officers are still working on the methods through which relative success will be measured. This information will populate the Plan in due course. It should be noted that activity levels will be constrained by available financial and staffing resources. Members, however, are invited to comment and advise upon the content of the Action Plan.

6 Conclusion

6.1 In North Warwickshire there are approximately 14,000 obese adults. 7.2% of Reception aged children are also obese. More than 22% of the local population aged over 18 years are smokers. 17.3% of pregnant women smoke at the time of delivery. More local young people than ever before are drinking every week (10.5%). 6% of the Borough's population is reported to be in "bad" or "very bad" health. These are long-term issues that require long-term partnership-based solutions. The draft Health Improvement Action Plan is the first stage in beginning to coherently address these concerns. It will take considerable time and effort to realise sustainable progress, but the

Authority is committed to tackling these issues with and within the community for the benefit of individual and collective health and well-being.

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 the draft Action Plan are, and will continue to be, funded either through approved revenue budgets or secured external funding. Warwickshire County Council's Public Health department provided a grant of £17,500 to the Council in 2013/14 to support related activity. Partnership led health promotion projects and interventions are a cost effective way of improving the nation's health and well-being.

7.2 Safer Communities Implications

7.2.1 Tackling evident health-related problems in society, such as alcohol and drug misuse, seek, 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 have a direct impact on individual and collective health. Good quality housing 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, 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 aims 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 leisure provision and the positive health and well-being of participants. Programmes of work, therefore, will include increasing the quality and extent of leisure 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 draft Action Plan, however, will be risk assessed and appropriate controls put in place.

7.7 Equalities Implications

7.7.1 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.

7.8 Links to Council's Priorities

7.8.1 Health and well-being activity positively impacts across all of service provided by the Borough Council and, therefore, links to each of its corporate priorities:

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

7.8.2 Health improvement activity also directly links to all three Sustainable Community Strategy priorities of:

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

The Contact Officer for this report is Jaki Douglas (712492).

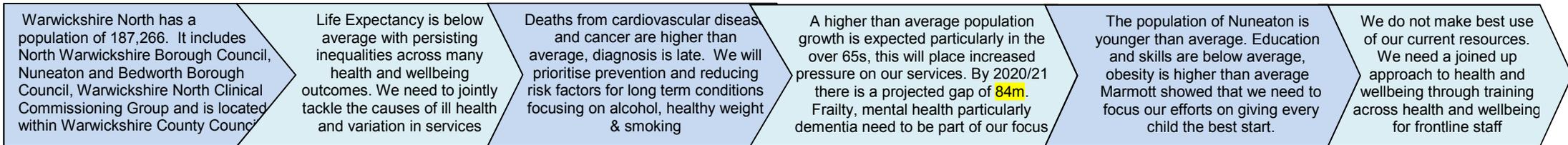
Background Papers

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	2012/13
2	Warwickshire County Council	Joint Health and Well-being Interim Strategy	Feb 2013

DRAFT V2.0 Warwickshire North Health and Wellbeing Partnership

Vision: Partners and communities working together to ensure people live longer, healthier and independent lives for as long as possible. Reducing inequalities of health related outcomes both across Warwickshire North and between Warwickshire North and the rest of the County.



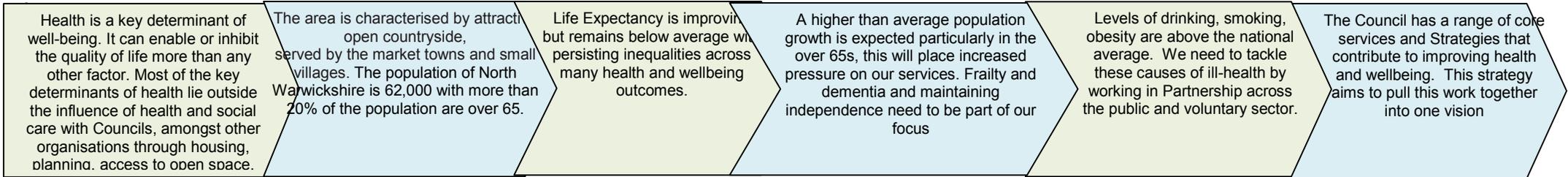
Key Aims

- To improve health and wellbeing and reduce inequalities
- To promote and improve Health across the life course focusing on children and young people
- To increase access to, and availability of prevention, early intervention and diagnosis of Long Term Conditions in particular CVD, Cancer, Mental Health and dementia services
- To support people to live independently for as long as possible
- To offer universal services but with a scale and intensity targeted to disadvantage
- To improve health and wellbeing in the most vulnerable groups
- To have a shared strategic direction of health and wellbeing across agencies
- To make best use of our resources
- To improve experience and outcomes of health related services
- To enable access to appropriate, quality services

Overall Outcome: Increased Life Expectancy and reduction in the difference

Core Principles and Priorities	Outcomes	Headline actions	Measures
Mobilizing Communities to live healthier lifestyles and prevent the development of illness. Through work with families and schools.	<ul style="list-style-type: none"> Reduction in under 75 mortality form cardio vascular disease(CVD) Reduction in under 75 mortality rate from Cancer Halt the rise in in children who are classified as obese or overweight Reduction in adults who are obese Increase in adults who active Reduction in alcohol related harm Reduction in Smoking Status at delivery 	<ul style="list-style-type: none"> Develop intergenerational community projects to promote healthy eating and lifestyle, including jointly commissioning the delivery of community weight management programmes and projects to encourage the use of outdoor space Work with partners to produce a joint action plan to tackle alcohol related harm to include: <ul style="list-style-type: none"> Consistent messages developed with a focus around "keeping safe" Sharing data and information across partners to target action around alcohol Working with local businesses to remove 'super strength' alcohol products from sale Supporting the review of the Exercise on Referral Programme Commit and support the implementation of the smoking in pregnancy action plan (as endorsed by the Warwickshire Health and Wellbeing Board) 	<ul style="list-style-type: none"> Under 75 mortality rate from CVD & Cancer & liver disease Excess weight in 4-5 and 10-11 year olds Percentage of physically active and inactive adults - active adults Percentage of adults who are overweight and obese Percentage of adults who smoke Take up of NHS Health Check - health check offered and health check take up Rate of alcohol related hospital admissions Agencies involved in Alcohol Awareness Week Smoking at delivery rate
Improving integration & access with a focus on those with a mental illness particularly dementia	<ul style="list-style-type: none"> Improvement quality of life for people with mental illness Improved diagnosis for people with dementia Reduction in people living in isolation 	<ul style="list-style-type: none"> Training for frontline staff in all agencies in mental health awareness and understanding, signposting to services, and mental health first aid Review of the dementia work within North Warwickshire and development of an integrated action plan Review of the pathway for the frail and elderly including the role of Boroughcare and the home improvement agencies Support the work of the Financial Inclusion partnership including supporting the appropriate support and use of food banks across the area, understanding the implications of welfare reforms on local communities 	<ul style="list-style-type: none"> Proportion of adults with a mental illness living independently with/ without support Self-reported; People with low happiness score & people with a high anxiety score Suicide Rate Employment for those with long-term health conditions Dementia Diagnosis Rates Adult social care users who have as much social contact as they would like Excess winter deaths (all ages and over 85)
Public Agencies Working together to make every contact count	<ul style="list-style-type: none"> The partnership jointly support and implement Making Every Contact Count (MECC) across Warwickshire North There is a shared strategic vision and action planning from partners across Warwickshire North 	<ul style="list-style-type: none"> Agree the scope of MECC in Warwickshire North and co-ordination of the programme Develop and implement an appropriate and timely Warwickshire North holistic MECC Implementation Plan which is organic, linked to health checks and local initiatives e.g. one stop shop Support the delivery of the Countywide and Health and Wellbeing Strategy through the delivery of local health and wellbeing priorities Jointly fund and support joint submission of funding bids wherever possible 	<ul style="list-style-type: none"> All partner organisations have board level commitment to MECC Proportion of frontline staff trained in MECC Development of a holistic single point of access referral pathway Development/agreement of a joint strategy and implementation plan Number of partners attending key groups Number of joint bids submitted and gained and number of Pooled budgets/projects

Vision: To develop healthier communities across North Warwickshire, through enabling local people to have their say, provide good quality health care and advice and encourage healthier lifestyles



Key Aims

- To improve health and wellbeing and reduce inequalities
- To promote and improve Health across the life course focusing on children and young people
- To increase access to, and availability of prevention, early intervention and diagnosis of Long Term Conditions in particular CVD, Cancer, Mental Health and dementia services
- To support people to live independently for as long as possible
- To offer universal services but with a scale and intensity targeted to disadvantage
- To have a shared strategic direction of health and wellbeing across agencies
- To make best use of our resources
- To improve experience and outcomes of health related services
- To enable access to appropriate, quality services

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 • Community Sports Club Development – including development of communities clubs and facilities • Play Area Development Programme – improvement of facilities (recent improvements at Dordon Long Street and Polesworth Abbey Green) • 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 One Stop Health Shop, 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.

North Warwickshire Health Improvement Plan 2014-2017

April 2014

Lead Officer: Simon Powell

Objective	Action	Timescale	Resource	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 – to aid a reduction in under 75 mortality rates from Cardiovascular Disease (CVD) and Cancer by:</p> <p>1 – 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	Partnership & Development Manager (PDM)/ Community Development Officer (Health Improvement) (CDO[HI])	
	<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		
	<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>	May 2014	Staff time	PDM/ CDO(HI)	
	<p>Review health data to identify priority topics and target communities</p>	May 2014	Staff time		
	<p>Target priority area schools with required services.</p>	June - March 2015	Staff time and possible funding requirement		
	<p>To undertake an evaluation of the school plan</p>	March 2015	Staff time		

North Warwickshire Health Improvement Plan 2014-2017

April 2014

Lead Officer: Simon Powell

Objective	Action	Timescale	Resource	Responsible Officer	Progress
Continued – 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 two new groups in priority communities (then review locations)	March 2015	Staff time	CDO(Social Inclusion & Sport) (CDO[SI&S])	
	2 – To develop two new running groups (then review locations)	March 2015	Staff time	CDO(SI&S)	
	To develop two new measured miles	March 2015	Staff time, possible funding requirement	CDO(SI&S)	
	To deliver activities as part of Warwickshire County Council Public Health's 'Big Day Out' and National 'Love Parks' week.	6 April 2014 25/07–03/08/14	Staff time Staff time	PDM PDM	
	Deliver key health promotion and education messages relating to healthy eating and increasing exercise, including: 1 – Promotion of Five-A-Day 2 – Change for Life programmes	Ongoing	Staff time	CDO(HI)	

North Warwickshire Health Improvement Plan 2014-2017

April 2014

Lead Officer: Simon Powell

Objective	Action	Timescale	Resource	Responsible Officer	Progress
Continued – 1 – Halt the rise in obesity in children and reduction in adults who are obese	To support and develop the borough's fresh Fruit and Vegetable Coop scheme, prioritising Community Hub venues	March 2015	Staff time	CDO(HI)	
	To develop community cooking sessions at Community Hub locations	March 2015	Possible funding requirement	FIO	
	To deliver a healthy eating message to schools at the 2014 and Beyond event at Coombe Abbey	18 – 20 June 2014	Staff time	CDO(HI)	

North Warwickshire Health Improvement Plan 2014-2017

April 2014

Lead Officer: Simon Powell

Objective	Action	Timescale	Resource	Responsible Officer	Progress
Continued – 1 – Halt the rise in obesity in children and reduction in adults who are obese	<p>Deliver the Exercise on Referral Scheme at the Borough Council's Fitness Suites.</p> <p>Assist in the review of the Exercise on Referral Scheme and implement improvements as necessary and as resources permit</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>April 2014 – March 2015</p> <p>Ongoing</p>	<p>Staff time, funding from Public Health via CSWSP</p> <p>Staff time, funding from Public Health via CSWSP</p> <p>Staff time and within current budgets</p>	<p>Leisure Facilities Manager</p> <p>LFM</p> <p>LFM</p>	

North Warwickshire Health Improvement Plan 2014-2017

April 2014

Lead Officer: Simon Powell

Objective	Action	Timescale	Resource	Responsible Officer	Progress
<p>In accordance with the key priority of the North Warwickshire Community Partnership – to aid a reduction in under 75 mortality rates from Cardiovascular Disease (CVD) and Cancer by:</p> <p>2 – 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>1 - Delivering key health promotion and education messages relating to Alcohol Awareness Week</p> <p>2 – Further action to be confirmed</p>	<p>November 2014/15/16</p> <p>April 2014</p>	<p>Staff time</p> <p>Unknown</p>	<p>CDO(HI)</p> <p>TBC</p>	

North Warwickshire Health Improvement Plan 2014-2017

April 2014

Lead Officer: Simon Powell

Objective	Action	Timescale	Resource	Responsible Officer	Progress
<p>In accordance with the key priority of the North Warwickshire Community Partnership – to aid a reduction in under 75 mortality rates from Cardiovascular Disease (CVD) and Cancer by:</p> <p>3 – 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 2015/16/17</p>	<p>Staff time (NHS provide resources)</p>	<p>CDO(HI)</p>	
	<p>2 - Work with Smoking Cessation Officer on 'Stoptober' campaign</p>	<p>October 2014/15/16</p>	<p>Staff time (NHS provide resources)</p>	<p>CDO(HI)</p>	
	<p>Following clarity from the DAAT, to deliver identified partnership work as it relates to North Warwickshire (particularly in relation to reducing smoking status at time of delivery)</p>	<p>Clarity of other work by April 2014</p>	<p>Unknown</p>	<p>PDM (initially)</p>	

North Warwickshire Health Improvement Plan 2014-2017

April 2014

Lead Officer: Simon Powell

Objective	Action	Timescale	Resource	Responsible Officer	Progress
Adoption and implementation of Making Every Contact Count (MECC)	To engage in the MECC Partnership Group, to:	Ongoing	Staff time	PDM	
	1 - Develop a MECC Implementation Plan for the Borough (including looking at the single point of access referral pathway and consideration of dementia awareness)	May 2014	Staff time	PDM	
	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	

Lead Officer: Simon Powell

Objective	Action	Timescale	Resource	Responsible Officer	Progress
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	To identify priority communities (to be agreed at Community and Environment Board)	October 2014?	Staff time	PDM	
	To work in and with priority communities to identify their makeup, aspirations and health needs.	March 2015 – Ongoing	Staff time	PDM/ CDO(HI)	
	Feed evidential information into the Joint Strategic Needs Assessment (JSNA)	Ongoing	Staff time	CDO(HI)	
	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.	Ongoing	Staff time and possible requirement for additional funding for service deliver or improvements to access arrangements	PDM/ CDO(HI)	

Agenda Item No 9

Community and Environment Board

17 March 2014

**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 Warwickshire Community and Voluntary Action (WCAVA) for funding towards a second year extension to its three-year countywide agreement, from North Warwickshire Citizens Advice Bureau (NW CAB) and from Live & Local for support towards the third year of its three-year countywide Key Client Agreement.

Recommendation to the Board

- a That Members note the progress made by WCAVA in its delivery of Volunteer and Third Sector Support Services (VATS Support Services) in Warwickshire and approve financial assistance for a second year extension to the current countywide agreement, as identified in the main body of the report;**
- b That Members approve the draft Service Level Agreement for further negotiation with NW CAB and that the proposed financial award for 2014/15 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; and**
- c That Members note the work undertaken by Live & Local in assisting local promoters to deliver professional arts performances in local venues and approve the proposed grant award towards the third year of its three-year countywide Key Client Agreement.**

2 Consultation

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

3 Introduction

- 3.1 Through its provision of financial assistance to voluntary and outside organisations, the Borough Council seeks to ensure cost effective support for a broad range of services for the community of North Warwickshire. In pursuance of this objective, this report considers three applications for assistance, and recommends awards, through its Annual Grants to Voluntary Organisations scheme.
- 3.2 An Annual Grant application for 2014/15 has been received from NW CAB. Members will also be aware that Volunteer and Third Sector Support Services (VATS Support Services) in Warwickshire are delivered through WCAVA and monitored through an agreement administered by Warwickshire County Council. Similarly, Live & Local is supported in its work through a joint agreement administered by the County Council. These three applications are considered in more detail below.

4 Annual Grant Request - WCAVA

- 4.1 The countywide VATS Support Services agreement, which was awarded to WCAVA in November 2009 for a period of three years, has an option to extend its provisions for up to three years. The contract commenced on 1 April 2010 and consideration is required in respect of the possible extension of the agreement for a second year.
- 4.2 WCAVA is monitored through its achievements against the countywide agreement and, as a consequence, a single monitoring report is provided for all partners. As part of this process WCAVA (North Warwickshire) has provided a written report detailing how it is meeting the outcomes of the agreement locally. Activity from April to December 2013 is detailed in Appendix 1.
- ...
- 4.3 The North Warwickshire office has supported 13 new groups to become established within the last nine months and has worked with over 100 community and voluntary sector organisations, in so doing bringing over £400,000 of funding into the Borough. The organisations have been supported with a range of advice, including in respect of potential fraud, accountancy/payroll support, bullying, lease agreements, enhancing committee membership, training programmes, legal and insurance issues.

- 4.4 WCAVA is represented on the Local Strategic Partnership and works closely with Borough Council officers on third sector matters. It is also an active member of the LEADER Local Action Group and is continuing to work closely with the Big Local project in Arley and Ansley, in which it has been appointed as the “trusted organisation” holding the project’s “Getting Started” funding.
- 4.5 The local Voluntary Action North (VAN) Forums have been particularly successful, with excellent feedback being received from sessions attended by Borough and County Council officers. The Forums keep the voluntary and community sector informed of important issues, such as public sector budgets, Localism and community hubs.
- 4.6 The appended activity report for North Warwickshire provides additional information to that identified above and will enable Members to consider the request to provide funding support for 2014/15.

5 Proposed Financial Support for WCAVA

- 5.1 The proposed award to WCAVA has had a 3% inflationary increase added to its previous grant, resulting in suggested financial assistance in 2014/15 of £11,414. The funding agreed through the Annual Grants scheme provides financial assistance towards the core functions of WCAVA, as detailed in the Principles and Outcomes for Volunteering and Third Sector Support Services in Warwickshire. The Borough Council also provides additional financial support by offering WCAVA the maximum level of rate relief, a sum of £482.82. WCAVA also has charitable waste collections that cost the Authority £379.46. These three forms of proposed support would result in the Borough Council providing a total sum of £12,276.28 to WCAVA in 2014/15.

6 Annual Grant Request - NW CAB

- 6.1 The Board will be familiar with the nature of the request from the CAB and the need to link the Annual Grant award to the negotiation of an approved Service Level Agreement (SLA). Through the Agreement, the Council seeks to ensure the delivery of mutually compatible outcomes in return for its investment. Wherever possible, these outcomes are linked to the objectives and priorities of the North Warwickshire Sustainable Community Strategy. In this regard, the draft 2014/15 SLA for the CAB is attached at Appendix 2. Subject to Board approval, it will provide the basis for the negotiation of the final Agreement.

...

- 6.2 NW CAB is monitored through the production of a report that details the support work that has been provided to the residents of North Warwickshire. The April to December 2013 review report is attached at Appendix 3. In brief, however, the report identifies that CAB advisors had 3,757 client contacts, which is a decrease of 1,000 compared to the same period in 2012. It should be noted, however, that a new case management system has been installed and the organisation is currently working across the two systems, which may cause some discrepancy in these figures. The new video conferencing service was officially launched on 3 January 2014, which means that clients

...

can now access the Bureau through each of the video conferencing facilities available at Coleshill and Polesworth Libraries and Arley and Hartshill Community Centres. Advice concerning benefits, tax credits and debt continue to be the principal needs of clients.

7 Proposed Financial Support for NW CAB

- 7.1 NW CAB is providing services that are increasingly required during the current economic downturn. It is, therefore, proposed to retain the £15,000 fixed payment and also increase the main grant award by inflation, resulting in a proposed 2014/15 award of £48,456. The SLA for NW CAB requires a six monthly review of its work to be undertaken in order to ensure compliance with the provisions of the Agreement. It is proposed that this award continues to be made in two half-yearly instalments and that the second payment is only made with the prior agreement of the Chairman and Vice-Chairman of the Board and upon the satisfactory completion of work in the first period.
- 7.2 The funding agreed through the Annual Grants scheme provides financial assistance towards the core functions of NW CAB. The Borough Council also provides additional financial support by offering NW CAB the maximum level of discretionary rate relief. This results in a 2014/15 award of £941.62. Additionally, the CAB also has charitable waste collections that cost the Authority £177.43.
- 7.3 Over the past five years, as part of its proactive work to prevent homelessness, the Housing Division has used a proportion of its Government Homelessness Prevention Grant to support independent debt advice work undertaken by the CAB. A sum of £15,000 will once again be provided to CAB to deliver this work during 2014/15.
- 7.4 Subject to approval, the identified recommendation brings the total level of financial assistance allocated to NW CAB to £64,575.05 in 2014/15.

8 Annual Grant Request - Live & Local

- 8.1 Live & Local works with voluntary groups and professional artists to create new audiences for performing arts with a view to enabling the development of stronger communities. The organisation achieves this by co-ordinating professional, good quality performances in a network of non-mainstream venues, such as community halls, and by working in partnership with voluntary and other organisations.
- 8.2 Live & Local brings people together, playing an important part in the social life of participating communities. It builds support for community venues, encourages volunteering and helps to develop active communities, thereby contributing to a range of local priorities, such as raising aspirations and skill levels, developing healthier communities and improving access to services.
- 8.3 The "Community Touring Service" is currently 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 the County Arts Service, Warwickshire County Council, on behalf of the partners, which also include North Warwickshire Borough Council, Nuneaton and Bedworth Borough Council, Rugby Borough Council and Warwick District Council.

8.4 Live & Local's work is monitored through the partnership agreement. With the funding provided by the Borough Council, Live & Local needs to deliver a total of 10 shows, with no fewer than five promoters across North Warwickshire. Attached at Appendix 4 is a "Value for Money" overview of Live & Local's 2012/13 performance (the promoter's year ran from October 2012 to May 2013). Attached at Appendix 5 is the current position on its 2013/14 funding (from October 2013 to May 2014), which details the promoters, venues and their chosen performance.

8.5 As evidenced within Table 1 below, the work undertaken by Live & Local provides good value for money. The Table details the Borough Council's funding, match funding brought in from the Arts Council, box office income, the value of volunteer contributions and the amount of funding retained by local community organisations. The appendices and table provide Members with information to inform their consideration of the provision of funding support for 2014/15.

Table 1

Value for Money

Year	Authority	Match	Box Office	Voluntary	Multiplier	Retained
2011/12	£2,500	£8,169	£5,164	£4,640	£7	£1,520
2012/13	£2,000	£5,884	£4,724	£4,224	£7	£1,185
2013/14	£2,000	-	-	-	-	-

Notes

1. Match - From Arts Council England and County Council
2. Voluntary - Hours x £13.85 (Based on ESF rate/hr for a project co-ordinator)
3. Multiplier - Additional inward £s for every £1of Borough funds.
4. Retained - Retained by community to reinvest locally

9 Proposed Financial Support for Live & Local

9.1 It is proposed that the level of the two previous awards (£2,000) for Live & Local is retained for 2014/15. The funding agreed through the Annual Grants scheme provides financial assistance towards the core functions of Live & Local, as detailed in the Key Client Agreement, attached at Appendix 6. The 2014/15 funding, if approved by the Board, will form the final payment of the three-year 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 2014/15. 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 community implication arising from this report, although the activities that are supported by WCAVA and Live & Local provide positive diversions from anti-social and/or nuisance behaviour. NW CAB's work, particularly with regard to financial advice, can help to prevent people from resorting to criminal activity to resolve their personal problems.

10.3 Environment and Sustainability Implications

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

10.4 Health, Well-being and Leisure Implications

10.4.1 The activities of both WCAVA and NW CAB positively impact upon people's health and well-being. Additionally, WCAVA supports organisations that provide leisure opportunities to the residents of North Warwickshire. Live & Local's support enables local promoters to provide good quality arts productions in local venues, which positively impact upon people's mental health and well-being.

10.5 Risk Management Implications

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

10.6 Equalities Implications

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

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

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).

WCAVA NORTH WARWICKSHIRE OFFICE

MONITORING REPORT

April – December 2013

During the last 9 months, WCAVA North Warwickshire office has worked with over 100 community and voluntary sector organisations and supported the sector to bring in over £400,000 in funding.

We continue to work with groups on a one-to-one basis and regularly meet groups 'out of hours' which is important to many volunteers especially those who are working during the day. We believe that it is essential to offer support at a time when groups need it most.

We have supported 13 new groups to become established within the last 9 months. Just a few examples of new groups:

- Arley Craft and Activity Group
- Ansley Common Community Association
- North Warwickshire Over 50's Group
- A new group - owns a boat yard on Atherstone canal and would like to set up as a charity enabling disadvantaged young people to have use of its land.

Some examples of groups worked with:

- Warton Pre-school – Looking at taking over an additional building on a peppercorn rent from the Nethersole Trust and wanted to know about funding. Discussed funding, social investment and about becoming a Charitable Incorporated Organisation.
- Hartshill Scouts: Funding for building, lease enquiry. Helped them with funding from BC and WCC and also gave lease advice.
- Water Orton Tennis Club: Visited club with Cllr. Alan Holland and Cllr. Ray Payne looking at refurbishment and funding for disability access.
- Hartshill and District Residents Group: Support to write constitution. Help with a first stage Heritage Lottery application form – if successful will help with writing funding application.
- Trinity Church: Supported them to get £400 from WCC Councillor Grants fund to refurbish the toilets.
- Mancetter Memorial Hall: Discussion around Governance - wants us to attend a Trustees meeting.
- Coleshill HUB – reached income level and should be thinking about becoming a Charity – gave advice around becoming a Charitable Incorporated Organisation (CIO).
- Phantom Knights – initially came in to talk to us about funding –found out they were not a registered charity however their income is at a level where they should be. Have met with committee and talked them through being a Charitable Incorporated Organisation – work ongoing.
- New group - came in to ask about becoming a Charity. Has some land and a boatyard off Slacks Avenue and would like this to be a facility which could be turned into a charity for disadvantaged young people. This could link with a Birmingham Charity that owns a building just outside of Baddesley that brings young people into North Warwickshire for residential. Talked about a number of options and suggested arranging a meeting with key partners – work ongoing.

- The Crossroads Trust (working with ex-offenders) - has gained funding to rent an office (will rent an office at Community House) and has recruited 15 volunteers to start their mentoring programme.
- Ansley Common Residents Association – we have worked with them on their constitution and attended their meetings. As they are looking for new play equipment we advised them that a funder would want them to have a lease agreement from North Warwickshire Borough Council. WCAVA spoke to Alethea Wilson and Jaki Douglas who will contact the group– in addition, the Borough Council could apply for Viola funding which means the group would not have the responsibility of leasing the land.

Within the last 9 months we have supported groups with:

- bullying ,potential fraud, accountancy/payroll, lease agreements, lack of committee members, new Trustees needing support with Governance advice, becoming a Charity, support in becoming a Charitable Incorporated Organisation, writing funding applications, finance issues, updating constitutions and insurance issues.

For example: Case study re: group having bullying issues:

An allotment group contacted WCAVA about bullying incidents which were occurring at their members meetings – these incidents then over spilled into the community. The committee were being challenged around their management roles and some committee members had already resigned and are no longer associated with the organisation. The committee had completely lost their confidence and felt unsure of what they were allowed/not allowed to do as committee members.

Their Constitution needed completely re-writing as they had used various models from different organisations and mismatched them together and it had little meaning to them. We worked with them on their Constitution and did a session on committee roles and responsibilities. We also helped them to write some new rules and procedures. We were asked to attend their members meeting and to help them with the bullying problem. We suggested that we also had the Police at the meeting.

At the meeting the role of the committee was explained, what the responsibilities of the holding Trustees are and what the Constitution means to the committee and its members. The Police talked to them about ASB and the possible consequences. Having the Police at the meeting sent a definite message out to all members that this sort of behaviour would not be tolerated. The committee are now much more confident and WCAVA has since supported them on their first AGM.

*This group had already lost users and committee members due to the bully instances and may have closed if we had not supported them to resolve the issues.

We continue to work Gill Hutchinson who is the Big Local rep for New Arley, Old Arley and Ansley village (The Ley's). WCAVA successfully gained £19,935.00 'getting started' funding and will be hosting a worker which will be for 6 months at 15 hours per week - the main purpose of the role will be to consult residents and to support them to write a Big Local plan and profile covering the next 10 years.

We have supported the Three Villages Youth project to write an application to Awards for All for nearly £10,000 which will keep the youth club running and pay for specific sessions around drug and alcohol awareness, sexual health, sexting etc. If this bid is unsuccessful the youth project may finish around the end of May 2014. The youth project originally gained funding from Leader to start activities in the villages of Hurley, Piccadilly and Wood End and then gained £5,000 from Targeted Youth to continue when Leader funding finished. Currently the youth club costs nearly £5,000 per year to run.

George Eliot Hospital contacted us to see if we could put them in touch with people who have accessed treatment from the George Eliot hospital and have had experienced issues (not complaints) that need to be addressed so that they don't happen to other patients. Issues will be put onto a new computer system called lorenzo which will help doctors/nurses work smarter with their patients in the future. Through our knowledge of the voluntary sector in North Warwickshire we were able to put the hospital in contact with relevant groups who have since been able to contribute their stories and help in the work the George Eliot is doing.

WCAVA promoted National Food Week to all groups. One of the pre-schools, Happy Faces based at Trinity Church, were pleased to gain £50 which enabled them to do 'fruits from around the world' and cake baking with the children. The pre-school told us that this was a great opportunity for them to buy fruits they wouldn't normally buy due to the cost implication and enable the children to try fruits that some had never tasted before.

We continue to work with Baddesley and Grendon Village Halls and have supported them to write an application to Reaching Communities as well as helping them to write a questionnaire to show funders the 'need' for their project. In addition we helped to do some door knocking which enabled us to get around 20 questionnaires filled in. Since then a further 60 questionnaires have been filled in.

We continue to support the library network facilitated by Warwickshire County Council. The last network meeting was attended by Dordon, Kersley, Harshill, Bulkinton and Baddesley libraries. Dordon library is currently a Company Ltd by Guarantee and would like to become a charity - we will work with Dordon Library to support them with this. The libraries also talked about future cuts in library services and whether they should become a Northern Warwickshire group. Information around social value was also given to the libraries.

We facilitated a successful Pre-school event which was attended by preschools managers and some of their Trustees. We provided each pre-school with a laptop so that we could talk them through setting up an online funding profile and then talked them through doing funding searches. We went through writing a funding bid and gave them 'hints and tips' on gaining funding. Many of the Trustee asked questions around governance issues and we will run another session on this subject. A good outcome from this meeting was that they hadn't met before and were able to talk about common issues.

We continue to support/advise the following groups at their meetings.

Ley Group Young Peoples project
The Ex-mining Villages project

Local Members Committee

A good communication link to our communities is through our Local Members Committee. We currently have members representing groups from Hartshill, Ridge Lane, Wood End, CAB, Arley and Ansley, Baddesley, Beeline, Hurley. Katy Harper and Hayden Phillips are the NW Board member representatives.

We are extremely lucky as an office to have access to local groups/Charities that have considerable experience of running a group/Charity and have good knowledge of the voluntary sector. The LMC enables us to hear first-hand the issues and needs our groups are facing locally and also enables this office to sound out new ideas or discuss local problems.

The LMC meets before the WCAVA Board meeting so that if we have any priority issues, our Board representatives can take them to the meeting.

Representation

We continue to attend the following meetings where we are able to talk confidently about voluntary sector activity:

Community Development Workers forum
Community Partnership
Co-ordinators meeting
Transport meeting
LEADER (LAG member)

Tame Valley Scheme Meetings – our role in the Tame Valley Scheme has been to ensure the involvement of community organisations and their members in the scheme. We have encouraged voluntary sector organisations and Parish councils in the area to put forward representatives and we are keeping groups regularly updated with information.

Voluntary Action North (VAN) Forum:

Groups tell us that they value the networking and sharing of information at the Van forum.

The VAN forum held on the 7th November at Wood End Village Hall was a great success with over 50 people attending. The forum enabled groups to contribute to the CCG consultation and listen to information from Healthwatch, BOB HUBs, Foodbank, Compassionate Communities model presented by Mary Ann Evans Hospice and WCVYS facilitated 'Give and Gets' activity.

The next VAN forum will be held on the 27th Feb. Topics include:

- The Tame Valley Development
- Bob Hubs, Foodbank and Financial Inclusion update
- Pay Day Loans
- Energy saving and E-Learning

Funding

During the last 9 months WCAVA has worked with groups to raise over £400,000. Funding is highly competitive and especially difficult for our groups as North Warwickshire has no priority funds. We also find that no matter how experienced a group is with writing funding bids they generally need our help.

We have helped groups secure funding from Asda, Bernard Sunley, Garfield Weston, WCC, BC, CRT, Children in Need, Youth Music, Big Lottery Reaching Communities, Awards for All, Parish Councils and Biffa.

WCAVA Internal

NAVCA Quality Award - WCAVA has once again been successful in gaining its NAVCA quality award which is valid for 3 years. The NAVCA Quality Award is a set of outcomes-based quality standards for NAVCA members delivering support and services to local voluntary organisations and community groups.

The quality standards reflect the essential functions of a local support and development organisation such as WCAVA and are categorised to recognise the Development, Support, Liaison and Representation work we do. To gain the award WCAVA had to show evidence of the work done in relation to the above standards.

I'm pleased to say that quite a lot of the evidence for the quality standard came from the NW office which demonstrates that the work we do in North Warwickshire does meet the essential functions of a local support and development organisation.

Looking to the future of our service and funding cuts, WCAVA is in the process of writing an organisational strategy 2013-18 which will have a focus on how WCAVA will support community and voluntary sector organisations in the future. We are currently looking at a framework that has 3 key areas of focus which are:

1. Our core offer – free at the point of delivery
2. Our back office support services – low cost/high value
3. Our intensive support offer – paid for support.

There will be a staff event to discuss the strategy on the 12th March 2014.

NORTH WARWICKSHIRE CITIZENS ADVICE BUREAU SERVICE LEVEL AGREEMENT 2014 – 2015

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

INTRODUCTION

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

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

The provision of this service requires that, at any one time, up to 3 advisers are on duty and 2 telephone lines are available to members of the public for a period of 16 hours per week as part of the County CAB telephone advice service and free telephone access is available from North Warwickshire's Community and Information Hubs (10am – 2pm Mon-Fri). For face-to-face advice, offices are available in Atherstone. Advice by e-mail is also available.

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

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

Further information can be found in the CAB's Annual Report 2013/14, 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 2014 for a period of 12 months.

1.4 THE PARTIES’ OBLIGATIONS

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

1.5 STATUS OF AGREEMENT

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

1.6 STATUS OF SERVICE PROVIDER

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

1.7 MANAGEMENT

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

1.8 PARTIES’ REPRESENTATIVES

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

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

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

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

1.9 CONFIDENTIALITY

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

1.10 STAFFING

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

1.11 QUALITY ASSURANCE

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

1.12 HEALTH AND SAFETY

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

1.13 INSURANCES

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

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

1.14 DISPUTE RESOLUTION

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

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

1.15 REVIEW

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

1.16 TERMINATION

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

PART 2 – SERVICE OBJECTIVES AND SPECIFICATIONS

2.1 AIMS OF THE SERVICE

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

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

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

2.2 PRINCIPLES UNDER WHICH THE SERVICES ARE PROVIDED

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

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

2.3 CORE SERVICES FUNDED UNDER THIS AGREEMENT

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

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

General help is:

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

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

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

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

- Immigration and nationality
- Health
- Education

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

2.4 MEANS OF ACCESSING THE SERVICE

The core service shall be available:

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

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

Hours of opening:

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

- c) 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 video conferencing 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 2014 shall be £48,456 (no inflationary increase on the set fee of £15,000 from that received in 2013, there is however, a 3% increase on the main grant award which is now £33,456).
- 3.2 Together with the funds from Warwickshire County Council, these grants shall be construed as being sufficient to fund those core services referred to in Part 2 of this agreement, and for the purposes of this agreement are deemed to be the bureau's 'core funding'.
- 3.3 Service developments and additional services over and above those supported by the core funding and described in Part 2 of this agreement, can be considered for additional funding by the Council on the understanding that the Council can offer no commitment to fund. If the Council does fund these developments or additions in any one year, such funding will not affect the core funding arrangements and shall not be taken into account when calculating the core funding grants in the succeeding year.
- 3.4 All payments to be made under this agreement are exclusive of VAT. In the event of the bureau becoming liable for VAT during the period of the operation of this agreement, the council will enter into discussions with the bureau with the aim of reaching a mutually acceptable outcome.
- 3.5 The core funding grants awarded to the bureau under this agreement will be paid in two instalments, subject to full compliance with the terms of Part 4 of this agreement by the bureau, by 1 May and 1 November. There will be no need for the bureau to invoice or otherwise apply for the payments.
- 3.6 The bureau agrees to submit, to the council a copy of its approved accounts, within the meaning of the Charities Act, 1992 and 1993.
- 3.7 Any change to the core funding provided by North Warwickshire Borough Council or Warwickshire County Council referred to in 3.3 could cause the bureau to be unable to provide the services specified in part 2 of this agreement.
- 3.8 Where the bureau gains a surplus of income from grants, fundraising or other sources in any one year, the council will not seek repayment of any part of the grant. The bureau will maintain a level of reserves appropriate to meet its financial responsibilities.

PART 4 – MONITORING ARRANGEMENTS

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

indicators. These indicators should take note of those under development nationally.

PART 5 – DECLARATION

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

Signed ...

Date:

Name of authorised signatory for North Warwickshire Borough Council Council: 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 Citizens Advice Bureau Report
January 2014**

1. Statistics April– December 2013

Clients starting a new enquiry	1561
Total client contacts	3757
Total amount of indebtedness	£724,071
Additional benefits identified for clients	£255,258
Total issues (problems)	6809

		%
Benefits & tax credits	633	36
Consumer goods & services	43	2
Debt	463	26
Education	3	
Employment	119	7
Financial services & capability	59	3
Health & community care	26	1
Housing	93	5
Legal	36	2
Other	136	8
Relationships & family	77	4
Tax	13	1
Travel & transport	10	1
Utilities & communications	38	2
Column Total	1749	

In October a new case management system was installed by Citizens Advice, this affects the way statistics are recorded; there are some differences from previous reports but reports should become relevant in the new financial year – we are currently working across 2 systems.

2. Social Policy

‘Left out in the Cold’ - up date from Stratford upon Avon CAB, on a recent county CAB report

As quoted in an adjournment debate on Monday evening led by Fiona O’Donnell MP:

<http://www.publications.parliament.uk/pa/cm201314/cmhansrd/cm140120/debtex/t/140120-0004.htm>

Customers who are moved on to Pre-Payment Meters are usually put on their supplier's standard prepayment variable tariff and are therefore unable to protect themselves against price rises. Consumer Futures found in its March 2013 report, "Addressing the poverty premium", that PPMs cost an average of £253 per year more. *A report by **Stratford-upon-Avon's citizens advice bureau**, "Left out in the cold: why prepayment meter users need a better deal", said that the standard tariff is not always the cheapest and so customers who are already struggling to keep up with payments on their supplier's cheapest tariff—perhaps an online tariff paid by direct debit—are moved to a more expensive one. Those customers are unable to access the best deals and discounts on the market or to lock into fixed-price deals. The report also found that only one of the 10 suppliers featured on comparison websites, British Gas offered PPM users the opportunity to fix their fuel costs. Does the Minister agree that giving PPM customers the opportunity to take up fixed-price deals could be of benefit? What is he prepared to do to make that happen?*

There will be a meeting between the MP and the Minister and the CAB has been asked if we have any further issues we would like to contribute to this.

It is still hoped to have the report debated in an All Party MPs group meeting.

3. Funding report

Core Funding

We have been advised that Warwickshire County Council needs to make savings of £92 million over the next 4 financial years. Council Business Departments are being asked to make plans of how this might be achieved. The Voluntary and Community Sector have been advised that the council will set priorities and the level of savings according to those priorities. We have been asked to prepare plans for potential cuts of up to 30%, between 2015 and 2018, as the first years savings may be achievable within the Business Department. We will be working with county colleagues to look at the implication of cuts to funding, future needs for the service and developments in technology.

Warwickshire Local Welfare Support Scheme

A joint county CABx application, led by Bedworth CAB, has been made to the Warwickshire Local Welfare Support Scheme, to fund Financial Capability Advice and support for people who are users of the local support scheme and food banks.

4. Project updates

North Warwickshire Advice Services Partnership

Work within the partnership is progressing well, with new links being made with Age UKs staff in the Atherstone office. This will enable us to reach a wider group of clients. Shared training is also in place with sessions now opened up to Age UK (local) staff, CISWO and the local MPS caseworkers. Project mapping against baseline data is now underway.

Two E-volunteers are currently in training and will go 'live' in March. As well as their Assessor training they have also been trained as receptionists and will receive further training in basic financial capability and benefits.

Staff and volunteer training is well underway. External trainers from Warwickshire Welfare Rights Advice Service and Warwickshire Employment Rights service are undertaking extensive training needs analyses. Training will be tailored to need, based on the training needs analyses and clients issues. Its effectiveness will become apparent via the case checking process, as confidence and competence improve. Training is provided by means of one to one support, small workshops and large groups.

To date Neale Williams has delivered financial capability support and training to 3 groups and 18 individuals. There are 3 current bureau volunteers undertaking further training in delivering financial capability support to individuals and recruitment is underway for 2 further volunteers. During the lifetime of the project it is hoped that at least 1 of these volunteers will opt to become a group trainer.

Integrated Money Advice Project

This pilot is about the development of a service wide integrated model of financial and debt advice. The introduction of a 'Decision Tree' into the process is raising some interesting issues and we are currently looking at how we will deal with these issues within the general advice service.

Video conferencing

The extended Video Conferencing service was officially launched on 3 January 2014. Local MP Dan Byles lent his support, as did Cllrs Peter Fowler, Ann Lewis and Hayden Phillips. The bureau can now access clients at each of the Video Conferencing points in North Warwickshire and we can have secure access to client's documents via NWBC. NWBC provided the equipment and set up expertise and our Lottery funded project will work to support the use of the Hubs by clients.

Carol Musgrave, Manager, 28 January 2014.

LIVE & LOCAL MONITORING

Network Health Check

As at: 08-Feb-14

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/O Target	C/O Program	Other Targets	Target Offset	Total Target	Requests this Year	C/O Program	Offers this Year	Inc C/o to Spring	Total Program	Difference to Target
10	0	4		0	14	14	4	13	4	17	+3

Other targets/outcomes: N/a

(Over target by 3)

Nb: A discrepancy between 'Offers' above and 'Confirmed' total below is where we are either awaiting final confirmations from venues or there has been a programme in the spring detailed in the 'Program from last Yr' column.

Current confirmed programme: (Total: 17)

23-Apr-13	Owen Street Community Arts Centre, Atherstone					Lights Out Land Girls					
Attendance: 69	Capacity: 70	% Capacity: 99%				Badapple Theatre Company				Drama	
25-Apr-13	Hurley Village Hall					Lights Out Land Girls					
Attendance: 104	Capacity: 100	% Capacity: 104%				Badapple Theatre Company				Drama	
26-Apr-13	Fillongley Village Hall					Lights Out Land Girls					
Attendance: 82	Capacity: 80	% Capacity: 103%				Badapple Theatre Company				Drama	
25-May-13	Maxstoke Church					Blair Dunlop and Ashley Hutchings					
Attendance: 79	Capacity: 90	% Capacity: 88%				Ashley Hutchings				Music (Folk)	
05-Nov-13	Owen Street Community Arts Centre, Atherstone					The Carlton Colliers					
Attendance: 38	Capacity: 70	% Capacity: 54%				Badapple Theatre Company				Drama	
14-Nov-13	Hurley Village Hall					These Coal Town Days					
Attendance: 114	Capacity: 100	% Capacity: 114%				Jez Lowe and The Bad Pennies				Music (Folk)	
30-Nov-13	Maxstoke Church					A Regency Christmas					
Attendance: 52	Capacity: 100	% Capacity: 52%				Dodici Corde				Music (Classical)	
25-Jan-14	Fillongley Village Hall					The Kel Elliott Band					
Attendance: Tbc	Capacity: Tbc	% Capacity: Tbc				Kel Elliott				Music (Jazz & Blues)	
25-Jan-14	Owen Street Community Arts Centre, Atherstone					Blair Dunlop and Ashley Hutchings					
Attendance: 77	Capacity: 80	% Capacity: 96%				Ashley Hutchings				Music (Folk)	
07-Mar-14	Fillongley Village Hall					Lady Maisery in Concert					
Attendance: Tbc	Capacity: Tbc	% Capacity: Tbc				Lady Maisery				Music (Folk)	
12-Mar-14	Hurley Village Hall					Lady Maisery in Concert					
Attendance: Tbc	Capacity: Tbc	% Capacity: Tbc				Lady Maisery				Music (Folk)	
14-Mar-14	Maxstoke Village Hall					A Thousand Kisses Deep					
Attendance: Tbc	Capacity: Tbc	% Capacity: Tbc				Christine Tobin, Phil Robson, Dave Whitford				Music (Jazz & Blues)	
29-Mar-14	Owen Street Community Arts Centre, Atherstone					Richard Durrant In Concert					
Attendance: Tbc	Capacity: Tbc	% Capacity: Tbc				Richard Durrant				Music (Classical)	
04-Apr-14	Fillongley Village Hall					Every Mother's Son					
Attendance: Tbc	Capacity: Tbc	% Capacity: Tbc				Multi Story Theatre Company				Drama	

11-Apr-14	Atherstone Memorial Hall		Double Booked	
Attendance: Tbc	Capacity: Tbc	% Capacity: Tbc	Ginny Davis Productions	Drama
11-Apr-14	Ansley Village Church Hall		Baltic Crossing in Concert	
Attendance: Tbc	Capacity: Tbc	% Capacity: Tbc	Baltic Crossing	Music (Folk)
13-May-14	Owen Street Community Arts Centre, Atherstone		The Thankful Village	
Attendance: Tbc	Capacity: Tbc	% Capacity: Tbc	Badapple Theatre Company	Drama

Returned 8 out of 17 events. **Sell Outs** 4 **Cancellations** 0 **Volunteers** 48 **Hours** 271 (£3,753.35)

Active Venues

With shows requested and confirmed for this report period: (Total: 7)

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

Potential Venues and Enquiries

Currently in recruitment process: (Total: 7)

<u>Promoting Group</u>	<u>Prospect Level</u>
Baddesley Ensor Village Hall Committee	Warm
Austrey Village Hall Committee	Cool
Piccadilly Community Centre Committee	Cool
Kingsbury Methodist Church Hall	Cool
Polesworth Community Association	Warm
Hartshill Community Centre	Warm
Water Orton Library & Community Centre	Warm

Narrative Report

February 2014

From the 2013/14 funding we had a target of 10 shows for the period Oct 2013 to May 2014 and have allocated 13. Currently Borough audiences are averaging 70 (80% of capacity) with one sell out. (County figures are 67 and 71%)

The total programme on this report includes four performances in April/May 2013 funded from the 2012/13 budget, making a total programme on this report of 17 performances. For all eight shows so far returned for this report the % capacity is 89% with an average audience 77. Four of these were sell outs.

We continue to respond to enquiries. Polesworth Community Association and Baddesley Ensor Village Hall Committee (the hub) have both expressed interest in joining the scheme for 2014/15. Information has also been provided to Hartshill Community Centre committee.

Notes

1. Year Target – Events target from funding provided for current financial year.
2. C/O Target – Events target from any funding carried over from previous financial years(s).
3. Other Targets – Other non-event related targets detailed below.
4. Target Offset – Adjustment to total Events target caused by Other Targets.
5. Diff to Tot Target – Over targets generally funded from Development Fund or by less subsidised venue fee.

Value for Money

In return for a cash contribution in 2012-2013 of **£2,000** from **North Warwickshire Borough Council** Shindig:

Helped build strong, safe and cohesive communities by:

- Promoting **12** professional, high quality events in **7** villages involving **66** volunteers;
- Entertaining **707** local people;
- Achieving an average of **70%** audience capacity.

Supported the local economy by:

- Attracting inward investment of **£5,884** from Arts Council, England and the County Council;
- Raising **£4,724** in box office income;
- Working with 7 voluntary groups who contributed 305 hours of voluntary time (equivalent **£4,224** in-kind contribution¹);

Therefore for every one pound invested by WCC, an additional **£7.42** was attracted from other sources.

- Enabling groups to retain **£1,185²** from the events that is reinvested in their local community.

Gave citizens and 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.

Overcame transport issue in rural areas:

It reduces the carbon footprint of audiences travelling to see shows, by enabling services actually in rural communities.

Personal and community development:

It provides a vehicle for individual and group skills development within a fun and supportive network thereby increasing community cohesion and capacity.

LIVE & LOCAL



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

Live & Local 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"

Live & Local Volunteer Promoter

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

Live & Local Volunteer Promoter

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

² Retained box office and other income (raffles etc)

1. Agreement

- 1.1. This is a grant aid agreement between Live & Local, Warwickshire County Council, North Warwickshire Borough Council, Nuneaton and Bedworth Borough Council, Rugby Borough Council and Warwick District Council.
- 1.2. The agreement is for a period of 3 years, with funding levels confirmed for 2012-13 and subject to council budget setting processes for 2013/14 and 2014/15. The agreement is administered by County Arts Service, Warwickshire County Council on behalf of the partners.

2. Grant Allocation

- 2.1. In 2012/13 the funding awarded under the agreement is as follows:

Warwickshire County Council	£13,000 (12 shows)
Stratford district	(6 shows)
Warwick District Council	£3,500 (13 shows)
Rugby Borough Council	£2000 (10 shows)
Nuneaton and Bedworth Borough Council	£1,500 (9 shows)
North Warwickshire Borough Council	£2000 (10 shows)
- 2.2. Subject to budget setting processes, an equal level of funding will be awarded in 2013/14 and 2014/15 by Warwickshire County Council. Grants from the Districts and Boroughs cannot yet be confirmed, although there is indicative support for continued funding of rural touring.

3. Profile of Service and Purpose of Grant

- 3.1. Live & Local works with voluntary groups and professional artists to create new audiences for excellent performing arts and to build stronger communities.
- 3.2. The Recognised Service Provider Award is made towards the organisation's costs incurred in the provision of a community touring service for Warwickshire. Appendix One details outputs offered as part of the service, as well as impact measures to show the benefits of the service.
- 3.3. There is a minimum level of delivery expected under this grant which is:
 - 6 shows per District or Borough area including Stratford District (30)
 - 1 additional show per area for every £500 invested by Districts/Boroughs (18)
12 additional shows in the County not tied to specific District or Boroughs (12)
- 3.4. Which with the investment as stated in 2.1 above makes 60 shows in total across Warwickshire, broken down by area as per Appendix Page 1.

4. Payments

- 4.1. Payment in 2012/13 will be made by BACS transfer once an authorised representative of Live & Local has signed and returned a copy of this agreement for each local authority partner together with an invoice to each partner for the full amount of their grant, quoting the order numbers supplied. Payment will be made within one month of receipt of documents.
- 4.2. Future payments will be determined by April 2013 and April 2014.. Payments by Warwickshire County Council are subject to change based on council budget process, and whether or not the organisation has remained compliant with the Conditions of Grant. If the organisation has failed to meet the minimum level of delivery as described above discussions will take place with the local councils which may affect future levels of funding. Meeting additional targets set at

Appendix One will not affect the level of funding, but represent information collected to show the overall benefit of the Key Client investments.

5. Conditions of Grant

5.1. Insurance, Indemnity and Policies

- 5.1.1. Live & Local is responsible for obtaining all necessary licences and permissions in relation to its activities as required by law.
- 5.1.2. All Live & Local employees and sub-contractors working with children and young people or vulnerable adults will have undergone appropriate Criminal Records Bureau disclosures/checks.
- 5.1.3. Live & Local shall effect and maintain at all times with a reputable insurance company, insurance against all loss of and damage to property or injury to persons (including death) arising out of or in the consequence of their obligations under this Agreement and against all respect of any one act or default. Such insurance shall be for a minimum of £2,000,000 (two million pounds) in respect of any one act or default and if so required Live & Local shall produce evidence that the relevant insurance is in force.
- 5.1.4. Live and & Local shall at all times operate to a Child Protection Policy, Health and Safety Policy, Equal Opportunities and/or Diversity Policy and Risk Assessment Procedure approved by its Board and submitted to Warwickshire County Council as part of the Grant Process.

5.2. Assignment and Subcontracting

- 5.2.1. It is recognised that Live & Local may sub-contract the supply of the services to be provided by it under this Agreement. However Live & Local shall not assign or transfer the whole or any part of this Agreement to another organisation unless agreed by the partners in writing.

5.3. Anti-corruption

- 5.3.1. The local authority partners shall be entitled to cancel this Agreement and recover from Live & Local the amount of any loss resulting from such cancellation if at any time it shall become known to the local authority partners that Live & Local:
 - 5.3.2. Has offered or given or agreed to give any inducement or reward to any person or company in relation to the obtaining or execution of this Agreement or any other Agreement with the local authority partners; or
 - 5.3.3. Has shown favour or disfavour to any person in relation to the Agreement or any other Agreement with the local authority partners; or
 - 5.3.4. If any of the acts contained in sub-clause 1 and 2 above shall have been done by any person employed by Live & Local on their behalf (whether with or without the knowledge or the Organisation) or
 - 5.3.5. If in relation to any Agreement with the local authority partners, Live & Local, or any person employed by them or acting on their behalf, shall have committed any offence under the Prevention of Corruption Acts 1889-1916 or shall have given any fee or reward, the receipt of which is an offence under sub-section (3)d section 117 of the Local Government Act 1972.

6. Communication, Monitoring and Evaluation

6.1. Appendix Two features a schedule of communication, monitoring and evaluation. This outlines the responsibilities of Live & Local, Warwickshire County Council and its partner authorities in the agreement which Live & Local must adhere to in order to comply with the grant conditions.

7. Termination

7.1. The Local Authorities may end this agreement at any time without notice in the event of:

- A misuse of the payments from the Local Authorities by Live & Local;
- A breach of the law by Live & Local.

7.2. In the event of other breach of this agreement such as, but not limited to, failure by the Live & Local to comply with communication, monitoring and evaluation schedule, or operating outside its own policies, Warwickshire County Council shall give written notice to all parties. Live & Local shall first be allowed a reasonable period to remedy the default. If the default is not remedied within such period the relevant local authority may terminate the agreement by further written notice, and Live & Local shall refund all payments made by the relevant local authority under this agreement immediately.

7.3. Signatures:

Signed: Date:

For: Warwickshire County Council Position:

Signed:  Date: 3 October 2012

For: Warwick District Council Position: Arts Development Officer

Signed: non funding partner Date:

For: Rugby Borough Council Position:

Signed: Date

For: Nuneaton & Bedworth Borough Council Position:

Signed: *Jaki Douglas* Date: 5 October 2012

For: North Warwickshire Borough Council Position: Partnership and Development
..... Manager

Signed: Date:

For: Live & Local Position:

Appendix One

1. Provision of Service

1.1. The Community Touring Service:

- 1.1.1. Live & Local works with voluntary groups and professional artists to create new audiences for excellent performing arts and to build stronger communities.
- 1.1.2. This is achieved by co-ordinating professional, quality performances in a network of non-mainstream venues working in partnership with voluntary and other organisations that both complements and contrasts with other mainstream venues.
- 1.1.3. Live & Local brings local people together, playing a vitally important part in the social life of participating communities. It builds support for community venues such as village halls, encouraging volunteering, helping to develop active communities and promoting other community initiatives thereby contributing to a range of local authority strategies as well as local and national indicators in local area agreements.

1.2. Elements of the Service:

1.2.1. Provision of Shows:

- Support a minimum of 10 (6 + 4) shows within North Warwickshire Borough involving not less than 5 promoters;
- Support a minimum of 9 (6 + 3) shows within Nuneaton and Bedworth Borough involving not less than 3 promoters;
- Support a minimum of 10 (6 + 4) shows within Rugby District involving not less than 3 promoters;
- Support a minimum of 13 (6 + 7) shows within Warwick District involving not less than 8 promoters;
- Support a minimum of 6 shows within Stratford District involving not less than 6 promoters;
- Additional 12 shows in the County not tied to specific Districts/Boroughs.

1.2.2. Choice:

- Curate and publish a Menu offering a minimum of 40 companies with a range of performances from a cross-section of the performing arts, and across the local, regional, national and international spectrum;
- Ensure that at least 30% of the menu is new work, or work new to community touring;
- Include at least 20 priority development shows in the Menu for artform, audience, diversity, international or innovation targets;
- Include at least one BME led company in the menu;
- Include at least two other culturally diverse shows in the menu from other than BME or BME led companies;
- Include at least 3 international shows in the Menu;
- Include at least 6 culturally diverse shows from the UK in the Menu

1.2.3. Promoter, Volunteers and Venue Development:

- Organise at least 1 promoter support meeting;
- Publish a regular Live & Local blog ;
- Mail outs to non-participating village halls/community centres in target areas;
- Provide an online Promoter Handbook providing advice, support and ideas on all aspects of being involved with the Live & Local network;
- Co-ordinating and encouraging promoter visits to other performances
- Co-ordinate and encourage promoter involvement in the It's a Gas (Go and See) scheme;
- Liaison with other networks via the NRTF (National Rural Touring Forum)
- Develop the capacity of participating communities to be effective, inclusive and forward looking.
- Increase opportunities for life long learning, individual creativity and personal development.

1.2.4. Marketing Support:

- Support each promoter's local marketing and publicity for their event(s) by providing tickets, a box office system, overprinting, marketing sheets (Show Sheets), copy for local publications, press releases, regular telephone contact;
- Maintain an up-to-date website with details of performances;
- Managing an audience e-Mailing List;
- Publish two What's On Listings Diaries;
- Maintain a press and media contact list.

1.2.5. Value for Money:

- Maximise scheme earned income so that the annual net subsidy does not exceed 75% of total scheme costs;
- Maximise inward investment into the partner local authority areas through raising the matching grant funding from regional and national sources for the programme of activities described in this agreement;
- Take forward discussions with potential funders (including those that are Stratford based), with the aim of securing a source of income for Stratford in order to continue offer of comparatively high levels of provision within Stratford district. Progress on this and how to proceed in plans for show distribution in relation to funding will be considered as part of the annual review.
- Pay artists an appropriate rate for their services.

2. Benefits of Service

2.1. The Rural Touring Service provides:

- Opportunities for taking part in the arts as audiences, especially in areas otherwise isolated from activity;
- Opportunities for volunteering;
- Personal, group and community capacity/skills development;

- Opportunities for taking part in participatory workshops;
- Support to community cohesion, bringing people from across the community together;
- Contributes to a greener environment by cutting down travel to leisure activities distances;
- Support to local economy and for bringing visitors to the area.

3. Monitoring the Service

- 3.1. Live & Local will provide two network Health Checks in September and January and a Narrative Report within 2 months of the financial year end. These documents will form the basis for progress discussions (see Appendix 2), and will include at least the following quantitative monitoring information, provided on a District by District basis:
- No of Shows
 - Total Attendances
 - Average Attendance
 - % Capacity of Seats Filled
 - No of Individual Volunteers
 - No of Volunteer Hours
 - No of priority shows booked (ACE KPI)
 -
 - Positive feedback comments about performances (ACE KPI)
 - Children and Young People estimated attendance count.
- 3.2. The narrative elements of these reports will also describe particular development challenges of areas as a whole, and individual venues.
- 3.3. Soft Impacts (Community/Group/Individual capacity building):
- 3.3.1. Quotes and comments emphasising soft impacts;
 - 3.3.2. Bi-annual promoter survey (samples across whole scheme);
 - 3.3.3. In 2012/13 Live & Local will carry out a case study in Warwickshire showing the impact of taking part in rural touring on a community and/or a group and/or an individual.

Live & Local will report back to Warwickshire County Council and the Districts and Boroughs on any underspend from their Key Client grant funding in each financial year. WCC and the Districts and Boroughs will discuss this with Live & Local, following which they will provide written agreement at the beginning of each financial year on: whether these funds may be rolled over, and what the rollover will be used for, responding to the varying needs and circumstances within the county.

Appendix Two

4. Communication, Evaluation and Monitoring

4.1. Link Officer Responsibilities

4.1.1. The dedicated link officer for Live & Local on behalf of the partners to the agreement will be Clare Mitchell (Arts Officer, Warwickshire County Council). They will be responsible for:

- Meeting with Live & Local at least twice in each year of the grant funding award to discuss progress of programmes, any concerns Live & Local has and any development issues arising. The meetings will focus on the Narrative Report and Health Check documents;
- Viewing at least one performance or activity session a year;
- Maintaining contact via email and telephone with the organisation;
- Reviewing board meeting minutes as provided by Live & Local to stay in touch with the organisation;
- Providing short reports to the partners and supporters of the agreement following the two meetings each year;
- Leading on updating the agreement for 2013/2014 and 2014/2015;
- Leading for the partners in managing any disputes under the conditions of grant;
- Collecting standard feedback response from 2-3 of Live & Local's promoters (as notified by Live & Local, see below), and discussing these with Live & Local at the twice yearly meetings;
- Liaising with the Warwick District Officer to ensure smooth processes;
- Liaising with Wider Partners to ensure responsibilities are fulfilled;
- Translate the information from the Narrative Report into a format which can be displayed with other Key Client information to Councillors and Senior Managers.

4.2. Warwick District Officer Responsibilities

4.2.1. Due to the significant levels of funding committed, Warwick District Arts Development Officer will wish to maintain close contact with Live & Local and will be responsible for:

- Meeting with Live & Local at least twice in each year of the grant funding, alongside the Link Officer where possible;
- Reviewing board meeting minutes as provided by Live & Local to stay in touch with the organisation;
- Updating the agreement for 2013/14 and 2014/15 with Warwickshire County Council;
- Viewing at least one performance or activity session a year;
- Maintaining contact via email and telephone with the organisation;
- Collecting feedback from Live & Local's partners and commissioners of work, and discussing these with Live & Local at the twice yearly meetings.

4.3. Wider Partner Responsibilities

4.3.1. From the pool of arts officers at the councils involved appropriate individuals will be identified to:

- See at least two performances or activity sessions per year by Live & Local;
- Report back to the rest of the partnership on those visits;
- Provide comments/references as required to grant bids (for example for Arts Council England);
- When appropriate, advocate with local councillors and appropriate colleagues for the work of Live & Local in relation to their service delivery in Warwickshire, and support the organisation in ensuring councillors and other partners are aware of their work – both arts and non arts outcomes.

4.4. Live & Local Responsibilities

4.4.1. Live & Local will nominate a dedicated link officer for the grant aid agreement – John Laidlaw, Director who will be responsible for:

- Meeting with the Link Officer and Warwick District Officer at least twice in each year of the grant funding award to discuss progress of programmes, any concerns Live & Local has and any development issues arising;
- Work with the Link Officer to upgrade the agreement for 2013/14 & 2014/15;
- Providing board minutes to the Link Officer and District officers contributing funding ;
- Notifying the Link Officer of any changes to the planned programme at Appendix One and discussing with them any deletions from the programme as per Appendix One;
- Identifying 2-3 project partners (preferably at least one where the project has had difficulties) for the County Council and Warwick District Council to approach for feedback to be discussed in meetings;
- Ensuring that all publicity for events within Warwickshire run by Live & Local in pursuit of their objects carries the logo of the funding partners to the agreement (but not necessarily the non funding partners, unless the organisation would find it helpful to do so and agreement has been given by the non funding partner);
- Ensuring that all press releases pertaining to work within Warwickshire mention the organisation's status as a Key Client (this may be in the notes to Editors), and lists the funding partners;
- Providing the Link Officer and District officers contributing funding with copies of sample press and media coverage of the organisation's activity (both within and outside Warwickshire);
- Supplying the monitoring against targets set out at Appendix One within 2 months of the end of the grant year, together with commentary on progress for discussion at the appropriate meeting.

Agenda Item No 10

Community and Environment Board

17 March 2014

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

**Proposed Closure of
Atherstone Indoor Skate Park**

1 Summary

- 1.1 Atherstone Indoor Skate Park was opened as a pilot project in March 2012. Unfortunately, efforts to secure a sustainable future for the facility have not materialised and the facility is no longer financially viable. It is, therefore, proposed that the facility be closed with effect from 31 March 2014.

Recommendation to the Board

That the Atherstone Indoor Skate Park be closed with effect from 31 March 2014.

2 Consultation

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

3 Background

- 3.1 In 2008, demand from local young people led to the Council applying to the Safer and Stronger Communities Fund for funding to purchase mobile skate ramps, which were subsequently used at various sites around the Borough, particularly during school holiday periods. Although the ramps were well used in community-based settings, they did spend a significant amount of time in storage. Consultation with young people subsequently led to a proposal to locate the ramps inside a vacant industrial unit in Atherstone, where demand for their use had been the greatest.
- 3.2 At this time, the only fixed provision for skate in North Warwickshire was the outdoor facility located in Coleshill. The nearest indoor facilities were based in Coventry and Leicestershire. In March 2012, therefore, the Borough Council opened the Atherstone Indoor Skate Park as a pilot project using the mobile ramps. The industrial unit was provided rent free.

- 3.3 During 2012/13, the Skate Park had an average attendance of seven people per session, over four sessions per week (originally Wednesday and Thursday evenings). Attendees were predominantly between the ages of eight and 13 years. Two part-time members of staff were (and remain) employed to work at the Skate Park, although support was also provided by members of the Partnership and Development Section as and when required.
- 3.4 As identified, the Skate Park was opened on a trial basis. Whilst the initial level of attendance was promising (an average of 10 young people per session), numbers began to decline. In response, various and extensive promotional efforts were made to increase the number of participants, including campaigns within local schools. Racemeadow and Outwoods Primary School students were provided with publicity leaflets containing free session vouchers. The ramps themselves were taken to Racemeadow School as part of its “enrichment week” and Queen Elizabeth School and Sports College students were given free access to the Skate Park during National School Sport Week (in both 2012 and 2013). Articles were also placed in school newsletters, promoting, in particular, the summer opening hours.
- 3.5 Articles about the Skate Park appeared in local newspapers, in which paid-for advertising was also placed (including within Grapevine, the local Atherstone newsletter). Given the fact that young people are the primary audience for the facility, social media was widely used to communicate key messages about the Skate Park, including through text messaging and Facebook, within which the relevant page had 172 “followers”.
- 3.6 Additional consultation took place with the young people who attend the Skate Park and this resulted in session times being reviewed and changed. Consequently, the facility is now open for two sessions on both a Thursday and Friday evening and for three sessions on a Sunday, from 12:00 noon until 18:00. Regrettably, attendance numbers have remained low. Further consultation with young people revealed a demand for additional investment in the provision and nature of the ramps, for skaters quickly outgrew the size and layout of the facility, which was constrained by the size of the industrial unit itself.
- 3.7 Despite concerted efforts to arrest the decline in participation, average attendance levels dropped to five young people per session towards the end of 2013. This level of interest is evidently not sufficient to justify capital expenditure on the purchase of new equipment for the Skate Park.
- 3.8 The opportunity was taken, therefore, to look at alternative ways of managing the Skate Park, which may have helped to reduce the associated operational costs and thereby improve its long-term viability. Preliminary discussions were held with potentially interested parties, including local community members and the owner of a shop that sells skate equipment. Regrettably, however, there was no genuine alternative interest in running the Skate Park.

- 3.9 Both prior to and immediately following the Christmas 2013 / New Year 2014 holiday further promotional efforts were undertaken to improve the level of attendance. Publicity material was again distributed through local schools and social media outlets, but average attendances have only risen to six participants per session, which is not enough to cover the revenue costs of running the facility. The case for seeking external funding is not considered robust enough given the costs associated with the necessary improvements and the potential attendance levels that may ultimately be achieved.

4 Conclusion

- 4.1 Even with increased promotional activity it has not been possible to attract the number of users required for the Skate Park to become financially viable in the mid to long-term. Similarly, levels of attendance do not justify the significant level of capital investment that would be required to improve either the industrial unit itself or the provision of new ramps. With the absence of any external funding opportunities through which to support this pilot project, it has regrettably been concluded that it is no longer possible to operate the Skate Park. It was for these reasons that the Board determined not to include provision for this service within the 2014/15 revenue budget, approved by Council in February 2014.
- 4.2 It should be noted, however, that since the facility opened in March 2012, new outdoor skate facilities have been developed by the Authority, at Long Street Recreation Ground in Dordon and Abbey Green Park in Polesworth. Young people on the Atherstone Indoor Skate Park database will be offered the opportunity of being transported to these facilities to try the new skate equipment. Additionally, the mobile equipment will be retained and provided at local sites during school holiday periods, subject to demand. Further, the Partnership and Development Section will continue to provide focused services for, and in conjunction with, children and young people in order to address evident needs in the local community.

5 Report Implications

5.1 Finance and Value for Money Implications

- 5.1.1 To date, development of the Indoor Skate Park has been funded through external financial support. That grant support has now come to an end. The on-going cost of running the facility has been approximately £940 per month. With current income levels averaging £220 per month, it is evident that the service is no longer financially viable without a fundamental change in operational approach. It has not been possible to secure the change necessary to sustain the service, as a consequence of which no provision has been made for operating the Skate Park in the 2014/15 revenue budget.
- 5.1.2 The cost of closure of the Skate Park relates only to the associated staffing implications. Board approval for the closure of the Skate Park would necessitate making two part-time Leaders redundant unless suitable re-deployment opportunities arise. The total redundancy cost is £390.00, which

would be funded from an underspend within the Partnership and Development Section's salary budget, consequent upon vacancies being held in the staff establishment.

- 5.1.3 It should be noted, however, that closure of the Skate Park will provide an opportunity for the Authority to re-let the industrial unit in which the facility operates and to realise an income therefrom.

5.2 Safer Communities Implications

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

5.3 Legal and Human Rights Implications

- 5.3.1 None, other than the need to ensure that the human resource implications are handled in a timely and appropriate manner, and in accordance with the Council's relevant policies.

5.4 Environment and Sustainability Implications

- 5.4.1 Subject to the closure of the Skate Park, in future young people will need to travel outside the Borough to access indoor skate provision. It should be noted, however, that, where they have the opportunity to do so, young skaters do tend to travel to access different facilities in order to practice their skills on alternative layouts. Outdoor skate provision is available at local facilities in Polesworth, Dordon and Coleshill.

5.5 Health, Well-being and Leisure Implications

- 5.5.1 Leisure facilities have a positive impact on the health and well-being of individuals and communities through the provision of opportunities for formal and informal recreation and by contributing to an enhanced quality of life in the Borough.

5.6 Human Resources Implications

- 5.6.1 As identified in the main body of the report, closure of the Skate Park would result in the need to make two part-time (two hours a week) Community Development Leaders redundant. Informal consultation has been undertaken with the staff concerned. Subject to the Board's determination, formal consultation will begin on 18 March 2014. The staff have been invited to register for any re-deployment opportunities that may arise within the Authority during the notice period. The Unions have also been informed of the possible closure of the Skate Park and the potential staffing implications arising therefrom.

- 5.6.2 Special Sub-Group has considered, and accepted, the potential redundancy implications arising from this report.

5.7 Risk Management Implications

5.7.1 The risks associated with the proposed closure of the Skate Park are managed through the Divisional Risk Management process.

5.8 Equalities Implications

5.8.1 An Equality and Impact Needs Assessment summary is attached to the report.

5.9 Links to Council's Priorities

5.9.1 As identified in the main body of the report, the proposals contained herein have the potential to negatively impact upon the corporate priorities to improve:

- Public service
- Crime and disorder
- Access to services
- Health and well-being

5.9.2 The report content and its inherent proposals also have implications for 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			

Equality Impact Assessment Summary Sheet

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

Name of Policy Procedure/Service	Atherstone Indoor Skate Park
Officer Responsible for assessment	Partnership and Development Manager

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

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

Equality Group	Positive impact	Negative impact	Reasons/Comments
Racial			N/A
Gender			N/A
Disabled people			N/A
Gay, Lesbian and Bisexual people			N/A
Older/Younger people		(Closure) Yes	The Skate Park is predominantly used by young people, although the facility is available to people of all ages
Religion and Beliefs			N/A
People having dependents caring responsibilities			N/A
People having an offending past			N/A
Transgender people			N/A

If you have answered **No** to any of the above please give your reasons below

The Skate Park is predominantly used by young people (closure, therefore, will have a greater impact on young people), although the facility is available to people of all ages

Please indicate if you believe that this document should proceed to further Impact assessment

Needs no further action

Agenda Item No 11

Community and Environment Board

17 March 2014

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

**Development of New
Indoor Leisure Facilities
in Coleshill**

1 Summary

- 1.1 This report updates the Board on progress in respect of the development of new indoor leisure facilities in Coleshill. It principally focusses on the construction work and the costs associated with the project.

Recommendation to the Board

That the Board notes and comments upon the progress being made in respect of the development of new indoor leisure facilities at The Coleshill School.

2 Consultation

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

3 Background

- 3.1 Further to its meeting held on 20 January 2014, the Board is aware that the construction of replacement indoor leisure facilities commenced on site at The Coleshill School on 7 November 2013, three days later than initially scheduled. Members are further aware that the capital funding available for the project is £4,301,366, made up as follows:

Borough Council	£2,815,000
Education Funding Agency	£1,461,366
England Squash and Racketball	£25,000
Total	£4,301,366

- 3.2 Account needs to be taken of the need to fund £152,000 of fees attributable to the project, thereby leaving a sum of £4,149,366 available to support project delivery (including all contingencies and provision for fitness equipment and furniture and fittings, etc.).
- 3.3 At its meeting held on 16 December 2013, the Special Sub-Group resolved to contract with Wates Construction Ltd. through Option C (Target Cost) of the EMPA Intermediate Projects Framework Agreement in the sum of £4.164 million (£15,000 over budget).
- 3.4 Within this Option, the Borough Council will pay the Actual Cost of works properly executed. In so doing, it could benefit (“gain”) if the final Actual Cost is less than the agreed Target Cost. The client and contractor would share equally the first 5% of any gain. The Borough Council’s share would increase to 85% of the next 5% of any underspend and to 100% of any saving greater than 10%. Conversely, however, if the Actual Cost exceeded the Target Cost by 5% or less then the Borough Council would be responsible for 100% of the cost difference (or “pain”). The contractor would be responsible for 100% of any costs above this 5% threshold. Option C is an entirely “open book” process within which the contractor submits Actual Cost invoices in monthly valuations. It includes provision for liquidated damages and a performance guarantee bond.

4 Update on Progress – Construction Work

- 4.1 The delayed commencement of on-site construction work was further exacerbated by the identification and subsequent recovery of additional asbestos within and below The School’s PE Block. This essential work resulted in a further loss of three days against the agreed construction programme. In order to reduce the impact of the delay, the contractor returned to work two days early after the Christmas break. Demolition work, vibro piling and foundation work are all complete and, despite the very wet weather, other aspects of the construction are ahead of programme. As a consequence, the development timetable is back on schedule. The overall completion date remains as the end of October 2014.
- 4.2 Wates Construction has almost completed foul and storm water drainage works and the installation of on-site steelwork, concrete floor slabs and the Leisure Centre roof are progressing well. Retaining wall brickwork is complete and work has commenced on the site car park.
- 4.3 As previously reported to the Board, the Borough Council retains responsibility for the additional costs of all client risks identified within the Risk Register and also for any client changes to the agreed project design.
- 4.4 Risk Register and client changes are inevitable on a project of the scale proposed in respect of the development of a new Coleshill Leisure Centre. It is not possible to be precise about which of these potential risks will manifest themselves. A number of the client risks on the Risk Register, however, are potentially expensive if they occur.

- 4.5 Members are aware that the significant risk associated with a Severn Trent Water requirement to resolve a potential foul water drainage problem has been removed at no cost to the project. It is highly likely that foul water will continue to “back up” on the St. Edwards School site. Wates Construction, therefore, has agreed to look at a potential solution to the problem, for which a cost estimate will be provided later in the programme. Officers from the Borough Council and The Coleshill School will share this information with representatives from St. Edwards School and the County Council, but project partners are clear that there is no funding to resolve this pre-existing, off-site issue. With ground works almost complete, the potential risk of discovering abnormal ground conditions is becoming less likely. As identified, however, the risk associated with the need to remove additional asbestos from the site did materialise at an additional cost of just over £44,500. Regrettably, two further risks have materialised. The contractor has been advised that the electricity sub-station does not have sufficient capacity to accommodate the needs of the Leisure Centre. The required upgrade to the sub-station has been estimated to cost in the region of £22,500. This risk is owned by the client and, therefore, will impact on the final Actual Cost for the project. Further, a detailed review of the doors, windows, curtain walling, louvers and flashings has identified that the Target Cost allowance of £85,000 will not be sufficient for this element of the project design. Wates Construction has sought further quotations for this work, which suggest a cost increase of approximately £45,000. The contractor holds a sum of money for “design contingencies”, from which the shortfall will be met. This risk, therefore, will not affect the overall Target Cost for the project. It had, however, been hoped that the contractor’s contingency provision represented a potential area of underspend from which the Borough Council could benefit. Clearly, this is now looking less likely.
- 4.6 Over the life of the project, further risks will manifest themselves, whilst others will be removed at no cost to either the client or the contractor, dependent upon the “owner” of the risk. Indeed, potential risks are being identified and managed on a frequent (weekly) basis, as a consequence of which a verbal report will be presented to the Board on this aspect of the development process.
- 4.7 Any further client design changes will also incur additional cost. Whilst every effort is being made to avoid this need, three such requirements have already been identified; the need for fibre links to support on-site IT provision, the need for larger than originally proposed viewing gallery windows into the sports hall and the need for mirrors within the fitness suite.
- 4.8 The Authority has made clear its requirement for the Leisure Centre’s internal colour scheme to be “dementia friendly”.

5 Update on Progress – Financial Position

- ... 5.1 Attached at Appendix A is a Funding Position Statement produced by the Project Manager on 5 February 2014, after Wates Construction’s submission

of its fourth project invoice. The statement takes account of the contractor's "Forecast Final Target Cost" and its "Forecast Final Actual Cost", as stated in their Payment Application 4 (to the end of January 2014). It should be noted that the identified "in-hand" funding position of £4,794 will be affected by future "Compensation Events", caused by the need to address risks and client variations. It will not be possible to establish a clear picture of Actual Cost versus Target Cost until later on in the contract, when the financial implications associated with the major works packages are known.

- 5.2 Wates Construction is required to provide its Target Cost and Actual Cost forecasts on a monthly basis. The Project Manager, who is very carefully scrutinising all costs on behalf of the Borough Council, will produce a monthly Funding Position Statement a week thereafter. For the remainder of the contract, these forecasts and statements will be subject to monthly meetings between the Authority, the Project Manager and Wates Construction. The first of these meetings was held on 26 February 2014.
- 5.3 At the time of writing this report, just under £600,000 had been paid to the contractor. Invoices totalling just over £244,000 have been issued to The Coleshill School in order to draw down the appropriate proportion of Education Funding Agency grant for the project.

6 Update on Progress – Other Matters

- 6.1 Subsequent to the successful negotiation of both the required Underlease and the Licence to Underlet and Carry Out Alterations, the focus of legal work is now being directed towards finalising the Joint Use Agreement between the Borough Council and The School, through which the facility will be managed and used.
- 6.2 Wates Construction's programme for engaging local schools and the community within the construction process is on-going. Recent activity has included a series of construction project assemblies and a programme of mock interviews held with The Coleshill School students.
- 6.3 In addition to the construction launch ceremony held on 16 January, a site visit was held for Ward Members on 19 February 2014. During the visit, the contractor provided Members with an insight into the development of the project. As well as witnessing progress "on the ground", they were also informed about the use of local contractors, the sourcing of local materials and potential issues for local residents relating to the volume of forthcoming construction traffic. As the scheme evolves, further site visits will be held with Members, projects partners and other interested parties, including staff and local residents.

7 Report Implications

7.1 Finance and Value for Money Implications

7.1.1 In addition to those previously reported to the Board, the headline financial implications associated with the construction of the new Coleshill Leisure Centre are detailed in section 5 above.

7.2 Safer Communities Implications

7.2.1 The provision of good quality leisure facilities and services has profound and positive implications for the development of safer communities and a reduction in the likelihood of criminal and / or anti-social behaviour.

7.3 Legal and Human Rights Implications

7.3.1 The future replacement of Coleshill Leisure Centre will have direct and positive implications for the Authority's ability to meet the requirements of Equalities and other legislation and on its determination to equitably enhance access to good quality services for the local community.

7.4 Environment and Sustainability Implications

7.4.1 The proposed investment of resources is required if the Council is to maintain and enhance the quality, consistency and sustainability of its indoor leisure provision in Coleshill. The services provided through the new leisure facility will make a positive and lasting impact on individual and collective quality of life within North Warwickshire.

7.5 Health, Well-being and Leisure Implications

7.5.1 Leisure facilities have a positive impact on the health and well-being of individuals and communities through the provision of opportunities for formal and informal recreation and by contributing to an enhanced quality of life in the Borough. The project is also compliant with, and helps to deliver against, the priorities identified in the Warwickshire Health and Well-being Strategy and the supporting Joint Strategic Needs Assessment.

7.6 Human Resources Implications

7.6.1 There is no immediate human resource implication arising directly from this report.

7.7 Risk Management Implications

7.7.1 The condition and future replacement of Coleshill Leisure Centre have been the subject of a detailed risk assessment, a copy of which was presented to the Community and Environment Board in July 2012.

7.8 Equalities Implications

7.8.1 The scheme to replace Coleshill Leisure Centre has been designed to positively impact on the corporate priority to protect and provide easier access to Council services. An Equality and Impact Needs Assessment (EINA) has been carried out and was presented to the Community and Environment Board at its meeting held in July 2012.

7.9 Links to Council's Priorities

7.9.1 The undertaking to replace Coleshill Leisure Centre has positive and direct links to the following corporate priorities:

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

7.9.2 The future replacement of Coleshill Leisure Centre with a new development at The Coleshill School has positive implications for the Sustainable Community Strategy priorities to:

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

The Contact Officer for this report is Simon Powell (719352).

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	Wates Construction	Client Meeting Report 2	January 2014
2	Coventry City Council	Clerk of Works Report 2	January 2014
3	Coventry City Council	Client Meeting Notes (16 January 2014)	January 2014

**NORTH WARWICKSHIRE BOROUGH COUNCIL
NEW LEISURE CENTRE AT THE COLESHILL SCHOOL**

05 February 2014

OVERALL FUNDING POSITION

<u>Available Funding</u>	£	£	£
NWBC Capital Receipts	1,850,000.00		
NWBC Approved Prudential Borrowing	965,000.00		
Sport England	nil		
England Squash & Racketball	25,000.00		
EFA	<u>1,461,366.00</u>		4,301,366.00

LESS

NWBC- other costs	£		
Planning Fees (unchanged)	11,550.00		
Planning discharge fees / amendments	2,000.00 est		
Building Regulation Fees (unchanged)	1,810.00		
CDM-C Fee (as Osbornes quote)	5,250.00		
Clerk of Works Fee @ 1% of £3.5m	35,000.00		
PM Fees @ 2% of £3.5m	<u>70,000.00</u>	125,610.00	
The Coleshill School - other costs	£		
Legal fees	23,000.00		
Auditor fee	<u>funded separately</u>	23,000.00	
Reserve for client FF&E			
Fitness Equipment	160,000.00		
Loose FF&E	<u>40,000.00</u>	<u>200,000.00</u>	348,610.00

FUNDING BALANCE

3,952,756.00

Cost of Sports Centre

Wates Target Cost Option C	3,904,157.27	
Design Fees & Surveys	included	
Compensation Events (risks/variations)	<u>44,552.80</u>	

Wates Final Total Target Cost Forecast (TC) 3,948,710.07

Wates Final Total Actual Cost Forecast (AC) 3,947,213.36

Difference to Share (TC) - (AC) 1,496.71

Contractors Share @ 50% (95% to 100% of TC) 748.35

FINAL COST FORECAST (AC) + (Cntrs Share) 3,947,961.72

3,947,961.72

CURRENT FUNDING POSITION - inhand

4,794.29

Other potential costs

EWN-04 Larger manhole requested by Building Control Officer	5,000.00	
EWN-05 Building Control Officer plan comments (awaited)	TBA	
EWN-06 increased foundations requested by Building Control Officer	1,000.00	
EWN-07 fibre optic connection (additional duct-ways)	TBA	
EWN-08 Kalwall colour issue	<u>TBA</u>	<u>6,000.00</u>

CURRENT FORECAST FUNDING POSITION - overspend

-1,205.71

Exclusions

- 1) VAT
- 2) ICT and voice/data connection
- 3) Client Changes under consideration (not yet instructed)
- 4) Other as listed within Wates TC Submission and Risk Register

Agenda Item No 12

**Community and Environment
Board**

17 March 2014

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

**North Warwickshire Green Space
Strategy Progress Report**

1 Summary

- 1.1 This report informs Members of progress in respect of delivery against the priorities set out in the North Warwickshire Green Space Strategy and presents the supporting Action Plan for Year 7 of the Strategy for approval.

Recommendation to the Board

- a That progress in respect of the implementation of the provisions of Year 6 of the North Warwickshire Green Space Strategy Action Plan be noted and that the Action Plan for Year 7 be approved;**
- b That the proposal to lease the bowling green at Abbey Green Park to Polesworth Bowls Association be approved;**
- c That the proposal to support Atherstone Town Council in the development of play facilities at the recreation ground in Westwood Road be approved and that the Assistant Director (Leisure and Community Development) be authorised to continue negotiations with the Town Council in this respect;**
- d That, subject and subsequent to the installation of improved play facilities at Westwood Road, the proposal to remove play equipment from Minions Close Open Space be approved;**
- e That the Assistant Director (Leisure and Community Development) be authorised to continue discussions with Coleshill Town Council in respect of potential improvements at the Memorial Park; and**
- f That action taken under the Chief Executive's Urgent Business Powers to advance the project at Baddesley Ensor Church and Community Hall grounds be endorsed.**

2 **Consultation**

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

3 **Introduction**

- 3.1 The North Warwickshire Green Space Strategy (2008 to 2018) was formally adopted by the Executive Board at its meeting held on 8 December 2008. At that meeting, the Board also considered the supporting Action and Funding Plan, which it approved in principle, pending the need to consider each phase of the Plan within the context provided by the Council's overall capital and revenue requirements.

- 3.2 The Action Plan, which is rolled forward annually, directs the work of the Landscape Management Section within the Leisure and Community Development Division but depends, for its successful delivery, on extensive partnership working both within and outwith the Authority. Progress in respect of the implementation of the Action Plan was last reported to the Board at its meeting held in October 2013. A summary of overall performance to date is attached at Appendix A and copies of the Action Plan itself have been placed in Members' Group Rooms.

- 3.3 The Green Space Strategy sets out a number of policy and service priorities, a set of area-based priorities and policies in respect of resources and monitoring and development. Progress in those areas of activity that has been made since the last report to the Board is set out in sections 4 to 6 below.

4 **Service Priorities**

4.1 **Maintenance and Cleanliness**

- 4.1.1 One of the key priorities of the Strategy is to explore opportunities for alternative maintenance arrangements for certain sites, such as through partnership working with other providers. This is currently being advanced in two areas in particular – the maintenance of Local Nature Reserves and the management of a number of sports facilities. More details in this regard are set out in section 4 below.

4.2 **Safety and Security**

- 4.2.1 A key priority in this section is investment in basic service improvements by improving site infrastructure. A programme of green space improvements is prepared annually within the context of available revenue, capital and external

funding resources. In 2013/14 those resources have primarily been directed towards the implementation of Green Space Management Plans, which are realising significant improvements to a number of sites, as set out in section 5 below.

- ... 4.2.2 Progress in 2013/14 and the programme for 2014/15 are set out in Appendix B. Members should be aware that the programme is subject to change should there be unexpected calls upon the revenue budget during the year, such as the need to carry out repairs following incidents of vandalism.

4.3 Tree Management

4.3.1 Progress in respect of the Tree Management Programme was last reported to the Board in March 2013. Members will recall that at that time the part-time post of Landscape Officer (Trees) was vacant and that whilst the proactive tree inspection programme had been suspended, reactive work was continuing with the help of Warwickshire County Council's Arboricultural Officer. This has continued to be the case in 2013/14 and will continue to be so until the outcome of a structural review within the Division is known.

4.3.2 To date during 2013/14 more than 100 reactive inspections have been undertaken (a 25% increase on the previous year) resulting in works to 82 trees (a 30% increase). Of these, 21 trees were felled as they were dead, dying or dangerous or to abate a nuisance to adjoining properties (compared to six in the previous year) and four fell in high winds. The increase in reactive work continues the trend of 2012/13 and reflects both the difficult weather conditions during the year and the lack of a proactive and systematic inspection programme.

4.3.3 Extensive proactive works were, however, undertaken at Abbey Green Park in Polesworth and Dafferns Wood in New Arley during the implementation of site management plans and as part of the development of local nature reserves (see sections 4.4 and 5 below).

4.3.4 A survey of trees within the Atherstone CCTV area has now been undertaken and a report detailing a proposed approach to their future management will be taken to the Planning Board for comment in April 2014. A report will also be taken to that Board concerning trees within the Coleshill Conservation Area. Should the Planning Board have any concerns regarding these proposals these will be brought to this Board for consideration at its meeting to be held in May 2014.

4.4 Biodiversity and Climate Change – Local Nature Reserves

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

- 4.4.2 The Wild:LIFE Project, which received £230,000 of funding in October 2010 from Natural England, financed through the Big Lottery Fund, came to a close at the end of October 2013. The project met its aims to create the first four Local Nature Reserves in the Borough (at Dafferns Wood in New Arley, Kingsbury Meadow, Cole End Park in Coleshill and Abbey Green Park in Polesworth) and has been very well received by partners and by local communities. The sites at Dafferns Wood and Kingsbury Meadow were formally designated in April 2013 and it is expected that the two remaining sites will receive formal designation within the next few months.
- 4.4.3 Access and habitat improvement works have been successfully implemented at each of the sites and management plans are in place to ensure their appropriate ongoing maintenance. A partnership agreement with Warwickshire Wildlife Trust for the joint management of the Reserves, funded through revenue budgets, is currently in place until the end of March 2014. Through this agreement the Trust is carrying out specialist conservation management on each site and supporting the Friends of Dafferns Wood group, which is now actively involved in managing that site. The Trust is also providing a programme of events to encourage the establishment of Friends Groups for the other areas. Officers are in discussion with the Trust to explore options for the long-term management of the Reserves, the outcome of which will be reported to the Board at the earliest opportunity.
- 4.4.4 A full post-project evaluation report of the Wild:LIFE Project is being prepared and will be presented to Members at a future meeting of the Board.

4.5 Partnership Working

- 4.5.1 In recognising the important role that other providers have in delivering green space provision across the Borough, the Strategy commits the Authority to supporting partners where their green spaces have been identified as Area Priorities.
- 4.5.2 Work with Warwickshire Wildlife Trust has been highlighted in section 4.3 above and potential projects with Atherstone and Coleshill Town Councils are reported in section 4.6. Progress in respect of current projects with Baddesley Ensor and Shuttington Parish Councils is detailed in section 5 below. Officers are also due to meet with Polesworth Parish Council in early March to explore options for taking forward a project at Warton Recreation Ground in 2014/15.

4.6 Outdoor Sports

- 4.6.1 Work is continuing with Hurley Kings Football Club to agree terms for the long-term sub-lease of Hurley Daw Mill Recreation Ground, which will be brought to the Board for approval at its meeting in May 2014. In the meantime, officers have been assisting the Club in the submission of funding applications to enable proposals for the improvement of the site to be effected.

4.6.2 Good progress has been made in agreeing Heads of Terms with Polesworth Bowls Association for the lease of the bowling green in Abbey Green Park from 1 April 2014. As can be seen from the draft Heads of Terms (attached at Appendix C) a nominal rent of £50 is proposed with all ongoing maintenance, and the costs thereof, becoming the responsibility of the Association. A term of 15 years is proposed. Members' approval is sort to proceed to the execution of a lease.

4.6.3 Options are now being explored, both internally and with voluntary organisations, for the future renovation and management of the pavilion in Abbey Green Park, in respect of which a report will be presented to the Board in due course.

4.6.4 Early discussions have also taken place with Atherstone Rugby Club to explore management options for the pitches at Royal Meadow Drive Recreation Ground, with regard to which discussions will be further advanced in 2014/15.

4.7 Children and Young People

4.7.1 The 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 action plan (attached at Appendix D).

4.7.2 Further to the report presented to the Board in October 2013, Members will be aware that installation of play and skate equipment and a multi-use games had been completed at Long Street Recreation Ground in Dordon as part of the wider Management Plan for the site (see section 5 below). The installation of skate equipment at Abbey Green Park in Polesworth, which was to be implemented under the same contract and was also integral to a wider Management Plan, has now also been completed (see also section 5 below).

4.7.3 A proposal for the completion of the Play Area Development Programme was approved by the Board at its meeting held in May 2013, further to which redundant equipment has been removed from the open space in Warwick Drive in Atherstone and consultation is underway in respect of the refurbishment of the facility at Boot Hill in Grendon.

4.7.4 An opportunity has been identified to submit a bid for external funding to support the project at Grendon. If successful, this would allow more work to be undertaken than could be funded through the capital budget alone, such as the renewal of boundary fencing to the adjacent Recreation Ground. A project plan has been prepared and agreed with Ward Members that, taking

into account the funding organisation's application and decision-making cycle, should see the installation of new equipment by the end of 2014.

- 4.7.5 A similar opportunity has been identified in respect of Bretts Hall Recreation Ground in Ansley Common, which should facilitate the installation of junior play equipment as part of a wider Management Plan for the site, as identified in section 5 below.
- 4.7.6 Officers have given further consideration to the two remaining Borough Council play areas due for refurbishment at Minions Close in Atherstone and Brendan Close in Coleshill. Neither of these sites is well situated in terms of child safety as they are secluded and not well overlooked, thus having few opportunities for informal surveillance. Nor do they offer opportunities for significantly improved play value, as they are in relatively small, inappropriate spaces. Following discussions with Ward Members it is felt that a more sustainable approach would be to remove the equipment from these locations and to offer funding to Atherstone and Coleshill Town Councils for the enhancement of facilities at Westwood Road in Atherstone and Memorial Park in Coleshill respectively.
- 4.7.7 Members will be aware that the Authority has previously worked in partnership with Atherstone Town Council to improve the latter's play facilities at St Mary's Road and that the Town Council provided financial support for the provision of a play area at the Borough Council's recreation ground at Royal Meadow Drive. More recently, at an informal meeting with officers, members of the Town Council have confirmed that there is an identified need to improve the junior and toddler play facilities at its recreation ground in Westwood Road. This is borne out by both the findings of its most recent independent inspection report and by representations from the local community. This is a more popular site than that at Minions Close and, in conjunction with the facility at St Mary's Road, serves much the same catchment.
- 4.7.8 Funding from the Borough Council, in addition to a modest capital sum that the Town Council has already set aside, would enable the development of a substantially improved facility of greatly increased play value. It is, therefore, proposed that, subject to the formal agreement of the Town Council, this Authority should provide support through both capital funding and staff time to take this project forward. It is also proposed that once this project has been completed that the equipment at Minions Close should be removed and the site reinstated and maintained as informal open space.
- 4.7.9 An informal meeting has also been arranged with representatives of Coleshill Town Council in early March to explore options in respect of the Memorial Park, the outcome of which will be reported verbally at the meeting.

4.8 Customer Engagement

- 4.8.1 The Green Space Strategy acknowledges the value of open space to local communities and seeks to encourage people to use their local spaces and to take pride in their development.
- 4.8.2 The Wild:LIFE project actively engages local people in the development and management of 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. Ansley Common Residents' Association, as noted in section 5 below, is taking a particularly active role in this respect.
- 4.8.3 The Authority will participate in Public Health Warwickshire's "Big Day Out" on 6 April 2014, which is a series of events across the County intended to encourage people to enjoy, and benefit from, being outdoors. A "Family Fun Day" will be held at Long Street Recreation Ground in Dordon and a skate competition will take place in Abbey Green Park in Polesworth.
- 4.8.4 The Authority is continuing to support the North Warwickshire Allotment Federation, which is run by a group of volunteers from the allotment community. It seeks to bring together representatives from allotment associations and groups across North Warwickshire and holds regular events aimed at supporting and promoting allotments, including its annual award competition.

5 Area-Based Priorities

5.1 Arley and Whitacre Area

- 5.1.1 Representatives of the local community in Ansley Common have approached both officers and Ward Members with a request for the provision of junior play facilities at Bretts Hall Recreation Ground. Their desire to bring this about has led directly to the formation of the Ansley Common Residents' Association (ACRA).
- 5.1.2 There is an acknowledged need for junior play provision in Ansley Common that has not so far been met due to previous concerns about the safety of the Recreation Ground. Officers have discussed those concerns with the Residents' Association and the feeling from its members (almost all of whom are parents of young children) is that following completion of the majority of the short-term actions recommended in the Site Evaluation Report (as reported to the Board in October 2012) the site is now subject to much less anti-social behaviour. It is felt that the local community would be happy to use a properly equipped play area located in the Recreation ground and it is held that increased, appropriate use of the site would in itself ensure a level of casual supervision.

5.1.3 It is, therefore, proposed that plans should be prepared for the implementation of further improvements at the Recreation Ground, including the installation of junior play equipment, for which £30,000 has already been earmarked in the capital programme. This is unlikely to be sufficient funding for the purpose but, as noted in section 4 above, an opportunity to bid for external grant aid has been identified. The Residents' Association, with guidance from Officers, is currently undertaking consultation with local children about their play preferences. The results of the consultation will inform the brief to enable detailed proposals to be drawn up and the necessary tenders secured to enable a funding bid to be submitted. It is hoped that, subject to a successful outcome to the bid for financial support, improvements at the Recreation Ground will be achieved by Easter 2015.

5.2 Polesworth and Dordon Area

5.2.1 As previously reported, implementation of the landscape works at Long Street Recreation Ground in Dordon were substantially complete by October 2013 and the contractors had made good progress with both the channel clearance and the wider landscape works at Abbey Green Park in Polesworth. Tree and shrub planting planned for November 2013 have now been completed at both sites. The wet weather has inevitably delayed the completion of the works at Abbey Green Park but, once a number of snagging issues have been addressed, practical completion is due to be agreed on the contract. A twelve months defects period will follow for both sites, during which it is hoped that conditions will improve sufficiently to enable the final ground reparations to be undertaken.

5.2.2 The completion of the projects at Long Street Recreation Ground and Abbey Green Park will be celebrated at events to be held during the Big Day Out, as noted in section 4 above.

5.2.3 Improvements proposed for Kitwood Avenue Recreation Ground in Dordon are due to be taken forward in 2014/15.

5.3 Newton Regis and Warton Area

5.3.1 Detailed proposals for Alvecote Recreation Area, including much-needed new play provision, have now been prepared and the Parish Council is being assisted to source external funding in order to advance the project.

5.4 Baddesley and Grendon Area

5.4.1 Members will be aware that Officers are working with Baddesley Ensor Parish Council to implement improvements at the Recreation Ground in Speedwell Lane. Floodlights have now been installed to the artificial grass pitch and landscape works are due to commence at the end of March. Work is also due to take place, under the same contract, to improve the grounds at Baddesley Ensor Church and Community Hall.

- 5.4.2 Both of these projects were to be fully funded from the Birch Coppice Section 106 contributions, as approved by the Board at its meeting held in October 2012. Unfortunately the tenders received were significantly higher than the budget available to support the works. Whilst it has been possible to make some amendments to the proposals at the Recreation Ground to bring this scheme within budget, the same has not been possible in respect of the Church and Community Hall grounds. £2,880 earmarked from the Section 106 fund for further minor works at Piccadilly (which, instead, can be met from revenue budgets) has been added to the budget and the Chief Executive, under his Urgent Business Powers and in consultation with the Leader of the Council, has authorised the allocation of £15,000 of “one-off initiatives” funding to be allocated to the project to enable the contract to be let and the work to proceed.
- 5.4.3 It is anticipated that, subject to weather conditions, both of the projects in Baddesley Ensor will be completed by early May 2014.

6 Resources, Monitoring and Development

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.
- 6.1.2 The establishment of the temporary post of Landscape Officer enabled more projects to move forward during 2013/14 than would otherwise have been the case, but the post is now vacant and will remain so until the outcome of a structural review within the Division is known. There will be an inevitable consequent impact upon capacity through which to deliver related landscape initiatives.
- 6.1.3 It has, due to capacity constraints, still not been possible to move forward with the adoption of a formal Supplementary Planning Document to enable the Authority to seek targeted financial contributions towards green space provision. The principle, however, has been followed successfully in a number of instances. £10,000 has been secured following development in New Arley, which has helped to fund improvement works at Dafferns Wood, and £5,000 has been received in respect of development in Hurley, which will contribute towards footpath improvements in the Recreation Ground. More substantial contributions are expected in due course from developments currently underway in Atherstone.

6.2 Monitoring

- 6.2.1 The Green Space Strategy Action Plan includes sections setting out a suite of performance indicators against which progress in delivering the priorities set out in the Strategy is measured. The list of indicators is necessarily long,

reflecting the complexity of issues being addressed through the Strategy. Both the Strategy and the supporting Action Plan are dynamic, evolving documents through which to advance the sustainable provision of green space into the future. As such, they are under constant review and revision and should never be considered as “finished”. Whilst some actions are discrete and can be completed, others will always be on-going undertakings. Performance, therefore, is measured by both the percentage of actions completed and of those in progress.

- 6.2.2 At the end of Year 6 of implementation of the Action Plan, 32% of the actions will have been completed and work will be in progress on a further 8%. Performance will fall short of the target of 48% for completed actions for the year, but will be ahead of the target of 5% for work in progress. Despite the shortfall, this continues to be a positive level of achievement, given the extent of resources and capacity available to the Borough Council.
- 6.2.3 The targets for performance in Year 7 are 52% completed actions and 3% actions in progress.

7 Report Implications

7.1 Finance and Value for Money Implications

- 7.1.1 Entering into a lease with Polesworth Bowls Association will realise a nominal rent of £50 per annum and some savings on maintenance costs.
- 7.1.2 Provision has been made in the capital programme for the completion of the Play Area Development Programme and for implementation of improvements at Bretts Hall Recreation Ground. External funding will be sought to support these projects. The proposed removal of play equipment from the sites at Minions Close and Brendan Close would realise some modest savings on maintenance costs.
- 7.1.3 One-off Initiatives funding of £15,000 has been allocated to the project to carry out improvements to Baddesley Ensor Church and Community Hall grounds, as identified in section 5.4.2 above.
- 7.1.4 There are otherwise no new financial implications arising directly out of this report in respect of delivery of the Green Space Strategy Action Plan, as this is being advanced within the context provided by approved capital and revenue budgets and through approved earmarked reserves and external grant aid.

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 communities.

7.5 Risk Management Implications

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

7.6 Equalities Implications

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

7.7 Links to Council's Priorities

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

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

7.7.2 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 2013
2	Assistant Director (Leisure and Community Development)	Report to Community and Environment Board (Implementation of Green Space Management Plans Progress Report)	May 2013
3	Assistant Director (Leisure and Community Development)	Report to Community and Environment Board (Play Area Development Programme)	May 2013
4	Assistant Director (Leisure and Community Development)	Report to Community and Environment Board (Implementation of Green Space Management Plans and the Green Space Improvements Programme)	July 2013
5	Assistant Director (Leisure and Community Development)	Report to Community and Environment Board (North Warwickshire Green Space Strategy Progress Report)	October 2013

PI Ref	Action	Key Priority	Target Date	Overall Target	Completion Target 2013/2014	Progress @ 31/03/2014	In Progress Target 2013/2014	Progress @ 31/03/2014
<u>Policy / Resources / Monitoring and Development Priorities</u>								
GSS PI 01	Four-year Action and Funding Plan adopted by Council	PP2/RP1	December 2008	1	1	1	-	-
GSS PI 02	Four-year Action and Funding Plan reviewed and rolled forward	MP1/MP4	Annual	9	6	6		
GSS PI 03	Divisional and Corporate Plans informed by the Green Space Strategy	MP4	Annual	9	6	6		
GSS PI 04	Performance targets set out and reported against	MP2	Annual	9	5	5		
GSS PI 05	Customer satisfaction survey carried out and reported	MP2	Annual	9	4	3		
GSS PI 06	Progress in delivery of the Green Space Strategy reported to Board	MP3	Annual	9	6	6		
GSS PI 07	Open Spaces Supplementary Planning Document adopted by Council	PP1/RP3	September 2011	1			1	
GSS PI 08	Protocol established to ensure compliance with OSSR Study and Green Space Strategy in the Planning process	PP1	September 2011	1			1	
GSS PI 09	Briefings held to ensure compliance with OSSR Study and Green Space Strategy in the Planning process	PP1	Annual from September 2011	7			1	
GSS PI 10	Protocol established to ensure compliance with OSSR Study and Green Space Strategy in any review of land holdings and any proposals for adoption or disposal	PP3	October 2011	1	1			
GSS PI 11	Briefings held to ensure compliance with OSSR Study and Green Space Strategy in any review of land holdings and any proposals for adoption or disposal	PP3	Annual from October 2011	7	1			
GSS PI 12	Landscape Officer post established	RP2	March 2018	1	1	1		
GSS PI 13	Interim review of PPG17 Study and Green Space Strategy completed	MP5	December 2013	1	1			
GSS PI 14	Full review of PPG17 Study and Green Space Strategy completed	MP5	December 2018	1				

PI Ref	Action	Key Priority	Target Date	Overall Target	Completion Target 2013/2014	Progress @ 31/03/2014	In Progress Target 2013/2014	Progress @ 31/03/2014
<u>Service Priorities</u>								
GSS PI 15	Initial benchmarking of parks and open spaces service	SP1/RP2	November 2008	1	1	1	-	-
GSS PI 16	Annual benchmarking of parks and open spaces service completed and reported to Board	SP1/RP2	Annual	9	4	3		
GSS PI 17	Grounds maintenance base data verified	SP1	July 2010	1	1	1	-	-
GSS PI 18	Revised grounds maintenance specification prepared and approved by Board	SP1	January 2011	1	1	1	-	-
GSS PI 19	Budget profiles for the grounds maintenance service revised	SP1	March 2012	1	1			1
GSS PI 20	Value for money review of parks and open spaces service completed and reported to Board	SP1	March 2012	1	1			
GSS PI 21	Service Level Agreements in place between Grounds Maintenance Service and internal clients	SP1	March 2012	4	4			1
GSS PI 22	Review and revision of Internal Grounds Maintenance Service arrangements completed	SP1	Annual from January 2013	5				
GSS PI 23	Revised Service Level Agreements with external clients in place	SP1 / RP2	March 2012	20	20			
GSS PI 24	Review and revision of Grounds Maintenance Service arrangements with external clients completed	SP1 / RP2	Annual from January 2013	5				
GSS PI 25	Annual Green Space Improvements Programme prepared and reviewed	SP4	Annual	10	6	6		
GSS PI 26	Green Space Improvements Programme implemented	SP4	Annual	10	6	6		
GSS PI 27	Tree Management Policy adopted by Council	SP5 / SP19	March 2012	1			1	
GSS PI 28	Officer capacity increased to one FTE to support implementation of the Tree Management Policy	SP5	March 2012	1	1			
GSS PI 29	Six sites designated as Local Nature Reserves	SP6	March 2018	6	4	2		2
GSS PI 30	Budget to support biodiversity established	SP6	Annual	9	3	3		
GSS PI 31	Local communities enabled to participate in the development of Local Nature Reserves	SP6	March 2018	6	2	2	2	2
GSS PI 32	Community Green Spaces Development Fund established and promoted	SP10 / SP8	Annual	9	1	1		
GSS PI 33	Consultation completed with schools and other providers to inform the preparation of a Playing Pitch Strategy	SP11	May 2010	1	1	1	-	-
GSS PI 34	Playing Pitch Strategy adopted by Council	SP12	October 2010	1	1	1	-	-
GSS PI 35	Play Area Business Plan adopted by Council	SP13	March 2012	1	1			1

PI Ref	Action	Key Priority	Target Date	Overall Target	Completion Target 2013/2014	Progress @ 31/03/2014	In Progress Target 2013/2014	Progress @ 31/03/2014
GSS PI 36	Play Area revenue budget reviewed to ensure appropriate allocation of resources in the context of the Play Area Business Plan	SP13	March 2012	1	1			1
GSS PI 37	Appropriate investment made into the Play Area Replacement Fund	SP13	Annual	10	6	6		
GSS PI 38	Community Play Area Development Fund established and promoted	SP14	Annual	9				
GSS PI 39	Friends groups established as a key action of the development of site management plans	SP16	March 2018	2	1		1	
GSS PI 40	Friends groups established as a key action of the development of Local Nature Reserves	SP16	March 2018	6	2	1	2	2
GSS PI 41	North Warwickshire Allotments Federation established	SP17	March 2009	1	1	1	-	-
GSS PI 42	North Warwickshire Allotments Federation supported to implement small-scale projects	SP17	Annual	10	6	6		
GSS PI 43	Allotment Associations established	SP18	March 2018	2	2	2	-	-
GSS PI 44	Allotment sites established and in use	SP18	March 2018	2	2	2	-	-
GSS PI 45	Allotments Policy Statement adopted by Council	SP18	March 2010	1	1	1	-	-
GSS PI 46	Parks and open spaces promoted in publicity and on the website	SP19	Annual	10	3			1
<u>Area Priorities</u>								
GSS PI 47	Areas where informal open space has been developed for alternative green space uses	AP5/AP35/AP39	March 2018	3		1		
GSS PI 48	Areas where open space has been released for development to secure funds to develop existing green spaces	AP11/AP26/AP40/AP55	March 2018	4	2	3		
GSS PI 49	Areas with long-term provision of specific open space needs secured	AP42/AP50	March 2018	2			1	1
GSS PI 50	Areas protected from the loss of publicly accessible open space	AP12	March 2018	1	1			
GSS PI 51	Areas with resources specifically targetted to improve the quality of green spaces	AP18/AP41	March 2018	2	2	2		
GSS PI 52	Areas with improved access to rights of way, green spaces and the countryside	AP16/AP17/AP24/AP32	March 2018	4	1	1		1

PI Ref	Action	Key Priority	Target Date	Overall Target	Completion Target 2013/2014	Progress @ 31/03/2014	In Progress Target 2013/2014	Progress @ 31/03/2014
GSS PI 53	Costed management plans prepared for Borough Council recreation sites	AP1/AP22/AP27/AP36/AP38	March 2018	5	6	2		4
GSS PI 54	Management plans being implemented at Borough Council recreation sites	AP1/AP22/AP27/AP36/AP38	March 2018	5	4	2	2	1
GSS PI 55	Parish councils and other providers supported to prepare management plans for recreation sites	AP2/AP6/AP13/AP14/AP15/AP23/AP28/AP37/AP46/AP49/AP51/AP53	March 2018	14	2	2		
GSS PI 56	Management plans being implemented at parish council and other providers' recreation sites	AP2/AP6/AP13/AP14/AP15/AP23/AP28/AP37/AP46/AP49/AP51/AP53	March 2018	14	1	1	1	1
GSS PI 57	A formal destination park developed	AP29	March 2018	1				
GSS PI 58	Existing Borough Council play facilities renewed	AP19/AP31/AP43	March 2018	8	5	5		3
GSS PI 59	Parish Councils supported to improve existing play facilities	AP7/AP13/AP14/AP20/AP25/AP44/AP47/AP52	March 2018	9	4	3		1
GSS PI 60	Areas with new sites identified and developed for play provision	AP3/AP8/AP10/AP45/AP48/	March 2018	5				
GSS PI 61	Areas with parish councils and other providers meeting demand for more community access to sports pitches	AP9	March 2018	1			1	
GSS PI 62	Areas with schools meeting demand for more community access to sports pitches	AP4/AP21/AP33	March 2018	3	1	1	1	
GSS PI 63	A sports hub developed	AP30	March 2018	1				
GSS PI 64	Provision of a Synthetic Turf Pitch supported	AP34	March 2018	1	1	1		
				306	146	99	15	23
				Progress	48%	32%	5%	8%

Appendix B: Green Space Improvements Programme

February 2014

Objective	Action	Timescale	Lead	Resources	Progress
Piccadilly Sports Ground					
Boundary improvements	Prepare outline proposals and cost estimates				Complete
	Consult with Ward Members and Community Association				Complete
	Secure funding				£17,120 S106 money earmarked + £2,880 revenue
	Prepare detailed design and specifications	Stage 3 - spring 2014	LM	Staff time	Stages 1 and 2 complete, stage 3 in hand
	Tender and award contracts	Stage 3 - spring 2014	LM	Staff time	Stages 1 and 2 complete
	Implement works on site	Stage 3 - spring / summer 2014	LM	£20,000	Stages 1 and 2 complete
Dordon Long Street Recreation Ground					
Improvements to the recreation ground including new play and teen	Prepare site evaluation, site proposals and cost estimates				Complete
	Carry out initial consultations				Complete
	Secure funding				Funding secured May 2013
	Prepare detailed design and specifications				Complete
	Tender and award contract				Complete
	Commence implementation of contract	Commenced June 2013	AAA	£293,825.00	Works complete
	Provisional target for practical completion	March 2014	LM		Awaiting practical completion at Polesworth (single contract)
	Provisional target for final completion following defects period	March 2015	LM		

Appendix B: Green Space Improvements Programme

February 2014

Objective	Action	Timescale	Lead	Resources	Progress
Polesworth Abbey Green Park					
Major refurbishment of park and development of local nature reserve	Prepare site evaluation, site proposals and cost estimates				Complete
	Carry out initial consultations				Complete
	Secure funding				Funding secured May 2013
	Prepare detailed design and specifications				Complete
	Tender and award contract for local nature reserve channel clearance				Tendered but unsatisfactory outcome - included in overall contract instead
	Implement channel clearance works				Complete
	Tender and award main contract				Complete
	Commence implementation of main contract	Commenced July 2013	AAA	£349,660.00	Works nearing completion
	Target for practical completion	March 2014	LM / AAA		Delayed by poor weather
	Provisional target for final completion following defects period	March 2015	LM / AAA		
New Arley Dafferns Wood					
Local Nature Reserve Project: Access Improvements Phase 1	Prepare detailed design and specifications				Complete
	Tender and award contract				Complete
	Commence implementation of contract				Complete
	Practical completion				Complete
	Target for final completion following defects period	June 2014	LM		

Appendix B: Green Space Improvements Programme

February 2014

Objective	Action	Timescale	Lead	Resources	Progress
Kingsbury Meadow					
Local Nature Reserve Project: Access improvements	Prepare detailed design and specifications				Complete
	Tender and award contract				Complete
	Commence implementation of contract				Complete
	Target for practical completion				Complete
	Target for final completion following defects period	July 2014	LM		
Cole End Park					
Local Nature Reserve Project: Access improvements	Prepare detailed design and specifications				Complete
	Tender and award contract				Complete
	Commence implementation of contract				Complete
	Target for practical completion				Complete
	Target for final completion following defects period	October 2014	LM		
Austrey Orchard Close					
Landscape improvements	Prepare detailed design and specifications				Complete
	Tender and award contract				To be carried out in-house
	Commence implementation of contract	January 2014	LM	Revenue	Delayed by poor weather
	Target for completion	Spring 2014	LM		

Appendix B: Green Space Improvements Programme

February 2014

Objective	Action	Timescale	Lead	Resources	Progress
Baddesley Ensor Church and Community Hall Grounds					
Environmental improvements	Prepare outline proposals and cost estimates				Complete
	Consult with Ward Members and other interested parties				Complete
	Secure funding				£27,880 S106 money earmarked + £15,000 one-off funding + £1,500 Dig-In funding
	Prepare detailed design and specifications				Complete
	Tender and award contract				Complete
	Commence works on site	March 2014	LM	£44,380	
	Target for practical completion	May 2014	LM		
	Provisional target for final completion following defects period	May 2015	LM		
Baddesley Ensor Recreation Ground					
Environmental improvements	Prepare outline proposals and cost estimates				Complete
	Consult with Ward Members and Parish Council				Complete
	Secure funding				£38,320 S106 money earmarked
	Prepare detailed design and specifications				Complete
	Tender and award contract				Complete
	Commence works on site	March 2014	LM	£26,280	
	Target for completion of works	May 2014	LM		
	Provisional target for final completion following defects period	May 2015	LM		
Installation of floodlighting				£12,040	Complete

Appendix B: Green Space Improvements Programme

February 2014

Objective	Action	Timescale	Lead	Resources	Progress
Dordon Kitwood Avenue Recreation Ground					
Improvements to the recreation ground	Prepare site evaluation, site proposals and cost estimates				Complete
	Secure funding				£36680 S106 money earmarked + consultancy costs
	Prepare detailed design and specifications	March 2014	AAA	£5,105	In hand
	Tender and award contracts	Spring 2014	LM	Staff time	
	Implement hedge management works on site	Spring 2014	LM / Contractor	Staff time / £3,630	
	Implement landscape works on site	Summer / Autumn 2014	LM / Contractor		
Hartshill Grange Road Recreation Ground					
Planting scheme	Prepare detailed design and specifications	Jan- Feb 2012	LM	Staff time	Revised to autumn 2014
	Implement works on site (DSO)	March 2013	LM	Revenue	Revised to autumn 2014
Alvecote Recreation Area					
Improvements to the recreation area including new play facilities (<i>provisional timetable</i>)	Prepare site evaluation, site proposals and cost estimates				Complete
	Carry out initial consultations				Complete
	Prepare detailed design and specifications	Summer 2014	AAA	Consultancy	Parish Council seeking funding for fees
	Tender for prices	Summer 2014	LM / AAA		
	Secure funding	Autumn 2014	LM / PC		
	Award contract	Winter 2014	LM		
	Commence works on site	Winter 2014 /Spring 2015			
	Target for completion of works				
Provisional target for final					

Appendix B: Green Space Improvements Programme

February 2014

Objective	Action	Timescale	Lead	Resources	Progress
Hurley Recreation Ground					
Footpath improvements	Prepare design and specifications	March 2014	LM	Staff time	In hand
	Tender and award contract	April 2014	LM	Staff time	
	Commence implementation of contract	May 2014	LM	Revenue / Reserves	
	Target for completion	May 2014	LM		
Grendon Recreation Ground					
Boundary improvements	Prepare design and specifications	March 2014	LM	Staff time	In hand
	Tender for prices	March 2014	LM	Staff time	
	Secure funding	September 2014	LM	Staff time	
	Award contract	Autumn 2014	LM	Staff time	
	Commence implementation of contract	Autumn 2014	LM	Capital / External Funding	
	Target for completion	Winter 2014	LM		

Appendix B: Green Space Improvements Programme

February 2014

Objective	Action	Timescale	Lead	Resources	Progress
Ansley Common Bretts Hall Recreation Ground					
Improvements to the recreation ground, including junior play provision	Prepare site evaluation, site proposals and cost estimates	Spring 2014	LM / AAA	Consultancy	In hand
	Carry out consultations	Spring 2014	LM / PDM	Staff time	
	Prepare detailed design and specifications	Spring 2014	AAA	Consultancy	
	Tender for prices	Summer 2014	LM	Staff time	
	Secure funding	Summer / Autumn 2014	LM	Staff time	
	Award contracts	Winter 2014	LM	Staff time	
	Implement landscape works on site	Winter 2014 / Spring 2015	LM / Contractor	Capital / External Funding	
Old Arley Recreation Ground					
Improvements to the recreation ground (<i>provisional timetable</i>)	Prepare site evaluation, site proposals and cost estimates	Summer 2014	LM / AAA		In hand
	Carry out consultations	Summer 2014	LM / PDM		
	Prepare detailed design and specifications	Summer 2014	AAA	Consultancy	
	Tender for prices	Autumn 2014	LM	Staff time	
	Secure funding	Autumn / Winter 2014			
	Award contracts	Spring 2015	LM	Staff time	
	Implement landscape works on site	Spring / Summer 2015	LM / Contractor		

Appendix C: Draft Heads of Terms for the Lease of the Bowling Green, Abbey Green Park, Polesworth For Discussion

1. The Premises to be let would be the Bowling Green and adjoining Service Area
2. The Term of the lease would be 15 years
3. The Rent for the first 3 years would be £50 per annum.
4. The Rent for successive five year periods would be the rent above multiplied by the amount by which the Retail Price Index (RPI) all items has increased since the commencement date
5. The Rent would be payable annually in advance
6. There would be clauses allowing the lease to be terminated if the Tenant was in breach of its terms or if the management arrangement ceased to be viable
7. The Tenant's Obligations would be to:
 - i. Elect and maintain a committee and a constitution and set up a bank account to ensure the efficient, democratic and fair running of the Premises
 - ii. Pay all outgoings associated with the use and running of the Premises
 - iii. Provide all grounds maintenance in respect of the Premises, including provision of planting, equipment, materials and consumables
 - iv. Notify the Landlord immediately of any defects to internal fences, gates, hard surfaces, structures and furniture within the Premises arising during the initial 12 months' defects period (*date to be confirmed*)
 - v. After the initial 12 months' defects period maintain all internal fences, gates, hard surfaces, structures and furniture within the Premises
 - vi. Comply in all respects with the requirements of any statutes and obligations imposed by laws or by any byelaws, applicable to the Premises or the trade or business for the time being carried on there
 - vii. Not underlet assign or part with possession of any part of the Premises (*this would not preclude hiring the green to clubs / players*)
 - viii. Not make any alterations to the Premises or carry out any building works thereon unless having first obtained the consent of the Borough Council, which would not unreasonably be withheld
 - ix. Keep the Borough Council fully indemnified against all losses arising directly or indirectly out of any act, omission or negligence of the Tenant, or any persons at the Premises expressly or impliedly with its authority, or any breach or non-observance by the Tenant of the covenants, conditions or other provisions of the lease
 - x. Keep the Borough Council informed of the Tenant's position and development as an association by means of an annual report including a summary of expenditure and income in respect of the Premises
8. The Landlord's Obligations would be to:
 - i. Maintain the external boundary fence and gates to the premises, with provision to recharge should any damage be found to have been caused by the Tenant
 - ii. Maintain all internal fences, gates, hard surfaces, structures and furniture within the Premises for the initial 12 months' defects period (*date to be confirmed*) with provision to recharge should any damage be found to have been caused by the Tenant
 - iii. Ensure that provision is made for the storage of maintenance equipment by the Tenant

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	Project plan prepared for the 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
	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. Inspection and maintenance schedules 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 Hartshill, Baddesley Ensor, Kingsbury and Fillongley improved. Project in progress in Alvecote. Options being explored to assist Atherstone and Coleshill Town Councils
	Facilitate events for other providers to raise awareness of current thinking on the provision of outdoor play opportunities	Ongoing	Staff time Revenue	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 Income	LM	Service currently provided to 12 parish councils.

Objective	Action	Timescale	Resource	Lead	Progress
PHASE 1 SCHEMES					
	Piccadilly Recreation Ground	Provision of replacement junior / toddler facilities & new teen facilities			All Complete
	Coleshill Cole End Park / Coleshill Memorial Park	Provision of replacement junior / toddler facilities / teen kickabout			
	Austrey Hollybank	Provision of replacement junior / toddler facilities			
	Polesworth Abbey Green Park	Provision of replacement junior / toddler facilities & new teen facilities			
	Ansley Common Bretts Hall Phase 1	Provision of new teen facilities			
	Corley Church Lane	Provision of extra equipment to increase play value for juniors / toddlers			
	Hurley Brick Kiln Lane	Provision of replacement junior / toddler facilities & new teen facilities			
	Wood End Johnson Street	Provision of replacement junior / toddler facilities & new teen facilities			
	Water Orton George Road	Provision of fencing and extension to hard surface			
	Hartshill Snowhill Recreation Ground (Parish Council)	Provision of junior / toddler & teen facilities			
	Hartshill Grange Road Recreation Ground and Moorwood Estate	Removal of equipment			
	Mancetter Recreation Ground	Provision of replacement junior / toddler facilities & new teen facilities			
	Dordon Kitwood Avenue Recreation Ground	Provision of additional junior / toddler facilities			
	Atherstone Royal Meadow Drive	Provision of family play facility			
	Atherstone St George's Road	Removal of inappropriately sited play facility			

Objective	Action	Timescale	Resource	Lead	Progress
PHASE 2 SCHEMES					All complete
Kingsbury Church Lane Recreation Ground (Parish Council) Provision of junior /toddler facilities					
Ridge Lane Recreation Ground Provision of junior /toddler facilities					
Baddesley Ensor Recreation Ground (Parish Council)					
Old Arley Recreation Ground Provision of replacement junior / toddler facilities & new teen facilities					
Kingsbury Sycamore Road Recreation Ground Provision of replacement junior / toddler facilities & new teen facility					
Fillongley Church Lane Recreation Ground (Parish Council) Provision of junior /toddler facilities					
Polesworth Sunset Close Removal of redundant equipment and reinstatement of open space					
Baxterley Recreation Ground Provision of replacement junior / toddler facilities & new teen facilities					
PHASE 3 SCHEMES					Complete
Dordon Long Street Recreation Ground Renewal of junior / toddler facilities and provision of teen facilities					
Polesworth Abbey Green Park Provision of skate facilities					
Atherstone Warwick Drive Removal of redundant equipment and restoration to open space					

Objective	Action	Timescale	Resource	Lead	Progress
PHASE 3 SCHEMES <i>continued.....</i>					
Alvecote Recreation Area (Parish Council)					
Renewal of junior / toddler facilities	Community consultation				Complete
	Preparation of design proposals				Complete
	Funding search	February / March 2014	Staff time	LM / Parish Council	In hand
	Preparation of tender documentation	Summer2014	Revenue funding	Consultant	
	Tender period and tender assessment	Summer 2014	Staff time	LM/ Consultant	
	Submission of funding application	Autumn 2014	Staff time	Parish Council	
	Confirmation of funding	Autumn 2014		Funding Body	
	Contract let	Winter 2014	Staff time	Parish Council	
	Installation on site	Winter 2014 / Spring 2015	Capital funding	Contractor	
	Opening celebration	Spring 2015	Staff time	PDM/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 and adjacent allotment site	First consultation with young people and local residents	March 2014	Volunteer time	ACRA	Underway – results due to be collated end of February
	Preparation of two design options	March 2014	Capital budget?	Consultant	
	Consultation with Safer Neighbourhoods Team and Play Safety consultant	March 2014	Staff time	PDM/LM	
	Second community consultation event	March 2014	Staff time	ACRA / PDM	
	Preparation of the final design, specification and cost estimates	April 2014	Consultation	Consultant	
	Confirmation of final design with the Community	April 2014	Staff time	ACRA / PDM	
	Preparation of tender documentation	May 2014	Capital budget?	Consultant	
	Tender period	June-July 2014	Staff time	LM / Consultant	
	Submission of funding application	August 2014	Staff time	LM	
	Confirmation of funding	December 2014	None	Funding Body	
	Contract let	December 2014	Staff time	LM	
	Installation on site	January – March 2015	Capital Funding	Contractor	
	Opening celebration	Easter 2015	Staff time	ACRA/PDM	

Objective	Action	Timescale	Resource	Lead	Progress
PHASE 3 SCHEMES <i>continued.....</i>					
Atherstone Minions Close / Westward Road (Town Council) Provisional Timetable					
Provision of replacement junior / toddler facilities	Informal meeting with Atherstone Town Council to consider options	February 2014	Staff time	AD (L&CD)	Complete
	Report to Community & Environment Board seeking approval to proposed partnership working	March 2014	Staff time	AD (L&CD)	
	First consultation with young people and local residents	March 2014	Staff time	ATC / PDM	
	Preparation of tender for two design options	April 2014	Staff time	LM	
	Tender period and tender assessment	April 2014	Staff time	LM	
	Second consultation with young people and local residents	May 2014	Staff time	PDM	
	Consultation with Safer Neighbourhoods Team and Play Safety consultant	May 2014	Staff time	PDM/LM	
	Confirmation of final design and cost estimates	May 2014	Staff time	LM/Play Company	
	Contract let	May 2014	Staff time	LM	
	Installation on site	June -July 2014	Capital funding	Contractor	
	Opening celebration	July 2014	Staff time	PDM	
	Removal of redundant equipment and restoration to open space	Autumn 2014	Revenue funding	LM	

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)	Informal meeting arranged for 3 March 2014
Grendon Boot Hill					
Provision of replacement junior / toddler facilities	First consultation with young people and local residents	March 2014	Staff time	PDM	
	Preparation of tender for two design options	March 2014	Staff time	LM	
	Tender period and tender assessment	March 2014	Staff time	LM	
	Second consultation with young people and local residents	April 2014	Staff time	PDM	
	Consultation with Safer Neighbourhoods Team and Play Safety consultant	April 2014	Staff time	PDM/LM	
	Confirmation of final design and cost estimates	April 2014	Staff time	LM/Play Company	
	Submission of funding application	May 2014	Staff time	LM	
	Confirmation of funding	September 2014	None	Funding Body	
	Contract let	September 2014	Staff time	LM	
	Installation on site	October-November 2014	Capital funding	Contractor	
	Opening celebration	December 2014	Staff time	PDM	

Appendix D: Play Area Development Programme Action Plan

February 2014

Objective	Action	Timescale	Resource	Lead	Progress
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 Phase 1 Schemes	April 2010	Staff time	AD (L&CD) / LM / PDM	Complete
	Carry out post project evaluation of the delivery of Play Area Development Programme Phase 2 Schemes	Summer 2013	Staff time	AD (L&CD) / LM / PDM	In hand
	Carry out post project evaluation of the delivery of Play Area Development Programme Phase 3 Schemes	Autumn 2014	Staff time	AD (L&CD) / LM / PDM	
	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 2014

AD (L&CD) – Assistant Director (Leisure & Community Development Division) LM – Landscape Manager PDM – Partnership & Development Manager
 ACRA – Ansley Common Residents’ Association ATC – Atherstone Town Council

Agenda Item No 13

Community and Environment Board

17 March 2014

Report of the Chief Executive and the Deputy Chief Executive

Progress Report on Achievement of Corporate Plan and Performance Indicator Targets April – December 2013

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 2013.

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 second quarter position with the achievement of the Corporate Plan and Performance Indicator targets for 2013/14. This is the second report showing the progress achieved so far during 2013/14.

4 Progress achieved during 2013/14

- 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 2013/14 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 2013/14.

6 Overall Performance

- 6.1 The Corporate Plan performance report shows that 87% of the Corporate Plan targets and 44% 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	13	87%
Amber	1	7%
Red	1	7%
Total	15	100%

Performance Indicators

Status	Number	Percentage
Green	4	44%
Amber	3	33%
Red	2	22%
Total	9	100%

7 Summary

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

8 Report Implications

8.1 Safer Communities Implications

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

8.2 Legal and Human Rights Implications

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

8.3 Environment and Sustainability Implications

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

8.4 Risk Management Implications

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

8.5 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 inter generational work.

8.6 Links to Council's Priorities

8.6.1 There are a number of targets and performance indicators contributing towards the priorities of environment, recycling, access to services, health and well being, public services and Council Tax and local employment.

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

Background Papers

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

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

NWCP Community & Environment Board 13/14

	Action	Priority	Reporting Officer	Update	Status	Direction
NWCP 015 11/12(1)	To ensure the successful delivery and completion of the European and Central Government funded LEADER programme, in partnership with WCAVA and the North Warwickshire Local Action Group and to produce an evaluation report on the programme by March 2014	Access to Services	Powell, Simon	The LEADER Programme ended on 31 December 2013 and all funding has been spent (including the additional windfall allocation of £127,236). A programme evaluation has been completed and is subject to consideration by the LAG. The Transition Fund application has now been approved and related activity is now being undertaken.	 Green	
NWCP 016 11/12(1)	To continue to raise aspirations, attainment and skill levels through recognised vocational qualifications, volunteering and targeted activities and help members of the community to achieve national accreditations and report on progress by March 2014	Local Employment	Powell, Simon	A limited programme of activity is currently being undertaken due to the loss of the CDO (Young People and Inter-generation). Talks are taking place with local secondary schools, however, which may be interested in organising a local careers fair, with limited support from the Borough Council. Coleshill School saw nine students gain Bronze and four gain Silver Arts Award qualifications through the LNR Programme.	 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	Environment	Maxey, Steve	The Council has a draft Carbon Management Plan which includes a number of projects to reduce the Council's spend on energy.	 Green	

	Action	Priority	Reporting Officer	Update	Status	Direction
NWCP 018 11/12(1)	To maintain the current high levels of street cleanliness to not less than 95%, targeting resources and working in partnership, where appropriate, and report quarterly	Environment	Dobbs, Richard	Latest cleanliness score to be assessed in early 2014. Following successful introduction of new recycling service and carriageway sweeping now brought back in-house, cleanliness standard is expected to rise by end of March 2014	 Red	
NWCP 019 11/12(1)	The Council will continue to promote waste minimisation and increased recycling, as well as raising awareness of the problems of litter, fly-tipping and dog fouling using suitable enforcement measures, where appropriate, and report quarterly	Environment	Dobbs, Richard	The new recycling service has been heavily promoted over the last three months. Districts and County Councils ran a countywide Christmas recycling and waste minimisation campaign over the festive season. Revised County Waste Strategy due to be published shortly	 Green	
NWCP 022 11/12(1)	To implement phase 6 of the North Warwickshire Green Space Strategy in accordance with its revised Action and Funding Plan and corresponding Management Plans for Parks, where appropriate, and report on progress by March 2014	Health & Well-being	Powell, Simon	Good progress is being made in the implementation of phase 6 of the Green Space Strategy Action Plan	 Green	
NWCP 023 11/12(1)	To complete delivery of the Local Nature Reserve Project, thereby ensuring appropriate designations at Abbey Green Park, Polesworth, Cole End Park, Coleshill, Dafferns Wood, New Arley, and Kingsbury Linear Park by October 2013	Health & Well-being	Powell, Simon	Delivery of the Local Nature Reserves Project was completed at the end of October 2013. Two sites, Kingsbury Meadow and Dafferns Wood, have been appropriately designated. Management Plans are being finalised for the nature reserves in Polesworth and Coleshill, which will enable these sites to be designated within the next few months.	 Green	

	Action	Priority	Reporting Officer	Update	Status	Direction
NWCP 024 11/12(1)	In conjunction with potential key partners, to continue to advance proposals to replace Coleshill Leisure Centre with a facility that is accessible by the community on the site of The Coleshill School, and to report on progress every six months	Health & Well-being	Powell, Simon	Good progress is being made in respect of the development of a new and fully accessible Coleshill Leisure Centre on the site of The Coleshill School, in respect of which regular reports are presented to the Special Sub-group and Community and Environment Board.	 Green	
NWCP 028 11/12(1)	To continue to co-ordinate the sustainable multi-agency development of Wellness Matters, including its further progression into targeted outreach communities, the promotion of healthy lifestyles and raising levels of physical activity, in particular for children and young people, and to report on progress by March 2014	Health & Well-being	Powell, Simon	The One Stop Health Shop located at Atherstone Memorial Hall has attracted 118 people since opening in March 2013. The Food Co-op scheme is established in Baddesley Ensor, Birchmoor and Coleshill Community Hubs, Atherstone Early Years Centre and at the Atherstone Volunteer Centre. Approximately 80 people are receiving fresh fruit and vegetables through the scheme each week.	 Green	
NWCP 029 11/12(1)	To continue to ensure compliance with the Council's statutory responsibilities as a partner and Compact signatory within the Warwickshire Safeguarding Children Board, including the need to undertake a review of the Child Protection Policy, and thereafter to implement its provisions accordingly, to carry out a mid-point audit of the Council's Section 11 Audit Action Plan, deliver the actions identified therein and, where appropriate, to co-ordinate all related activity alongside the need to safeguard adults and other vulnerable people in the community	Health & Well-being	Powell, Simon	Three WSCB Child Protection Courses for partners have been delivered by NWBC staff. The latest national "Working Together" Government guidance has been published and in December 2013 WCC completed its reievw of local Safeguarding procedures, which will enable a review to be undertaken of the Authority's Child Protection Policy in early 2014.	 Green	

	Action	Priority	Reporting Officer	Update	Status	Direction
NWCP 030 11/12(1)	To continue to provide positive interventions to address anti-social and nuisance behaviour, including through targeted activities (eg Call4Sport, Activities4U, etc), and to report on progress by March 2014	Crime and Disorder	Powell, Simon	Very few young people-related anti-social behaviour issues were reported in Quarter 1, although there was a slight increase in Quarter 2. A diversionary project developed in conjunction with Atherstone Boxing Club has recently been successful in securing external funding. This will enable the Club to work with local young people identified by QE school as having behavioural issues.	 Green	
NWCP 055	To report annually on progress on the Customer Access Strategy, including the development of Community Hubs and the new Customer Relationship Access Solution by March 2014	Access to Services	Trahern, Bob	Good progress again being made on the access agenda. The new CRM system was implemented on time going live in January and to budget, and the B.O.B Hub project continues well with the hubs in Wood End and Dordon now open. They are all now registered as UK On-Line Learning Centres which should be beneficial in terms of future funding opportunities. Funding has been secured to ensure the foodbank will continue and develop further in 2014 and we are seeking to expand the number of breakfast clubs and social enterprise cafes / cooking projects in the next few months. The electronic benefits form went live in January 2014 and will be promoted as part of the March edition of North Talk.	 Green	

	Action	Priority	Reporting Officer	Update	Status	Direction
NWCP 069(1)	To review and improve the manner in which the Council consults and engages with, and secures the involvement of, children, young people and their families within the development, management and delivery of services by December 2013	Health & Well-being	Powell, Simon	Although activity is limited due to the departure of the CDO (Young People and Inter-generation), a successful Local Democracy Week event took place at The Coleshill School on 16 October 2013, which was well attended by local young people and by Borough Councillors.	 Green	
NWCP 081	To implement a new and improved recycling service in October 2013 alongside the new refuse service to improve the efficiency of the service and the Council's recycling rate and report by March 2014	Recycling	Dobbs, Richard	The new "simply 3 bins" alternate week refuse & recycling service started on 21st October. The service is running well and the Council's recycling rate has increased significantly	 Green	
NWCP 086	In accordance with approved Management Plans, implement improvement at Abbey Green Park in Polesworth, Long Street and Kitwood Avenue Recreation Grounds in Dordon, Speedwell Lane Recreation Ground and the Church and Community Hall Grounds in Baddesley Ensor by December 2013	Health & Well-being	Powell, Simon	<p>Wet weather and flooding have led to a delay in completing the Management Plan work in Abbey Green Park (Polesworth). The contract for the implementation of these improvements and those at Long Street Recreation Ground (Dordon) is expected to be completed by the end of January 2014. The contract for landscape works at the two sites in Baddesley Ensor will be let shortly.</p> <p>Outline proposals have been prepared for Kitwood Avenue Recreation Ground in Dordon. The next stage is to prepare detailed proposals for tender.</p>	 Amber	

NWPI Community & Environment Board 13/14

Ref	Description	Section	Priority	Year End Target	Performance	Traffic Light	Direction of Travel	Comments
NWLPI 007	The percentage of food premises inspections that should have been carried out that were carried out for high risk premises.	Env Health (C, L & HP)	Health and Well-being	100	81	 Amber		Progress slowed as it is difficult to inspect caterers in the run up to Christmas followed by the Christmas break. However the new year has got off to a good start, the team have already completed a lot of inspections and I am confident that 100% will be achieved at year end.
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	91	 Amber		There is an improvement over the last period and I am confident that 100% will be achieved by year end.
NWLPI 085	Swimming pools and sports centres: The net cost per swim/visit	Leisure Facilities	Health and Well-being	1.9	1.82	 Green		
NWLPI 086	Leisure Centres - Total income per visit	Leisure Facilities	Health and Well-being	2.47	2.37	 Amber		Recent reports to the C&E Board have highlighted concerns in relation to the generation of income within leisure facilities. A New Year price promotion has been introduced in an effort to improve performance, whilst enhancements to the fitness suite at Polesworth Sports Centre will also help to increase income receipts.
NWLPI 092	Customer satisfaction with Community Development activities	Partnership & Development	Health and Well-being	90	96.67	 Green		New evaluations for Mancetter Walking Group training session undertaken - 100% recorded as "Good" (Total evaluations 58/60). Removed LNR and Play Area Site evaluations (recorded in Quarter 2), as these are not "P&D activity". Quarter 2 should have been recorded as 96.15% (50/52)
NWLPI 094	Percentage of successful funding applications	Partnership & Development	Health and Well-being	80	100	 Green		No change: One successful LEADER Transition fund bid Three successful sports development related bids (out of three)
NWLPI 119	Number of collections missed per 100,000 collections of household waste (former BV88)	Refuse & Recycling	Recycling	25	367	 Red		This coincides with the start of the new refuse collection & recycling service. The number of missed collections reflects the huge increase in workload and changes to household collection dates and arrangements
@NW:NI192	The percentage of household waste arisings which have been sent by the Authority for reuse, recycling, composting or treatment by anaerobic digestion.	Refuse & Recycling	Recycling	36	42	 Green		Reflects the impact of the new recycling arrangements. Q3 is usually much lower due to reduced levels of green waste.
@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	7	 Red		Latest survey currently being undertaken due for completion by March 2014