

Communities and Partnerships Service Delivery Plan 2016-17

Overview of Communities and Partnerships

The Communities and Partnerships Services team comprises 4 members of staff: 1 Communities and Partnerships Manager FT, 1 Communities and Partnerships Support Officer (P/T), 2 Ely Riverside Enforcement Officers (PT).

The remit of the team is to lead the Council's statutory obligations under the Localism Act and develop and implement Council strategies and policies that promote community partnerships and engagement.

We are currently developing a strategy to ensure that the needs of the most vulnerable and high risk residents in our communities are understood and our response is well informed; community consultation and engagement with Parish Councils; engagement with key voluntary sector bodies; development of the award winning Ely Country Park and managing the mooring enforcement scheme at Ely Riverside.

How does the Service link in with our Corporate Plan?

We are regulated by Government and have to have regard of numerous Government Acts, as well as the Council's Sustainable Communities Strategy 2011 – 2031 and the Council's Corporate Priorities of:-

- A customer driven efficient Council with a “can do” attitude and pro business approach and commercially focused to ensure financial self sufficiency for the taxpayer.
- Driving economic success by creating the infrastructure to attract businesses and create jobs.

- **The cost to run the service each year totals: £199,004**

Forward Planning for Councillors

Proposed date of decision	Item	Service Area	Service Delivery Champion	Committee
By 31 st March 2017	Sign off Draft Riverside Improvement Plan 2017-19	Communities and Partnerships Service	Cllr Andy Pearson	Commercial Services Committee
By 31 st March 2017	Sign off Draft Ely Country Park Improvement Plan 2017-19	Communities and Partnerships Service	Cllr Andy Pearson	Commercial Services Committee



Community and Leisure Services - Strategy Map 2016-2017

Measuring Performance 2016-17:

Performance Measure - Ensure that the Council engages effectively with Parish Council's and communities	Baseline from previous year	Target
Delivery of two East Cambs Parish Council Conferences to provide a forum for better communication across the district.	2	2
The Council's Community Engagement and Consultation Strategies are reviewed and refreshed.	N/A	Engagement with service delivery leads to inform the review of existing strategies and identify best practice (March 2017)

Performance Measure - Ensure Ely Country Park and Ely Riverside meet the needs of the local community and empower local communities to improve opportunities for play	Baseline from previous year	Target
Complete the works that form part of the Ely Country Park Improvement Plan 2016-17	100% completed	100% completed
Development of the Ely Country Park Improvement Plan 2017-19	N/A	Draft Improvement Plan to Commercial Services Committee by 31 st March 2017 for approval
Enforce the Council's mooring management scheme at Ely Riverside ensuring that all timescales and procedures are adhered to	Enforcement scheme launched in September 2015	100% of enforcement timescales and procedures adhered to
Development of Riverside Improvement Plan 2017-19	N/A	Consultation complete by October 2016 Draft Improvement Plan to Commercial Services Committee by 31 st March 2017 for approval

Performance Measure -- Support community resilience and wellbeing	Baseline from previous year	Target
Development of a vulnerable communities strategy for East Cambs and corresponding action plan for Member approval	N/A	Review of evidence available to date by March 2017
All Assets of Community Value nominations are processed in accordance with the statutory obligations under the Localism Act	100% of timescales met	100% of timescales met

Performance Measure - Ensure that staff have all the necessary skills to maximise their input into the Council's commercialisation agenda	Baseline from previous year	Target
To successfully appoint Communities and Partnerships Support Officer to back-fill vacancies and ensure the team is adequately resourced to deliver the Service Plan	All vacancies filled	Support Officer in post by October 2016
To support the continued professional development of the team to ensure that they are meeting with personal and professional career development opportunities	Reviewed career development opportunities	Review career development opportunities
To update Service Delivery Champions with the progress of the service, how the service is being operated and the direction it is going in	Quarterly meetings	Meetings every quarter (or as requested by councillors)

Delivering the service

Performance Measure - Customer consultation and engagement to ensure that the council engages effectively with Parish Council's and communities	
Owner	Communities & Partnerships Support Officer
Co owners	Communities & Partnerships Manager
Output/outcomes	Delivery of two East Cambs Parish Council Conferences to provide a forum for better communication across the district.
Links	Evaluation findings of previous parish conferences
Source of Data	Commercial Services Committee - June 2015
Frequency of reporting?	Annual
Who measures?	Communities & Partnerships Manager
Please list processes briefly	<ul style="list-style-type: none"> • Consultation with other service areas, partners, and parishes to develop a prioritised agenda • Administration and set up of the events • Evaluation and continuous improvement
Reporting timescale	31 st March 2017
What resources are needed to ensure success?	Communities & Partnerships Support Officer Chair Commercial Services Other service Officers to lead relevant agenda items
Are there opportunities for cross-service working?	Other service areas will be asked to contribute to agenda items.

Performance Measure - Prepare and Implement an ECDC Community Engagement Strategy	
Owner	Communities and Partnerships Support Officer
Co owners	Communities and Partnerships Manager
Output/Outcome	The Council's Community Engagement and Consultation Strategies are reviewed and refreshed.
Links	Existing strategies
Source of Data	Existing strategies, review of best practice in other authorities, ECDC Transformation programme
Frequency of reporting?	Annual
Who measures?	Communities and Partnerships Manager
Please list processes briefly	<ul style="list-style-type: none"> • Critique of existing strategies • Cross departmental input into new engagement and consultation strategy • Review of best practice across Local Authorities • Review of consultation database • Updating intranet guidance and website info
Reporting timescale	<ul style="list-style-type: none"> • Critique of existing strategies (March 2017) • Cross departmental input into new engagement and consultation strategy (March 2017) • Review of best practice across LA's (March 2017) • Draft new Strategy throughout 2017-18
What resources are needed to ensure success?	Communities and Partnerships Manager and Communities and Partnerships Support Officer. ECDC Service Leads
Are there opportunities for cross-service working?	Cross department input will be needed to ensure it meets all service area needs

Ensure Ely Country Park and Ely Riverside meet the needs of the local community and empower local communities to improve opportunities for play	
Owner	Communities and Partnerships Manager
Co owners	Communities and Partnerships Support Officer
Output/outcome	Complete the works that form part of the Ely Country Park Improvement Plan 2016-17.
Links	On 13 th January 2015, the Council's Commercial Committee agreed priorities for a 4 th phase of improvement works to be undertaken in the financial years 2015-17
Source of Data	Ely Country Park Improvement Priorities 2015-17 – Committee Report (13 th January 2015)
Frequency of reporting?	Phase IV to be completed by 31 st March 2017
Who measures?	Communities and Partnerships Manager and Communities and Partnerships Support Officer
Who acts on the data?	Communities and Partnerships Manager and Communities and Partnerships Support Officer
Please list processes briefly	<ul style="list-style-type: none"> • Trial the installation of seasonal toilets • Installation of additional seating
Reporting timescale	Annual update to be taken to Commercial Services Committee
What resources are needed to ensure success?	Communities and Partnerships Team Parks and Open Spaces Team
Are there opportunities for cross-service working?	The park is developed and managed by a cross departmental team including Community and Leisure, Parks and Open Space and the Trees Officer

Ensure Ely Country Park and Ely Riverside meet the needs of the local community and empower local communities to improve opportunities for play	
Owner	Communities and Partnerships Manager
Co owners	Communities and Partnerships Support Officer
Output/outcome	Development of the Ely Country Park Improvement Plan 2017-19.
Links	Ely Country Park Improvement Plan 2015-17
Source of Data	Ely Country Park Improvement Plan 2015-17, site user feedback
Frequency of reporting?	Phase V to be completed by 31 st March 2019
Who measures?	Communities and Partnerships Manager and Communities and Partnerships Support Officer
Who acts on the data?	Communities and Partnerships Manager and Communities and Partnerships Support Officer
Please list processes briefly	<ul style="list-style-type: none"> • Public consultation (July – September 2016) • Consultation analysis (October 2016) • Draft Improvement Plan to Commercial Services Committee by 31st March 2017
Reporting timescale	Draft Improvement Plan to Commercial Services Committee by 31 st March 2017
What resources are needed to ensure success?	Communities and Partnerships Team Parks and Open Spaces Team
Are there opportunities for cross-service working?	The park is developed and managed by a cross departmental team including Community and Leisure, Parks and Open Space and the Trees Officer

Performance Measure- Ensure that Ely Country Park and Ely Riverside meet the needs of the local community and empower local communities to improve opportunities for play	
Owner	Ely Riverside Enforcement Officers
Co owners	Communities & Partnerships Manager
Output/outcome	Manage the delivery of the Council's Riverside Mooring Management scheme
Links	ECDC Mooring Enforcement Contract Terms
Source of Data	Commercial Services Committee (3 rd March 2015)
Frequency of reporting?	6 month scheme update report to Commercial Services Committee (April 2016)
Who measures?	Communities and Partnerships Manager Legal team
Please list processes briefly	Daily enforcement of Council managed mooring: <ul style="list-style-type: none"> • Daily patrols and monitoring of ECDC managed moorings • Mooring Charge Notices issued when required • All tickets logged and information gathered from relevant navigation authorities • Enforcement processes and appeals managed in accordance with agreed contract law timescales
Reporting timescale	Enforcement processes and appeals managed in accordance with agreed contract law timescales
What resources are needed to ensure success?	Riverside Officers, Communities and Partnerships team, Legal team, input from Environment Agency and other navigation authorities.
Are there opportunities for cross-service working?	There will be cross team working with the Tourism team, Parks and Open Spaces team and Legal department

Performance Measure- Ensure that Ely Country Park and Ely Riverside meet the needs of the local community and empower local communities to improve opportunities for play	
Owner	Communities & Partnerships Manager
Co owners	Ely Riverside Enforcement Officers
Output/outcome	Development of Riverside Improvement Plan 2017-19
Links	ECDC Mooring Enforcement Contract Terms
Source of Data	Commercial Services Committee (3 rd March 2015), site user feedback
Frequency of reporting?	Draft Improvement Plan to Commercial Services Committee by 31 st March 2017 for approval
Who measures?	Communities and Partnerships Support Officer Communities and Partnerships Manager
Please list processes briefly	<ul style="list-style-type: none"> • Phase II stakeholder and public consultation by October 2016 • Gather estimates for priority works • Draft Improvement Plan to Commercial Services Committee by 31st March 2017 for approval
Reporting timescale	Draft Improvement Plan to Commercial Services Committee by 31 st March 2017 for approval
What resources are needed to ensure success?	Riverside Officers, Communities and Partnerships team, Legal team, input from Environment Agency and Boating organisations, site user feedback
Are there opportunities for cross-service working?	There will be cross team working with the Tourism team and Parks and Open Spaces team

Performance Measure - Lead the development of a vulnerable communities strategy for East Cambs and develop a District Council action plan for Member approval	
Owner	Communities and Partnerships Support Officer
Co owners	Communities and Partnerships Manager
Output/outcome	Development of a vulnerable communities strategy for East Cambs and corresponding action plan for Member approval
Links	Multiagency evidence base East Cambs Health and Well Being Strategy Cambs Child Poverty Strategy
Source of Data	All existing strategies, data sets and interview information from frontline practitioners.
Frequency of reporting?	Annual
Who measures?	Communities and Partnerships Manager
Please list processes briefly	<ul style="list-style-type: none"> • Review of evidence available to date • A review of all existing related strategies and action plans which assess the needs of vulnerable groups • Draft strategy throughout 2017/18 • Work across ECDC to use the strategy to develop an ECDC action plan throughout 2017/18
Reporting timescale	31 st March 2017
What resources are needed to ensure success?	Communities and Partnerships Manager, Communities and Partnerships Support Officer Member input
Are there opportunities for cross-service working?	The strategy will need to be developed with input from across ECDC's support services

Performance Measure - Ensure that all Assets of Community Value nominations are processed in accordance with the statutory obligations under the Localism Act	
Owner	Communities and Partnerships Support Officer
Co owners	Communities and Partnerships Manager
Output/outcome	All Assets of Community Value nominations are managed in accordance with the statutory obligations under the Localism Act and within the timescales agreed by ECDC
Links	Localism Act 2011
Source of Data	Localism Act 2011
Frequency of reporting?	Ongoing
Who measures?	Communities and Partnerships Support Officer
Please list processes briefly	<ul style="list-style-type: none"> • Acknowledge and score all applications • Respond to all TLC and FOI enquiries within the required timescales • Ensure that all correspondence and appeal reports are issued within the required timescales
Reporting timescale	31 st March 2017
What resources are needed to ensure success?	Legal Services Manager Planning Manager Communities and Partnerships team resource Director (Commercial)
Are there opportunities for cross-service working?	Nominations to be scored by Legal Services Manager, Planning Manager and Communities and Partnerships Manager.

Ensure that staff have all the necessary skills to maximise their input into the Council's commercialisation agenda.	
Owner	Communities and Partnerships Manager
Co owners	HR
Output/outcome	To successfully appoint Communities and Partnerships Support Officer to back-fill vacancies and ensure the team is adequately resourced to deliver the Service Plan
Links	
Source of Data	
Frequency of reporting	Annual
Who measures?	Communities and Partnerships Manager
Please list processes briefly	<ul style="list-style-type: none"> • HR approval of Job Description • Advertisement of posts • Short listing • Interviewing • Appointment • Agree Start date • Induction
Reporting timescale	Support Officer in post by October 2016
What resources are needed to ensure success?	Communities and Partnerships Manager HR Costs of advertising
Are there opportunities for cross-service working?	HR to provide recruitment support. Office Services, ICT and HR to provide induction support.

Performance Measure - Ensure that staff have all the necessary skills to maximise their input into the Council's commercialisation agenda.	
Owner	Communities & Partnerships Manager
Co owners	HR
Output/outcome	To update Service Delivery Champions with the progress of the service, how the service is being operated and the direction it is going in
Links	
Source of Data	Quarterly meetings with Service Delivery Champion
Frequency of reporting	As required
Who measures?	Communities & Partnerships Manager
Please list processes briefly	<ul style="list-style-type: none"> • Ensure sessions are planned with Service Delivery Champion to develop effective working relationships
Reporting timescale	Quarterly
What resources are needed to ensure success?	Availability of Service Delivery Champion
Are there opportunities for cross-service working?	

Performance Measure - Ensure that staff have all the necessary skills to maximise their input into the Council's commercialisation agenda.	
Owner	Communities & Partnerships Manager
Co owners	HR
Output/outcome	To support the continued professional development of the team to ensure that they are meeting with personal and professional career development opportunities
Links	HR policy and procedures
Source of Data	Appraisals
Frequency of reporting	Yearly
Who measures?	Communities & Partnerships Manager
Please list processes briefly	<ul style="list-style-type: none"> • Communities & Partnerships Manager to book appraisals with staff • Communities & Partnerships Manager to issue staff with paperwork to complete • Officers complete appraisal documentation and return to Communities & Partnerships Manager • Appraisal conducted with both parties • Final sign off by both parties • Completed paperwork then passed to HR
Reporting timescale	June 2016
What resources are needed to ensure success?	Staff time
Are there opportunities for cross-service working?	Cross-service working with HR