



# Communities and Partnerships Service Delivery Plan 2023 to 2024

---

## Overview of the service

The Communities and Partnerships team develops, supports and implements initiatives aimed at making East Cambridgeshire a safer, healthier, more engaged and happier place for residents and visitors.

The work of the team includes:

- delivery of the district's Tourism Strategy which includes the management and promotion of the Explore East Cambs brand and website
- development and delivery of strategies and action plans to improve community wellbeing including the East Cambs Youth Strategy and the Council's Vulnerable Community Strategy
- consultation and engagement with communities, including the delivery of Parish Council conferences
- management of community grant applications and Asset of Community Value nominations
- support to voluntary sector organisations
- improving community safety
- management of the Council's mooring enforcement scheme and ensuring that specific Council managed open spaces meet the needs of the community

## Cost of service

The cost to run the service totals £255,615.

## Staffing Information

The Communities and Partnerships team comprises 8 members of staff.

Communities and Partnerships Manager (full time)

Communities and Partnerships Support Officer (full time)

Ely Riverside Enforcement Officers (2 part time and 1 casual)

Neighbourhood and Community Safety Team Leader (full time)

Community Safety and Projects Support Officer (full time)

Community Safety Support and Anti-Social Behaviour Officer (part time)

## Forward planning for Councillors

Proposed item	Proposed date of decision	Committee
Half year report 2023 to 2024	November 2023	Operational Services
To consider the outcome of reviews of grants awarded to Citizens Advice West Suffolk (CAWS) and VCAEC and determine whether grants be awarded going forward.	January 2024	Operational Services
Adoption of the Council's Community Engagement Strategy	March 2024	Operational Services
Adoption of the Council's Vulnerable Community Strategy	March 2024	Operational Services
End of year report 2023 to 2024	March 2024	Operational Services
Service Delivery Plan 2024 to 2025	March 2024	Operational Services

## Communities and Partnerships Service Delivery Plan 2023 to 2024

This Service Delivery Plan describes what Communities and Partnerships will be doing to deliver continuous improvement (service objectives). Each performance measure relates to the Council's strategic outcomes and Corporate Plan 2022 to 2023.

**Council's strategic outcome:** Customers are at the heart of everything we do.

**Communities and Partnerships' strategic objective: Effectively manage the Council's community grant schemes.**

**Link to Corporate Plan:** Sound financial management.

Performance measure	Target and reporting timescale	Baseline/output from 2022 to 2023	Owner and co-owners
<p><b>Management of Section 106, Community Fund and Facilities Improvement Grant Schemes</b></p>	<p>As required, annually</p>	<p>ECDC community grants promoted at the Parish Council Conference. Grant enquiries answered and assistance given to Parish Councils and community groups regarding potential applications. Community Fund application windows:</p> <ul style="list-style-type: none"> <li>Window 1 - 19 August until 30 September 2022; 12 eligible applications received, 7 scored; 5 successful</li> <li>Window 2 – 16 January to 27 February 2023, 11 eligible applications received and being scored at the time of publication as of 6 March 2023</li> </ul> <p>1 Section 106 grant awarded to Haddenham Parish Council Ovens Rise. 2 Facilities Improvement Grants approved:</p> <ul style="list-style-type: none"> <li>£10,000 to Haddenham Parish Council Ovens Rise</li> <li>£8,000 to Littleport Parish Council for the Youth Centre interactive wall</li> </ul> <p>Proactive promotion of funding opportunities (including events and funding streams) to community organisations and Parish Councils.</p>	<p>Communities and Partnerships Support Officer Communities and Partnerships Manager</p>
<p><b>Conduct formal reviews of Service Level Agreements between the Council and 2 community and voluntary organisations during 2023 to 2024</b></p>	<p>100%, annually</p>	<p>New performance measure.</p>	<p>Communities and Partnerships Manager</p>

**Council's strategic outcome:** Customers are at the heart of everything we do.

**Communities and Partnerships' strategic objective:** Ensure that the Council engages effectively with Parish Councils and communities.

**Link to Corporate Plan:** Social and community infrastructure.

### Performance measure

### Target and reporting timescale

### Baseline/output from 2022 to 2023

### Owner and co-owners

<b>Delivery of one Parish Council conference by end of March 2024</b>	100%, annually	Parish Council Conference took place in May 2022 on topic of climate change. 14 parish councils attended.	Communities and Partnerships Support Officer Communities and Partnerships Manager
<b>Review and adopt the Council's Community Engagement Strategy by 31 March 2024</b>	As identified, annually	New performance measure.	Communities and Partnerships Manager Communities and Partnerships Support Officer

**Council's strategic outcome:** 'Can do' approach and open for business.

**Communities and Partnerships' strategic objective:** Maximise visitor spend and spread footfall.

**Link to Corporate Plan:** Social and community infrastructure. Cleaner, greener East Cambridgeshire

### Performance measure

### Target and reporting timescale

### Baseline/output from 2022 to 2023

### Owner and co-owners

<b>Promote Explore East Cambs website and brand, produce one digital marketing strategy for Explore East Cambs and work with the Open Spaces team to carry out improvements to ECDC owned visitor signboards around the district by 31 March 2024</b>	As identified, annually	Establishments featured on Explore East Cambs reviewed and website updated. Christmas promotional campaign delivered. Seasonal webpages added to promote specific seasonal activity. Mapping of existing visitor signage complete.	Communities and Partnerships Manager Communities and Partnerships Support Officer
---	-------------------------	---	--

**Council's strategic outcome:** Safe, vibrant and inclusive communities. Community sustainability.

**Communities and Partnerships' strategic objective: Support community resilience and wellbeing.**

**Link to Corporate Plan:** Social and community infrastructure. Sound financial management. Improving transport

<b>Performance measure</b>	<b>Target and reporting timescale</b>	<b>Baseline/output from 2022 to 2023</b>	<b>Owner and co-owners</b>
<b>Delivery of East Cambs Youth Strategy and Year 3 of the Youth Action Plan by March 2024 and support the delivery of 3 East Cambs youth days by 31 March 2024</b>	As identified, annually	Year 2 of the Youth Action Plan delivered within timescales.	Communities and Partnerships Support Officer Communities and Partnerships Manager
<b>Review the Council's Vulnerable Community Strategy by March 2024</b>	As identified, annually	New performance measure.	Communities and Partnerships Manager
<b>Ensure that all Assets of Community Value nominations are processed in accordance with the statutory obligations under the Localism Act and that a decision is made within 8 weeks of receipt of application</b>	100%, annually	Internal audit of ACVs completed and audit recommendations implemented. 4 nominations received as follows: <ul style="list-style-type: none"> <li>• Wicken Jubilee Village Hall ref 40 accepted</li> <li>• Maids Head Wicken ref 41 refused</li> <li>• Kings Head, Wilburton ref 42 refused</li> <li>• Kings Head Wilburton ref 43 refused</li> </ul> All nominations dealt with within required timescales.	Communities and Partnerships Support Officer Communities and Partnerships Manager
<b>Manage Service Level Agreements between the Council and 2 community and voluntary organisations during 2023 to 2024 in accordance with SLA timescales</b>	As identified, annually	SLAs in place and monitored in accordance with SLA requirements.	Communities and Partnerships Manager

**Council's strategic outcome:** Safe, vibrant and inclusive communities. Community sustainability.

**Communities and Partnerships' strategic objective: Support community safety initiatives.**

**Link to Corporate Plan:** Social and community infrastructure.

Performance measure	Target and reporting timescale	Baseline/output from 2022 to 2023	Owner and co-owners
<p><b>Support the development, implementation and monitoring of the East Cambs Community Safety Partnership Action Plan 2023 to 2024</b></p>	<p>As identified, annually</p>	<p>Community Safety Partnership Action Plan developed, implemented and monitored. Achievements include:</p> <ul style="list-style-type: none"> <li>• cyberbullying toolkit developed and shared</li> <li>• 3 court experiences events have taken place</li> <li>• Safer Street business packs developed and distributed to local businesses</li> <li>• Drink Spiking campaign promotional materials produced including beer mats containing QR code directing people to ECDC community safety webpages for information on drink safety, posters, and information booklets distributed to local drinking establishments</li> <li>• quarterly CSP newsletters produced and distributed to Neighbourhood Watch, parish councils and live on ECDC community safety webpages</li> <li>• CSP promotional posters created with QR codes directing people to CSP community safety webpages</li> <li>• Eyes &amp; Ears training provided to Parish Councillors, Neighbourhood Watch parish clerks and CCC</li> <li>• CSP Twitter account launched and active</li> <li>• Shop Watch set up via WhatsApp in Ely city centre</li> </ul>	<p>Neighbourhood and Community Safety Team Leader Community Safety Support &amp; Anti-Social Behaviour Officer Community Safety and Projects Support Officer Communities and Partnerships Manager</p>
<p><b>Acknowledge anti-social behaviour enquiries received by the Council within 2 working days</b></p>	<p>100%, annually</p>	<p>New performance measure.</p>	<p>Community Safety Support and Anti-Social Behaviour Officer Community Safety and Projects Support Officer</p>
<p><b>Manage the agenda for quarterly Community Safety Partnership (CSP) meetings in consultation with the CSP chair</b></p>	<p>100%, annually</p>	<p>CSP agenda managed effectively in consultation with CSP Chair.</p>	<p>Neighbourhood and Community Safety Team Leader</p>
<p><b>Deliver outcomes set out in OPCC Putting Communities First grant agreement in accordance with grant timescales</b></p>	<p>100%, annually</p>	<p>New performance measure.</p>	<p>Community Safety and Projects Support Officer Neighbourhood and Community Safety Team Leader</p>
<p><b>Work with CSP to ensure statutory duties are met</b></p>	<p>100%, annually</p>	<p>New performance measure.</p>	<p>Neighbourhood and Community Safety Team Leader</p>



**Council's strategic outcome:** Be an excellent employer.

**Communities and Partnerships' strategic objective:** Ensure that staff have all the necessary skills to maximise their input service delivery.

**Link to Corporate Plan:** Sound financial management.

Performance measure	Target and reporting timescale	Baseline/output from 2022 to 2023	Owner and co-owners
<p><b>Support the continued professional development of the team to ensure that they are meeting personal and professional career development opportunities by attending 8 training events</b></p>	<p>100%, annually</p>	<p>Examples of training completed by officers in the team in 2022 to 2023 include:</p> <ul style="list-style-type: none"> <li>• Prince 2 Foundation</li> <li>• Appreciative Enquiry training</li> <li>• Bomb threat training</li> <li>• Gypsy, Roma and Traveller Cultural Awareness Training</li> <li>• Domestic Homicide Review training</li> <li>• PREVENT training</li> <li>• Risk management training</li> <li>• Hate Crime training</li> <li>• Equalities and Diversity training</li> <li>• Data protection training</li> <li>• Anti-Social Behaviour training</li> <li>• Safety in Water training</li> <li>• Use of Body-worn Camera training</li> <li>• Youth services – sharing practice among local authorities</li> <li>• Introduction to Mental Health (Youth focus)</li> <li>• Mental Health First Aid</li> </ul>	<p>Communities and Partnerships Manager Communities and Partnerships Support Officer Neighbourhood and Community Safety Team Leader Community Safety and Projects Support Officer Community Safety Support &amp; Anti-Social Behaviour Officer Ely Riverside Officers</p>
<p><b>100% of appraisals undertaken by 31 March 2024</b></p>	<p>100%, annually</p>	<p>On track to meet deadline as of 16 February 2023.</p>	<p>Communities and Partnerships Manager Neighbourhood and Community Safety Team Leader</p>
<p><b>Regularly review higher level corporate risks, including:</b></p> <ul style="list-style-type: none"> <li>• Assets of Community Value applications not managed in accordance with Localism Act</li> <li>• Statutory obligations</li> <li>• mooring enforcement not compliant with the Council's contract law enforcement processes</li> <li>• grants and agreements not managed in accordance with procedures</li> <li>• failure to adhere to community safety related statutory duties</li> </ul>	<p>Minimum annually, annually</p>	<p>Risks reviewed. Risk management training completed by relevant team members.</p>	<p>Communities and Partnerships Manager Neighbourhood and Community Safety Team Leader</p>

**Council's strategic outcome:** A clean, green and attractive place.

**Communities and Partnerships' strategic objective:** Ensure specific Council owned green spaces meet the needs of the local community. Undertake activities which help to mitigate/adapt to climate change.

**Link to Corporate Plan:** Social and community infrastructure. Cleaner, greener East Cambridgeshire.

<b>Performance measure</b>	<b>Target and reporting timescale</b>	<b>Baseline/output from 2022 to 2023</b>	<b>Owner and co-owners</b>
Consult at least 50 users of Ely Country Park and ensure that the site continues to serve as a destination for the entire district and beyond by 31 March 2024	As identified, annually	New performance measure.	Communities and Partnerships Support Officer
Carry out quarterly inspections of Ely Country Park during 2023 to 2024	Quarterly inspections, annually	New performance measure.	Communities and Partnerships Support Officer
Review and submit accreditation applications for Jubilee Gardens and Ely Country Park in partnership with the Council's Open Spaces team in accordance with accreditation timescales	By 31 January 2024, annually	Accreditation documentation submitted by 31 January 2023.	Communities and Partnerships Support Officer Communities and Partnerships Manager
Enforce the Council's mooring management scheme at Ely Riverside ensuring that all timescales and procedures are adhered to during 2023 to 2024 and conduct inspections of Ely Riverside as part of daily monitoring patrols and log and report any issues identified to the relevant ECDC service or agency	As required, annually	75 tickets issued and processed as of 6 March 2023. 100% of enforcement timescales and procedures adhered to. Patrols conducted, issues logged, reported and actioned.	Ely Riverside Officers Communities and Partnerships Support Officer Communities and Partnerships Manager
To raise the profile of climate change initiatives amongst local young people during 3 East Cams youth days in 2023 to 2024	As identified, annually	Communities and Partnerships Support Officer assisted Strategic Planning team with Green Community Awards project. Parish Council Conference took place in May 2022 on topic of climate change. 14 parish councils attended.	Communities and Partnerships Support Officer Communities and Partnerships Manager