



Communities and Partnerships Service Delivery Plan 2025 to 2026

Overview of the service

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

The work of the team includes:

- Development and delivery of strategies and initiatives aimed at improving community wellbeing and engagement such as the Council's Community Engagement Strategy and Vulnerable Community Strategy.
- Supporting the development, implementation, and monitoring of the East Cambs Community Safety Partnership (CSP) Action Plan and managing the agenda for CSP meetings in consultation with the CSP chair.
- Working with the CSP to ensure that statutory duties are met and carrying out an annual community safety statutory duty audit with all Services Leads.
- Delivery of parish council conferences.
- Management of Section 106, Community Fund and Facilities Improvement Grant Schemes.
- Processing of Asset of Community Value nominations.
- Enforcement of the Council's mooring management scheme at Ely Riverside.
- Management of Service Level Agreements between the Council and community and voluntary organisations.
- Management and promotion of the Explore East Cambs brand and website.
- Responding to anti-social behaviour enquiries received by the Council.
- Delivery of outcomes set out in Office of Police and Crime Commissioner's Putting Communities First grant agreement.
- Reviewing and submitting open space accreditation applications in partnership with the Council's Open Spaces team.
- Seeking feedback from users of Ely Country Park with the aim of ensuring that the site continues to serve as a destination for the entire district and beyond.

Appendix 1 Communities & Partnerships

- Carry out appraisals and support the continued professional development of the team to ensure that they are meeting personal and professional career development opportunities by attending training events.

Cost of service

The cost to run the service totals £288,067.

Staffing Information

The Communities and Partnerships team comprises 7 members of staff.

Communities and Partnerships Manager (full time)

Communities and Partnerships Support Officer (full time)

Ely Riverside Officers (2 part time)

Neighbourhood and Community Safety Team Leader (full time)

Community Safety and Projects Support Officer (full time, fixed term, externally funded)

Community Safety Support and Anti-Social Behaviour Officer (part time, fixed term, externally funded)

Forward planning for Councillors

Proposed item	Proposed date of decision	Committee
Citizens Advice West Suffolk (CAWS) performance update	June 2025	Operational Services
Voluntary and Community Action East Cambridgeshire (VCAEC) performance update	June 2025	Operational Services
Half year report 2025 to 2026	November 2025	Operational Services
CAWS performance update	January 2026	Operational Services

Appendix 1 Communities & Partnerships

Proposed item	Proposed date of decision	Committee
VCAEC performance update	January 2026	Operational Services
End of year report 2025 to 2026	March 2026	Operational Services
Service Delivery Plan 2026 to 2027	March 2026	Operational Services
Review of grant to VCAEC	March 2026	Operational Services

Communities and Partnerships Service Delivery Plan 2025 to 2026

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.

Council's strategic outcome: Customers are at the heart of everything we do; Safe, Vibrant and Inclusive Communities; Community Sustainability.

Communities and Partnerships' strategic objective: Improve community safety, engagement and provision.

Link to Corporate Plan: Sustainable communities.

Performance measure	Target and reporting timescale	Baseline/output from 2024 to 2025	Owner and co-owners
<p>Deliver the team's actions for 2025-26 in the Council's Community Engagement Action Plan, including the delivery of 1 parish council conference by 31 March 2026, update the council's Community Engagement Toolkit by 31 December 2025; map agencies already engaging with harder to reach groups so that utilise them as a means of engaging with that group by 31 December 2025; and carry out quarterly detached youth engagement.</p>	<p>Deliver 1 parish council conference by 31 March 2026</p> <p>Update Community Engagement Toolkit by 31 December 2025</p> <p>Map agencies by 31 December 2025</p> <p>Carry out quarterly youth engagement</p>	<p>Examples of work carried out is set out as followed:</p> <p>Youth Fusion events were delivered in Burwell and Haddenham in August 2024.</p> <p>Detached youth engagement carried out in Stetchworth, Ashley, Cheveley, Dullingham, Swaffham Prior, Swaffham Bulbeck, and Burwell, to understand the views of local young people. Feedback received from young people was passed onto the relevant agencies for them to consider and address. Further detached youth work is scheduled to be carried out in Little Downham and Littleport on 19 March 2025.</p> <p>Public events identified and mapped by the Communities and Partnerships team, in consultation with parish councils and ECDC Service Leads. Following this, a variety of community events have been attended by Council officers, to carry out engagement with the public.</p> <p>The Council's Register of Consultee database is being refreshed, and an officer toolkit is being produced. To be completed by 31 March 2025.</p> <p>Parish Council Conference delivered on 11 February 2025.</p>	<p>Communities and Partnerships Manager Communities and Partnerships Support Officer</p>
<p>Promote the revamped Register of Consultees internally and externally with the aim of increasing sign-up</p>	<p>100%, 31 March 2026</p>	<p>New measure</p>	<p>Communities and Partnerships Manager Communities and Partnerships Support Officer Communications Manager</p>

Performance measure

Target and reporting timescale

Baseline/output from 2024 to 2025

Owner and co-owners

Support the work of the East Cambs Community Safety Partnership (CSP) by delivering the team's actions in the CSP Action Plan 2024-25 by June 2025; and delivering the team's actions in the CSP Action Plan 2025-26 by March 2026; and oversee the Council's compliance with community safety statutory requirements.

100% of all the team's actions in the CSP Action Plan 2024-25 completed by 30 June 2025.

100% of all the team's actions in the CSP Action Plan 2025-26 completed by 30 June 2026.

CSP Action Plan agreed by CSP Board in June 2024.

Examples of work carried out:

2 court experience events delivered to students from Bottisham Village College in September 2024 and Soham Village College in January 2025. A court experience event is planned for Ely College students in March 2025.

Multiagency street art project in Ely completed in September 2024.

ECDC officers represented the CSP at county board meetings.

ECDC officers represented the CSP at community events, including the Youth Fusion events in Burwell and Haddenham, and on the CSP market stall in Ely. At the market stall, examples of topics covered included White Ribbon, Eyes and Ears, ShopWatch, and bag security.

Supported multiagency youth engagement work carried out in Burwell.

Fed into CCC youth survey.

Implementation of White Ribbon Action Plan to address violence against women and girls. Supported South Cambs District Council with their successful White Ribbon accreditation application.

ECDC and The Kite Trust signed up as third party hate crime reporting centres.

CSP Communications Plan agreed by the board in September 2024.

Community Safety Statutory Duty Audit carried out with Service Leads, and an ECDC Prevent Action Plan is being explored. Prevent awareness materials produced and issued to parish councils and local businesses.

Sharing of best practice and information on cross-cutting matters shared with district counterparts.

Supported Soham Town Council with their safety evening in October 2024, alongside other agencies.

Provided support to a complex multi-agency approach ASB case in Burwell.

Delivered Members Seminar on Hate Crime and Hate Crime Reporting Centres in October 2024.

Neighbourhood and Community Safety Team Leader
Community Safety and Projects Support Officer
Community Safety Support & Anti-Social Behaviour Officer
Communities and Partnerships Manager

Performance measure	Target and reporting timescale	Baseline/output from 2024 to 2025	Owner and co-owners
		<p>Delivered an in-person scams and fraud talk to a community group in Ely in October 2024.</p> <p>Trained ECDC Customer Services and Housing and Community Advice officers in Hate Crime Reporting Centre procedures.</p> <p>Oversaw the coordination of 3 ASB Casefile Reviews, on behalf of the CSP.</p>	
<p>Management of Section 106, Community Fund and Facilities Improvement Grant Schemes in accordance with specific grant timescales and hold 2 grant Community Fund application windows during 2025-26</p>	<p>As determined by specific grant schemes, and review and update grant guidance documentation by 31 March 2026.</p>	<p>ECDC community grants promoted at the Parish Council Conference.</p> <p>Grant enquiries answered and assistance given to parish councils and community groups regarding potential applications.</p> <p>8 Community Fund grants awarded, as of 12.02.25.</p> <p>3 Section 106 grants awarded, as of 12.02.25.</p> <p>4 Facilities Improvement Grants awarded, as of 12.02.25.</p> <p>Funding opportunities proactively promoted.</p>	<p>Communities and Partnerships Support Officer Communities and Partnerships Manager</p>

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: Sound financial management.

Performance measure

Target and reporting timescale

Baseline/output from 2024 to 2025

Owner and co-owners

Implement the recommendations of the Digital Marketing Strategy for Explore East Cambs during 2025-26, including management of new social media platforms

100%, 31 March 2026

New Explore East Cambs website and social media channels launched in February 2025.

Communities and Partnerships Manager
Communities and Partnerships Support Officer

Council’s strategic outcome: Safe, vibrant, and inclusive communities. Community sustainability. Customers at the heart of everything we do.

Communities and Partnerships’ strategic objective: Support community resilience and wellbeing.

Link to Corporate Plan: Sustainable communities.

Performance measure	Target and reporting timescale	Baseline/output from 2024 to 2025	Owner and co-owners
<p>Deliver 2 East Cambs Youth Fusion events by 31 March 2026; and develop a youth events toolkit to assist parish councils run their own youth events</p>	<p>2 events delivered by 31 March 2026 Toolkit developed by 31 May 2025</p>	<p>Youth Fusion events delivered in Burwell and Haddenham in August 2024.</p>	<p>Communities and Partnerships Support Officer Communities and Partnerships Manager</p>
<p>Deliver the team’s actions for 2025-26 in the Council’s Vulnerable Community Action Plan, including the management of SLAs in accordance with SLA timescales; and directly engage with members of vulnerable communities to inform the updating of the council’s Vulnerable Communities Signposting Toolkit by 31 March 2026.</p>	<p>100%, 31 March 2026</p>	<p>The Vulnerable Communities Toolkit is being reviewed, updated and rebranded, to be completed by March 2026. SLAs monitored in accordance with SLA requirements. Support provided to the delivery of the CSP Action Plan. 2 Youth Fusion events delivered in Burwell and Haddenham in August 2024.</p>	<p>Communities and Partnerships Manager Project Coordinator (Health and Wellbeing)</p>
<p>Review the grant to VCAEC by 31 March 2026</p>	<p>31 March 2026</p>	<p>New measure</p>	<p>Communities and Partnerships Manager Project Coordinator (Health and Wellbeing)</p>

Council’s strategic outcome: Improve systems and practices.

Communities and Partnerships’ strategic objective: Identify and mitigate risks to the Council.

Link to Corporate Plan: Sound financial management.

Performance measure	Target and reporting timescale	Baseline/output from 2024 to 2025	Owner and co-owners
<p>Regularly review higher level corporate risks, including:</p> <ul style="list-style-type: none"> Assets of Community Value applications managed in accordance with Localism Act statutory obligations mooring enforcement compliant with the Council’s contract law enforcement processes grants and agreements managed in accordance with procedures adherence with community safety related statutory duties 	<p>Review quarterly</p> <p>Review of Assets of Community Value protocol and appendices to be completed by 31 August 2025</p>	<p>ECDC Community Safety Statutory Duty Audit completed, and an ECDC Prevent Action Plan is being explored.</p> <p>Annual review of Assets of Community Value protocol and appendices completed in August 2024.</p> <p>Annual Assurance Statement (AAS) completed and returned to internal audit team in June 2024. The AAS is a self-assessment of the systems of internal control within the service and provides an evaluation of the effectiveness of procedures, systems and controls and, highlights actions intended to address any areas for improvement.</p> <p>Higher level corporate risks reviewed quarterly. Business Impact Assessment reviewed and updated in December 2024.</p>	<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 & Anti-Social Behaviour Officer Ely Riverside Officers</p>

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

Communities and Partnerships’ strategic objective: Undertake activities which help to mitigate/adapt to climate change.

Link to Corporate Plan: Cleaner, greener East Cambridgeshire.

Performance measure	Target and reporting timescale	Baseline/output from 2024 to 2025	Owner and co-owners
Reduce our paper usage within the service by 10%	10% reduction by 31 March 2026	Reduction of 7.6% achieved.	Communities and Partnerships Manager Communities and Partnerships Support Officer Neighbourhood and Community Safety Team Leader Community Safety and Projects Support Officer Community Safety Support & Anti-Social Behaviour Officer Ely Riverside Officers