



Communities and Partnerships Service Delivery Plan 2026 to 2027

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.
- 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 Crime and Disorder Reduction 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.
- Carrying out appraisals and supporting 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 £262,439

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, partially externally funded)

Forward planning for Councillors

Proposed item	Proposed date of decision	Committee
Half year report 2026 to 2027	November 2026	Operational Services
Review of grant to Citizens Advice West Suffolk	March 2027	Operational Services
End of year report 2026 to 2027	March 2027	Operational Services
Service Delivery Plan 2027 to 2028	March 2027	Operational Services

Communities and Partnerships Service Delivery Plan 2026 to 2027

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 2025 to 2026	Owner and co-owners
Deliver the team's actions for 2026-27 in the Council's Community Engagement Action Plan, including the delivery of 1 parish council conference by 31 March 2027; and carry out quarterly detached youth engagement.	Deliver 1 parish council conference by 31 March 2027 Carry out quarterly youth engagement	Parish Council Conference took place on 12 February 2026. Community Engagement Toolkit live on Intranet and promoted to EDCC officers. Agencies engaging with harder to reach groups identified and engaged with and utilised during consultation to inform the updating of the Community Engagement Toolkit and Vulnerable Community Directory. Detached youth work has taken place in Ely, Soham, Fordham, Witchford and another session is booked for March 2026 in Burwell and the surrounding villages. Feedback received from young people was passed onto the relevant agencies for them to consider and address.	Communities and Partnerships Manager Communities and Partnerships Support Officer
Support the work of the East Cambs Community Safety Partnership (CSP) by delivering the team's actions in the CSP Action Plan 2025-26 by June 2026; and delivering the team's actions in the CSP Action Plan 2026-27 by March 2027.	100% of the team's actions in the CSP Action Plan 2025-26 completed by 30 June 2026. CSP Action Plan 2026-27 to be agreed in June 2026, and 100% of the team's actions in the emerging Action Plan to be completed in accordance with action plan deadlines.	100% of all the team's actions in the CSP Action Plan 2024-25 completed by 30 June 2025 CSP Action Plan agreed by CSP Board in June 2025. Examples of the team's work carried out as part of the delivery of the 2025-26 CSP Action Plan include: Seven CSP court experience events	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 2025 to 2026	Owner and co-owners
		<p>delivered to students from VISTA in Witchford Village College, Bottisham Village College Soham Village College 2026, and Ely College</p> <p>Phase 2 of the multiagency street art project in Ely completed in August 2025.</p> <p>Officers sent quarterly emails to parish councils encouraging them to become third party hate crime/incident report centres. The process and benefits have been explained, showcasing existing Hate Crime Reporting Centres, however no new parish councils have signed up this year.</p>	
Develop and submit EDC's White Ribbon Action Plan to White Ribbon by June 2026	Submit action plan by June 2026	New measure.	Community Safety Support & Anti-Social Behaviour Officer Neighbourhood and Community Safety Team Leader
Implementation of anti-social driving Public Spaces Protection Order by summer 2026, subject to Committee approval in March 2026.	PSPO live by August 2026	New measure.	Communities and Partnerships Manager Neighbourhood and Community Safety Team Leader

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 2025 to 2026	Owner and co-owners
Conduct a tendering exercise to award a commercial mooring licence to an organisation to provide services at Ely Riverside by November 2026.	Award of licence by November 2026	New measure.	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 2025 to 2026	Owner and co-owners
Deliver 1 East Cambs Youth Fusion event by 30 September 2026	One event delivered by September 2026	Two Youth Fusion events delivered in Isleham and Ely in summer 2025; and youth events toolkit developed and shared with parish councils and relevant local groups.	Communities and Partnerships Support Officer Communities and Partnerships Manager
Review the grant to Citizens Advice West Suffolk by 31 March 2027	31 March 2027	New measure.	Communities and Partnerships Manager Project Coordinator (Health and Wellbeing)

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 2025 to 2026	Owner and co-owners
Regularly review higher level corporate risks, including: <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 	Review quarterly Review of Assets of Community Value protocol and appendices to be completed by 31 August 2025	Annual Assurance Statement completed and returned to internal audit team in May 2025. Higher level corporate risks reviewed quarterly.	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
Meet all Statutory KPI’s	100% compliance with all statutory duties	ECDC Community Safety Statutory Duty Audit completed. An ECDC Prevent Action Plan has been agreed by CMT is and is being implemented.	Communities and Partnerships Manager Communities and Partnerships Support Officer Neighbourhood and Community Safety Team Leader

Performance measure	Target and reporting timescale	Baseline/output from 2025 to 2026	Owner and co-owners
		Annual review of Assets of Community Value protocol and appendices completed in August 2025.	

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 2025 to 2026	Owner and co-owners
Reduce our paper usage within the service by 10%	10% reduction by 31 March 2027	47% reduction achieved.	Communities and Partnerships Manager Communities and Partnerships Team

Council’s Strategic Outcome: Customers at the heart of everything we do, maintain sound finances, improve systems and practices, be an excellent employer

Communities and Partnerships’ Service Strategic Objective: Ensure policies and procedures are up to date and fit for purpose.

Link to Corporate Plan: Sound Financial Management

Performance measure	Target and reporting timescale	Baseline/output from 2025 to 2026	Owner and co-owners
To actively facilitate and engage with the Local Government Reorganisation (LGR) programme and be operationally ready to transition into the new authority model without service disruption.	Compile up-to-date lists of data sharing agreements with partners such as police, East Cambs Community Safety Partnership, and Environment Agency so they may be updated as necessary and used by the new council.	New performance measure	Communities and Partnerships Manager Communities and Partnerships Support Officer Neighbourhood and Community Safety Team Leader

