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Direct dial 0115 914 8481
Email memberservices@rushcliffe.gov.uk

Our reference:
Your reference:
Date: 21 September 2015

To all Members of the Partnership Delivery Group

Dear Councillor

A meeting of the PARTNERSHIP DELIVERY GROUP will be held on Tuesday 29 September 2015 at 7.00 pm in the Council Chamber, Civic Centre, Pavilion Road, West Bridgford to consider the following items of business.

Yours sincerely



Executive Manager - Operations and Corporate Governance

AGENDA

1. Apologies for absence.
2. Declarations of Interest.
3. Notes of the Meeting held on Tuesday 30 June 2015 (pages 1 - 7).
4. Review of Metropolitan Housing Partnership

The report of the Executive Manager - Neighbourhoods is attached (pages 8 - 11).

5. Service Level Agreement Rushcliffe Community & Voluntary Service and Rural Community Action Nottinghamshire Scrutiny

The report of the Executive Manager - Communities is attached (pages 12 - 20).

6. Work Programme

The report of the Executive Manager - Operations and Corporate Governance is attached (pages 21 - 22).

Membership

Chairman: Councillor Mrs J A Smith
Vice-Chairman: Councillor J E Greenwood
Councillors J Donoghue, E J Lungley, G R Mallender, A Phillips, E A Plant, M W Suthers, J G A Wheeler

Meeting Room Guidance

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Toilets are located opposite Committee Room 2.

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NOTES
OF THE MEETING OF THE
PARTNERSHIP DELIVERY GROUP
TUESDAY 30 JUNE 2015

Held at 7 pm in the Council Chamber, Civic Centre, Pavilion Road, West Bridgford

PRESENT:

Councillors Mrs J A Smith (Chairman), M Buckle (substitute for Councillor M W Suthers), A M Dickinson (substitute for Councillor A Phillips), J Donoghue, J E Greenwood, E J Lungley, G R Mallender, E A Plant, J G A Wheeler

ALSO IN ATTENDANCE:

A Hill Head of Commercial Development, Nottingham City Council
L Kimberley Head of Trading Operations, Nottingham City Council

OFFICERS PRESENT:

D Banks Executive Manager - Neighbourhoods
D Burch Service Manager - Neighbourhoods
K Marriott Executive Manager - Transformation
V Nightingale Senior Member Support Officer
C Taylor Community Development Manager

APOLOGIES FOR ABSENCE:

Councillors A Phillips, M W Suthers

1. Declarations of Interest

There were none declared.

2. Notes of the Previous Meeting

The notes of the meeting held on Thursday 12 March 2015 were accepted as a true record.

3. Role and Remit

The Executive Manager - Transformation gave a presentation outlining the Group's role in the Council's scrutiny process. She outlined that scrutiny gave an opportunity for Members to hold the Cabinet to account, to influence policy development and service delivery. It enabled Members to consider issues which affected the Borough and the community and to consider the work of external partners.

She informed the Group that over the last fifteen years the concept of working in partnership had developed with local authorities delivering services in partnership with other public bodies and the private and social sectors. The Group's remit included driving forward existing partnerships, helping to bring partnership working into the Council's mainstream work for the benefit of the

community and developing an approach to future partnership working. One key element was to examine the effectiveness of the partnership working arrangements.

In conclusion the Executive Manager - Transformation outlined the Group's work programme and how items could be added to it. She summarised the scrutiny matrix, which assisted Members to identify if the issue was appropriate to scrutinise and the likely impacts and benefits scrutiny would provide. It was also important to identify how the item would help support the Council's corporate priorities. Members were informed of the role of the Scrutiny Chairmen and Vice Chairmen's meetings, which were to ensure that topics were scrutinised by the most appropriate group, ensure that there were no duplications and also to raise awareness of each group's activities. Members were informed that as part of the Work Programme discussion at each meeting the Group were asked to consider questions for the next visiting company. The Executive Manager - Transformation said that this had proved beneficial as it gave people the opportunity to address Members' concerns at the meeting rather than having to provide information at a later date. She stressed that this did not preclude Members from asking other questions at the meeting.

4. Review of the Cooperation Agreement for Fleet Maintenance and Garage Service Provision

The Executive Manager - Neighbourhoods presented a report outlining the partnership with Nottingham City Council in respect of fleet maintenance and garage service provision. He explained that this had been an innovative approach by the Borough and City Councils to work in cooperation. The arrangement commenced in April 2014 and the City Council now maintains vehicles for both Rushcliffe and Streetwise. By undertaking this new method of working both Councils have benefitted financially and this will assist the Borough Council with its plans to relocate the Depot. Colleagues meet weekly to discuss the day to day business and quarterly to consider performance.

Mr Hill and Mr Kimberley gave a presentation outlining the cooperation agreement and how it had been delivered and developed over the first 12 months. They stated that it had been identified in 2010 that local authority funding would become an issue and that, where possible, services should consider becoming more competitive. Since then the City Council's garage service had introduced shift changes to increase capacity, sought commercial opportunities by investing in commercial sales and marketing personnel in order to fully utilise the skill sets and infrastructure. Mr Hill was pleased to say that there had been very low staff turnover and therefore the Council had an experienced team of people.

Members were informed that the Council had won the contract for the Nottingham Fire and Rescue Service in July 2011 and an agreement with Nottingham City Homes had followed in July 2013. In May 2013 the City Council had been one of three bidders to reach the final stages in Rushcliffe Borough Council's procurement process. In August 2013 the Borough Council ended its procurement process and began informal discussions with the City Council in respect of a partnership approach. This new approach was

approved by the City Council's Executive Board and Rushcliffe's Cabinet in January 2014 and began in April.

This new arrangement provided the Borough Council with savings and income for Nottingham City Council with any additional savings being shared on a 50:50 basis. It was agreed that the agreement should be transparent, clear and simple and should be able to accommodate other local authorities in the future when necessary. Members were informed that staff were transferred from the Borough Council to the City Council and that this had been successfully carried out.

The Group were informed of the scope of the agreement including how the vehicles were maintained including ensuring compliance with all legislation and the fact that a mobile mechanic facility was available so that service was not disrupted. In respect of the governance arrangements Members were informed that similar arrangements were in operation with Nottingham Fire and Rescue Service. There were clear performance indicators which could be benchmarked and this model enabled the City Council to clearly identify the improvements made over the last four years to other interested parties. As part of the quarterly meetings officers considered any trends and the life span of the vehicles. This assisted officers to make more informed decisions when looking at the replacement programme especially as all Nottinghamshire Authorities were part of a joint procurement programme for vehicles.

In respect of performance indicators all the targets were being met except for 100% of MOT passes for HGV vehicles; it was acknowledged that this had been an ambitious target and the only failure had been due to a light bulb. The Group was informed that detailed information was kept on all vehicles to ensure that all parts and servicing is clearly and transparently audited. Members were pleased to note that repairs were carried out quickly and that routine servicing was carried out between 4.00 pm and 7.00 am to ensure that vehicles were not unnecessarily out of action.

With regard to MOT's Members were informed that two local garages now carried out the service for taxis as part of the licensing process.

In conclusion Mr Kimberley explained the lessons learnt over the initial twelve months of the agreement and how this would impact on future years. It was noted that the agreement had made a saving of £19,000 in 2014/15 when compared to the 2013/14 budget and that officers had access to comprehensive data on the various vehicles allowing better use of the assets.

The Chairman thanked Mr Hill and Mr Kimberley for their informative presentation and for answering Members' questions. She requested that there be a further report in 12 months' time.

It was AGREED that Members had considered the presentation made by Nottingham City Council and endorsed the work of the cooperation agreement partnership.

5. Rushcliffe Business Partnership

The Community Development Manager presented a report outlining the work of the Rushcliffe Business Partnership which had been launched in 1999 as a forum for local businesses to network and develop new opportunities. He said that members were normally from small to medium size enterprises based within the Borough and membership was free of charge to any businesses. The Borough Council works with the Partnership to assist delivery of its Corporate Priority to support economic growth. The Partnership received an annual Service Level Agreement payment of £2,000 and also officer support to deliver

- 12 monthly networking events
- 1 annual event
- 1 website maintained and updated on a regular basis
- 3 quarterly themed networking events

Dr Collins gave a presentation outlining the work of the Business Partnership. He said that the key aims were to

- support businesses in Rushcliffe to grow and develop
- to increase trade between businesses in Rushcliffe
- to increase trade from outside the Borough

The Partnership had over 500 businesses registered with their website, which received approximately 550 hits per week. The Partnership also had over 1,250 followers on social media. The website had been re-launched during 2014/15 and was now targeted towards local businesses and marketing. Other highlights from 2014/15 included 27 networking events and over 200 delegates attending the annual business showcase. At the showcase delegates had received information regarding the D2N2 Local Enterprise Partnership and the Rehabilitation Centre at Stanford Hall.

Dr Collins stated that the priorities for the Partnership in 2015/16 were to strengthen links with other business groups, the D2N2 Local Enterprise Partnership and the Nottingham Business Engagement Group. He said that there needed to be more representation from the larger Rushcliffe villages on the Partnership Steering Group. Also the Partnership would be represented on the Rushcliffe Strategic Growth Board. As part of the work undertaken in 2015/16 the Partnership would be surveying their members to ascertain their views of how the Partnership could work for them, how it could provide information and act as a conduit for support.

The Group discussed how empty retail properties could have a negative effect on a town centre and how this could have an impact on West Bridgford. It was felt that West Bridgford was a very good area for leisure activities but lacked retail properties. Members were informed that this would be an item for the West Bridgford Local Growth Board to consider.

In respect of challenges for the future Dr Collins stated that a few sectors suffered from a skill shortage, especially engineering; whilst small businesses needed incubator units to allow them to grow, as was demonstrated by the

Council's RTEC centre and The Point. The Executive Manager - Transformation explained that the Council was considering providing small industrial units of approximately 750 – 2,000 square metres in Cotgrave as part of the Growth Deal funding that had been awarded.

Following a question regarding successes Dr Collins stated that in Rushcliffe the IT sector and small one or two person businesses were growing, however confidence was growing across the majority of sectors.

Following a question regarding the number of businesses run by women Dr Collins stated that approximately 50% of people attending the Partnership's monthly meetings were female.

Members queried if the Partnership worked closely with the universities in the area. Dr Collins explained that there were links into the universities and the secondary schools, however the Partnership was run by volunteers and this limited the amount of resources available. The Community Development Manager stated that there had been a rural business event held at the Sutton Bonington Campus but there had been a very small take up by students. He highlighted the work of the Council's YouNG network and how they were a link between young people looking for apprenticeships and businesses. He emphasised the work undertaken by YouNG to encourage young entrepreneurs and reminded Members of the market and food festival being held in July.

In conclusion Dr Collins stated that there was an array of help and funding available to small businesses; however it was often the case that businesses did not know how to access it. It was important that people became engaged and connected and it was hoped that this would be achieved by the Partnership, especially through its revamped website and networking events.

The Chairman thanked Dr Collins for his informative presentation and for answering Members' questions. She requested that there be a further report in the future.

Members felt that the Partnership was very good value for money and that the Partnership could benefit from holding events at different times and in different areas of the Borough as this could attract new people.

It was AGREED that that Members had considered the presentation made by the Rushcliffe Business Partnership and endorsed the work of the partnership.

6. Updated List of Partnerships

The Executive Manager - Transformation presented the report which outlined the details of all the partnerships that the Council was involved in. She explained the rationale regarding which Group scrutinised the various partnerships and how this was overseen by the Scrutiny Chairmen and Vice Chairmen's meeting. She stated that this Group had scrutinised the initial arrangements with Streetwise Ltd and how, once this partnership was embedded, it would then fall under the remit of the Performance Management Board.

Members were given details of the strategic partnerships that were regularly considered by the Group, including Metropolitan Housing Trust the main Registered Social Landlord for the area; Waterloo Housing who as part of the Trent Valley Partnership provided affordable homes on rural exception sites; and the South Nottinghamshire Community Safety Partnership which involved the Police and other partners.

With regard to the list it was noted that the Council's rural customer contact point at Bingham had now moved to the Bingham Health Centre. It was also noted that the new partnership with Streetwise needed to be included.

It was AGREED that Members had considered the attached list to assist the development of a prioritised work programme for future meetings.

7. Annual Report

The Group considered its annual report for 2014/15, which outlined the work undertaken by the Group during the year, including scrutiny of the Service Level Agreement with Rushcliffe Community & Voluntary Service and Rural Community Action Nottinghamshire; annual reviews of the partnerships with Metropolitan Housing Trust, Waterloo Housing and South Nottinghamshire Community Safety Partnership. Other reviews had included Positive Futures, Healthwatch Nottinghamshire, Choice Based Lettings and Streetwise Environmental. Officers stated that a composite document of all the scrutiny groups' annual reports would be presented to Council on 25 September 2015.

The Chairman asked that her thanks to the Vice Chairman and colleagues for their lively discussions be included in the document. She stated that the review of Metropolitan Housing Trust had been disappointing as the person had only just been appointed. The Executive Manager - Transformation explained that this had been noted at the time and that Ms Watson would again be attending this year.

It was AGREED that the Partnership Delivery Group approved the report, following minor corrections, and forwarded it on to Council for consideration.

8. Work Programme

The Group considered its Work Programme. Councillor Wheeler enquired if parking could be added to the Programme. He was informed that the Performance Management Board considered the Council's Civil Enforcement partnership, although it was noted that the Board mainly received financial information. The Executive Manager - Transformation stated that the Council was considering new policies in respect of parking throughout the Borough, although it was anticipated that this would be considered by the Community Development Group. She agreed to bring this item to the next Scrutiny Chairmen and Vice Chairmen's meeting.

The meeting closed at 8.50 pm.

Action Sheet
PARTNERSHIP DELIVERY GROUP - TUESDAY 30 JUNE 2015

Minute Number	Actions	Officer Responsible	Officer's Response
4. Review of the Cooperation Agreement for Fleet Maintenance and Garage Service Provision	A further report be provided in 12 months' time	Executive Manager - Neighbourhoods	This item has been added to the Group's work programme
5. Rushcliffe Business Partnership	a) Consider the Service Level Agreement payment as part of the Budget process b) A further report be presented to the Group in the future.	Executive Manager - Transformation Community Development Manager	Budget Process will begin in October/November This has been added to the work programme
6. Updated List of Partnerships	Update the list and add Streetwise Environmental Ltd	Executive Manager - Transformation	This has been updated
7. Annual Report	Update the Chairman's Forward and correct the typographical errors	Member Services	This has been included in the report for Council on 24 September 2015
8. Work Programme	The Executive Manager - Transformation to request the Scrutiny Chairmen and Vice Chairmen's meeting to discuss which Group should consider the wider issue of developing parking policies for the Borough. Include the Rushcliffe Business Partnership and the Garage Cooperation Agreement into the Group's work programme.	Executive Manager – Transformation Member Services	This will be considered at the Group's next meeting These have been included.



Rushcliffe
Borough Council

Partnership Delivery Group

29 September 2015

Review of Metropolitan Housing Partnership

4

Report of the Executive Manager - Neighbourhoods

1. Summary

- 1.1 This report will provide Members an opportunity to review the partnership with Metropolitan, the main housing provider in Rushcliffe.
- 1.2 Beth Watson (Head of Housing North) will provide a presentation to Members on performance during 2014/15 across key services and outline future plans and initiatives.
- 1.3 Members are requested to comment on performance to date and any areas where the partnership could be strengthened to achieve joint priorities.
- 1.4 The partnership with Metropolitan was last scrutinised in October 2014. At the meeting it was agreed that the work of the partnership with Metropolitan be endorsed.

2. Recommendation

It is RECOMMENDED that Members consider and make comments on the presentation made by Metropolitan and endorse the work of the partnership

3. Reasons for Recommendation

- 3.1. Metropolitan is the main provider of social housing within the Rushcliffe area, with just over 3,500 properties and is an important partner to the Council. The partnership is well established and has continued to assist the Council in meeting its corporate priorities, including:
 - Enabling the development of new affordable homes, including the redevelopment of 8 garage sites in the Borough and the re-development of a sheltered housing scheme at Leys Court, Ruddington
 - Innovative work on the Cotgrave Town Centre regeneration project
 - Implementation of the Housing Allocations Policy and participation in the Choice Based Lettings Scheme
 - Attendance at joint partnership meetings to tackle anti-social behaviour
 - Participation in community projects and initiatives, including Metroemployment to help people get back to work

3.2. Continued partnership working with Metropolitan will ensure that the partnership continues to grow in strength.

4. Supporting Information

4.1. Metropolitan will provide Members with a presentation covering the following areas:

- Income recovery & welfare reform
- Asset management
- Customer services
- Housing management
- Sheltered & supported housing
- Development & affordable housing
- Neighbourhood investment
- Future plans

4.2. In April 2015 Metropolitan made some changes to the way Older Persons housing is managed, with the management of all Older Persons housing (including sheltered housing and designated older persons bungalows and flats) being managed by a specialist team within Metropolitan. As a result, the number of specialist frontline staff managing this service has increased which is hoped will improve services. Further details of this change will be provided in the presentation.

4.3. Members were asked to submit questions for discussion with Metropolitan. In addition to their presentation to Members, Metropolitan representatives will take questions on the above areas and any other matters as requested.

5. Risk and Uncertainties

5.1 During the past three years Metropolitan has gone through a period of evolution and extensive leadership changes to improve their services, including the merger of several different organisations and a new Executive Team and Board. The last year has seen leadership changes with the appointment of Andrew Reston (Head of Housing & Support), Ian Baggaley, (Regional Manager, Development and the departure of Richard Walker (Regional Director North). Quarterly strategic development meetings attended by Richard Walker and colleagues will ensure that any strategic and operational risks are minimised.

6. Implications

6.1. Finance

6.1.1. There are no financial implications to this report

6.1.2. It is anticipated that the delivery of the 30 affordable homes completed as part of the garage re-development programme during 13/14 and 14/15 will result in an additional New Homes Bonus payment to the authority of £200,000 over six years. A further garage re-development programme is currently being discussed.

6.2. Legal

6.2.1. None

6.3. Corporate Priorities

6.3.1. **Supporting economic growth to ensure a sustainable, prosperous and thriving local economy** – Effective partnership working to increase the supply of affordable housing will meet a range of needs across the Borough which in turn will generate economic growth and deliver other significant benefits (New Homes Bonus).

6.3.2. **Maintaining and enhancing our resident's quality of life** – Strong partnership working will enable residents to have safer, healthier and live longer lives in which they are able to fulfil their aspirations. The continued supply of affordable housing will reduce the instability caused to families and communities by preventing homelessness.

6.4. Other Implications

6.4.1. None

For more information contact:	Donna Dwyer Strategic Housing Manager 0115 914 8275 email ddwyer@rushcliffe.gov.uk
Background papers Available for Inspection:	None
List of appendices (if any):	Members' Questions

The following questions were submitted to Metropolitan Housing before the meeting.

- How many properties do they have in the Rushcliffe area?
- How many of each size. eg 4 bedrooms/ 3 bedrooms/ bungalows/managed schemes?
- Do Metropolitan only receive income from tenants or is there funding from elsewhere?
- Who pays for grounds maintenance on open areas of estates which were once Council Estates but now have more private owners living there since right to buy came into being some years ago and more recently the right to acquire?
- It does not seem fair if open areas are maintained at the expense of those who pay rent and those who own their properties get it for free. Some estates have more privately owned properties than Metropolitan (Including private rented accommodation)
- Can you explain the difference between the right to buy and the right to acquire?
- In April this year Metropolitan decided to charge an administration fee to residents to cover the cost of collecting water charges for Severn Trent along with the rent. Residents were then told that this method of paying water charges would stop and all tenants would be responsible for making payments direct to Severn Trent themselves. How are you helping these residents during this change over and do you think it is fair that people have been charged the extra 80 pence per week since April when you knew you were making these changes?
- Reducing Admin costs? Why do tenants with garages next to their home still have 2 separate rent accounts? It is obvious that the garage comes with the house. New tenants may have an all inclusive rent but those who have lived in their properties for some time make 2 payments by direct debit (or other method) receive 2 statements (3 pieces of paper in each) 2 envelopes and postage paid twice.
- What are your policies on anti-social behaviour / Neighbour disputes? Do you just use mediation or can tenants be rehoused?
- Has the time increased in which void properties are refurbished/necessary repairs are carried out so that new tenants can move in more quickly?
- Can you explain what the current arrangements are for the grounds maintenance of Metropolitan properties? It is understood that Streetwise now has the contract but could you give more details on the arrangements



Partnership Delivery Group

29 September 2015

Service Level Agreement Rushcliffe Community & Voluntary Service and Rural Community Action Nottinghamshire Scrutiny

5

Report of the Executive Manager - Communities

1. Summary

- 1.1. This report sets out the end of year 3 (April 2014-March 2015) scrutiny of the Council's Service Level Agreement with Rushcliffe Community & Voluntary Service (RCVS) and Rural Community Action Nottinghamshire (RCAN) for the period 2012-2015 to deliver services on the Council's behalf.
- 1.2. Carolyn Perry, Chief Executive of RCVS accompanied by Jessica Molineaux and Rob Crowder Chief Executive of RCAN accompanied by Alex Raynor will provide a presentation for Members focussing on the services delivered in Rushcliffe, successes and future challenges.
- 1.3. Members are requested to decide whether they are satisfied with the delivery of year 3 of the Service Level Agreement (SLA) and the progress made in delivering the recently agreed 2015/16 SLA.

2. Recommendation

It is RECOMMENDED that Members

- a) make comment on, and endorse the year 3 delivery report of the Service Level Agreement (as detailed in **appendix 1**) between the Council and Rushcliffe Community & Voluntary Service and Rural Community Action Nottinghamshire, and
- b) note that from April 2015 the Council has separate Service Level Agreements with each organisation (RCVS and RCAN) and make comment on delivery to date.

3. Reasons for Recommendation

- 3.1. The Portfolio Holders for Community Services and Resources have scrutinised performance of year 3 delivery in September 2014 and April 2015. Members were satisfied that both organisations have met or exceeded targets.
- 3.2. The Service Level Agreement states that there will be annual scrutiny of the partnership by the Partnership Delivery Group.
- 3.3. Delivery of year 2 (April 2013-March 2014) of the SLA was scrutinised by the Partnership Delivery Group in July 2014. Targets had largely been met or exceeded and Members endorsed the delivery.

4. Supporting Evidence

4.1. The SLA end of year 3 report (attached as **Appendix 1**) highlights key achievements and provides details of performance against the five specific activity outputs as follows:-

- Deliver infrastructure services to voluntary and community groups, including direct provision of support services to individual volunteers, and voluntary and community organisations. – All 9 targets have been fully achieved.
- Support Town and Parish Councils and community groups in the development and delivery of community led plans, neighbourhood plans and market town initiatives – 7 out of the 7 targets have been fully achieved.
- Assist the Council in developing and implementing its Transformation agenda – this action has been achieved.
- Assist the Council in implementing its Equalities Scheme – 4 out of the 5 targets have been fully achieved.
- Communication – 8 out of the 8 targets have been achieved.

4.2. Cabinet on 13 January 2015 approved new individual Service Level Agreements with both organisations - RCAN £32,000 for a period of one year from April 2015 and RCVS £15,000 for a period of six months from April to September 2015 with further funding subject to review following the proposed merger of CVS's.

4.3. Following consultation with the Portfolio Holder for Community Services funding of £15,000 for RCVS for the period October 2015 to March 2016 has been agreed.

4.4. The new Service Level Agreements for 2015/16 will be scrutinised by Partnership Delivery Group in 2016.

5. Risk and Uncertainties

5.1. The funding environment for 'third sector' organisations is less stable than in recent years, which could impact on the ability of RCAN or RCVS to operate and deliver community outcomes.

5.2. Finance

- The cost of the SLA 2012-15 was £236,223 and annual payments of £78,471 were made in accordance with the budget.
- The combined costs of the SLA for 2015/16 is £62,000.

5.3. Legal

- The Service Level Agreements with RCVS/RCAN was established in conjunction with the Council's Legal Services team.

5.4. Corporate Priorities

- Maintaining and enhancing our resident's quality of life.
- Supporting economic growth to ensure a sustainable, prosperous and thriving local economy.

5.5. Other Implications

- RCVS and RCAN work actively to promote equal opportunities in all aspects of service delivery.

For more information contact:	Craig Taylor Community Development Manager 0115 914 8345 email ctaylor@rushcliffe.gov.uk
Background papers Available for Inspection:	Service Level Agreement with RCVS/RCAN 2012-2015 Service Level Agreement with RCVS 2015-16 Service Level Agreement with RCAN 2015-16 RCVS Quarter 1 delivery 2015 RCAN Quarter 1 delivery 2015
List of appendices (if any):	Appendix 1 RCAN / RCVS End of Year 3 Report (1 April 2014 – 31 March 2015)



APPENDIX 1

RCAN and RCVS End of Year 3 Report

Joint service level agreement, Rural Community Action Nottinghamshire and Rushcliffe Community and Voluntary Service. 1st April 2014 – 31st March 2015

Service 1: Deliver Infrastructure Services to voluntary and community groups and be able to demonstrate

All 9 targets have been fully achieved

1.1 - One to one contact with at least 35 community groups

- RCAN and RCVS together have supported **67** community groups across Rushcliffe.

1.2 - Work with at least 5 organisations to help them identify suitable funding opportunities and helping them to secure at least £25,000 additional funding

- **29** groups supported to submit funding applications
- Total funding secured **£123,815**
- RCAN - **£112,000**
- RCVS - **£11,815**

1.3 - At least 95% of organisations helped and responded to user survey express satisfaction.

- RCVS - 36 groups worked with this year – all expressed satisfaction at the point of delivery of service.

1.4 - The advice and support has been provided to at least 400 potential providers and that at least 90 volunteers have been successfully placed

- RCVS – contact with **1278** volunteers, all of whom were offered appropriate opportunities to suit their skills and interests. **83** volunteers were known to be placed during this year. The average number of volunteers placed per year over the 3 year period of the SLA is **94**.

1.5 - Work has been undertaken with at least 12 voluntary and community groups to promote good practice in volunteering.

- RCVS – Light-touch contact with **175** voluntary and community groups about volunteering. More intensive work on volunteering good practice has been undertaken with **10** groups this year. Over the 3 years of the SLA, we have worked with an average of **25** groups per year.

1.6 - The Volunteer Centre achieves and maintains accreditation with Volunteering England

- RCVS - VCQA has been achieved across the partnership,(until March 2016)

1.7 - At least 95% of people using the Volunteer Centre and responding to user surveys expressed satisfaction with the service

- **100%** satisfaction rate amongst users of the VC, 10 responses this quarter. Total responses for year - 42

1.8- The Volunteer Centre engages with centres elsewhere in the county to develop collaborative initiatives aimed at improving efficiency and effectiveness.

- RCVS - Regular networking meetings with Volunteer Centres in South Notts. Collaboration with county-wide Volunteer Centres through the NCC Volunteering Project (led by Gedling CVS).

1.9 - RCVS will generate additional period income to provide new services to users.

- Community Outreach Advisor funding has been confirmed for 2015/6

Service 2: Supporting Town and Parish Councils and community groups in the development and delivery of community led plans, neighbourhood plans and market town initiatives.

7 out of the 7 targets have been fully achieved.

2.1 - Rural community groups and parish councils receive appropriate advice and guidance, with a particular focus on parish plans

- RCAN continue to respond to queries about Community led Planning working in partnership with other specialist agencies and signpost groups on where appropriate.

2.2 - At least 2 parish plans are produced per year – over the 3 year agreement 6 plans to be produced.

- RCAN are currently supporting communities to develop community led plans in, Ruddington, Bingham and East Bridgford. East Leake, Radcliffe on Trent and Kingston on Soar have published and are now implementing their action plan. This support involves attendance at monthly meetings, advising on

effective community engagement techniques and acting as the link between the community group and the borough council to ensure that departments are aware of identified issues.

2.3 - Support has been provided for the ongoing development of a Neighbourhood Plan in Keyworth

- RCAN continues to work in partnership with the Planning and Policy team at Rushcliffe Borough Council to support the development of Neighbourhood Plans in Keyworth

2.4 – Support has been provided for the on-going development of a Neighbourhood Plan in East Leake

- RCAN continues to work in partnership with the Planning and Policy team at Rushcliffe Borough Council to support the development of Neighbourhood Plans in East Leake

2.5 - Work with community groups and town and parish councils has been effective in helping them identify suitable funding opportunities and helping them to secure additional funding

- RCAN continue to support community groups and town and Parish Councils and have secured £112,000 this financial year.
- RCVS continue to support community groups and have secured £11,815 this financial year

2.6 - An active involvement has taken place with partners in up to 12 town and parish council initiatives

- RCAN are currently actively involved with a variety of projects in 14 parishes across the Borough.

2.7 - Mechanisms have been developed for consultation with town and parish councils post parish plan to continually improve the service.

- RCAN produced a survey and sent it out to the groups who are undertaking community led plans. Out of the 6 groups RCAN is currently working with only the 3 active groups replied. The feedback was consistent and echoes the quote below.

“The support of RCAN has been invaluable, giving us the contacts for many support systems. Being able to advise on the use of SurveyMonkey, able to make us aware of other Village Plans, the how’s and the wherefores. The knowledge that there is support when you need it. An independent advisor at the committee table”.

Service 3: Assist the Council in developing and implementing its Transformation Agenda

The 1 action in this service area has been fully achieved

3.1 – Supporting the Transformation agenda

RCAN – ‘Supporting the Rural Economy’ event focusing on rural diversification. The event took place on 22nd October 2014 at the Sutton Bonington campus at Nottingham University. There was a reasonable turnout and constructive feedback which will enable us to address concerns and tailor the next event to meet the needs of the audience.

RCAN Supported the initial development of three community based solutions for the land management across the Gamston area, as negotiations between the Borough Council and Bovis continue, RCAN’s work in this area is currently on hold.

Service 4: Assist the Council in implementing its Equalities Scheme

4 out of the 5 targets have been fully achieved

4.1- Ensuring that the database is seen to reflect our diverse population

- RCVS database is regularly updated and is linked in with the Rushcliffe Together database also held by RCVS. A range of diverse groups is represented on our databases, including groups themed around equality strands such as disability, ethnicity, mental health, homelessness and older people.

4.2- Ensuring that at least 10 key networks are engaged in the Community Cohesion Network (Rushcliffe Together)

- RCVS - The ‘networks’ are groups and organisations that come under the strands of Equality & Diversity, and who will have their own networks. We currently have 156 individuals on this database, representing 83 organisations that link into their own networks.

4.3- Leading the organisation and delivery of at least one Community Cohesion Network (Rushcliffe Together) event

- Respect Rushcliffe event – May 2015. The delay has been due to problems securing an appropriate venue.

4.4- Leading the organisation and delivery of at least one initiative with the BME community

- 2014 RACA Health Event on Cancer – planned and delivered with significant input from CVS with regard to speakers, stall holders, publicity and on the day coordination.
- Planning is underway for an event in 2015 on the subject of Dementia.

4.5- Successfully placing at least 10 volunteers with additional support needs

- RCVS – 6 volunteers successfully placed this year. Average over the 3 years of the SLA is **14** per year.

Service 5: Communication

8 out of 8 targets have been fully achieved

5.1 – RCVS's database of voluntary and community organisations is updated regularly

- RCVS's database is updated and reviewed on an ongoing basis

5.2 - Database entries increase by at least 10% per annum

- RCVS – Database currently stands at 600 – a 1% increase since April 2014. Significant work has been undertaken on the database, which has led to the removal of some duplicate or out of date records. However over the 3 years of the SLA, the database has grown by 30%.

5.3 - At least 10 electronic news bulletins are circulated

- RCVS - 33 electronic bulletins have been circulated this year (including our own e-bulletin but also circulating partners' bulletins etc. Nottinghamshire First

5.4 - Those responding to an annual survey show at least 90% overall satisfaction with the news bulletin

- RCVS - Newsletter survey – Poor response to all our attempts to capture feedback over this year. However we do have several examples of unsolicited and very positive feedback.

5.5 - 10 regular newsletters (250-300) per mailing (mainly electronic versions) are circulated

- RCVS – 11 newsletters have been mailed out to contacts
- RCAN – 8 newsletters have been emailed out to members

5.6 - 'Piggy Backing' of information in media delivered by other organisations is demonstrated.

- RCVS – 188 separate items of information circulated via partner organisation communications

5.7 - At least 4 direct mailings as required, are carried out

- We no longer post out our newsletters or additional mailings – please see information above (5.3) regarding our e-bulletin and other newsletters that we circulate on behalf of partner organisations. In addition we respond to requests regarding information for immediate circulation to the sector e.g. consultation and event information.

5.8 - The RCVS website is updated weekly

- The RCVS website continues to be updated on a weekly basis. Our Twitter account is regularly updated and relevant information re-tweeted to followers.

Out of the 30 outputs 29 have been fully achieved, the output not achieved is the delivery of the Rushcliffe Together Community Cohesion event which was delayed but is now planned for June 2015.

Report of the Executive Manager - Operations and Corporate Governance

1. Summary

- 1.1. The work programme is a standing item for discussion at each meeting of the Partnership Delivery Group. This report presents the work programme for 2015/16.

2. Recommendation

- 2.1. It is RECOMMENDED that the Partnership Delivery Group agrees the proposed work programme for 2015/16

3. Reasons for Recommendation

Date of Meeting	Item
29 September 2015	<ul style="list-style-type: none"> • Annual Review of partnership with Metropolitan • RCAN/RCVS SLA Update • work programme including capturing questions for Waterloo Housing
19 January 2016	<ul style="list-style-type: none"> • Annual Review of Waterloo Housing • work programme, including capturing questions for the South Notts Community Safety Partnership
22 March 2016	<ul style="list-style-type: none"> • South Notts Community Safety Partnership – update • Work programme
June 2016	<ul style="list-style-type: none"> • Garage Co-operation Agreement • Rushcliffe Business Partnership • work programme including capturing questions for Metropolitan

For more information contact:	Member Services 0115 914 8481 email memberservices@rushcliffe.gov.uk
Background papers Available for Inspection:	Nil
List of appendices (if any):	Nil