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Direct dial:  
email:

Constitutional Services  
0115 914 8481  
constitutionalservices@rushcliffe.gov.uk

Our reference:  
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Date: 10 October 2016



To all Members of the Partnership Delivery Group

Dear Councillor

A meeting of the PARTNERSHIP DELIVERY GROUP will be held on Tuesday 18 October 2016 at 7.00 pm in the Council Chamber, Civic Centre, Pavilion Road, West Bridgford to consider the following items of business.

Yours sincerely

A handwritten signature in black ink, appearing to be 'R. Smith'.

Deputy Monitoring Officer

## AGENDA

1. Apologies for absence.
2. Declarations of Interest.
3. Notes of the Meeting held on Wednesday 6 July 2016 (pages 3 - 7).
4. Review of Metropolitan Housing Partnership  
  
The report of the Executive Manager - Neighbourhoods is attached (pages 8 - 10).
5. Service Level Agreement with Rushcliffe Community and Voluntary Service  
  
The report of the Executive Manager - Communities is attached (pages 11 - 14).
6. Work Programme  
  
The report of the Executive Manager - Finance and Corporate Services is attached (pages 15 - 16).

### Membership

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

Rushcliffe Community  
Contact Centre  
Rectory Road  
West Bridgford  
Nottingham  
NG2 6BU

In person  
Monday to Friday  
8am - 6pm  
Saturday  
9am - 1pm

By telephone  
Monday to Friday  
8am - 6pm

Telephone:  
0115 981 9911  
Fax:  
0115 945 5882  
Email:  
customerservices  
@rushcliffe.gov.uk

[www.rushcliffe.gov.uk](http://www.rushcliffe.gov.uk)

Postal address  
Civic Centre  
Pavilion Road  
West Bridgford  
Nottingham  
NG2 5FE



## Meeting Room Guidance

**Fire Alarm Evacuation:** in the event of an alarm sounding please evacuate the building using the nearest fire exit, normally through the Council Chamber. You should assemble in the Nottingham Forest car park adjacent to the main gates.

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**Mobile Phones:** For the benefit of others please ensure that your mobile phone is switched off whilst you are in the meeting.

**Microphones:** When you are invited to speak please press the button on your microphone, a red light will appear on the stem. Please ensure that you switch this off after you have spoken.



**NOTES**  
**OF THE MEETING OF THE**  
**PARTNERSHIP DELIVERY GROUP**  
**WEDNESDAY 6 JULY 2016**

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

**PRESENT:**

Councillors Mrs J A Smith (Chairman), A J Edyvean (Substitute for J Donoghue), J E Greenwood, Mrs C E M Jeffreys (Substitute for A Phillips), E J Lungley, G R Mallender, E A Plant and J G A Wheeler

**ALSO IN ATTENDANCE:**

A Cawrey                      Transport Manager – Nottingham City Council  
M Clifford                     Positive Futures  
T Eatherington               Nottinghamshire County Cricket Club

**OFFICERS PRESENT:**

D Banks                        Executive Manager – Neighbourhoods  
C Taylor                        Community Development Manager  
V Nightingale                Constitutional Services Officer

**APOLOGIES FOR ABSENCE:**

Councillors J Donoghue and A Phillips

**1. Declarations of Interest**

There were none declared.

**2. Notes of the Previous Meeting**

The notes of the meeting held on Tuesday 22 March 2016 were accepted as a true record.

Councillor Plant requested an update on the Development Company discussed at the previous meeting. The Executive Manager - Neighbourhoods responded that the details to progress a company model were still being explored however the Briefing Note for Councillors on affordable housing had been prepared and circulated.

**3. Review of the Cooperation Agreement for Fleet Maintenance and Garage Service Provision for 2015/16**

The Executive Manager - Neighbourhoods presented a report on the performance of the Cooperation Agreement for Fleet Maintenance and Garage Service Provision that the Council had entered into with Nottingham City Council in 2014. He introduced Mr Adey Cawrey, Transport Manager for Nottingham City Council, who had prepared a short presentation for members of the Partnership Delivery Group.

Mr Cawrey thanked members of the Group for inviting him to speak and informed them of his aim of presenting the performance of the Cooperation Agreement in the past year. He reminded the Group that although performance had been good during the first year of the Agreement costs had been above budget due to the resolution of a number of longstanding issues with vehicles. He was very pleased to be able to report for 2015/16 a £15,400 saving against a budget of £282,200 and that other local authorities were now starting to become interested in setting up similar arrangements.

Mr Cawrey reported that his team looked after everything with wheels in 24/7 operation 365 days a year, including a very successful out of hours service to repair and service vehicles when they are not generally required. He also gave feedback on the greater purchasing power that comes naturally when local authorities cooperate benefitting all involved. The City Council team also monitors repeat defects and used the statistical information available to feedback to the Council to help officers identify and address trends thus prolonging the life of expensive vehicles.

Councillor Smith thanked Mr Cawrey for an interesting presentation and asked if anything more could be done about diesel consumption and emissions. Mr Cawrey reported that doing scheduled maintenance on time and to a high standard was one way that this was tackled within the Agreement as this would keep vehicles running in peak condition. Another would be replacing older vehicles more frequently but he recognised this had additional cost implications.

Councillor Plant asked Mr Cawrey about his view on the Glasgow incident and who was responsible for the health issues of drivers. The Executive Manager - Neighbourhoods responded and informed the Group that RBC drivers had to comply with rigorous health checks, and that the Council prided itself on going beyond its statutory duty in the care of both its staff and general members of the public.

Councillor Smith followed up with a question about vehicle health checks. Mr Cawrey told the Group that vehicles were monitored continuously but were also subjected to a substantial annual check. He also told the Group about new procedures they had put in place this year requiring drivers to report a larger range of issues and faults which should help to keep vehicles safer in the longer term.

Councillor Smith asked whether the night shift was a permanent arrangement and Mr Cawrey reported to the Group that four mechanics worked four nights a week to keep vehicles road worthy and that this had worked out very well for Rushcliffe. Councillors Smith asked what the benefits of other councils joining would be. Mr Cawrey reported that this would work the premise and equipment assets harder and make more effective use of the City Council's resources.

The Executive Manager - Neighbourhoods reported that there was still work to do within the Cooperation Agreement, particularly the cost/benefit of additional maintenance of the back end of the refuse freighters. The City Council would also be looking at alternative fuels and a mixed economy of fuel and electricity for certain vehicles in their own fleet over the coming year.

It was AGREED that the Partnership Delivery Group had considered and made comments on the performance of the Cooperation Agreement for Fleet Maintenance and Garage Service Provision for 2015/16.

#### 4. **Review of Positive Futures**

The Community Development Manager presented a report on the performance of the Positive Futures project over 2015/16. He reported that Positive Futures started in 2009 in Cotgrave before broadening into Radcliffe on Trent, Bingham and Keyworth. In 2014, Community Development Group considered interim performance against the 4-year performance targets, with updated performance shown in Appendix A.

He handed over to Mr Mark Clifford and Mr Tim Eatherington who are responsible for delivering the project on behalf of Nottinghamshire County Cricket Club and the Borough Council.

Mr Clifford informed the Group about the young people that are referred to the programme, as well as outlining the key aim of the programme which is to improve the confidence of these young people and ultimately to get them back into the classroom. In many cases, the intervention of Positive Futures had prevented the exclusion of young people from schools and their social network. The programme had also expanded to include support to the families of young people participating in the programme.

Councillor Smith asked Mr Clifford to explain the referrals process for members of the Group. Mr Clifford clarified that referrals came mainly via schools and the programme required parental agreement to involvement in the scheme.

Councillor Plant asked Mr Clifford how often they saw the young people engaged in the programme. Mr Clifford related that this is dependent on need and what point the young person is in the programme, the key was to be flexible and understanding. Councillor Jeffreys commented that the programme appeared to be turning disaffected young people into well rounded and contributing individuals. Mr Clifford responded by informing the Group that the programme had helped 22 NEETs (Not in Education, Employment or Training) over the last year. These individuals required a different kind of help to identify their own skills and build a CV, some were assisted into voluntary programmes and others required help with more practical items such as finding suitable accommodation or accessing benefits.

Mr Clifford informed the Group about the take up target for the programme, 450 interventions, and reported that work was ongoing to increase participation rates in Bingham. The Community Development Manager informed the Group that the programme would shortly be expanding into East Leake and that the team would be working with staff at the Academy to identify young people who would benefit from the programme. Councillor Lungley asked whether Mr Clifford would consider taking the programme into City schools. Mr Clifford reminded the Group that the Positive Futures team was only funded to work in Rushcliffe and is actually very small with only 2ftes, 1pte and 4 apprentices. Mr Clifford went on to talk about some of the positive projects young people on the scheme had been involved in; including sporting

competitions, sprucing up local areas and feeding into the local community, and developing information for other young people for example on the topic of internet safety.

Mr Clifford went on to talk about the celebration at the end of each year's programme which was considered a very important part of the project to help young people understand the journey they have been on and the progress they have made. The celebration involves the young person's family as well as any other organisations that have helped in delivering individual cases. Councillor Wheeler asked what the team would do if money was not a barrier. Mr Clifford responded that more substantial finances would allow them to increase the number of people they employed and would enable those people to become better trained leading to better outcomes for young people. The Group considered whether additional funding could be sourced from outside the Council to enable the programme to expand.

Councillor Wheeler thanked Mr Clifford for a very informative presentation and congratulated him on his very dedicated and effective team. Councillor Smith reinforced this point, noting that working on this project was very much a vocation not a job, and the success of the project depended on the team's personal commitment.

It was AGREED that Members had considered the report and presentation about the performance of Positive Futures and were very impressed with achievements throughout the programme and during 2015/16.

#### **5. Partnership Delivery Group Annual Report 2015/16**

The Group discussed the Annual Report and agreed that they had covered a great deal over the last year.

It was AGREED that Members had considered the report and were happy for it to be forwarded on to Council for consideration.

#### **6. Work Programme**

The Group considered its work programme. It was noted that the Group would consider the partnership with Metropolitan Housing at its next meeting as well as receiving an update on the RCAN/RCVS Service Level Agreement. Members of the Group were asked to put forward questions for Metropolitan Housing for consideration at the next meeting.

Councillor Wheeler raised a concern about the timings of items within the work programme, such as MHT, Waterloo and the Rushcliffe Business Partnership, linking through to the budget setting process. The Chairman pointed out that the budget setting process starts in October. The Executive Manager - Neighbourhoods confirmed this and pointed out that it was a quirk of timing that meant that a Positive Futures report is being considered at both Cabinet and Partnership Delivery Group concurrently. However, he continued by adding that Cabinet had considered the future funding of the Positive Futures scheme, whereas Partnership Delivery had been asked to reflect on performance over the last year.

Councillor Smith asked if the Group had any further comments to note. The Executive Manager - Neighbourhoods raised the possibility of reviewing the list of partnerships covered by the Group and the Building Control Partnership was one that was suggested as a possible item for consideration in the future. Councillor Smith said she would raise this at the next Scrutiny Chairmen and Vice-Chairmen meeting.

Councillor Greenwood would like the representative from Metropolitan to cover maintenance in their presentation at the next meeting. Additional questions should be forwarded to the Constitutional Services Officer by 9 September to enable Metropolitan Housing to incorporate these into their presentation. This request will also be advertised in Members Matters in late August or early September.

The meeting closed at 8.35pm.

## 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 2015/16 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 September 2015. 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 a review of garage sites to deliver a second re-development programme
  - Innovative work on the Cotgrave town centre regeneration project
  - Participation in the Choice Based Lettings Scheme
  - Partnership working to support the Government's Syrian Vulnerable Persons Relocation 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 and 'Recovered' a social enterprise in Nottingham to offer affordable reconditioned furniture.
- 3.2. Continued partnership working with Metropolitan will ensure that the partnership continues to grow in strength.



## 4. **Supporting Evidence**

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. During 2015/16 Metropolitan has made improvements to its repairs and maintenance service. This included launching a new IT system and going live with a Midlands in-house contractor for both repairs and voids to improve the customer experience and provide greater control of process, costs, workforce, quality and performance.

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. The Welfare Reforms, rent reductions and the availability of finance to develop new rented affordable housing may see a reduction in the number of social rented affordable units being delivered. Additionally, an increasing number of applicants on the waiting list may have restricted access to social rented accommodation due to failed tenancies and/or rent arrears and limited access to floating support services.

## 6. **Implications**

### 6.1. **Finance**

6.1.1. There are no financial implications to this report

6.1.2. The current programme (£659,000 for 2016/17) is for the delivery of affordable housing with Metropolitan and Waterloo Housing and includes a second programme of garage site developments and the continuation of the rural exception site programme. There are no grant commitments at this stage in the year and other methods of delivering social housing in the Borough are being investigated although this work is in the very early stages.

### 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

<b>For more information contact:</b>	Donna Dwyer Strategic Housing Manager 0115 914 8275 email <a href="mailto:ddwyer@rushcliffe.gov.uk">ddwyer@rushcliffe.gov.uk</a>
<b>Background papers Available for Inspection:</b>	None
<b>List of appendices (if any):</b>	None



## Partnership Delivery Group

18 October 2016

### Service Level Agreement with Rushcliffe Community and Voluntary Service

# 5

## Report of the Executive Manager - Communities

### 1. Summary

- 1.1. This report sets out the end of year (April 2015-March 2016) scrutiny of the Council's Service Level Agreement with Rushcliffe Community and Voluntary Service (RCVS).
- 1.2. Carolyn Perry, Chief Executive of Rushcliffe Community and Voluntary Service will provide a presentation for Members focussing on the services delivered in Rushcliffe, performance against targets, key achievements and future challenges.
- 1.3. Members are requested to decide whether they are satisfied with the delivery of the Service Level Agreement (SLA) and note the activities undertaken since April 2016.

### 2. Recommendation

It is RECOMMENDED that Members make comment on the performance of Rushcliffe Community and Voluntary Service in delivering the Service Level Agreement for April 2015 to March 2016 (as detailed in **appendix 1**).

### 3. Reasons for Recommendation

- 3.1. In the three years up to March 2015 Rushcliffe Borough Council commissioned the delivery of a range of community services via a Service Level Agreement which was jointly delivered by Rural Community Action Nottinghamshire (RCAN) and Rushcliffe Community and Voluntary Service. The process of re commissioning the services from April 2015 (including a 20% funding reduction) resulted in both organisations deciding to bid separately. As such it has been decided to undertake separate scrutiny with each organisation. Scrutiny of the agreement with RCAN will take place at the January meeting of Partnership Delivery Group.
- 3.2. The Service Level Agreement states that there will be annual scrutiny of the partnership by the Partnership Delivery Group.

### 4. Supporting Evidence

- 4.1. The Portfolio Holder for Communities scrutinised performance in December 2015 and was satisfied that targets overall were being met or exceeded.

4.2. The Service Level Agreement with RCVS is for the delivery of infrastructure services to voluntary and community groups, with the following targets identified:-

- 1a – In depth face to face, e-mail & phone contact with at least 70 groups
- 1b – Funding advice – work with 20 groups to identify funding and resources
- 1c – Organise two funding group support surgeries
- 1d – Secure at least £35,000 external funding for community groups
- 1e – Provide training opportunities for groups and individuals
- 1f – Produce and promote web based fact sheets and good practice guidance
- 1g – Organise at least 2 networking events
- 1h – Produce and circulate at least 10 e-bulletins
- 1i – Promote and facilitate volunteering across Rushcliffe

## 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 RCVS to operate and deliver community outcomes.

## 6. Implications

### 6.1. Finance

The cost of the SLA 2015/16 was £30,000.

### 6.2. Legal

The Service Level Agreements with RCVS was established in conjunction with the Council’s Legal Services team.

### 6.3. Corporate Priorities

Maintaining and enhancing our resident’s quality of life.

Supporting economic growth to ensure a sustainable, prosperous and thriving local economy.

### 6.4. Other Implications

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

<b>For more information contact:</b>	Craig Taylor Community Development Manager 0115 914 8345 email <a href="mailto:ctaylor@rushcliffe.gov.uk">ctaylor@rushcliffe.gov.uk</a>
<b>Background papers Available for Inspection:</b>	Service Level Agreement between Rushcliffe Borough council and Rushcliffe Community and Voluntary Service April 2015 to March 2016
<b>List of appendices (if any):</b>	Appendix 1 RCVS Quarter 4 / end of year report

## APPENDIX 1

### Rushcliffe Community and Voluntary Service Service Level Agreement with Rushcliffe Borough Council 2015-16 Quarter four 1<sup>st</sup> January – 31<sup>st</sup> March 2016 & Year end report

#### Deliver Infrastructure Services to Voluntary and Community Groups

	Performance Output	Progress this quarter	Cumulative Total	Detail
1	In depth face to face, e-mail and telephone contact with at least 70 groups	22	74	Supported 22 voluntary groups plus an additional 6 from Q1 / 2 / 3.
2	Funding advice – work with 20 groups to identify funding and resources to support their work	6	21	Gave funding advice to 6 groups
3	Organise two funding group support surgeries for voluntary / community groups	1	2	
4	Secure at least £35,000 external funding for community groups	£0	£43,500	
5	Provide training opportunities for groups and individuals	0	1	<b>10 opportunities promoted in RCVS Newsletter</b> RCVS newsletters contained 10 training opportunities for VCS groups Notts Health Care Trust: Motivating Healthy Behaviour How to Chair and Manage meetings “Professional Services for VCS”, “CAPlus Financial planning tool”, “Data Protection tools for SMEs”, “Tips on tackling fraud in charities”, “Guide to IT security”.

	<b>Performance Output</b>	<b>Progress this quarter</b>	<b>Cumulative Total</b>	<b>Detail</b>
6	Produce and promote web-based fact sheets and good practice guidance – minimum two new resources	2	2	Signposting for Voluntary Organisations; Starting a New Group. In addition committee skills, communication, Legal form, model constitutions / policies
7	Promote collaboration between local voluntary groups – organise at least 2 networking events	3	6	2 meetings of the Rushcliffe Volunteer Coordinator Network Volunteers Fair at WB Young Peoples Centre
8	Produce and circulate at least 10 e-bulletins	3	10	3 e-bulletins distributed to a database of 620 contacts
9	Promote and facilitate volunteering across Rushcliffe:			
9i	Undertake direct work with at least 15 voluntary organisations to promote good practice	25	53	Includes 15 groups who we worked with at the Volunteer Fair at the Young Peoples Centre.
9ii	Support voluntary organisations to develop new volunteer placement opportunities – at least 50 new opportunities available	10	61	Currently 253 opportunities on our Rushcliffe volunteer opportunity database.
9iii	Receive contact from 1,200 potential volunteers – 95% matched with at least 1 opportunity and 90 known to be placed	Contact with 375  100% matched with at least 1 opportunity;  44 known to be placed	1153  100% matched with at least 1 opportunity;  125 known to be placed	
9iv	At least 95% of users of the Volunteer Centre express satisfaction with the service (minimum 75 responses)	90% satisfied  63 responses	185 responses	Satisfaction rate was 100% for those who came into contact directly with Volunteer Centre, but lower for those who came via Do-it.
9v	Positive feedback received from the “Volunteer Coordinator Forum”	Yes		Inaugural meeting of Volunteer Coordinator Forum held 23rd September 2015. Further meeting January 2016 to organise a recruitment fair

**Report of the Executive Manager - Finance and Corporate Services**

**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 Group's rolling work programme.

**2. Recommendation**

It is RECOMMENDED that the Partnership Delivery Group agrees the proposed work programme for 2016/17.

**3. Details**

<b>Date of Meeting</b>	<b>Item</b>
18 October 2016	<ul style="list-style-type: none"> <li>• Annual Review of partnership with Metropolitan</li> <li>• RCVS SLA Update</li> <li>• Work programme including capturing questions for Waterloo Housing and Rushcliffe Business Partnership</li> </ul>
18 January 2017	<ul style="list-style-type: none"> <li>• Annual Review of Waterloo Housing</li> <li>• RCAN SLA Update</li> <li>• Rushcliffe Business Partnership</li> <li>• Work programme, including capturing questions for the South Notts Community Safety Partnership</li> </ul>
6 March 2017	<ul style="list-style-type: none"> <li>• South Notts Community Safety Partnership – update</li> <li>• Local Resilience Forum</li> <li>• Work programme</li> </ul>
July 2017	<ul style="list-style-type: none"> <li>• Garage Co-operation Agreement</li> <li>• Positive Futures</li> <li>• Work programme including capturing questions for Metropolitan</li> </ul>

<b>For more information contact:</b>	Constitutional Services 0115 914 8481 email <a href="mailto:constitutionalservices@rushcliffe.gov.uk">constitutionalservices@rushcliffe.gov.uk</a>
<b>Background papers Available for Inspection:</b>	Nil
<b>List of appendices (if any):</b>	Nil