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Our reference:  
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Date: 10 January 2017



To all Members of the Partnership Delivery Group

Dear Councillor

A meeting of the PARTNERSHIP DELIVERY GROUP will be held on Wednesday 18 January 2017 at 7.00 pm in the Council Chamber, Rushcliffe Arena, Rugby 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 Tuesday 18 October 2016 (pages 3 - 8).
4. Rushcliffe Business Partnership Annual Review

The report of the Executive Manager - Communities is attached (pages 9 -12).

5. Review of Waterloo Housing Partnership

The report of the Executive Manager - Neighbourhoods is attached (pages 13 - 16).

6. Service Level Agreement with Rural Community Action Nottinghamshire (RCAN)

The report of the Executive Manager - Communities is attached (pages 17- 21).

7. Work Programme

The report of the Executive Manager - Finance and Corporate Services is attached (pages 22 - 23).

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## 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

<b>Meeting Room Guidance</b>
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**NOTES**  
**OF THE MEETING OF THE**  
**PARTNERSHIP DELIVERY GROUP**  
**TUESDAY 18 OCTOBER 2016**

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

**PRESENT:**

Councillors Mrs J A Smith (Chairman), L B Cooper (substitute for Councillor R Hetherington), J Donoghue, J E Greenwood, R A Inglis (substitute for Councillor E J Lungley), G R Mallender, A Phillips, E A Plant, J G A Wheeler

**ALSO IN ATTENDANCE:**

C Perry	Chief Executive, Rushcliffe Community & Voluntary Service
N Raffell	Housing Services Manager (Notts), Metropolitan Housing Trust
L Reynolds	Head of Repairs & Commercial, Metropolitan Housing Trust
B Watson	Head of Housing, Metropolitan Housing Trust

**OFFICERS PRESENT:**

D Banks	Executive Manager - Neighbourhoods
D Dwyer	Strategic Housing Manager
V Nightingale	Constitutional Services Officer
C Taylor	Community Development Manager

**APOLOGIES FOR ABSENCE:**

Councillors R Hetherington, E J Lungley

**7. Declarations of Interest**

Councillor Cooper declared an interest in item 5 – Service Level Agreement with Rushcliffe Community & Voluntary Service.

**8. Notes of the Previous Meeting**

The notes of the meeting held on Wednesday 6 July 2016 were accepted as a true record.

**9. Review of Metropolitan Housing Partnership**

The Strategic Housing Manager presented a report outlining the Council's partnership with Metropolitan Housing Trust. She stated that the partnership assisted the Council in achieving some of its corporate priorities including the development of affordable housing, the Cotgrave town centre regeneration project, work on the Syrian Vulnerable Persons Relocation scheme, tackling anti-social behaviour and participation in community projects and initiatives. She reminded Members that as a local authority Rushcliffe had a capital grant to support Registered Providers to provide homes. She stated that officers were in negotiations with Metropolitan Housing on exploring the potential of a second phase of garage site developments, which would probably commence during 2017.

Ms Watson gave a presentation highlighting the company's work during 2015/16. She stated that they had 3,792 homes in the Rushcliffe areas and that 57 new homes had been completed in 2015/16, 43 were proposed for 2016/17 and there was another 176 in the pipeline on two strategic sites in the Borough. In response to a question regarding the development of garage sites Ms Watson advised that a review of all garage sites had been undertaken and that not all sites were suitable to be built on. She said that the review was necessary as it was recognised that the majority of the garages were coming to the end of their life. She confirmed that a number of options were being considered including upgrading the existing garages, conversion into parking spaces or redevelopment. With regards to affordable homes it was recognised that the organisation worked mainly with the larger developers, however it did not preclude smaller companies from bidding. Members were concerned that smaller developers did not know how to contact Metropolitan. Ms Watson stated that the Land Manager was based in London but regular liaison with the Strategic Housing Team was on-going. It was agreed that the Strategic Housing Manager would clarify the approach Metropolitan takes for working with small developers to encourage greater participation on local sites. The Strategic Housing Manager advised that due to procurement regulations, completion from larger house builders and economies of scale, scheme viability would be an important determining factor. The Executive Manager - Neighbourhoods stated that there were other providers such as Waterloo Housing which also helped to deliver affordable housing in the borough and the Strategic Housing team could act as a conduit for any general development enquiries. The Strategic Housing Manager explained how Section 106 agreements worked and how developers had to evidence that a site was no longer viable. She stated that in some cases the type and tenure of the affordable properties could be changed to address viability issues.

With regard to turnover of properties Ms Watson stated that there had been an increase during the year however this was replicated nationally. Members were informed that they had introduced an outgoing tenant's visit to clarify any tenancy related issues and this was also helping to market the property quicker and address any repair issues. Ms Watson stated that all new tenants were now offered a five year fixed tenancy. Following a question she stated that there was a low number of evictions for rent arrears and that the person had to be in breach of a court order before this action was taken. She explained that there were a lot of measures in place to avoid having to evict anyone which was seen as a last resort. Members were informed that officers worked very hard to offer support and there was always a review to see what the underlying circumstances were and if the organisation could do more. It was noted that the company consulted Social Services where vulnerable people or children were affected; and with the Council's Revenue & Benefit section to investigate all angles.

In respect of anti-social behaviour Ms Watson was pleased to say that the number of cases had reduced compared to the previous year. It was noted that nearly 50% of the cases related to noise issues. Members were informed that 77% of cases had been resolved and that a compromise had been reached on the others, as it was noted that sometimes people's expectations and lifestyles were different.

Members had raised concerns regarding the repairs service. Ms Watson stated that there had been issues with a previous contractor and the organisation had decided to have an in-house service, called Networks. During the transition period another contractor, Kiers, had been engaged on a temporary basis. The launch of Networks had been delayed until February 2016 and that the organisation was now seeing improvements in service delivery and this was expected to continue. In answer to a question Ms Watson stated that repairs were carried out on an appointments basis and that 90% were completed on time. It was noted that some repairs missed the timeframe by a small period of time and to ensure a more accurate reflection of performance the organisation had changed its approach to closing the works order which now required the repair to be completely finished rather than a new order being raised for parts on order. She also said that they were introducing a system where properties were photographed when void to enable officers to identify the correct parts for items such as emersion heaters, etc. It was recognised that there had been difficulties for Networks with specialist sub-contractors for repairs to lifts, etc. Members recognised that 13,300 repairs had been completed but queried the total number of repairs that had been logged to better understand the percentage of repairs completed. Officers agreed to supply this data. Ms Watson stated that the spend on repairs had increased from £1 million to £1.3 million. Ms Reynolds stated that there had only been 164 complaints regarding repairs and therefore 99% of the repairs had been adequately carried out.

Members noted that there had been 27 enquiries by Councillors and stated that by the time the person had contacted them they were often frustrated. Members queried the time taken to reply to their calls and whether this could be expedited. Ms Watson stated that the standard was to resolve the query within ten days, however she encouraged her staff to make personal contact by telephone and keep people informed and not wait until the tenth day. She said that there was a review being undertaken currently and she would ensure Members' concerns were fed into the process. She stated that this was a two way communication.

In respect of the ageing stock Ms Watson explained that a stock condition survey was carried out and that currently 80% had been completed; it was anticipated that 100% would be achieved by the end of March 2017. This survey fed into the planned maintenance programme of repairs for items such as roofs. She also explained that they had invested in a new IT system that would identify where regular repeat repairs were occurring in order for officers to investigate and include additional items into the planned programme. It was hoped that the organisation would be able to be proactive with the maintenance of properties.

Members queried if the organisation carried out customer satisfaction surveys in respect of repairs. Ms Watson said that this had been carried out in the past but that the information had not used. She said that they were trialling a new approach and that this would be a useful tool to ascertain the effectiveness of the contractors.

In respect of improvements to the properties Ms Reynolds informed Members that £429,000 had been spent on improvements and that this would continue into 2016/17. Priority areas were to improve communal areas, improve the

condition of the stock especially where this would reduce fuel poverty. Following a question regarding renewable energy Ms Reynolds explained that the organisation had been investing in new technology but this had stopped while the organisation evaluated the effect on properties and whether it was being effective and saving tenants' money.

Ms Watson informed the Group of their services for older people, including having 13 dedicated Housing Managers. She was pleased to say that due to the low ratio of staff to tenants the Managers were well known by their tenants and that the Managers were aware of what was happening in their area. She stated that the METTS service helped to support people to maintain their tenancies. She highlighted the Connect service which had provided support for 294 residents and was supported by Nottinghamshire County Council. She also said that they were considering how they could roll out their Handyperson service to the wider community without adversely affecting the service. The Executive Manager - Neighbourhoods explained that the County Council ran a Handyperson service and it was agreed that discussions should be held on how the two schemes could work together.

Members were pleased to note the many community projects/activities that were run by Metropolitan Housing, especially the Super Kitchen initiative. Officers agreed to supply Members with further details.

The Group were informed of the organisation's work to improve the employment opportunities for its residents. Ms Watson highlighted the excellent work that had been undertaken with Streetwise. Members were pleased to note that in the last six months 21 people had been supported into employment which equated to £68,000. Ms Watson agreed to supply Members with more details on the drop in surgery that was to be held in West Bridgford.

Finally, Ms Watson outlined the future proposals including the completion of the Scotland Bank project, redevelopment of the garage sites and the roll out of the Handyperson service.

The Chairman thanked the representatives from Metropolitan Housing for their informative presentation and for answering Members' questions.

AGREED that Members had considered and made comments on the presentation made by Metropolitan and endorsed the work of the partnership.

#### **10. Service Level Agreement with Rushcliffe Community & Voluntary Service**

The Community Development Manager presented a report regarding the Service Level Agreement with Rushcliffe Community & Voluntary Service. He reminded Members that previously there had been a joint agreement with Rural Community Action Nottinghamshire and Rushcliffe Community & Voluntary Service, however due to the budget reductions a retendering process took place and both organisations decided to submit separate bids. He stated that the financial value of the Agreement for 2015/16 was £30,000.

Ms Perry gave a presentation which highlighted the work of the volunteers which was very diverse and delivered a variety of services, a number of which

are outside of the scope of the Service Level Agreement. She stated that the funding had been reduced by 25%, however they had exceeded most of their targets. She gave examples of the many groups that were helped and supported by the Service including EKTA which was a lunch club that had been supporting Asian ladies to socialise, gain companionship and to eradicate isolation. Members were informed that this had been very beneficial over a number of years however it was recognised that something different was needed and the Service was supporting the committee to manage the change and close the lunch club.

Members were informed that the Service had been involved in the development of the Rushcliffe Advice Network and had helped to secure the initial £500,000 funding to support the project for five years.

In respect of health and wellbeing Ms Perry explained that they supported a variety of groups including the Ramblers, toddler groups, move and mingle, health forums, etc. She highlighted the Rushcliffe Games which had been set up in conjunction with Parkwood Leisure to assist young people with learning difficulties access to games and sport. The Service worked closely with the Clinical Commissioning Group and she was pleased to say that they had been identified as the preferred partner of the Nottingham North and East Clinical Commissioning Group to work with patients suffering from Chronic Obstructive Pulmonary Disease.

Members were informed that the Service had been asked to run the Gedling Voluntary Transport Scheme as well as the Rushcliffe Scheme. It was noted that there were over 80 drivers and over 450 users of the schemes. This was seen as a vital service by the community.

Ms Perry stated that to help keep the sector informed the Service produced ten newsletters per year which received very good feedback. For further advice they had produced downloadable guides and ran courses on topics such as writing a constitution, how to write a good funding application.

The Group was informed of the Rushcliffe Befriends service and the fact that they had successfully gained funding from the Big Lottery Fund for a second time. The service had helped approximately 1,100 people to maintain their independence.

Turning specifically to the Service Level Agreement commissioned by Rushcliffe Borough Council Ms Perry stated that through the Volunteers Centre 1,153 people and 53 organisations had been helped and 61 new volunteering opportunities developed; 21 groups had received assistance to gain £43,500 in funding and it was recognised that each volunteer created £16,032 worth of wellbeing. Following a question Members were informed that there was not a large turnover of volunteers. It was felt that when volunteers were given a one to one interview they had a more tailored experience and were signposted in the right direction. With regards to some services it was acknowledged that people had to undertake a DBS (Disclosure and Barring Service) check which for volunteers was free.

The Group felt that the Rushcliffe Community & Voluntary Service ran an impressive service that was very beneficial to the community. Members

acknowledged that volunteers worked a large number of hours and often did not include any work they did at home.

The Chairman thanked Ms Perry for her excellent presentation and endorsed the comments of the Group that this was a dedicated organisation with a hard working management committee.

AGREED that Members had commented on the performance of the Rushcliffe Community and Voluntary Service in delivering the Service Level Agreement for April 2015 to March 2016.

## 11. Work Programme

The Group agreed their work programme for the forthcoming year. It was noted that there would be three external visitors at the next meeting. Members agreed to consider which partner should be invited to represent the South Nottinghamshire Safety Partnership.

AGREED that the Partnership Delivery Group agrees the proposed work programme for 2016/17.

The meeting closed at 9.05 pm.

## Action Sheet

### PARTNERSHIP DELIVERY GROUP - TUESDAY 18 OCTOBER 2016

Minute Number	Actions	Officer Responsible
9. Review of Metropolitan Housing Partnership	Officers from Metropolitan Housing Trust to: a) Provide the number of repairs that had been logged. b) Supply further details of the Superkitchen initiative. c) Provide details of the West Bridgford employment drop in surgery.	Representatives from Metropolitan Housing Trust

Minute Number	Actions	Officer Responsible	Response
9. Review of Metropolitan Housing Partnership	Officers from Metropolitan Housing Trust to: a) Provide the number of repairs that had been logged. b) Supply further details of the Superkitchen initiative. c) Provide details of the West Bridgford employment drop in surgery.	Representatives from Metropolitan Housing Trust	A briefing note will be sent to Members of the Group before the meeting.



## Report of the Executive Manager - Communities

### 1. Summary

- 1.1 The Rushcliffe Business Partnership (RBP) was launched in 1999 as a forum for local businesses to network with each other, develop new business opportunities and link in to the local authority and other agencies on commercial matters.
- 1.2 Rushcliffe Borough Council supports the partnership through an annual Service Level Agreement payment of £2,000 and officer support to co-ordinate events and activities.
- 1.3 Dr John Collins, Chair of the RBP will provide a presentation to Members on services delivered and outline future plans to promote business engagement.

### 2. Recommendation

It is RECOMMENDED that Members consider and make comment on the presentation made by the Rushcliffe Business Partnership and endorse the work of the partnership.

### 3. Supporting Information

- 3.1 The RBP is an integral part of the local business scene with more than 500 individuals and organisations currently signed up to work with, and benefit from, the partnership.
- 3.2 RBP members are generally drawn from small to medium-sized enterprises based within the Borough, although membership covers everyone from small start-ups and sole traders to industries with turnover of more than £1 million.
- 3.3 General membership is free with a range of benefits including networking, training opportunities, news and social media updates regarding business from across the Borough and an annual business conference held each year in October.
- 3.4 The Partnership is led by a small steering group, which meets quarterly, and holds an annual meeting to review progress and set the strategic agenda for the following 12 months.
- 3.5 The Partnership's key aims are to:
  - Support businesses in Rushcliffe to grow, develop and increase profitability
  - Increase trade between Rushcliffe businesses
  - Increase trade for Rushcliffe businesses from outside of the Borough

- Raise awareness of issues that affect the business community (such as regional and local business support, grants and funding, and new legislation)
- Work with relevant partners to provide a forum for businesses to communicate with the public, private and voluntary sectors
- Work with other local strategic partnership theme groups to raise awareness of the needs of the business community and how the other groups can assist in meeting these needs
- Improve the general business environment in Rushcliffe.

#### 4. Risk and Uncertainties

- 4.1 The partnership meets quarterly to ensure that any strategic and reputational risks are minimised.

#### 5. Implications

##### 5.1. Finance

The RBP is funded by a £2,000 Service Level Agreement from Rushcliffe Borough Council to deliver the following:

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

##### 5.2. Legal

None

##### 5.3. Corporate Priorities

**Supporting economic growth to ensure a sustainable, prosperous and thriving local economy** – RBP provides effective partnership working to increase and strengthen links between Rushcliffe businesses and with local/regional agencies and organisations.

##### 5.4. Other Implications

None






<b>For more information contact:</b>	Derek Hayden Principal Community Development Officer 0115 914 8270 <a href="mailto:dhayden@rushcliffe.gov.uk">dhayden@rushcliffe.gov.uk</a>
<b>Background papers Available for Inspection:</b>	None
<b>List of appendices (if any):</b>	Rushcliffe Business Partnership Action Plan 2016/17 ( Year to Date)



## Appendix




# Rushcliffe Business Partnership 2016-17

**Report Author:** Derek Hayden

**Generated on:** 21 December 2016

Action Status	
	Cancelled
	Overdue; Neglected
	Unassigned; Check Progress
	Not Started; In Progress; Assigned
	Completed

Action Code & Title	Status Icon	Progress	Due Date	Milestone Description	Milestone Completed	Milestone Progress Note
RBP1617_01 Hold annual business event		<div style="width: 100%;"><div style="width: 100%; background-color: #4f81bd; color: white; text-align: center;">100%</div></div>	31-Mar-2017	Successful event held	Yes	The Rushcliffe Business Partnership Annual event took place on Tuesday 1 November at the British Geological Survey in Keyworth with a theme of Education and Employability. The event had 195 businesses in attendance was very well received
RBP1617_02 Hold 9 networking events throughout the year		<div style="width: 75%;"><div style="width: 75%; background-color: #4f81bd; color: white; text-align: center;">75%</div></div>	31-Mar-2017	Quarter 1 - 3 networking events held	Yes	3 networking events in West Bridgford 3 networking events in Ruddington
				Quarter 2 - 3 networking events held	Yes	3 networking events in West Bridgford 3 networking events in Ruddington
				Quarter 3 - 3	Yes	3 networking events in West Bridgford

Action Code & Title	Status Icon	Progress	Due Date	Milestone Description	Milestone Completed	Milestone Progress Note
				networking events held		3 networking events in Ruddington 1 networking event in Keyworth
				Quarter 4 - 3 networking events held	No	
RBP1617_03 Hold 'Larger' Business annual engagement event		<div style="width: 100%;"><div style="width: 100%; background-color: #4F81BD; height: 10px;"></div></div> 100%	31-Mar-2017	Deliver the event	Yes	This was held on 11 March 2016 at John Deere in collaboration with the Borough Council Economic Growth Board
				Identify theme and keynote speakers	Yes	Ken Clarke QC MP
				Locate and book a suitable venue	Yes	John Deere Langer
				Publicity launch and marketing	Yes	All Businesses wrote to via the Chief Executive
RBP1617_05 Maintain the Rushcliffe Business Partnership website. Publish 24 business news stories relating to Rushcliffe throughout the year		<div style="width: 100%;"><div style="width: 100%; background-color: #4F81BD; height: 10px;"></div></div> 100%	31-Mar-2017	News Articles Published	Yes	40 articles published prior to website re-launch in September 2016
				News Articles Published	Yes	28 business articles published since website re-launch on t 25 September 2016
RBP1617_06 Increase the visitor traffic to the Rushcliffe Business Partnership by 50% based upon the 2014/15 analytics baseline		<div style="width: 50%;"><div style="width: 50%; background-color: #4F81BD; height: 10px;"></div></div> 50%	31-Mar-2017	Percentage increase in visitor traffic	Yes	1,287 twitter followers, approximately 500 followers increase since 2014 107 Facebook likes and followers compared to Facebook presence in 2014
				Percentage increase in visitor traffic	No	September to December Visitors 2,388 Number of visits 3,894 Page views 42,314

## Report of the Executive Manager - Neighbourhoods

### 1. Summary

- 1.1. This report will provide Members an opportunity to review the partnership with Waterloo Housing, the second largest provider of affordable housing in the Borough.
- 1.2. The Council has worked closely with Waterloo Housing Group as part of the Trent Valley Partnership in enabling the development of rural affordable housing. De Montfort Housing Association (one of three local housing associations across the Group) own and manage properties in Rushcliffe and assist in meeting local housing need through participation in the Council's Choice Based Lettings Scheme.
- 1.3. Jeffery Plant, Head of Communities and Neighbourhood will provide a presentation to Members on performance across key services on behalf of Waterloo Housing Group and outline future plans to deliver local services.
- 1.4. The partnership with Waterloo Housing was last scrutinised in January 2016. At the meeting it was agreed that the work of the partnership with Waterloo Housing Group be endorsed. Members are requested to comment on performance to date and any areas where the partnership could be strengthened to achieve joint priorities.

### 2. Recommendation

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

### 3. Reasons for Recommendation

- 3.1. Waterloo Housing Group is made up of three local housing associations and Waterloo Homes which is responsible for the sales of shared ownership homes, leasehold and market rent homes across the Midlands. De Montfort Housing Association own and manage properties in Rushcliffe and assist in meeting local housing need through participation in the Council's Choice Based Lettings Scheme. Earlier in 2016 Acclaim Housing Group joined Waterloo Housing Group. The Group is working towards becoming one single housing association which will enable them to improve services and meet current economic challenges.
- 3.2. The main benefit of the partnership is the provision of rural affordable housing in Rushcliffe. The partnership is committed to carrying out further rural housing needs surveys to ascertain whether there is a continued need for affordable

housing in rural areas, however, future delivery will be dependent on the continued support of parish councils and the availability of acceptable sites. Continued partnership working with Waterloo Housing Group will strengthen the existing partnership and maximise the opportunities available to develop affordable housing in rural locations.

#### **4. Supporting Evidence**

- 4.1. While some affordable housing is delivered in rural parts of the Borough on developer led schemes (Section 106 Agreements) it can be more challenging to provide new affordable housing in rural areas. There are significant issues of rural housing need around affordability and the inability of local families to access housing in their own communities. Lack of employment opportunities, school closures and poor access to local services are contributing to this problem.
- 4.2. To help address this need, the Council has developed a rural exception site programme in partnership with Midlands Rural Housing and Waterloo Housing (the Trent Valley Partnership) to identify and meet local housing needs. Since the partnership's inception in 2005, 7 affordable housing sites have been completed delivering in total 53 homes at Aslockton, Cropwell Bishop (phases 1 & 2), East Bridgford (phase 1 & 2), Kinoulton and Tollerton. In total, the completed schemes will have provided 30 rented and 23 shared ownership affordable homes in rural villages attracting over £1.45m Homes and Communities Agency (HCA) funding and £456,000 Rushcliffe Capital Grant (through s106 monies).
- 4.3. Over the last year, a new rural exceptions site programme has been developed, looking at identifying new villages for potential exception site developments. Rural housing needs surveys have been carried out this year in Bunny, Shelford, Willoughby on the Wolds, Gotham and East Bridgford. Bunny's survey only identified for one unit, too low to generate a viable scheme. Gotham's survey identified a need for 9 affordable units. The Parish Council are only interested in developing one site, the area behind the British Legion. Negotiations with the landowner are ongoing. The Housing Needs Reports for East Bridgford, Willoughby on the Wolds and Shelford are currently being finalised. Meetings will then be arranged with the respective parish councils to discuss potential next steps.
- 4.4. Waterloo Housing Group representatives will provide Members with a presentation covering partnership working and key services across the Group, including:
  - Partnership working
  - Asset Management
  - Sheltered and Supported Housing
  - Income recovery & welfare reforms
  - Lettings and allocations
  - Neighbourhood Investment
  - Customer Care Services
  - Current challenges and future plans

- 4.5. In addition to their presentation to Members, Waterloo Housing Group will take questions on the above and other matters as requested.

## 5. Risk and Uncertainties

- 5.1. Recent Policy announcements will mean further clarification is required on the impacts of Right to Buy and Starter Homes to ensure that the rural exception site developments continue to meet local housing need and provide partners with the confidence to support future scheme which are granted planning permission by exception to meet local housing need.
- 5.2. The partnership meets at regular intervals to ensure that any strategic and operational risks are minimised.

## 6. Implications

### 6.1. Finance

6.1.1. There are no direct financial implications arising from this report. The current capital programme has provisions to support the delivery of affordable housing until 2019/20, working in partnership with Registered Housing Providers. Sums are therefore available for rural exception sites although, in reality, grants required for such schemes tend to be minimal.

6.1.2. Any future delivery of affordable homes will result in additional New Homes Bonus payments to the Authority over a period of five years. Additional Council Tax receipts will also accrue from the new properties.

### 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, particularly in rural locations, will reduce the instability caused to families and communities by preventing homelessness and creating more sustainable communities.

### 6.4. Other Implications

6.4.1. None

<b>For more information contact:</b>	Donna Dwyer Strategic Housing Manager 0115 914 8275 <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



## Report of the Executive Manager - Communities

### 1. Summary

- 1.1. This report sets out the end of year (April 2015- Mar 2016) and first nine months (April 2016 - Dec 2016) scrutiny of the Council's Service Level Agreement with Rural Community Action Nottinghamshire (RCAN).
- 1.2. Jenny Kirkwood, Rushcliffe Rural Development Officer of Rural Community Action Nottinghamshire 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 2015.

### 2. Recommendation

It is RECOMMENDED that Members make comment on the performance of Rural Community Action Nottinghamshire in delivering the Service Level Agreement for April 2015 to December 2016 (as detailed in **appendix 1 & 2**).

### 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 (RCVS). 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 RCVS took place in the October 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 again in October 2016 and was satisfied that targets overall were being met or exceeded.

4.2. The Service Level Agreement with RCAN is in broad terms agrees:

- To provide services to community organisations and individuals engaged in voluntary work in Rushcliffe
- To provide a service to Rushcliffe rural community groups and town and parish councils on behalf of Rushcliffe Borough Council to assist them in meeting the corporate goals set down in the Council's Corporate Strategy 2012-2016.

4.3 The following services will be provided across Rushcliffe:-

#### **2015/2016**

**Service 1:** Support the development and delivery of community and neighbourhood plans.

**Service 2:** Provide support, guidance and information to town and parish councils.

**Service 3:** Support rural businesses and rural economic growth.

#### **2016/2017**

**Service 1:** Support the development and delivery of Community led plans and identification of external funding.

**Service 2:** Provide support, guidance and information to town and parish councils.

**Service 3:** Support rural businesses and rural economic growth.

## **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 to operate and deliver community outcomes.

## **6. Implications**

### **6.1. Finance**

The cost of the SLA 2015/16 was £32,900.

The cost of the SLA 2016/17 was £25,000.

### **6.2. Legal**

The Service Level Agreement with RCAN 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

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

<b>For more information contact:</b>	Derek Hayden Principal Community Development Officer 0115 914 8270 <a href="mailto:dhayden@rushcliffe.gov.uk">dhayden@rushcliffe.gov.uk</a>
<b>Background papers Available for Inspection:</b>	Service Level Agreement between Rushcliffe Borough council & Rural Community Action Nottinghamshire April 2015 to March 2016
<b>List of appendices (if any):</b>	Appendix 1 RCAN Service Level Agreement Performance Targets 2015-2016  Appendix 2 RCAN Service Level Agreement Performance Targets 2016-2017

**Rural Community Action Nottinghamshire (RCAN)**  
**Service Level Agreement with Rushcliffe Borough Council 2015-16**

**PERFORMANCE OUTPUTS**

**Service 1: Support the development and delivery of Community and Neighbourhood plans**

1a - Support the development of Community led plans in up to 4 areas (Bingham, East Bridgford, Ruddington and Kingston on Soar) by overseeing the whole process and facilitating a minimum of 24 public meetings

1b - Provide support for the delivery of neighbourhood and community led plans including facilitating a minimum of 12 meetings

1c - Offer ongoing support and guidance to projects arising from parish plans including new group development

1d - Engage with partners to support up to 12 town/parish council or community initiatives

1e - Work with community groups and town and parish councils to help them identify suitable funding opportunities and secure at least £30,000 external funding

1f - Facilitate relevant training to groups to help build their capabilities

1g - Provide guidance and governance support to 10 management committees and encourage capacity building

1h - Conduct an annual community plan evaluation and feedback the results to all relevant parties

**Service 2: Provide support and information to Town and Parish Councils**

2a - Organise Town and Parish Forums x 2 attended by an average of 25 delegates

2b - Organise a Town and Parish Conference attended by a minimum of 50 delegates

2c - Provide town and parish council's appropriate advice and guidance on the localism agenda and the 'rights' within

**Service 3: Support rural businesses and rural economic growth**

3a – Promote D2N2 and other local opportunities to rural businesses

3b – Promote and encourage businesses to bid for funding under the South Nottinghamshire LEADER Programme – target of 5 funding bids submitted equating to 50% of funding allocated or £100k plus

3c – Support the effective promotion and delivery of a Rural Business Conference

**Rural Community Action Nottinghamshire (RCAN)  
Service Level Agreement with Rushcliffe Borough Council 2016/17**

**Service 1: Support the development and delivery of Community led plans and identification of external funding**

1a - Support the development of community led plans in up to 5 areas including (Bingham, East Bridgford, Ruddington, Flintham and Upper Broughton) by overseeing the whole process and facilitating a minimum of 12 public meetings

1b - Provide support for the delivery of community led plans including facilitating a minimum of 12 meetings

1c - Offer on-going support and guidance to projects arising from parish plans and community initiatives or new group development

1d - Work with community groups and Town and Parish Councils to offer support with governance and capacity building and to help them identify suitable funding opportunities securing at least £30,000 external funding

1e - Conduct an annual community plan and group support evaluation and feedback the results to all relevant parties

**Service 2: Provide support and information to Town and Parish Councils**

2a - Organise Town and Parish Forums x 2 attended by an average of 35 delegates and undertake an evaluation to inform future practice

2b - Organise a Town and Parish Conference attended by a minimum of 50 delegates and undertake an evaluation to inform future agendas.

2c – Introduce a database of parish mentors willing to support other parishes or community groups with local expertise as against the skills audit, facilitating Borough cohesion by offering peer support within the sector.

2d – Recognise the diversity of parishes across the Borough by providing support and/or networking opportunities to the difficult to reach smaller parishes.

**Service 3: Support rural businesses and rural economic growth**

3a – Promote D2N2 and other local opportunities to rural businesses – (Steer from the Borough)

3b – Promote and encourage businesses to bid for funding under the South Nottinghamshire LEADER Programme

3c – Support the effective promotion and delivery of a Rural Diversification Conference

**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 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>
5 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>
17 October 2017	<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>

<b>For more information contact:</b>	Constitutional Services 0115 914 8481 <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