



# Communities and Partnerships Service Delivery Plan 2024 to 2025

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## Overview of the service

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

The work of the team includes:

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

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

## Cost of service

The cost to run the service totals £292,556.

## Staffing Information

The Communities and Partnerships team comprises 6 members of staff.

Communities and Partnerships Manager (full time)

Communities and Partnerships Support Officer (full time)

Ely Riverside Officer (1 part time)

Neighbourhood and Community Safety Team Leader (full time)

Community Safety and Projects Support Officer (full time)

Community Safety Support and Anti-Social Behaviour Officer (part time)

## Forward planning for Councillors

Proposed item	Proposed date of decision	Committee
Half year report 2024 to 2025	November 2024	Operational Services
Youth activity progress 6-month update	November 2024	Operational Services
End of year report 2024 to 2025	March 2025	Operational Services
Service Delivery Plan 2025 to 2026	March 2025	Operational Services

## Communities and Partnerships Service Delivery Plan 2024 to 2025

This Service Delivery Plan describes what Communities and Partnerships will be doing to deliver continuous improvement (service objectives). Each performance measure relates to the Council's strategic outcomes and Corporate Plan 2024 to 2027.

**Council's strategic outcome:** Customers are at the heart of everything we do.

**Communities and Partnerships' strategic objective:** Ensure that the Council engages effectively with Parish Councils and communities.

**Link to Corporate Plan:** Sustainable communities.

Performance measure	Target and reporting timescale	Baseline/output from 2023 to 2024	Owner and co-owners
Review grant and asset of community value documentation and make amendments to ensure accessibility compliance and review website content to ensure that it is relevant, and that digital functionality is of a high standard, accessible to all, simple to use and meet the needs of customers by 31 December 2025.	Review all relevant webpages and documentation by 31 December 2024	New measure.	Communities and Partnerships Manager Communities and Partnerships Support Officer Neighbourhood and Community Safety Team Leader Community Safety and Projects Support Officer Community Safety Support & Anti-Social Behaviour Officer
Deliver the team's actions for 2024-25 in the Council's Community Engagement Action Plan, including the delivery of 1 parish council conference	100%, 31 March 2025	Strategy reviewed and presented to Operational Services Committee in March 2024.	Communities and Partnerships Manager Communities and Partnerships Support Officer

Performance measure	Target and reporting timescale	Baseline/output from 2023 to 2024	Owner and co-owners
<p>Support the work of the East Cambs Community Safety Partnership (CSP) by delivering the team's actions in the CSP Action Plan 2024/25 and ensuring that we meet statutory requirements.</p>	<p>100%, 31 March 2025</p>	<p>CSP Action Plan agreed by CSP Board in June 2023.</p> <p>Examples of work carried out:</p> <p>Community safety related presentations and training provided to local groups and schools.</p> <p>Interactive, awareness raising event held at Ely Courthouse with local school in July 2023. Court events shortlisted for Police's One More Step Prevention Awards.</p> <p>Support provided to parish council ran community safety forums in Bottisham and Isleham.</p> <p>Shop Watch launched in Littleport and Soham and information packs produced for local businesses.</p> <p>Community safety statutory duties complied with.</p> <p>Community safety statutory duty audit completed by service leads, which included awareness raising of requirements of statutory duties. Neighbourhood and Community Safety Team Leader provided one-on-one support to various ECDC departments on statutory duties that affect them.</p> <p>Neighbourhood and Community Safety Team Leader attends relevant county boards who oversee and/or inform local compliance with statutory duties.</p> <p>Home Office Prevent training promoted to ECDC departments.</p> <p>Neighbourhood and Community Safety Team Leader liaises with counterparts and other districts to share experiences, information, and best practice on statutory duty related procedures.</p>	<p>Neighbourhood and Community Safety Team Leader Community Safety and Projects Support Officer Community Safety Support &amp; Anti-Social Behaviour Officer Communities and Partnerships Manager</p>
<p>Management of Section 106, Community Fund and Facilities Improvement Grant Schemes in accordance with specific grant timescales and hold 2 grant Community Fund application windows during 2024/25.</p>	<p>As determined by specific grant schemes, 2 application windows open by 31 March 2025</p>	<p>ECDC community grants promoted at the Parish Council Conference.</p> <p>Grant enquiries answered and assistance given to parish councils and community groups regarding potential applications.</p> <p>11 Community Fund grants awarded.</p> <p>3 Section 106 grants awarded.</p> <p>2 Facilities Improvement Grants awarded.</p> <p>Funding opportunities proactively promoted to community organisations and parish councils.</p>	<p>Communities and Partnerships Support Officer Communities and Partnerships Manager</p>

**Council's strategic outcome:** 'Can do' approach and open for business.

**Communities and Partnerships' strategic objective:** Maximise visitor spend and spread footfall.

**Link to Corporate Plan:** Sound financial management.

Performance measure	Target and reporting timescale	Baseline/output from 2023 to 2024	Owner and co-owners
Review and implement agreed recommendations of the Digital Marketing Strategy for Explore East Cambs during 2024-2025	100%, 31 March 2025	Digital Marketing Strategy developed by consultants.	Communities and Partnerships Manager Communities and Partnerships Support Officer

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

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

**Link to Corporate Plan:** Sustainable communities.

Performance measure	Target and reporting timescale	Baseline/output from 2023 to 2024	Owner and co-owners
Deliver 2 East Cambs Youth Fusion events by 31 March 2025	2 events delivered by February 2025	3 Youth Fusion events delivered.	Communities and Partnerships Support Officer Communities and Partnerships Manager
Deliver the team’s actions for 2024-25 in the Council’s Vulnerable Community Strategy, including the management of SLAs with Voluntary and Community Action East Cambs and Citizens Advice West Suffolk in accordance with SLA timescales	100%, 31 March 2025	Strategy reviewed and presented to Operational Services Committee in March 2024.	Communities and Partnerships Manager Communities and Partnerships Support Officer

**Council's strategic outcome:** Improve systems and practices.

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

**Link to Corporate Plan:** Sound financial management.

Performance measure	Target and reporting timescale	Baseline/output from 2023 to 2024	Owner and co-owners
<p>Regularly review higher level corporate risks, including:</p> <ul style="list-style-type: none"><li>Assets of Community Value applications not managed in accordance with Localism Act statutory obligations</li><li>mooring enforcement not compliant with the Council's contract law enforcement processes</li><li>grants and agreements not managed in accordance with procedures</li><li>failure to adhere to community safety related statutory duties</li></ul>	Review quarterly	<p>Risks reviewed.</p> <p>Statutory duties complied with.</p> <p>Community Safety Statutory Duty Audit completed by Service Leads.</p> <p>Annual review of Assets of Community Value protocol and appendices completed by end of August 2023, as recommended by internal audit.</p> <p>Assets of Community Value, grant, and mooring enforcement processes followed.</p>	<p>Communities and Partnerships Manager Communities and Partnerships Support Officer Neighbourhood and Community Safety Team Leader Community Safety and Projects Support Officer Community Safety Support &amp; Anti-Social Behaviour Officer Ely Riverside Officer</p>
<p>Extend or review commercial mooring operator licence by 17 October 2024.</p>	License reviewed by 17 October 2024	New measure.	Communities and Partnerships Manager

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

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

**Link to Corporate Plan:** Cleaner, greener East Cambridgeshire.

Performance measure	Target and reporting timescale	Baseline/output from 2023 to 2024	Owner and co-owners
Reduce our paper usage within the service by 5%	5% reduction by 31 March 2025	New measure.	Communities and Partnerships Manager Communities and Partnerships Support Officer Neighbourhood and Community Safety Team Leader Community Safety and Projects Support Officer Community Safety Support & Anti-Social Behaviour Officer Ely Riverside Officer