



COMMUNITY OVERVIEW AND SCRUTINY COMMITTEE

Committee Report

Public

Date of Meeting: 4th April 2002

Title: COMMUNITY SUPPORT UNIT - SERVICE PLAN 2002/3

Report of: Director of Leisure & Community Development

Report reference: 10/02

Summary:

- 1.1 The draft Service Plan for the Community Support Unit for the year 2002/03 is appended.
 - 1.2 The Plan is in draft form at present, pending the completion of the Corporate Plan for the Year 2002/03, as some of the detailed performance indicators and action may require some amendment in order to reflect the new objectives of the Corporate Plan.
 - 1.3 There are several key issues which are due to emerge during the course of the year, which will undoubtedly affect the operation and performance of the unit, not least being the Organisational Structure and Regeneration Best Value Reviews.
 - 1.4 However, the Service Plan gives a clear indication of the scope and value of the units work, hopefully this will not be diminished as a result of the impending changes.
- 2.0 **Recommendations:**
- 2.1 Members are requested to consider and approve the details of the Service Plan.

Reasons for Recommendations:

To confirm the Action Plan for the Community Support Unit for the Year 2002/03.

Contact Officer: Rob Burns

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Note: in compliance with section 100d of the Local Government (Access to Information) Act 1985 the report has been prepared in part from the following papers: None



COMMUNITY SUPPORT UNIT

Draft Service Plan

2002 / 2003

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Introduction

1. This document describes the work of the Council's Community Support Unit, and identifies the actions to be implemented and measured for the period 2002/2003 to achieve the Council's Vision and Corporate Objectives.
2. The Council's Corporate Vision is currently based upon the mission statement, organisational values and key objectives that evolved during the 1990's and were agreed and consulted upon externally in 1998.

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3. The present **Key Objectives** are:

- ◆ Reduce Crime & Disorder
- ◆ Promote Sustainable Transport
- ◆ Improve Social Well-Being, Health and Education
- ◆ Protect and Improve Our Environment
- ◆ Develop Employment and Training Opportunities
- ◆ Satisfy Housing Need
- ◆ Advance Carlisle as a Regional and Cultural Capital
- ◆ Spend the Community's Money Wisely

The City Vision

The City Vision statement is:

Carlisle is an attractive, vibrant and historic city, which is well placed to advance as a regional centre.

Our vision is to ensure a high quality of life for all in both our urban and rural communities.

To do this, we will build on the best of our heritage, support our communities and develop a diverse sustainable economy in an active, safe and inviting city.

City Vision Themes

A number of themes have been developed and will provide the basis of the City Vision objectives. They are:

- Infrastructure, Environment, and Transport
- Health & Well-being
- Communities
- Economic Prosperity
- Celebrating Carlisle

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Portfolios

Following the political reform of the Council, it is proposed that the Cabinet will be arranged using portfolios. The following portfolios are currently being developed to address the City Vision themes:

- Corporate Resources
 - Finance & Resources
 - Strategy & Performance
 - Community Activities
 - Infrastructure, Environment and Transport
 - Health & Well-being
 - Economic Prosperity
 - Promoting Carlisle
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- A new Corporate Plan is being developed to reflect the City Vision priorities.
 - This Service Plan will be revised accordingly, if necessary.

Manager & Budget Holder

Rob Burns, Head of Community Support

Summary of Services (see Action Plan)

The Unit provides support, advice, assistance and information to community groups and individuals, which encourages, empowers and enables them to take a more active role in their local community's affairs.

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Links to Council's Objectives

- Reduce crime & disorder
- Improve social well being etc
- Develop training opportunities
- Spend community's money wisely
- Advance Carlisle as a Regional and Cultural Capital

Links with Council Strategies

- Community Participation Strategy

- Anti-Poverty Strategy
- Young People's Strategy
- Economic Development Strategy
- Tenant Participation Strategy
- Agenda 21 Strategy
- Community Safety Strategy

Links to Other Council Services

- Housing
- Economic Development
- Design Division
- Environmental Services
- Property Services
- Corporate Planning & Information
- Town Twinning
- Licensing

Big Issues Facing The Unit

For 2002 / 2003, the following are anticipated as the major issues which will drive the Unit's work:

- Strategy for Neighbourhood Renewal.
- Rural White Paper
- Disability Discrimination Act
- Children and Young People's Strategy
- Local Strategic Partnership
- Special Events Development
- Operational Relationship With County Council
- Development of Health Partnership
- Organisational re-structure
- Regeneration Best value review
- Community Action Plans
- Equal Opportunities (Race Relations)

Customer Consultation

- During 2002/03 surveys will be carried out via the Citizens Panel on awareness and satisfaction of the Unit's functions and services.
- The Unit operates an on-going programme of monitoring and evaluation with community groups and other service users.
- During 2001/2, consultations were carried out for; the Sure Start Programme in Carlisle South; the Longtown Market Town Initiative; the Special Events Programme; local health needs and satisfaction survey on playschemes.
- IN 2002/03, further consultations will take place re. the Regeneration BVR, community centres' use and development and young people's interests.

Benchmarking

- At present the Unit does not benchmark any of its services with other Authorities or the Private Sector. Various audits have however been carried out, e.g. VFM
- Although the provision of services provided by the Unit is not unique, to have the variety of functions in one Unit is.

Implications of Best Value

- The Unit's work will be included in imminent Best Value Reviews, e.g. Regeneration, Customer Contact, Organisational Review.

Service Standards

General

- To reply to letters within 10 days of receipt or to have acknowledged receipt of letters within 5 days

Staffing Structure & Budgets

A breakdown of staff time spent on activities is as follows:

<u>Activity</u>	<u>FTE Staff</u>
Grant Aid	0.50
Events	1.00
Rural Issues	1.00
Community Centres	8.50
Play & Young People	5.50
Community Development (General)	3.50

Staff grades (FTE's)

1 x PO

3 x SO2

4x SO1

3 x Sc6

10 x Sc3

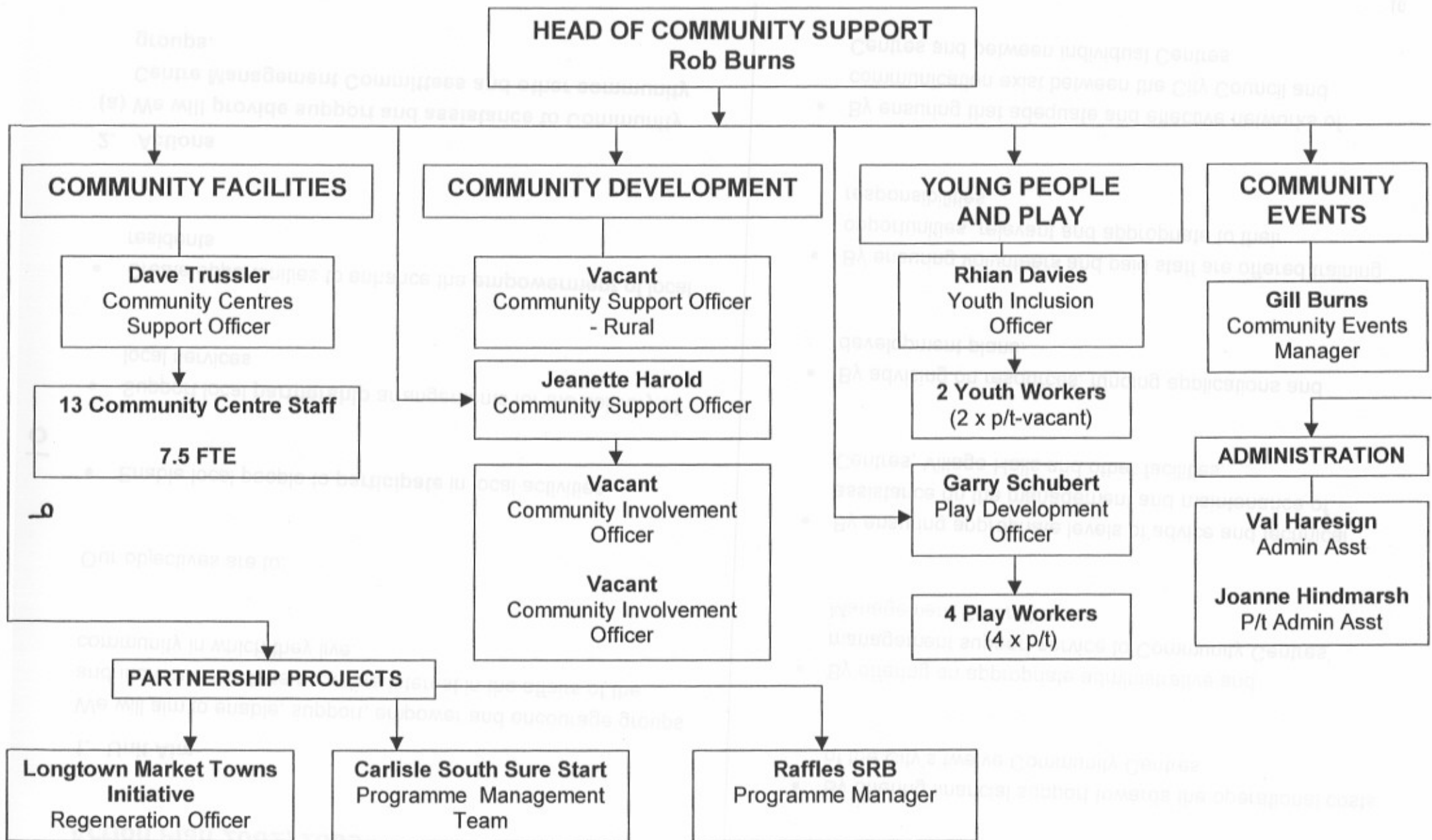
2 x Sc1

The Unit's total 'directly controlled' budget for 2002/03 is £1,003,8860

An indicative % breakdown for each area of activity is as follows:

Grant Aid	4%
Events	5%
Rural Issues	5%
Community Centres	33%
Play & Young People	11%
Community Development	25%
Advice Agencies	17%

The total budget for the Unit for the year 2002/03, including directly and indirectly controlled costs, is £1,446,990



Action Plan 2002/2003

1. Unit Aim

We will aim to enable, support, empower and encourage groups and individuals to take an active interest in the affairs of the community in which they live.

Our objectives are to:

- Enable local people to **participate** in local activities
- Support local **partnership** arrangements for the delivery of local services
- Create opportunities to enhance the **empowerment** of local residents

2. Actions

(a) We will provide support and assistance to Community Centre Management Committees and other community groups.

Method:

- By offering financial support towards the operational costs of the City's twelve Community Centres.
- By offering an appropriate administrative and management support service to Community Centres' Management Committees.
- By ensuring appropriate levels of advice and technical assistance on the management and maintenance of Centres, Village Halls and other facilities.
- By advising on resources, funding applications and development plans.
- By ensuring volunteers and paid staff are offered training opportunities, relevant and appropriate to their responsibilities.
- By ensuring that adequate and effective networks of communication exist between the City Council and Centres and between individual Centres.

- By encouraging equality of access to opportunities in all Centre provision.

(b) We will help to improve the capacity of local people to understand and influence decisions which affect them.

Method:

- By developing and delivering informal community education programmes.
- By initiating and encouraging the creation of local community groups and supporting the process of their learning and development.
- By trying to ensure the provision of adequate and appropriate information networks.

(c) We will seek, by encouraging and working in partnerships, to improve local services and attract funding and other resources from outside the Local Authority.

Method:

- By providing advice on accessing sources of grant aid and other resources.
- By being active in partnerships with community groups and other stakeholder's e.g. Carlisle South Sure Start, locally based Health Partnerships, Longtown Investment Partnership, Raffles SRB etc.
- By facilitating and participating in issue-based forums e.g. Community Safety Forum, Education and Learning Forum, Health Action Zones, Health Groups etc.

(d) We will provide specific support for the development of opportunities and activities for young people aged 0 - 21.

Method:

- By providing advice and training to individual volunteers and youth groups.
- By providing support for the organisation of Activity Clubs and holiday playschemes.
- By organising the annual youth exchange between young people from the City and our twin Cities of Slupsk and Flensburg.
- Through specific project work e.g. Youth Forum, Youth Festival, etc.
- By encouraging partnerships with other agencies, both statutory and voluntary e.g. Cumbria Out of School Network, Cumbria County Council, Inter Agency Youth Forum, Cumbria Youth Alliance.

- (e) We will enable the development of opportunities, facilities and activities for people living in isolated communities.**

Method:

- By providing advice, information and training to Parish Councils, through a partnership with the Association of Local Councils.
- By providing financial resources and ensuring appropriate levels of technical advice for rural projects e.g. Village Halls Repair Fund, Capital Grants Fund.
- By encouraging and monitoring the progress of the aims of the Parish Councils Charter.
- By supporting projects such as the Longtown Market Towns Initiative.
- Supporting the development of the Quality Parish Councils initiative and the Rural Strategy.

- (f) We will encourage the social regeneration of communities through the development of inter-community relationships and the encouragement of community spirit.**

Method:

- By organising community events e.g. Fireshow, Carlisle Carnival, Upperby Gala, Queens Jubilee Festival of Nations, Spring Show etc.
- By encouraging and supporting the local Federation of Community Organisations.
- By facilitating and supporting the Carlisle Community Safety Forum.
- By assisting and advising community groups in the organisation of celebratory events.
- By promoting the 'Carlisle Cares' Community Service Award Scheme.

Community Support Unit – Target Groups

The services of the Unit will be available to all community groups and organisations but particular priority will be given to groups identified by the Council as being socially excluded or in areas being targeted for 'regeneration' or 'neighbourhood renewal'.

General Note

Almost all of the Units work involves partnership with other bodies, whether it be 'external' to the Council e.g. W.E.A., Health Development Unit, County Council etc. or with other departments in the Council who have a remit to work with 'the community' e.g. Tenant Participation Officers, Economic Development Officers, Corporate Planning and Information Unit, Building and Property Services, Environment Dept, Sports Development Unit etc.

Key Priorities

The key priorities for the Unit, for 2002/03 are laid out below and they are the issues in which most of the staff in the Unit are involved.

- To maintain the working relationship between Parish and City Councils, through the development of the Parish Council's Charter.
- To be the lead or support agency for the Carlisle South Sure Start Programme, the Longtown Market Town Initiative and the Raffles SRB Programme.

- To help improve the level of community development and capacity building, particularly in the Carlisle South and Raffles areas.
- To help enable the fruition of the Carlisle Credit Union.
- To explore new methods of engaging community groups, particularly in the light of the new political modernisation and organisational re-structure.
- To help develop the Council's role in Health Promotion, through locally based initiatives.
- To continue to support Community Centres' Management Committees through the processes of Registered Charitable Status and buildings leases.
- To develop Service or Partnership Agreements with the 3 main Advice Agencies i.e. Carlisle Council for Voluntary Service, Citizens Advice Bureau and the Law Centre.

Annex A

Summary of Services

Grant Aid

- The collation, presentation and administration of the Grants for Leisure and Jubilee Grants Schemes.

Events

- The organisation of the City's main community focussed events, including Upperby Gala, Carlisle Carnival, The Queen's Jubilee Festival of Nations, Fireshow and Spring Show.
- Advising community groups in the organisation of 'neighbourhood' events and independently sponsored events.

Rural Issues

- Advising and supporting the development of the Parish Councils' Association's relationship with the City Council through the Parish Charter.
- Advising and assisting Management Committees on the development and improvement to Village Halls.
- Encouraging and developing a co-ordinated approach to provision in rural communities by involvement with other agencies e.g. VAC, Countryside Commission, Rural Development Programme etc.
- Supporting the Longtown Investment Partnership in the development and implementation of the Market Town Initiative Action Plan.

• **Community Buildings**

- Completing the process of the transfer of Community Centres to Management Committees under lease agreement.
- Continued direct support and advice to Management Committees including the provision of grant aid and paid staff.

Play & Young People

- Organising and enabling Activity Clubs and Holiday Playschemes.
- Support and advice to voluntary and community organisations who run 'independent' schemes and projects for children and young people, through training initiatives and information service.
- Organisation of special projects and contributing to the Community events programme e.g. Annual Town Twinning Youth Exchange, Youth Festival, Playday, Carnival etc.

- Development of a Youth Forum.

Community Development

To develop, monitor and review Service and Partnership Agreements or Voluntary Sector Compacts with the Law Centre, Citizens Advice Bureau and Carlisle Council for Voluntary Service.

- Supporting, assisting and advising community groups in their development.
- Targeting specific areas and groups e.g. Carlisle South, Raffles, Arthuret.
- Organising and developing informal learning and training networks, including facilitating a Community Learning Forum and collaborating with the County Council on the delivery and development of the Adult Education Plan.
- Acting as a link for information and action on Community Health issues, e.g. sourcing grants, facilitating training opportunities, accessing services, supporting community groups on local health partnerships etc.

4. Performance Indicators

No.	Description	2000/01 Actual	2001/02 Target	Actual	2002/03 target
LP31	a) No of play activity clubs	37	44	41	Tbc
	b) No of attendance's	8300	9000	10100	
	c) Satisfaction levels of children & parents	N/A	75%	tbc	
LP32	a) No of special outdoor community events organised	4	5	5	Tbc
	b) No of groups involved in organisation of events	8	8	13	
	c) Level of customer satisfaction with events	N/A	75%	83.5%	
LP33	a) No. of centres leased to Community Associations	1	8	9	Tbc
	b) No. & range of training courses arranged for voluntary centre managers	5&3	8&5*	9.6	
	c) User satisfaction with facilities offered (amended)	N/A	70%	tbc	
	d) No. of IT links created with parishes (new)	6	8	8	
LP35	a) No. of Community Grants awarded	83	90	Tbc	Tbc
	b) Multiplier effect of project value on grant	10:1	10:1	Tbc	
	c) No. of projects assisted through the Parish Councils Capital Grant & Village Halls schemes (amended)	17	24	24	

Note Tbc = to be confirmed.