

Our Colchester
2018 – 2021 Strategic Plan Action Plan (SPAP)
Year Two (2019-2020) Half Year Report

GROW

Growth – Ensuring all residents benefit from the growth of the borough:

G1 - Help make sure Colchester is a welcoming place for all residents and visitors.

G2 - Ensure residents benefit from Colchester's economic Growth with skills, jobs and improving infrastructure.

G3 - Promote inward investment to the borough.

G4 - Develop jobs, homes, infrastructure and communities to meet the borough's future needs by creating new Garden Communities.

G5 - Work with partners to create a shared vision for a vibrant town centre.

G1 Help make sure Colchester is a welcoming place for all residents and visitors.

Action	Achievements
Maintain and promote Colchester's Museums and 2019's Adorn Exhibition.	<p>The Adorn exhibition opened at the end of July with loans from the British Museum and coverage in local and regional media. Visitor numbers are picking up gradually for this exhibition which is open until February.</p> <p>Owing to programmes of co-curation, autism friendly events and high standards of exhibitions, CIMS, a member of the National Portfolio Organisation Programme since 2018 has exceeded the expectations of the funding partner, Arts Council England.</p>
Provision of excellent visitor services and tourism promotion of Colchester.	Bespoke promotional initiatives that have been delivered in addition to core services:

	<p>Visit Colchester's successful lobby to be chosen as one of only four destinations nationally to take part in the 'Game of thrones UK Takeover'; an official connection with the final series of the global cultural phenomena leading to regional and national coverage of Colchester online, in print and on broadcast media.</p> <p>Official promotional link between Visit Colchester and the feature film of the popular children's BBC TV history programme and book franchise 'Horrible Histories: Rotten Romans' made. This included the Colchester advert being shown before the film at cinemas in London and the South East (with a verified audience of 46,536) and other promotional activity.</p> <p>'Colchester For Free' campaign promoting free attractions, events and activities took place across the Borough in summer 2019. The project aligned with the Livewell campaign and was aimed at including residents and visitors with limited financial resources. It included the Colchester Family Heritage Treasure Trail - a free family activity with a prize for those completing the Trail. The latter featured the Roman Circus Centre and the Roman Church to raise awareness of those sites, in alignment with broader Alliance objectives around heritage. Just under 800 copies of the trail were either downloaded or collected from the VIC.</p>
<p>Develop and implement a business plan for Council owned car parks to ensure they provide an adequate provision of spaces in a welcoming environment at a competitive price and remain relevant to the expected growth of the Borough.</p>	<p>This is on schedule for internal consultation in the autumn, for external circulation amongst stakeholders as final pre-consultation draft prior to Christmas, with final draft due in the new year.</p>
<p>Deliver new and improved Mercury Theatre by September 2020.</p>	<p>Theatre improvements are currently under construction and on schedule to complete in June 2020 ready to re-open to the public in September.</p>

G2 Ensure residents benefit from Colchester's economic Growth with skills, jobs and improving infrastructure.	
Action	Achievements
Deliver the Fixing the Link and North Bridge Conservation Enhancement Area (NBCEA) and other Station Travel Plan projects to encourage more people to walk from the station to the town centre.	The North Bridge Conservation Area has now been designated. Work with Greater Anglia is continuing to develop the Station Travel Plan and planning improvements to access to Colchester Station.
Delivery of Northern Gateway project (Turnstone), United Way and Sports (North of A12) to extend Colchester's offer and sense of arrival.	The CNG South Masterplan covering the boulevard, energy centre, commercial space and housing development has been through consultation exercises. A planning application for the Masterplan area is currently under consideration, whilst Turnstone has already achieved a planning permission and the CNG Sports Hub is under construction and the building is due to be completed in mid-2020. A number of external funding streams have been secured for various elements of the scheme, including the innovative heat network, boulevard project and various sports provisions.
Support Skills Development across Colchester.	<p>The introduction of the apprenticeship levy allowed us to take a much more strategic approach by using apprenticeships to address future workforce needs and close critical skills gaps. The public sector target for 2018/19 was 23 apprentices (2.3%) of our workforce, our actual for this period was 29. This is made up of a combination of internal and new hire apprentices. 6% of new hires for the same period were recruited as apprentices.</p> <p>The museums service received funding in 2018 to deliver the 'Transforming People to Transform Museums' trainee programme (TPtTM). The following elements have been delivered:</p>

	<ul style="list-style-type: none"> • 9 TPtTM trainees across five sites are completing their funding and projects for their community project (including working with Barnado's families, Profoundly deaf children, English as a second language groups and SEN children) • 9 TPtTM work placements completed across all partner sites alongside all partner days with each museum in the project hosting a day highlighting the variety within the museum sector. <p>TPtTM actively working with JCP's, Carers Covenant, YMCA, Sixth Form colleges and support groups across both counties.</p>
G3 Promote inward investment to the borough.	
Action	Achievements
Ensure there is a supply of employment land and premises to attract new business and allow existing firms to expand and thrive.	Public consultation on revised evidence base and Sustainability Appraisal is now complete. Documentation has been sent to the inspector with a view to re-opening the examination early December 2019. The Local Plan identifies a sufficient supply of employment land.
Produce an updated Economic Strategy for the Borough.	<p>An evidence base to inform a strategy has been completed with a high-level framework drafted to be developed into a strategy when resourcing arrangements are in place.</p> <p>Engagement with stakeholders on other relevant strategies including Local Industrial Strategy and North Essex Strategy will ensure CBC strategy once finalised adds value and is complementary to the higher-level strategies relating to economic growth.</p>
G4 Develop jobs, homes, infrastructure and communities to meet the borough's future needs by creating new Garden Communities.	

Action	Achievements
Adoption of a new Local Plan and Development Plan Documents (DPD) for Garden Communities.	<p>Public consultation on revised evidence base and Sustainability Appraisal is complete. Documentation has been sent to the inspector with a view to re-opening the examination in early December.</p> <p>North Essex Garden Communities are carrying out an engagement exercise in Autumn 2019.</p> <p>Development Plan Document production will follow Section 1 of the Local Plan.</p>
Progress and develop options to inform future delivery of Rapid Transit.	<p>Further Rapid Transit evidence report (Rapid Transit System for North Essex: From vision to plan) published July 2019.</p> <p>Successful bid for funding for Rapid Transit system and new link road between A120 and A133 announced August 2019.</p>
Securing and utilising S106 contributions to fund community infrastructure.	<p>Changes to CIL (Community Infrastructure Levy) regulations allow S106 contributions to be collected from more developments from September 2019. The website has been updated accordingly and a template added for payment. Monitoring fees will also be charged for S106 agreements. Updated Supplementary Plan Documents to be reported to Local plan Committee in December.</p>
G5 Work with partners to create a shared vision for a vibrant town centre.	
Action	Achievements
Develop a multi-agency night time economy (NTE) action plan to create a diverse, vibrant and safe town centre at night.	Robust enforcement through use of Town Centre Action Plan is being used and we are working with partners to reduce begging and street drinking in Town Centre.

	<p>Joint working with Licensing team is being used to deliver Safeguarding training to Taxi Drivers.</p> <p>CARA sexual abuse awareness is being delivered to Door Staff via Pubwatch September 2019.</p> <p>The Rough Sleeper Count carried out in September 2019 by CBH in Town Centre, identified 10 individuals. Rough Sleeper Outreach Workers engaging, and relevant information was shared with TCAP.</p> <p>Joint CBC and Police Night of Action was delivered August 2019.</p> <p>Counter Terrorism / Vulnerability training delivered to local businesses via Pub Watch.</p>
<p>Progress redevelopment of Vineyard Gate as a new urban quarter to compliment the town centre and provide an attractive mixed-use development which enhances the town wall.</p>	<p>Options are currently being re-considered after changes in market trends.</p>
<p>Improve cleanliness and community safety to town centre during the day.</p>	<p>£60,000 of investment was provided from 'Better Colchester' campaign to focus on night time enforcement. A procurement brief is currently being put together for an open tender process.</p> <p>Work in partnership with the 'Proactive Team' in Essex Police is being undertaken to assist with enforcement campaigns, including action around licensing.</p>

An additional £100,000 of funding was provided from the 'Clean the Streets' campaign. This will assist in the provision of an additional pressure washer to work alongside the existing pressure washing in town.

The 'Gum Drop' enforcement campaign to tackle chewing gum littering was successfully launched and put forward for a national award. A 50% reduction in pavement cleaning had occurred since the launch.

Working with the Business Improvement District (BID), 50 businesses have signed up to the 'Neat Street' campaign.

The Service has worked on an extensive 'littering' campaign including: a video shown at the beginning of each film at this year's Big Screen Event, a large social media push entitled: 'No Excuses', a half page advert in the Gazette and advertising on the Gazette website for a one week period. There is currently an advert on Spotify and billboards on North Station Road and 6 bus stops as well as banners around the town and on refuse vehicles.

Alliance funding has enabled recruitment of 3 additional Operatives who are now working in the town centre.

Red Snapper was commissioned to review internal processes when dealing with fly-tipping and identify ways to improve enforcement activities. Recommendations from the report will be actioned.

Work with the Business Improvement Team has supported the introduction of bunting, the umbrella installation and launch, and the purchasing of planters in the town centre.

	Partnerships with the TCAP, the Proactive Team, Colchester Borough Homes Rough Sleeper Outreach Workers, and the Probation Service are continuing.
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Responsibility – Encouraging everyone to contribute to making our borough even better:

R1 - Promote responsible citizenship by encouraging residents to get involved in their communities and to identify solutions to local issues.

R2 - Encourage re-use and recycling to reduce waste to landfill.

R3 - Educate those residents who behave anti-socially about the impact of their behaviour.

R4 - Increase the supply of good quality homes by using legal powers to reduce the number of empty homes and improve standards in the private rented sector.

R5 - Create new routes for walking or cycling and work with partners to make the borough more pedestrian- friendly.

R1 Promote responsible citizenship by encouraging residents to get involved in their communities and to identify solutions to local issues.

Action	Achievements
Take an Asset Based Community Development Approach – Enable the growth of sustainable resilient communities, building capacity, connections and empowering people to take action on things that are important to them.	2 Asset based Community Development workshops were delivered (24 July and 7 October 2019) for CBC, CBH, Amphora and wider community voluntary sector partners. Workshops were delivered in partnership with Nurture Development and the Essex Local Delivery Pilot. LDP Core team attending additional ABCD workshops.
Supporting parish councils to prepare Neighbourhood Plans (NHP) for their communities.	Wivenhoe NHP was adopted (made) on 22 May 2019. West Bergholt held a successful referendum with 94% voting Yes to the Plan. This is scheduled for Adoption at Full Council on 16 October 2019.

	Eight Ash Green has recently completed its Examination and will proceed to Referendum on 7 November 2019.
R2 Encourage re-use and recycling to reduce waste to landfill.	
Action	Achievements
Continue to promote waste minimisation, reduction and recycling to our residents.	<p>Residual household waste per household</p> <p>Colchester continues to produce low levels of residual waste, improving on the same time last year. In a regional context, Colchester is leading the Eastern Region, producing the least amount of residual waste per household.</p> <p>Household waste reused, recycled and composted</p> <p>Cumulatively the Service remains on target and comparing with other Local Authorities in the Region, Colchester is in the top 10 Authorities.</p> <p>Some fluctuations in the data produced for this area of the Service have occurred as a result of some operational issues, rather than the product produced by households. These issues have now been resolved and the data will start to demonstrate a truer monthly reflection of the collections of recycling and compostable material.</p> <p>A robust communication strategy is in place and continues to deliver positive messages in relation to this area of the Service.</p> <p>The Neighbourhood Wardens continue to carry out proactive work. For example, working with primary schools to deliver discussions on waste, carrying out activities involving recycling milk bottles and spending time litter picking with the children around the local area.</p>

R3 Educate those residents who behave anti-socially about the impact of their behaviour.	
Action	Achievements
Multi-Partnership approach to understanding and tackling local priorities linked to anti-social behaviour.	<p>Annual Partnership Plan produced for the period April 2019 – March 2020 (following partnership consultation and Strategic Assessment of Crime). Key Priorities are to tackle organised criminality, gangs and county lines (focussing on keeping drugs and weapons out of the community), driving down anti-social behaviour and violent crime in public places and increasing confidence in identifying and reporting hidden harms.</p> <p>Robust enforcement through use of the Town Centre Action Plan and working with partners to reduce begging and street drinking in Town Centre.</p> <p>Public scrutiny of Safer Colchester Partnership (SCP) undertaken at Crime and Disorder Committee on 10 September 2019.</p>
Deliver an appropriate enforcement approach across the borough.	<p>All Public Space Protection Orders (PSPOs) are relevant, compliant and enforceable.</p> <p>Activity has been undertaken to improved PSPO enforcement signage in certain areas.</p>
R4 Increase the supply of good quality homes by using legal powers to reduce the number of empty homes and improve standards in the private rented sector.	
Action	Achievements
Maximise the opportunities available through Eco-flex and Warm Homes funding to improve energy efficiency of homes in Colchester, out lined in the	Warm homes funding is continuing through a partnership with Aaron Services and NCS Property Services. Activity to improve energy efficiency in the private sector is being reviewed as part of the Council's response to its climate emergency declaration.

Home Energy Conservation Act (HECA) Report.	Action to improve homes affected by cold, damp and mould has led to 55 significant hazards being removed from dwellings. A proactive project had commenced to identify private rented properties with an Energy Performance Certificate (EPC) rating of 'F' and below (i.e. the worse) for targeted action.
R5 Create new routes for walking or cycling and work with partners to make the borough more pedestrian- friendly.	
Action	Achievements
Maximise all opportunities, including funding through planning contributions, to deliver enhanced cycling and walking routes and infrastructure.	Work continues delivering solutions to promote sustainable travel through development proposals and securing S106 contributions for new developments. Implementation of projects with funding including commissioning consultants to look at accessibility improvements to zig-zag bridge which links university to town centre and other student accommodation.
Work with partners to promote sustainable travel behaviour change, healthier lifestyles and reduce car dependency.	Work ongoing to promote sustainable travel and behaviour change across Colchester including through requirement of Travel Plans and Travel Plan Co-ordinators as part of new development. New Travel Plan Club Members include Hiscox, joined as a member in 2019.

Opportunity – Promoting and improving Colchester and its environment:

- O1 - Promote Colchester's heritage and visitor attractions to increase visitor numbers and to support job creation.
- O2 - Encourage green technologies through initiatives such as SMART Cities.
- O3 - Help business to flourish by supporting infrastructure for start-up businesses and facilitating a Business Improvement District.
- O4 - Ensure a good supply of land available for new homes through our Local Plan.
- O5 - Promote initiatives to help residents live healthier lives.

O1 Promote Colchester's heritage and visitor attractions to increase visitor numbers and to support job creation.	
Action	Achievements
Deliver 'Heritage Explorer' trails for walkers and cyclists across the Borough.	<p>The heritage explorer trail for the town centre is currently on hold. The booklet is an income stream for the Council so there is a concern about making it freely available.</p> <p>The Orbital Project is progressing well. The heritage dataset from the Historic Environment Record (at this stage just for Mile End, but subsequently for the entire route), will be used to provide heritage-related information along the route of the Orbital.</p>
Maximise the opportunities of our Council owned heritage attractions to increase visitor and revenue numbers.	<p>Visitor numbers at Colchester's museums are up 6% on last year at 86,612. Income is up 4% from all Colchester museums at £323,245.</p> <p>CIMS supported Norfolk Museums Service's funding applications to save JWM Turner's 'Walton Bridges' for the nation. The painting will be displayed in Colchester in 2020 having secured national media coverage.</p>
O2 Encourage green technologies through initiatives such as SMART Cities.	
Action	Achievements
Introduce electric vehicle charging points across the borough and encourage and enable electric vehicle use.	<p>First EV point to be installed later in the year in Priory Street car park. Supply now installed; contractual arrangements for EV point itself being planned through framework agreement.</p> <p>Also working with Essex County Council for Highway residential EV points.</p>
O3 Help business to flourish by supporting infrastructure for start-up businesses and facilitating a Business Improvement District.	

Action	Achievements
<p>Manage, Promote and maximise the opportunity of our Charter Market and Street Trading.</p>	<p>Consultation on alternative trading days and alternative locations to provide a better infrastructure has commenced, with the aim that the market should be in an easily accessible hub which can be utilised as a go-to destination, attracting tourists and locals alike.</p> <p>Trialling has commenced with traders bringing their own stalls.</p> <p>Four Street Food Vendors won Golden Oysters (First place prize) at Colchester Food & Drink Festival</p> <p>Colchester Chilli Challenge drew media and public interest for the third year running and was well-attended and received. Local businesses donated prizes in return for publicity.</p> <p>The Christmas Market attracted crowds of up to 10,000 (matching levels when event was privately managed). Traders turnover was 5 times that of a typical market day.</p> <p>Special event at St Botolph's Priory was well-received and plans are in development for future events at this historic site.</p> <p>Entry to Market of the Year was postponed. The Service will revisit the application once the restructuring of the market is complete – the transformation story will form the basis of the submission and will be a great way of relaunching the market locally and nationally.</p>
<p>Deliver new "Grow on space" (place for smaller start-up businesses to move on to as they establish) linked to the</p>	<p>Funding was not secured but alternative options are being explored. The existing Creative Business Centre continues to thrive.</p>

Creative Business, at the former Queen Street Bus Station.	
O4 Ensure a good supply of land available for new homes through our Local Plan.	
Action	Achievements
Ensure the Council has an adequate supply of land available to meet housing needs within the Borough.	Updated 5 year land supply published in June 2019. Continue to review deliverability of sites. Several large schemes have been permitted to ensure supply is maintained.
O5 Promote initiatives to help residents live healthier lives.	
Action	Achievements
Support projects and initiatives which aim to reduce pollution levels and therefore have a positive impact on the boroughs air quality.	<p>Colchester was successful in securing a DEFRA grant of £249,100 to support a behavioural change project. The project is aimed at encouraging drivers to switch off their engine when stationary and to encourage walking and cycling for shorter journeys.</p> <p>A survey and film have been produced and these will form part of a public consultation commencing October 2019.</p>
Promote the Livewell campaign – Utilise opportunities to provide communities, families and individuals with information and signposting about all that is on offer to improve health and wellbeing in the borough.	<p>Communication team sharing Livewell posts and utilising Livewell branding and hashtag on social media when promoting campaigns such as Air quality.</p> <p>Internal teams utilising Livewell branding more frequently such as the CAFÉ project, Parks & countryside events & DEFRA funded air quality survey.</p> <p>Livewell branding used on posters for internal health and wellbeing initiatives.</p>

	<p>Suicide prevention task & finish group currently being formed with members of CSP to enable training across the system. Funded by Public Health Livewell grant 10K and matched with 10K from Tendring DC.</p> <p>Other system players using Livewell ethos & themes in their strategic plans such as NEE H&W Alliance & One Colchester Partnership.</p>
<p>Implement improvements to internal processes and report templates to embed considerations (and data) about health and wellbeing into decision making.</p>	<p>Health & Wellbeing in all policies approach adopted and templates updated.</p>

<p>Wellbeing – Making Colchester an even better place to live and supporting those who need most help:</p> <p>W1 - Encourage belonging, involvement and responsibility in all the borough’s communities.</p> <p>W2 - Work with Essex Police and partners in the Safer Colchester Partnership to make Colchester an even safer place.</p> <p>W3 - Create new social housing by building Council homes and supporting Registered Providers.</p> <p>W4 - Target support to the most disadvantaged residents and communities.</p> <p>W5 - Help residents adopt healthier lifestyles by enabling the provision of excellent leisure facilities and beautiful green spaces.</p>	
<p>W1 Encourage belonging, involvement and responsibility in all the borough’s communities.</p>	
<p>Action</p>	<p>Achievements</p>
<p>Work with partners to develop insight and research to support the North Essex Alliance to improve health outcomes for Colchester.</p>	<p>Essex University commissioned to undertake quantitative research to provide assurance with regard to data on health outcomes locally.</p>

	<p>Anglia Ruskin University commissioned to undertake qualitative research into the lived experiences and wider determinants of health and well-being, to inform priorities and future action.</p> <p>Project board established to oversee progress. Project on track.</p>
<p>W2 Work with Essex Police and partners in the Safer Colchester Partnership to make Colchester an even safer place.</p>	
Action	Achievements
<p>Active participation in Safer Colchester Partnerships priorities and outcomes.</p>	<p>Annual Partnership Plan produced for the period April 2019 – March 2020 (following partnership consultation and Strategic Assessment of Crime). Key Priorities to tackle organised criminality, gangs and county lines (focussing on keeping drugs and weapons out of the community), driving down anti-social behaviour and violent crime in public places and increasing confidence in identifying and reporting hidden harms.</p> <p>Several initiatives delivered or supported, including Virtual Crew 2019 to deliver community safety messages to year 6 pupils, Observers Scheme (Phase 1) to identify and report hidden harms, Hate Crime Awareness sessions and a Parents Engagement event to educate families on child sexual exploitation.</p> <p>Town Centre Action Plan (TCAP) (package of enforcement, support, awareness and education) continues to tackle issues of street begging and drinking in Town Centre. Weekly partner meetings take place to discuss (and action plan) persistent offenders and hotspots.</p> <p>Leadership of Safety Advisory Group to ensure all large events in the Town Centre are appropriately risk assessed and public safety is maintained.</p>

<p>Maintain Licensing Enforcement Group with partners using multi agency tasking to tackle problem premises, promote good practice and tackle early identification of hidden harms within the day and night time economy.</p>	<p>Licensing Enforcement Group continues to meet monthly, only a small number of problem premises being monitored. Main issue now is drug related rather than alcohol related.</p> <p>Counter Terrorism / Vulnerability training delivered to local businesses via Pub Watch and CARA sexual abuse awareness delivered to Door Staff via Pubwatch September 2019.</p> <p>Businesses signed up to Disc system to identify problem individuals within NTE and DTE.</p>
<p>W3 Create new social housing by building Council homes and supporting Registered Providers.</p>	
<p>Action</p>	<p>Achievements</p>
<p>Secure new affordable homes that are owned by the Council, from the 4 mixed-tenure housing developments being undertaken by Colchester Amphora Homes Ltd (CAHL).</p>	<p>First planning permission secured in September, with second due on 31 October and a third in November 2019. These 3 sites are expected to be under construction in 2020 and 2 of the 3 should be completed in 2021. The fourth site delayed for archaeological evaluation. Overall affordable homes now increased.</p>
<p>Work with registered providers and private developers to deliver new affordable housing.</p>	<p>From April 2019 to September 2019, 129 affordable homes have been delivered. This brings the total delivered since the start of this strategic plan to 254 homes and means we are on target to deliver 360 affordable homes by the end of the Plan period. The Council paid a further £112,352, of the total grant of £449,406, to Winnocks and Kendalls Almshouse Charity as their scheme for 9 affordable homes is nearing completion.</p>
<p>Use our own land and resources to deliver new affordable council homes</p>	<p>3 planning applications have been submitted and, subject to approval, are expected to start construction in mid-2020. Other sites are being progressed as part of this</p>

through the use of under-used garage sites.	phase whilst a subsequent phase of additional garage sites is also now being identified.
Implement a pilot scheme to use “Airspace”, creating an additional storey on existing housing blocks to deliver 32 new affordable council homes by 2021.	3 sites are still being explored and consultation has taken place on all sites alongside some survey work that has been completed as part of ongoing feasibility work. Early design work on the first site is due to be procured shortly, ready for evolution in early 2020 so that a planning application can be prepared at this first site. The other 2 sites would follow on, with some feasibility issues still being worked on.
Use our own land and resources to deliver an improved sheltered accommodation scheme.	Consultation started in June 2019 and has been well-received. Work to relocate residents has begun and is ongoing as 18 months was allowed for this process to ensure adequate time was given to existing residents to be rehomed in collaboration with CBH. Other feasibility and design work has also commenced. Construction was/is not planned until January 2021 and the project remains on schedule.
W4 Target support to the most disadvantaged residents and communities.	
Action	Achievements
Work with partners to coordinate and enable the delivery of projects, interventions and activity focused on supporting families, children and young people in Colchester to get the best start in life.	Funded Holiday Hunger project (Monkwick Munch Club) in partnership with Active Essex and the Essex LDP tackling the triple inequality of food poverty, isolation and inactivity in young people. Secured £90k funding from North East Essex Health & Wellbeing Alliance to work with local primary schools, develop wellbeing hubs and build volunteering capacity to support local families.
Customer insight and statistics. Target support and access for customers appropriately, using research.	Mosaic profiling for visitors to Museums has identified that one of the biggest groups of visitors is people over the age of 60 who prefer to communicate and be contacted via landline, telephone and post. In comparison, the next biggest group (families with

	<p>young children) prefer to communicate via SMS and Email. This will be used for targeting marketing campaigns.</p> <p>A number of surveys and questionnaires for services have been undertaken across the organisation to obtain customer feedback, satisfaction and inform consultations.</p>
<p>Prevent households from experiencing homelessness and tackle rough sleeping.</p>	<p>Between 1 April and 30 September 2019 homelessness was prevented for 144 households and 84 homeless households were assisted to secure alternative accommodation under the relief duty.</p> <p>From 1 April until the 30 September 2019 102 people have been provided with support, advice and assistance to help them move off the streets. 28 rough sleepers have been housed during the same period.</p>
<p>Work with partner and community organisations to advance equality of opportunity and access to services for, vulnerable groups.</p>	<p>The Diversity Steering Group continues to provide an active forum for the discussion of equality and diversity issues that affect both the Council workforce and the borough population.</p> <p>Two Equality Impact Assessment training sessions have been delivered to staff during 2019, to improve the understanding, quality and functionality of the process.</p> <p>An annual Equality and Safeguarding Report to Governance Committee in October 2019, sets out a full account of activities and progress.</p>
<p>Work with partner and community organisations to help safeguard vulnerable people.</p>	<p>The Safeguarding Policy currently in place under review for approval in January 2020.</p> <p>Designated Safeguarding Officers (DSO's) continue to make referrals to Adult Social Care and Children & Families Hub and support is continuing for for Domestic Homicide Review (DHR) and Serious Case Review (SCR).</p>

	<p>Level 1 Safeguarding eLearning packages are available for all CBC staff and members to complete. A further programme of specialist training for staff, DSO's and Members continues to be delivered (i.e. suicide awareness, substance misuse, hidden harms via Observers Scheme, hate crime and sexual violence).</p> <p>Work is being undertaken to deliver Safeguarding training to Taxi Drivers.</p> <p>Joint work with CBH to arrange delivery of Hate Crime Awareness and Ambassador Training to staff.</p> <p>An annual Equality and Safeguarding Report to Governance Committee in October 2019, sets out a full account of activities and progress.</p>
<p>W5 Help residents adopt healthier lifestyles by enabling the provision of excellent leisure facilities and beautiful green spaces.</p>	
<p>Action</p>	<p>Achievements</p>
<p>Work together with system partners to achieve challenging targets in a small number of key areas that will have a significant impact on major health conditions.</p>	<p>Support being given to the development of the North East Essex Alliance as an Integrated Care System. Community Model of Care, and Prevention and Reducing Inequalities workstreams established with activities and outcome measures evolving.</p> <p>Transformation Grant funding secured through the Alliance for:</p> <ul style="list-style-type: none"> • Research study set out in W1 (£50k) • Development of a tool kit, digital resource and training of health professionals in all GP practices on benefits of physical activity. Includes development of a 'green prescription programme' (£57k) <p>Colchester and Friends Events (CAFÉ) launched in June to combat social isolation.</p>

<p>Work with Sport England, System partners and the community to deliver the Essex Local Delivery Pilot (ELDP).</p>	<p>Essex Health & Wellbeing Board approved the LDP Investment Guidance in May which established the investment priorities, criteria, budget headlines, governance, accountability, decision making levels, and sign off thresholds for the programme.</p> <p>The LDP evaluation partner was appointed at the end of June 2019 following a comprehensive procurement process.</p> <p>A Data & Insight post has been recruited to, the role will undertake all analytics supporting the LDP during the life of the project.</p> <p>Colchester LDP plan co- produced and agreed with community partners.</p> <p>Micro Grant programme (under £2.5k) developed and signed off by Essex Health & Wellbeing Board. Due for launch November 2019.</p> <p>Investment Guidance and process completed for interventions (£2.5k-£100k) and signed off by Essex Health & Wellbeing Board.</p> <p>Workshops attended in London, Leeds, Birmingham and Essex Assembly to share learning to other local authorities.</p>
<p>Protect, enhance and deliver a comprehensive green infrastructure network, including the Colchester Orbital, and seek opportunities from future developments to improve connectivity to the network.</p>	<p>Changes to CIL regulations will allow us to seek S106 contributions from more developments from September. Updated SPD to be reported to Local plan Committee in December 2019.</p> <p>Work continues on the Orbital with a Pilot on digital mapping in Mile End underway along with branding for the project. This work offers opportunities to remove barriers / enhance access part funded through the spending priorities.</p> <p>Reference to country park in Section One Local Plan.</p>

<p>Dementia Friendly Activities at Leisure World Colchester</p> <p>Deliver a range of activities for people living with dementia and their carers Activities include: Fitness Pool swimming available under the guidance of qualified teachers, table tennis, badminton and “Song & Memories” sessions.</p>	<p>Activity sessions have taken place attracting 234 visits April – September 2019.</p> <p>A further £2,000 has been sourced towards Dementia Friendly activity sessions via Active Essex/ Colchester. The funding will aid further delivery, promotion and interaction of community groups with user sessions subsidised by 50% for each user, supporting the long-term aim to be a fully self-sustaining service. This will run from September – December 2019.</p>
<p>Diabetes Support Programme at Leisure World Colchester</p> <p>Working in partnership with the National Diabetes Prevention Programme and GP Surgeries to deliver a 12-week programme aimed at those who have been diagnosed with diabetes or pre-diabetic health conditions. Develop knowledge of Diabetes and its treatment Build awareness and motivation to exercise. Physical activity sessions & nutrition support. Maximum of 16 people per programme.</p>	<p>After recent successes of the diabetes programme, support services have now been incorporated in the LEAP GP Referral program with regular sessions delivered weekly with good levels of client usage.</p> <p>A six-week cardiac rehabilitation program to be delivered, widening our clinical and community impact locally (January 2020).</p>
<p>Develop a Colchester Parks and Green Space Strategy – linking healthier lifestyles, community volunteering, green spaces and new funding streams.</p>	<p>Following a restructure of the Service, the timeline for the strategy is yet to be devised. However, conversations with necessary partners and stakeholders have begun.</p>

The allotments process is currently under review, and the Service is working closely with the Customer service to bring about improvements.

Areas where Measured Walks could be considered as appropriate are being investigated across the Borough. This is alongside opportunities that can be unlocked with the Colchester Orbital to support improvements in health, wellbeing and linking green spaces.

A trial of a dedicated maintenance team to monitor the play areas is being launched and this will be built into our Communication Strategy for the Service.

Putt in the Park was successfully launched this summer in Castle Park and improvements have been made to the park toilets.