

28 August 2015

Committee	Overview and Scrutiny
Date	Tuesday, 8 September 2015
Time of Meeting	4:30 pm
Venue	Committee Room 1

ALL MEMBERS OF THE COMMITTEE ARE REQUESTED TO ATTEND



**for Sara J Freckleton
Borough Solicitor**

Agenda

1. ANNOUNCEMENTS

When the continuous alarm sounds you must evacuate the building by the nearest available fire exit. Members and visitors should proceed to the visitors' car park at the front of the building and await further instructions (staff should proceed to their usual assembly point). Please do not re-enter the building unless instructed to do so.

In the event of a fire any person with a disability should be assisted in leaving the building.

2. APOLOGIES FOR ABSENCE AND SUBSTITUTIONS

To receive apologies for absence and advise of any substitutions.



3. DECLARATIONS OF INTEREST

Pursuant to the adoption by the Council on 26 June 2012 of the Tewkesbury Borough Council Code of Conduct, effective from 1 July 2012, as set out in Minute No. CL.34, Members are invited to declare any interest they may have in the business set out on the Agenda to which the approved Code applies.

4. MINUTES

1 - 13

To approve the Minutes of the meeting held on 21 July 2015.

5. CONSIDERATION OF THE EXECUTIVE COMMITTEE FORWARD PLAN

14 - 17

To determine whether there are any questions for the relevant Lead Members and what support the Overview and Scrutiny Committee can give to work contained within the Plan.

6. OVERVIEW AND SCRUTINY COMMITTEE WORK PROGRAMME 2015/16

18 - 19

To consider the forthcoming work of the Overview and Scrutiny Committee.

7. GLOUCESTERSHIRE POLICE AND CRIME PANEL UPDATE

To receive feedback from the last meeting of the Gloucestershire Police and Crime Panel.

8. SCRUTINY OF THE COMMUNITY SAFETY PARTNERSHIP

To receive a presentation on the new policing review.

9. PERFORMANCE MANAGEMENT - QUARTER 1 2015/16

20 - 73

To review and scrutinise the performance management information and, where appropriate, to require response or action from the Executive Committee.

DATE OF NEXT MEETING**TUESDAY, 20 OCTOBER 2015****COUNCILLORS CONSTITUTING COMMITTEE**

Councillors: P W Awford (Chairman), Mrs G F Blackwell (Vice-Chairman), G J Bocking, K J Cromwell, Mrs J E Day, R D East, D T Foyle, Mrs R M Hatton, Mrs H C McLain, T A Spencer, Mrs P E Stokes, P D Surman, M G Sztymiak, H A E Turbyfield and M J Williams

Substitution Arrangements

The Council has a substitution procedure and any substitutions will be announced at the beginning of the meeting.

Recording of Meetings

Please be aware that the proceedings of this meeting may be recorded and this may include recording of persons seated in the public gallery or speaking at the meeting. Please notify the Democratic Services Officer if you have any objections to this practice and the Chairman will take reasonable steps to ensure that any request not to be recorded is complied with.

Any recording must take place in such a way as to ensure that the view of Councillors, Officers, the public and press is not obstructed. The use of flash photography and/or additional lighting will not be allowed unless this has been discussed and agreed in advance of the meeting.

TEWKESBURY BOROUGH COUNCIL

Minutes of a Meeting of the Overview and Scrutiny Committee held at the Council Offices, Gloucester Road, Tewkesbury on Tuesday, 21 July 2015 commencing at 4:30 pm

Present:

Chairman	Councillor P W Awford
Vice Chairman	Councillor Mrs G F Blackwell

and Councillors:

G J Bocking, K J Cromwell, Mrs J E Day, R D East, D T Foyle, Mrs R M Hatton, Mrs H C McLain, T A Spencer, H A E Turbyfield and M J Williams

also present:

Councillors R E Garnham and J R Mason

OS.15 ANNOUNCEMENTS

- 15.1 The evacuation procedure, as noted on the Agenda, was taken as read.
- 15.2 The Chairman welcomed Rachel Capon from the Gloucestershire Joint Waste Team to the meeting and indicated that she would be giving a presentation at Agenda Item 9. Councillor J R Mason was also in attendance for that item as the Lead Member for Clean and Green Environment. In addition, Councillor R E Garnham, the Council's representative on the Gloucestershire Police and Crime Panel, would be providing an update on the last meeting of the Panel at Agenda Item 7.

OS.16 APOLOGIES FOR ABSENCE AND SUBSTITUTIONS

- 16.1 Apologies for absence were received from Councillors Mrs P E Stokes, P D Surman and M G Sztymiak. There were no substitutions for the meeting.

OS.17 DECLARATIONS OF INTEREST

- 17.1 The Committee's attention was drawn to the Tewkesbury Borough Council Code of Conduct which was adopted by the Council on 26 June 2012 and took effect from 1 July 2012.
- 17.2 There were no declarations made on this occasion.

OS.18 MINUTES

- 18.1 The Minutes of the meeting held on 16 June 2015, copies of which had been circulated, were approved as a correct record and signed by the Chairman.

OS.19 CONSIDERATION OF THE EXECUTIVE COMMITTEE FORWARD PLAN

- 19.1 Attention was drawn to the Executive Committee Forward Plan, circulated at Pages No. 14-17. Members were asked to determine whether there were any questions for the relevant Lead Members and what support the Overview and Scrutiny Committee could give to the work contained within the Plan.
- 19.2 A Member understood that the Executive Committee had received a report on the disposal of surplus assets at the meeting on 15 July 2015 and it had been resolved that Officers investigate the potential for disposing of a number of assets including all remaining retained garage sites managed by Severn Vale Housing Society. He raised concern that at least one of the large garage sites in Prior's Park was not managed by Severn Vale Housing Society. The Chief Executive undertook to ensure that a response was provided following the meeting and the Chairman asked that this be circulated to the whole Committee.
- 19.3 It was
RESOLVED That the Executive Committee Forward Plan be **NOTED**.

OS.20 OVERVIEW AND SCRUTINY COMMITTEE WORK PROGRAMME 2015/16

- 20.1 Attention was drawn to the Overview and Scrutiny Committee Work Programme 2015/16, circulated at Pages No. 18-19, which Members were asked to consider.
- 20.2 The Environmental and Housing Services Group Manager indicated that an Overview and Scrutiny Committee workshop had been held on 8 July 2015 in order to review the Discretionary Housing Payment Policy and how it would link to the commitment to achieve the gold standard challenge award for homelessness prevention. Following the workshop it had been decided that more work needed to be done around the gold standard and a report would be brought back to the Committee at a later date, if appropriate. The review of the Discretionary Housing Payment Policy would be discussed in more detail under Agenda Item 10.
- 20.3 The Corporate Services Group Manager explained that, at the Scrutiny Training which had been provided as part of the Members' Induction Programme, he had indicated that some more formal training would be provided around the role of the Committee. A proposal had come forward from South West Councils which he would be discussing with the Chairman and Vice-Chairman with a view to providing the training in mid-September. He also took the opportunity to update Members on the recent Corporate Services restructure and he was pleased to report that Clare Evans, Communications Team Leader, had been appointed as the new Policy and Communications Manager. Clare would have direct responsibility for scrutiny and would be attending future meetings of the Overview and Scrutiny Committee.
- 20.4 Having considered the information provided, it was
RESOLVED That the Overview and Scrutiny Committee Work Programme 2015/16 be **NOTED**.

OS.21 GLOUCESTERSHIRE POLICE AND CRIME PANEL UPDATE

- 21.1 Members received an update from Councillor R E Garnham, the Council's representative on the Gloucestershire Police and Crime Panel, on matters discussed at the last meeting of the Panel held on 16 July 2015.
- 21.2 Councillor Garnham advised that the main Agenda items had been the appointment of the Chairman of the Panel; the annual report from the Police and Crime Commissioner; a refreshed version of the Police and Crime Plan; the Chief Executive's report; and a presentation on "Accessibility and Accountability", one of the main policing priorities. The Chief Constable and the Chief Executive had given their apologies for the meeting.
- 21.3 As it was the first meeting of the new municipal year, Councillor Roger Wilson had been elected as Chairman and Councillor Barry Kirby appointed as Vice-Chairman. The new Chairman had stated that he wanted to work more closely with the Police and Crime Commissioner and, in the spirit of working in a more co-operative manner, he hoped to have regular meetings with him. The Police and Crime Commissioner, Martin Surl, had presented his annual report for the period 1 April 2014 to 31 March 2015. There had been a general debate about the report and the good work around child sexual exploitation; forensic services and how the service had stayed in-house rather than merging with other forces, but had still managed to make savings of £300,000; and the new custody facility at Compass House which had opened a week ahead of schedule and was one of the leading custody suites in the country. Following on from an item in the Minutes, and in the debate around the annual report, it had been noted by several Panel Members that there was no quantitative analysis of crime figures. Given that the mission statement of the Police and Crime Commissioner was to have "less crime, more peace and good order" Members had questioned whether the public could be reassured that crime was actually being reduced. The Police and Crime Commissioner had explained that he was reluctant to put figures into the report if they had no meaning for the public and any figures which were included would need a commentary. The Panel had formally voted to move a recommendation that the report should be redrafted to include figures showing the levels of crime throughout the previous year.
- 21.4 Whilst there had been a refresh of the Police and Crime Plan, only minor changes had been made. There was an update from the Police and Crime Commissioner that, in the coming year, he would be "conducting independent reviews of various Police functions and, maintain oversight of the financial position and any resultant impact from changes to government funding". He had added that he would also "maintain oversight of the implementation phase of the new Police operating model, and the development of the Safety Cyber priority and Centre of Excellence". There had been further discussions around mental health; stop and search; and poverty and its possible influences on crime. The Deputy Chief Executive had given a brief presentation, in the absence of the Chief Executive, which had covered use of the neighbourhood engagement vehicle; freedom of information request; complaints; and the recent Her Majesty's Inspector of Constabulary (HMIC) inspections. The inspections had focused on domestic violence and the safeguarding of children and vulnerable adults. The reports on the inspections would not be available until the autumn. The Panel had discussed the burden on inspections and the Assistant Chief Constable, Sally Crook, had highlighted how much time and resource had to be devoted to the numerous HMIC inspections that took place.

- 21.5 The Assistant Chief Constable had given a brief presentation on how the Constabulary was meeting the priority on “accessibility and accountability”. She highlighted that the Chief Constable would give a presentation on the force’s new Operating Model at the next meeting of the Gloucestershire Police and Crime Panel, which would add weight to the priority, and the Council’s representative undertook to provide an update to the Overview and Scrutiny Committee at its meeting on 8 September. On being asked about police visibility, the Assistant Chief Constable stated that, under the new model of working there would be an increase in the numbers of neighbourhood police. In addition, all new recruits would undertake 400 hours of foot patrol. The Constabulary’s overall aim was to be responsive to need rather than being “a force which simply responds”. He confirmed that the next meeting of the Gloucestershire Police and Crime Panel would be on 1 September 2015.
- 21.6 With regard to crime figures used to compile the annual report, a Member questioned whether account was taken of crimes investigated by the military as he was aware of a number of crimes in Innsworth which had occurred within the estate covered by the military. The Council’s representative on the Gloucestershire Police and Crime Panel undertook to ask that question as it was possible that not all crimes were being captured. A Member welcomed the commitment to increase the number of neighbourhood police and stressed the importance of community cohesion in terms of the prevention of certain crimes. Another Member went on to raise concern that he was a representative of Rural Watch, however, he had not received any alerts for some time. Other Members indicated that they had continued to receive the alerts and the Environmental and Housing Services Group Manager explained that there had been amendments to the Neighbourhood Watch co-ordination work which had resulted in several changes of personnel. She undertook to find out the latest situation and to circulate a Member Update on the new arrangements. In addition, the Chief Executive explained that he had met with the Chief Constable to discuss the new Police Operating Model and he had been advised that there would be a small increase in the number of staff at Tewkesbury. The new Model would focus on a ‘response’ policy with a view to resolving crimes as they actually happened. He had requested a two page briefing note setting out the basic changes which would be circulated to Members when available. If appropriate, the Police could also be invited to give a presentation at a future meeting of the Overview and Scrutiny Committee.
- 21.7 A Member noted that the new Police Operating Model would include Police Officers going back to wearing white shirts and he raised concern as to the costs associated with that change. The Council’s representative on the Gloucestershire Police and Crime Panel felt that there was likely to be quite a considerable cost and he undertook to find out how much that would be. Another Member questioned what would happen with the land in Bishop’s Cleeve, that had been purchased for a custody suite which was now not being built. In response, the Council’s representative advised that a decision had been taken to have a divisional headquarters with a new custody suite rather than a separate custody suite in Bishop’s Cleeve. The land was still owned by the Constabulary, which did have an estate strategy, but he would try to establish whether there were any immediate plans in place.
- 21.8 The Chairman thanked the Council’s representative for his presentation and indicated that the update would be circulated to Members via email following the meeting. It was

RESOLVED That the feedback from the last meeting of the Gloucestershire Police and Crime Panel be **NOTED**.

OS.22 GLOUCESTERSHIRE HEALTH AND CARE OVERVIEW AND SCRUTINY COMMITTEE UPDATE

- 22.1 Members received an update from Councillor Janet Day, the Council's representative on the Gloucestershire Health and Care Overview and Scrutiny Committee, on matters discussed at the last meeting of the Panel held on 14 July 2015.
- 22.2 Councillor Day indicated that the Care Quality Commission Inspection Report of Gloucestershire Hospitals NHS Foundation Trust had been presented to the Committee. The report had provided details of the inspection process and the outcomes from the inspection which covered Cheltenham General Hospital, Gloucestershire Royal Hospital and Stroud Maternity Hospital. The overall rating for the Trust was "requires improvement", however, it was at the higher end of that scale and none of the services were considered to be in any danger of slipping into "inadequate" and it did not mean that the hospitals were unsafe in any way. The Trust would be submitting its action plan in response to the inspection report and progress would be monitored by the Committee.
- 22.3 The Committee had also considered the Gloucestershire Safeguarding Adults Annual Report 2014/15. The Board was now on the same statutory footing as the Gloucestershire Safeguarding Children Board following the enactment of the Care Act in May 2015. Members had been pleased to note the establishment of the Fire Safety Development Group in late 2014 in response to six fire deaths. The Group aimed to reduce the risk of harm to adults who had care and support needs, living in their own homes or in residential care.
- 22.4 The Gloucestershire Clinical Commissioning Group Performance Report showed an improvement in dementia diagnosis and the finance and efficiency rating had moved from amber to green. Members had continued to raise concern regarding cancer waiting times and more details would be provided at the next meeting in terms of what was being done to improve that position. An action plan had been developed to address the immediate concerns regarding the District Nursing function within the Integrated Care Teams across Gloucestershire and to improve resilience. One key factor was the national shortage of senior grade nurses. Members also raised concern regarding the performance of the NHS 111 service against targets and the Committee agreed that it would be helpful to invite the providers, Care UK, to a future meeting.
- 22.5 In terms of the Adult Social Care and Public Health Performance Report, direct payments and reassessments continued to miss targets and Members had been concerned that the uptake of health checks had not improved. Drug and alcohol targets were also a concern and would be discussed at the next planning meeting. The Committee had welcomed the Healthwatch Gloucestershire patient and public feedback report and it was suggested that elected Members could play a role in promoting Healthwatch within their divisions. The Committee had also been pleased to note the Cirencester Hospital Development Plan and had requested clear and consistent communication on what was happening at the hospital to ensure that people did not misinterpret the planned changes. Members had congratulated Officers on the Medical Journal award which had been received in recognition of the work of the Disability Quality Assurance Team and its partners. They had also been pleased to note the development of the App to assist people with disabilities in finding employment. The full Minutes of the meeting would be available on the Gloucestershire County Council website.

- 22.6 The Chairman thanked the Council's representative for her presentation and indicated that the update would be circulated to Members via email following the meeting. It was

RESOLVED That the feedback from the Gloucestershire Health and Care Overview and Scrutiny Committee be **NOTED**.

OS.23 JOINT WASTE TEAM PRESENTATION

- 23.1 The Chairman introduced Rachel Capon, the Contracts Team Leader for the Gloucestershire Joint Waste Team, and indicated that she would be giving a presentation on the work of the Joint Waste Team and Joint Waste Committee. Julie Davies was also in attendance; she had previously been employed as the Council's Environment and Waste Policy Officer before her transfer to Ubico in April 2015.

- 23.2 Members were advised that the strategic objectives of the Joint Waste Team were to provide a good service; to be safe and cost effective; and to minimise waste for collection and disposal. Tewkesbury Borough Council had joined the Joint Waste Committee in December 2014, however, each local authority still had a duty to provide waste and street cleansing services and Tewkesbury Borough Council remained the point of contact for residents. The Committee was a body with delegated powers to make decisions concerning recycling, waste collection and street cleansing for the four District Councils (Cheltenham Borough Council, Cotswold District Council, Forest of Dean District Council and Tewkesbury Borough Council) and to deliver waste treatment and disposal for the County. It was to be borne in mind that there were some decisions which would automatically be brought back for Tewkesbury Borough Council to make, for instance, the Joint Waste Committee could make recommendations regarding service change but the decision would have to be made by Tewkesbury Borough Council. Each authority was represented on the Committee by two elected Members and the Tewkesbury Borough Council representatives were Councillor R J E Vines, Leader of the Council, and Councillor J R Mason, Lead Member for Clean and Green Environment. The Committee directed the Joint Waste Team which was comprised of 11 Officers and led by Steve Read who was Head of Service, and also Managing Director of Somerset Waste Partnership. Contractors sat beneath the Joint Waste Team and were responsible for actually delivering the services. The Team worked with the Committee and Senior Management Group, of which the Environmental and Housing Services Group Manager was a member, to produce an annual business plan and action plan which it then helped to deliver.

- 23.3 All seven local authorities within Gloucestershire were signed up to the Gloucestershire Joint Municipal Waste Management Strategy and a diagram was displayed to show the waste and recycling service design for each authority across the County. It was quite complicated as authorities did not use the same contractors, for example, Amey was the contractor for Gloucester City Council whereas Biffa was used by the Forest of Dean District Council; whilst Ubico delivered services for Tewkesbury Borough Council, Cheltenham Borough Council and Cotswold District Council, and would deliver Stroud District Council's service from July 2016; Stroud District Council was not currently involved with the Joint Waste Committee.

- 23.4 The business plan focused on broadening, integration and diversion. It was an annual rolling plan which was signed off by the Joint Waste Committee at the beginning of each calendar year and it focused on outcomes rather than being specific to each organisation. The notes of the Joint Waste Committee meetings were available on the Gloucestershire County Council website and it was noted that the business plan was part of the notes of the February meeting which included a two page action plan. With regard to “broadening”, the Team had provided assistance with Gloucester City Council’s service review and had also been helping with the service change at Stroud District Council which would have new contractors from July 2016. In terms of engagement with customers, a project was in operation to increase the volume of food waste diverted from landfill. Approximately 40% of residents across Gloucestershire used the food waste service and this had been falling year on year. WRAP had worked with a number of local authorities to test whether some simple interventions could yield substantial increases in the capture of food waste for recycling. The most effective of those had involved stickers discouraging people from putting food waste into the residual bin. It was intended to use the stickers in combination with a bin hangar which would provide more information about the new treatment plant and the fact that energy was now generated from food waste, as well as information on how to order a food waste caddy. The project was being funded by Gloucestershire County Council and would be rolled out across Gloucestershire during the week commencing 7 September 2015, with the exception of Gloucester City, in order to avoid the Rugby World Cup, and Stroud District where food waste was not currently recycled. Other areas had seen uplift of up to 30% where similar schemes had been implemented and it was hoped that similarly positive results would be achieved within Gloucestershire. A Member queried whether the provision of recycling banks could be included as part of the planning permission for developments of a certain size. The Chief Executive explained that there was a question mark over how cost effective recycling banks could be, given that the waste recycling market fluctuated, and he did not wish to raise public expectations. Consideration was being given to different ways of storing waste on larger developments, rather than using bins, which could significantly reduce the cost of collection; this was particularly important given the major strategic housing sites coming forward in the Borough and it was something which the Joint Waste Team would be looking at on behalf of the Council.
- 23.5 A school and community education programme had been running for several years, however, this no longer fitted with the curriculum and the uptake had significantly reduced in the last year with only one school signing up in Tewkesbury. The resource for delivering the programme was no longer available and a review would take place from September as to what would be the best way to use the available funding for education. A Member indicated that poster competitions had worked well in his experience and the Environmental and Housing Services Group Manager advised that herself and the Lead Member for Clean and Green Environment had recently judged a competition at Shurdington Primary School.
- 23.6 With regards to procurement, the Forest of Dean District Council’s contract would come to an end in 2018 and consideration was being given to different service designs. The consultation was due to finish at the end of September with a report being taken to the Joint Waste Committee in October. In addition there was a project around materials recycling and sales for Cheltenham Borough Council which would go live on 1 October. Members were informed that legislative changes introduced in January would have an impact on the way recycled materials were collected and could lead to separate collections of paper, metal, plastic and glass. Robust evidence would be needed to demonstrate that this could be accommodated as Tewkesbury Borough Council currently carried out

comingled collections. Compliance reviews had been carried out for Tewkesbury Borough, and other local authorities, and the results had shown that the recycle was high quality, with the exception of glass. A Member queried whether an additional bin would be required if a decision was taken to collect glass separately and she was advised that, if a decision was taken to make that change, it would be a box which would sit inside the wheeled bin as opposed to a completely separate bin.

- 23.7 A Member understood that there had previously been plans to install recycling bins in various parts of the Borough and for Parishes to take a share of the profits which were generated, however, that had not happened as far as he was aware. Clarification was provided that this related to a textile recycling scheme which had been seen as a sustainable way to recycle whilst also providing an incentive. Unfortunately, the textile market had diminished and the amount which could be obtained per tonne had dropped considerably rendering the scheme unviable. A Member questioned what was happening to the material which was not being recycled and was informed that a lot of people took unwanted textiles to charity shops, as well as places offering “cash for clothes”, and recycling banks were available across the Borough. The Member indicated that he was also concerned about other materials which could be recycled but were being thrown away as household waste, for instance, if people could not fit them into their blue bins. The Lead Member for Clean and Green Environment indicated that the collection crews were usually very accommodating and would be willing to take additional materials which did not fit into the bins and the Council provided blue bags for that purpose. It was recognised that it may be beneficial to send out a press release outlining the locations of the recycling banks and centres across the Borough.
- 23.8 A Member raised concern regarding grounds maintenance, particularly in relation to grass cutting and the general appearance of the A38. The Contracts Team Leader for the Gloucestershire Joint Waste Team indicated that similar issues were experienced by the Forest of Dean District Council as County Highways no longer carried out weeding in gullies which meant that mechanical sweeping was ineffective. The Forest of Dean District Council had also stopped grass cutting unless it was impacting upon visibility for vehicles pulling out of junctions. The Chairman indicated that, as a Gloucestershire County Councillor, he had previously used some of his dedicated budget to ensure that grass cutting was undertaken in particular areas.
- 23.9 The Chairman thanked the Contracts Team Leader for the Gloucestershire Joint Waste Team for her informative presentation and, it was

RESOLVED That the presentation on the work of the Joint Waste Team and Joint Waste Committee be **NOTED**.

OS.24 REVIEW OF DISCRETIONARY HOUSING PAYMENT POLICY

- 24.1 The report of the Revenues and Benefits Group Manager, circulated at Pages No. 20-31, asked Members to endorse the findings of the review of the Discretionary Housing Payment Policy and to recommend to the Executive Committee that the revised Policy be adopted.
- 24.2 At its meeting on 16 June 2015, the Overview and Scrutiny Committee had agreed to carry out a review of the Discretionary Housing Payment Policy and a workshop had subsequently been held on 8 July 2015 to conduct the review. The current policy for awarding discretionary housing payments needed to be reviewed in light of a number of changes, the main one being the impact of welfare reform and the Chancellor’s budget of 8 July 2015. It was anticipated that there would be benefit cuts in the region of £12M and, in order to meet that challenge, the Government had committed a further £800M towards discretionary housing payments over the

next 4-5 years. Other factors contributing to the review included the work which had been carried out on financial inclusion and the completion of the transformation project within Revenues and Benefits. The proposed changes would assist moving clients into cheaper alternative accommodation and reduce the need to make further applications for discretionary housing payments. If the changes were accepted then it would greatly assist both the Benefits Team and the Housing Team in the administration of the discretionary housing payments and would help to reduce expenditure. In addition, there would be further reductions in welfare benefit awards following the Chancellor's announcement in the budget speech and it was important that the Council was in a position to react and assist housing benefit recipients who could be facing further reductions in benefit when they were experiencing difficult or challenging circumstances. Members were advised that there would be resource implications; the Council received a grant of £86,795 from central Government so that it could make awards of discretionary housing payments and that amount would potentially increase.

- 24.3 Discretionary housing payments were made to those tenants who were on low incomes and they must be eligible for housing benefit in order to qualify. Currently, the discretionary housing payment was being used to help tenants to keep their homes where their housing benefit did not meet their full rent. Welfare budgets were being reduced and there was a need to encourage some tenants into cheaper alternative accommodation which would reduce the regular monthly discretionary housing payments and make people less reliant on those payments. The impact of the benefit cap would be significant with the amount awarded being reduced from a maximum of £26,000 per year per claimant to £23,000 per year per claimant for residents of London and £20,000 per year per claimant for residents outside of London. In order to assist the claimant, it was proposed that the Council be able to pay towards the rent deposit when moving into a new home and to assist with any reasonable removal costs. When considering the application, it was necessary to take into account whether the property was affordable for the tenant; whether the tenant had a valid reason to move; and whether the deposit or removal cost was reasonable. The Council currently had five housing benefit claimants whose benefits were being capped and it was likely that those numbers would increase. It was important that the Council was in a position to offer assistance where there was a need and the housing benefit recipient was in temporary accommodation; an individual or family was fleeing domestic violence; for those with kinship care responsibilities; or an individual or family who could not move immediately for reasons of health, education or child protection. Finally, there was a need to update the introduction of the Discretionary Housing Policy to set out that local authorities may also make payment awards towards other housing costs in order to better reflect the proposed changes to the policy. It was also necessary to set out that the level of discretionary housing payment awarded must not exceed the eligible rent, taking into consideration the claimant's overall financial and personal circumstances, in order to bring the Policy in line with the regulations. All applications for discretionary housing payments were made in writing, and with supporting evidence, and consideration was given to background information about levels of income and expenditure. Follow-up reviews and managerial checks were also carried out and the budget was subject to checking by the Council's auditors.

- 24.4 Having considered the information provided, it was

RESOLVED That the findings of the review of the Discretionary Housing Payment Policy be endorsed and that it be **RECOMMENDED TO THE EXECUTIVE COMMITTEE** that the revised policy be **ADOPTED**.

OS.25 FLOOD RISK MANAGEMENT GROUP MONITORING REPORT

- 25.1 The report of the Environmental and Housing Services Group Manager, circulated at Pages No. 32-41, provided an update on the progress of the Flood Risk Management Group Action Plan. Members were asked to consider the progress which had been made.
- 25.2 Members were advised that, following the flooding in 2007, the Overview and Scrutiny Committee had undertaken a review of the arrangements for the land drainage budget and its effectiveness in providing value for money. The review report had been adopted by the Executive Committee in February 2010 and one of the recommendations included in the action plan was to establish a joint Member/Officer Flood Risk Management Group with its main role being to monitor the delivery of the Council's Flood Response Action Plan (FRAP) which set out the various land drainage projects that had been identified following the flooding. Although the FRAP was nearing completion, it was considered that the Flood Risk Management Group continued to have an important role to play in identifying resource requirements for flood risk management projects and liaising with partners to secure further funding as well as overseeing the development of a programme of watercourse maintenance and reviewing the Council's response to flooding events and supporting development of flood risk management policies.
- 25.3 The Overview and Scrutiny Committee reviewed the Terms of Reference and action plan for the Group on an annual basis and received quarterly monitoring reports on progress against the plan. The action plan, attached at Appendix 1 to the report, was a living document to which funding and partnership opportunities could be added as and when they arose. The Environmental Health Manager explained that an additional table, Table 4, had been added to the action plan following comments made at the last meeting of the Flood Risk Management Group in relation to the programme of watercourse maintenance in order to separate significant works of repair and improvement. He was pleased to report that work at Tirley, the final scheme in the FRAP, was now well underway and the Repair and Renew Grant scheme had been very successful with over £0.5M improvements made to properties in the Borough. Officers were currently working with the Environment Agency on a follow-up project.
- 25.4 A local Member for Tirley indicated that a significant amount of work had already been carried out in the area and the final piece was around attenuation and rural sustainable urban drainage systems (SuDS). A Member went on to raise concern that flooding was exacerbated by properties being built below ground level and she queried whether the Group entered into discussion with Planning Officers. The Environmental Health Manager confirmed that the Development Manager had given a presentation at a recent meeting of the Flood Risk Management Group. He provided assurance that flood risk management was a key consideration in assessing planning applications which was managed by the Planning Team as part of the consultation process. Whilst he was not consulted on every application, the Flood Risk Management Engineer was consulted on all applications in areas at risk of flooding. A Member pointed out that the properties which appeared to be built below road level may have used permeable paving which had a similar appearance to block paving but allowed water to pass through into a soakaway tank beneath. The Chief Executive indicated that flooding was always high on the agenda for Tewkesbury Borough and he felt that it would be beneficial to arrange a seminar for all Members to set out the main issues.
- 25.5 It was
- RESOLVED** That the progress against the Flood Risk Management Plan be **NOTED**.

OS.26 HEALTH AND WELLBEING STRATEGY MONITORING REPORT

- 26.1 The report of the Development Services Group Manager, circulated at Pages No. 42-66, set out the progress which had been made against the actions contained within the Health and Wellbeing Strategy 2013-16 during the first two years. Members were asked to consider the report.
- 26.2 The Health and Wellbeing Strategy 2013-16 had been approved by the Executive Committee in September 2013 following an Overview and Scrutiny Committee review. The Strategy focused on three key themes: to support, encourage and enable healthy active lifestyles; to facilitate opportunities for children and young people; and to provide an infrastructure which made it easier to be healthy. The Strategy action plan was attached at Appendix 1 to the report, with progress against each action set out in the right hand column. In terms of key achievements, the Community and Economic Development Manager advised that major progress had been made on the new leisure centre over the last 12 months. Work had started on the site and the build was currently on time and on budget with a planned completion date of July 2016. 'Places for People' had been appointed through the tender process to manage the facility over the next 15 years.
- 26.3 He went on to explain that social prescribing was a new national initiative whereby referrals were made by GPs for non-medical providers of activity, advice, support and information provided by local groups and organisations. Within Tewkesbury Borough there were three pilot social prescribing schemes, one for each of the three cluster areas that covered the Borough GP practices. The Gloucester City Scheme, which covered Brockworth, Churchdown and Highnam surgeries, and the Tewkesbury Town Scheme, which covered the two Tewkesbury Town GP practices, both employed a Social Prescribing Hub Co-ordinator who took referrals directly from the GP and worked with patients on a one to one basis. They were able to spend time with patients to really understand their situation, needs and interests in order to make appropriate recommendations to local services, groups and activities. The Cheltenham scheme, which covered the GP practices in Bishop's Cleeve and Winchcombe, worked differently in that the GPs made direct referrals to one of six agreed local organisations. The type of support varied depending on the individual but could include healthy living, including weight management and exercise; building networks and making friends in the community; caring for someone in the home or elsewhere; housing related issues; or mental health and wellbeing. The Council provided a supporting role in terms of providing information for the three areas and helping to develop the schemes, as well as involvement in the strategic direction for social prescribing.
- 26.4 One further success was the introduction of women's running clubs across the Borough. The Women's Running Network had originally started as a national campaign to encourage women who were not confident in running to take-up exercise. There were now running groups in Tewkesbury, Winchcombe, Bishop's Cleeve, Churchdown and Brockworth. Women were encouraged to attend over a 10 week period with a group leader and there were approximately 330 active runners per week. Tewkesbury Borough Council had provided support through training, promotion and sourcing venues. From that relationship, the Council had been able to highlight potential running leaders from within the groups, and get them trained and qualified to form new groups in other parts of the Borough. The group leaders also had input as competitors and marshals for the Tewkesbury half-marathon, which had over a thousand runners each year. In addition, the internationally renowned Parkrun had commenced on 4 July 2015 on the Vineyards in Tewkesbury with funding assistance from the Council and support from the Sports Development team. Finally, along with Run England, the Council had helped to establish a junior athletics club at Tewkesbury School by assisting

with the set up and funding of coaches and equipment.

- 26.5 A Member sought an update on the new GP surgery in Tewkesbury and the Chief Executive confirmed that the project was on track but he would circulate a Member Update with more information in the near future. The Chairman indicated that good progress had been made in respect of the actions in the Strategy and it was

RESOLVED That the progress made in relation to the implementation of the actions in the Health and Wellbeing Strategy 2013-16 be **NOTED**.

OS.27 ENVIRO-CRIMES REVIEW MONITORING REPORT

- 27.1 The report of the Environmental and Housing Services Group Manager, circulated at Pages No. 67-72, provided an update on the progress against the recommendations arising from the Overview and Scrutiny Review of Enviro-Crimes. Members were asked to consider the report.

- 27.2 Members were advised that an Overview and Scrutiny Committee Working Group had been established to review the Council's approach to tackling environmental crimes such as dog fouling and fly-tipping. The Working Group had been very productive and its report had been adopted by the Executive Committee at its meeting on 16 July 2014. The report contained a series of recommendations, progress against which was set out at Appendix 1 to the report. The Environmental Health Manager indicated that the majority of actions were complete or ongoing. Members were advised that Recommendation 11, 'Organise a training session tailored to the Police, explaining how they can help in tackling dog fouling' and Recommendation 14, 'Carry out educational campaigns at local schools to make them aware of the dangers of dog fouling; explore partnership working with other agencies', had both been delayed due to the reorganisation of the Environmental Health section. As that was now complete, Officers would be in a better position to ensure that those recommendations were implemented.

- 27.3 With regard to Recommendation 3, 'Provide portable signs warning residents and visitors that fly-tipping will not be tolerated, and enforcement action will be taken', a Member noted that 20 signs had been purchased which could be used, however, there was no follow-up information to indicate where and when the signs would be used. The Environmental Health Manager advised that the recommendation related to plastic laminate signs which had been purchased and could be taken from site to site to use during different operations in order to target 'hotspots'. In addition, some hard-hitting signs had been produced in-house to target dog-fouling which had been used successfully by Members. A Member confirmed that the luminous signs with the evil eyes had been used to good effect in Brockworth where dog fouling on the playing fields had reduced.

- 27.4 The Chief Executive explained that there had been a lengthy discussion in relation to enviro-crimes at the Executive Committee meeting on 15 July. Members had not been fully aware of the work which was being done within the Environmental Health service in terms of responding to fly-tipping etc. Whilst the Working Group had been made fully aware of the details around enviro-crimes, he recognised that it would be beneficial for all Members to receive an update about the work which was ongoing.

- 27.5 Having considered the information provided, it was

RESOLVED That the progress against the recommendations arising from the Enviro-Crimes Review be **NOTED**.

OS.28 REVIEW OF DISABLED FACILITIES GRANTS

28.1 The report of the Environmental and Housing Services Group Manager, circulated at Pages No. 73-77, advised Members of the need to review the Council's approach to dealing with Disabled Facilities Grants. Members were asked to establish an Overview and Scrutiny Committee Working Group to conduct the review and to approve the proposed Terms of Reference for the Working Group as set out at Appendix 1.

28.2 Members were informed that Disabled Facilities Grants (DFGs) helped towards the cost of essential adaptations to homes to enable applicants to live more independently. DFGs were administered by the Council's Environmental Health section. Due to changes in the way they were financed, the cost of adaptations, the number of different agencies involved and the increasingly ageing population, it was felt that it was an appropriate time to undertake a review of the Council's approach to dealing with DFGs. It was recommended that a small Working Group be established to conduct the review with the membership drawn from the Overview and Scrutiny Committee and including the Portfolio Holder for Clean and Green Environment which covered Environmental Health.

28.3 It was subsequently

RESOLVED

1. That an Overview and Scrutiny Committee Working Group be established to review the Council's approach to dealing with Disabled Facilities Grants comprising the following Members:
Councillors Mrs G F Blackwell, K J Cromwell, T A Spencer and Mrs P E Stokes plus the Lead Member for Clean and Green Environment.
2. That the Terms of Reference for the Working Group, as set out at Appendix 1, be **APPROVED**.

The meeting closed at 6:35 pm

EXECUTIVE COMMITTEE FORWARD PLAN

SEPTEMBER 2015 TO JANUARY 2016 (No Meeting in December)

REGULAR ITEM:

- **Forward Plan – to note the forthcoming items.**

Addition to 2 September 2015

- Stroud District Local Plan.
- Devolution Report.

Committee Date: 14 October 2015

Agenda Item	Overview of Agenda Item	Lead Officer	Has agenda item previously been deferred? Details and date of deferment required
Performance Management Report – Quarter One 2015/16.	To receive and respond to the findings of the Overview and Scrutiny Committee’s review of the quarter one performance management information.	Graeme Simpson, Corporate Services Group Manager.	No.
Medium Term Financial Strategy (MTFS).	To recommend to Council the adoption of the five year MTFS which describes the financial environment the Council is operating in and the pressures it will face in delivering its services and a balanced budget over the period.	Simon Dix, Finance and Asset Management Group Manager.	No.
Asset Strategy.	To recommend to Council the adoption of an updated and comprehensive Asset Strategy covering the next 4 years and the Council’s entire asset portfolio.	Simon Dix, Finance and Asset Management Group Manager.	No.
Customer Services Strategy.	To approve a Strategy that will set out how the Council will provide a high quality customer service so we serve our customers in an open, inclusive and efficient manner.	Graeme Simpson, Corporate Services Group Manager.	No.

14

Agenda Item 5

Committee Date: 14 October 2015			
Agenda Item	Overview of Agenda Item	Lead Officer	Has agenda item previously been deferred? Details and date of deferment required
Review of Fraud Prosecution Policy.	Following the implementation of a new Single Fraud Investigation Service the Council needs to review its Fraud Prosecution Policy as it is no longer required to carry out fraud investigations in Housing Benefit cases as well as prosecute them.	Richard Horton, Revenues and Benefits Group Manager.	Yes – from July Executive Committee.
Gold Standard and Housing Options.	The Gold Standard is a target set by the DCLG for local authority homeless services. In achieving that standard the Council needs to make some changes to its present working practices.	Val Garside, Environmental and Housing Services Group Manager.	Yes – from July Executive Committee.
Volunteering Policy (Phase 2).	The second phase of the Volunteering Policy will set out how the Council will support employees who wish to do volunteer work within the community or for charitable institutions.	Graeme Simpson, Corporate Services Group Manager.	Yes – from September Executive Committee.
Six Monthly Ubico Update.	To receive the first six monthly update from Ubico.	Val Garside, Environmental and Housing Services Group Manager.	No.
Tewkesbury Rugby Club Lease	To consider an extension of the lease to include additional public open space.	Simon Dix, Finance and Asset Management Group Manager	No.
Lease of Facilities at Cold Pool Lane, Badgeworth.	To consider the lease of land currently owned by Bloor.	Simon Dix, Finance and Asset Management Group Manager	No.

Committee Date: 14 October 2015			
Agenda Item	Overview of Agenda Item	Lead Officer	Has agenda item previously been deferred? Details and date of deferment required
Establishment of Boundary Review Working Group.	To agree the establishment of a Boundary Review Working Group.	Lin O'Brien, Democratic Services Group Manager.	No.

Committee Date: 25 November 2015			
Agenda Item	Overview of Agenda Item	Lead Officer	Has agenda item previously been deferred? Details and date of deferment required
Housing Benefit and Council Tax Benefit Take-Up Strategy.	To review the strategic approach to encourage the take-up of benefits and consider the impact of financial inclusion.	Richard Horton, Revenues and Benefits Group Manager.	No.
Climate Change Strategy.		Val Garside, Environmental and Housing Services Group Manager.	No.
Waste Management Strategy.	To consider the Waste Management Strategy.	Val Garside, Environmental and Housing Services Group Manager.	No.
Review of Safeguarding Children Policy	To consider.	Val Garside, Environmental and Housing Services Group Manager	No

Committee Date: 12 January 2016			
Agenda Item	Overview of Agenda Item	Lead Officer	Has agenda item previously been deferred? Details and date of deferment required
Budget 2015/16.	To recommend a budget for 2015/16 to Council.	Simon Dix, Finance and Asset Management Group Manager.	No.
Performance Management Report – Quarter Two 2015/16.	To receive and respond to the findings of the Overview and Scrutiny Committee’s review of the quarter one performance management information.	Graeme Simpson, Corporate Services Group Manager.	No.
Cemetery Provision in Tewkesbury.	To review the options for the provision of cemetery facilities within Tewkesbury.	Simon Dix, Finance and Asset Management Group Manager.	No.

Overview and Scrutiny Committee

Work Programme 2015/16

Regular Agenda Items –

- Consideration of the Overview and Scrutiny Committee Work Programme
- Consideration of the Executive Committee Forward Plan

Task Description	Lead Officer
20 October 2015	
• Health and Care Overview and Scrutiny Committee Update – to discuss any issues arising from the last meeting (15 September 2015).	O&S Member Rep
• Review of Ubico (<i>six month update</i>).	Val Garside
• Flood Risk Management Group Monitoring Report (<i>quarterly</i>).	Val Garside
• Complaints Report (<i>six monthly</i>).	Graeme Simpson
• Gloucestershire Families First Update (<i>six monthly</i>).	Val Garside
• Update on Universal Credit.	Richard Horton
• Update on Review of Disabled Facilities Grants	Chair of Working Group
• Update on Review of Economic Development and Tourism Strategy	Chair of Working Group
1 December 2015	
• Health and Care Overview and Scrutiny Committee Update – to discuss any issues arising from the last meeting (3 November 2015).	O&S Member Rep
• Police and Crime Panel Update – to discuss any issues arising from the last meeting (5 November 2015).	O&S Member Rep
• Performance Management – Quarter 2 2015/16 – To review and scrutinise the performance management information and, where appropriate, to require response or action from the Executive Committee.	Graeme Simpson
• Housing, Renewal and Homeless Strategy Review Monitoring Report (<i>annually</i>).	Val Garside
• Peer Review Action Plan Monitoring Report (<i>six monthly</i>).	Graeme Simpson
• Annual Waste and Recycling Action Plan 2015/16	Val Garside
19 January 2016	
• Flood Risk Management Group Monitoring Report (<i>quarterly</i>).	Val Garside
• Enviro-Crimes Review Monitoring Report (<i>six monthly</i>).	Val Garside

Task Description	Lead Officer
19 January 2016 continued.../	
<ul style="list-style-type: none"> • Health and Wellbeing Strategy Monitoring Report (<i>six monthly</i>). 	Julie Wood
23 February 2016	
<ul style="list-style-type: none"> • Citizens' Advice Bureau Presentation – to ensure that the work carried out within the Borough provides value for money (<i>annually</i>). 	Julie Wood
<ul style="list-style-type: none"> • Performance Management – Quarter 3 2015/16 – To review and scrutinise the performance management information and, where appropriate, to require response or action from the Executive Committee. 	Graeme Simpson
<ul style="list-style-type: none"> • Review of the Effectiveness of the Overview and Scrutiny Committee. 	Graeme Simpson
<ul style="list-style-type: none"> • Annual review of the effectiveness of the Council's involvement in the Gloucestershire Health, Community and Care Overview and Scrutiny Committee in order to authorise payment of the Council's contribution to the running costs for the forthcoming year. 	Graeme Simpson
12 April 2016	
<ul style="list-style-type: none"> • Revenues and Benefits Improvement Project (<i>12 month update</i>). 	Richard Horton
<ul style="list-style-type: none"> • Scrutiny of the Community Safety Partnership (<i>six monthly</i>). 	Val Garside
<ul style="list-style-type: none"> • Overview and Scrutiny Committee Work Programme 2016/17. 	Graeme Simpson
<ul style="list-style-type: none"> • Annual Overview and Scrutiny Report 2015/16. 	Graeme Simpson
<ul style="list-style-type: none"> • Gloucestershire Families First Update (<i>six monthly</i>). 	Val Garside
<ul style="list-style-type: none"> • Review of Ubico (<i>12 month update</i>). 	Val Garside
<ul style="list-style-type: none"> • Flood Risk Management Group Monitoring Report (<i>quarterly</i>). 	Val Garside
<ul style="list-style-type: none"> • Complaints Report (<i>six monthly</i>). 	Graeme Simpson

TEWKESBURY BOROUGH COUNCIL

Report to:	Overview and Scrutiny Committee
Date of Meeting:	8 September 2015
Subject:	Performance Management – Quarter 1 2015-16
Report of:	Graeme Simpson, Corporate Services Group Manager
Corporate Lead:	Mike Dawson, Chief Executive
Lead Member:	Councillor Mrs E J MacTiernan, Lead Member for Organisational Development
Number of Appendices:	Five

Executive Summary:

Members are asked to consider the Council Plan Performance Tracker (Appendix 1), the Key Performance Indicator set (Appendix 2), the Revenue Budget Summary Statement (Appendix 3), the Capital Monitoring Statement (Appendix 4) and Reserves position summary (Appendix 5). These items form the core of the Council's Performance Management framework.

Recommendation:

To scrutinise the performance management information, and where appropriate require action or response from the Executive Committee.

Reasons for Recommendation:

The Overview and Scrutiny Committee's Terms of Reference requires it to review and scrutinise the decisions and performance of the Council's Committees.

Resource Implications:

None directly associated with this report.

Legal Implications:

None directly associated with this report.

Risk Management Implications:

If delivery of the Council's priorities is not effectively monitored then the Council cannot identify where it is performing strongly or where improvement in performance is necessary.

Performance Management Follow-up:

Performance management information is reported to Overview and Scrutiny Committee on a quarterly basis. The outcome of each quarterly review is then reported to Executive Committee.

Environmental Implications:

None directly associated with this report though elements of the Council plan actions relate to environmental themes, for example, waste and recycling.

1.0 INTRODUCTION/BACKGROUND

- 1.1** The Council Plan Performance Tracker was introduced in 2012 and has proven to be an excellent tool to monitor the delivery of actions within the Council Plan. Supporting the tracker is a key set of Local Performance Indicators (LPI). The tracker and LPIs are reported on a quarterly basis to Overview and Scrutiny Committee. The outcome of the review, including any concerns or issues raised, are then reported to Executive Committee.
- 1.2** Members are asked to review and scrutinise the following; Council Plan Performance Tracker (Appendix 1), the Key Performance Indicator set (Appendix 2), the Revenue Budget Summary Statement (Appendix 3), the Capital Monitoring Statement (Appendix 4) and the Reserves position summary (Appendix 5). The majority of information within the performance tracker reflects the progress of Council Plan actions as at the time of writing the report. The remaining information, including Local Performance Indicators, is of a financial and statistical type nature so represents the position as at the end of June 2015 (Qtr 1).

2.0 COUNCIL PLAN PERFORMANCE TRACKER

- 2.1** The Council Plan has five priorities on which action is focussed to deliver the Council's vision:
- Use resources effectively and efficiently;
 - Promote economic development;
 - Improve recycling and care for the environment;
 - Provide customer focussed community support; and
 - Develop housing relevant to local needs.

Each of the five priorities is supported by a number of objectives and actions which will focus activity on delivery of the priorities. The tracker has been developed and contains a set of key performance measures to support delivery of each Council Plan action.

- 2.2** For monitoring the progress of the Council Plan actions the following symbols are used:

☺ – action progressing well.

☹ – the action has some issues or delay by there is no significant slippage in the delivery of the action.

☹ – significant risk to not achieving the action or there has been significant slippage in the timetable or performance is below target.

White – project has not yet commenced.

✓ – action complete or annual target achieved.

2.3 The majority of actions are progressing well, for example, since reporting the quarter 4 information, items of interest include;

- Business transformation savings of £171k included within the 2015/16 budget.
- A total of 2016m2 office space available for rental.
- In terms of service reviews, customer services review is now complete, the review of Development and Environmental Health has commenced and following the success of the Revenues and Benefits review, the team has successfully been short listed for the prestigious IRRV award.
- Ongoing partnership work with Cotswold Tourism, which is now a stand-alone company.
- Development of projects such as the Heritage Walks & Interpretation with the Tewkesbury Town Centre Partnership.
- Formalising the governance arrangements to support the £1.4 million LEADER project – a Tewkesbury Borough Local Action Group has been formed.
- Implementation of a client monitoring framework for the Ubico contract.
- Additional 26 volunteer litter pickers have joined the scheme – 180 in total.
- The repair and renew grant scheme closed at the end of June – a total of £572k was awarded to residents with flood affected properties.
- In partnership with Gloucestershire Rural Community Council (GRCC), and through the employment of a support worker, the introduction of initiatives to build community resilience within areas prone to flooding.
- A new Community Funding Officer has been appointed.
- Establishment of Tewkesbury Parkrun which attracts over 100 weekly runners and 30 volunteers.
- The build of the new leisure centre remains on target for completion by July 2016.

Due to the complex nature of the actions being delivered inevitably some may not progress as smoothly or quickly as envisaged. From the information obtained from services, actions with either a 😞 or 😊 are highlighted below: -

Action	Status and reason for status
Rationalise office accommodation through new ways of working – generate £235k through additional rental by end of 2015/16.	😞 - partner to rent top floor not yet confirmed.
To review the asset portfolio and develop a strategy to maximise potential from the portfolio.	😞 - slippage in development of asset strategy from summer 2015 to autumn 2015.
Improve handling, including learning from complaints received to improve service delivery.	😞 - fundamental review of complaints framework to be undertaken.
Deliver year four of the business grant scheme.	😞 - no grants awarded in quarter 1.

Promote waste minimisation.	☹️ - increase in tonnage to landfill and reduction in % recycled.
Agree approach and programme of work for Community Infrastructure Levy.	☹️ - impacted by work and timescale of JCS.
Support the delivery of projects agreed by the Community Safety Partnership (CSP).	☹️ - refresh of the CSP.
Delivery of Joint Core Strategy (JCS) and Tewkesbury Borough Plan.	☹️ - slippage in milestones as a result of additional examination phase.

3.0 KEY PERFORMANCE INDICATORS (KPIs)

3.1 The set of Key Performance Indicators (KPIs) can be found in Appendix 2 and are a combination of contextual indicators and target related indicators. The set of KPIs must remain flexible to ensure they meet our needs. The data reported is the position at the end of quarter 1 (June 2015).

3.2 Of the 17 indicators with targets, their status as at the end of quarter 1 is :

☹️ (target will not be achieved)	☹️ (below target but likely to achieve target by end of year)	😊 (on course to achieve target)
1	7	9

And in terms of the direction of travel i.e. performance compared to last year, the status for the 17 indicators are:

↑ (better performance than last year)	↓ (not as good as last year)	↔ (on par with last year)
11	5	1

Note: the direction of travel for KPI 4,5 - anti-social behaviour and crime incidents. There are no targets for these indicators.

3.3 It is early days for the data reported and a clearer picture will emerge at the end of quarter 2. Key indicators of interest include:

KPI 5 – number of overall crime incidents. The 12 month rolling total confirms an increase of 8.44% overall.

KPI 11 – average number of sick days. Outturn of 1.23 days is a significant improvement on the previous year.

KPI 15 & 16 – average time to process benefit applications. Processing times are the best ever and show continued improvement from 2014/15.

KPI 26 – number of reported enviro-crimes look like they could well be on the same level as reported during 2014/15.

4.0 FINANCIAL SUMMARY - REVENUE POSITION

4.1 The Financial Budget Summary for Quarter 1 shows a £109,849 saving against the profiled budget. The table below is a summary of the expenditure position for the Council split out between the main expenditure types.

4.2

Table 1	Full Year Budget	Q1 Budget Position	Q1 Actual Position	Savings / (Deficit)	Budget Variance %
Group budget Summary					
Employees	7,860,135	1,915,685	1,858,351	57,334	3.0
Premises	720,394	269,643	269,092	551	0.2
Transport	169,560	40,849	32,599	8,250	20.2
Supplies & Services	2,353,733	508,949	502,583	6,366	1.3
Payments to Third Parties	4,197,592	1,257,418	1,275,156	(17,738)	(1.4)
Benefits Service	19,665,790	4,040,177	4,039,317	860	0.0
Income	(25,616,801)	(1,846,393)	(1,969,816)	123,423	(6.7)
Support Services	(185,501)	0	0	0	0.0
Capital Charges	443,878	0	0	0	0.0
Treasury Mg Activity	(188,835)	(47,209)	(28,898)	(18,311)	38.8
	9,419,945	6,139,119	5,978,384	160,735	2.62
Corporate budgets					
Salary & Procurement savings	(203,379)	(50,886)	0	(50,886)	100.0
New Homes Bonus	109,606	0	0	0	0.0
	9,326,172	6,088,233	5,978,384	109,849	1.80

4.3 Looking at the budget position of all the Group Managers there is an underspend of £161k being shown. This is being achieved through:

- i) £57k underspend on Employees. These costs savings have been achieved through vacant posts, rather than through reduction in staff numbers.
- ii) £123k of additional income above budget projection. The income position for the Council has started the year with a positive position, with additional income from planning applications contributing significantly to this. Other sources such as garden waste, car parking and legal services work for third parties has helped achieve the underspend in the first quarter.

4.4 Attached on Appendix 3 is a summary of the position for each Group Manager, which shows the current variance against their budget. Where the main types of expenditure headings, within the Group Manager's responsibility, has a variance over £10k, a short explanation for the reason for the variance has been provided.

4.5 Although the Group Managers position appears to be significantly underspent, the budget report also recognises the need to achieve savings from the base budget in terms of salaries and procurement savings. These savings targets are currently held on the corporate budget codes on the ledger. No savings are recognised against these plans as they accumulate through the year within service groupings.

4.6 The Council's positive income position is important as there remains a significant amount of risk relating to other costs that the Council may face. Reserves identified for planning appeals have already been significantly utilised and, if appeals continue to be made, additional income will be required to cover any future potential costs. On top of this is the potential impact of appeals on Business Rates which saw a spike in applications in March as a result of changes in government policy on backdating appeals. The impact of the appeals is uncertain as it remains with the Valuation Office to process appeals, although an estimated impact of successful appeals has been allowed for. The first quarter position for Business Rates retention is in line with expected levels of income following the Virgin Media reassessments in 2014-15. A full year deficit of £110,000 is currently predicted. Finally, the Council continues to monitor its debts and establish appropriate levels of provision to cover any bad debts that may arise. This area may require the future allocation of additional revenue resources to cover these.

5.0 FINANCIAL SUMMARY – CAPITAL POSITION

5.1 Appendix 4 shows the capital budget position as at the end of Quarter 1. This is currently showing an overspend against the profiled budget of £182,672.

5.2 Community grants are underspent which is due to slippages in approved programmes, however, monitoring by the Working Group highlights that all schemes are continuing and budgets are expected to be spent.

5.3 The overspend on housing and business grants is due to the fact that the grants have been awarded for flood relief but we have not yet recovered the money from central Government. Monies outstanding for this scheme at the end of the previous financial year have been recovered in the first quarter with reimbursement of quarter one expenditure due in quarter two. The reimbursement will be the last action of this scheme.

6.0 FINANCIAL SUMMARY – RESERVES POSITION

6.1 Appendix 5 contains a summary of the current usage of available reserves. Reserves have been set aside from previous years to fund known future costs. At present the reserves are beginning to be utilised, and only show actual payments made. The information in the Appendix does not take account of reserves which have been committed, but not yet paid. As at the end of the first quarter, £485,853 has been expended against the opening reserves of £10,567,814. Details of significant movements are contained in the notes on the Appendix.

7.0 OTHER OPTIONS CONSIDERED

7.1 None.

8.0 CONSULTATION

8.1 None.

9.0 RELEVANT COUNCIL POLICIES/STRATEGIES

9.1 The performance information supports delivery of the Council Plan.

10.0 RELEVANT GOVERNMENT POLICIES

10.1 None directly.

11.0 RESOURCE IMPLICATIONS (Human/Property)

11.1 None directly.

12.0 SUSTAINABILITY IMPLICATIONS (Social/Community Safety/Cultural/ Economic/ Environment)

12.1 Linked to individual Council Plan actions.

13.0 IMPACT UPON (Value For Money/Equalities/E-Government/Human Rights/Health And Safety)

13.1 Linked to individual Council Plan actions.

14.0 RELATED DECISIONS AND ANY OTHER RELEVANT FACTS

14.1 Council Plan 2012-16 (Year 4) approved at Council 14 April 2015

Background Papers: None.

Contact Officer: Graeme Simpson, Corporate Services Group Manager
Tel: 01684 272002 Email: Graeme.simpson@tewkesbury.gov.uk

Appendices:

- 1 – Council Plan Performance Tracker Qtr 1 2015/16.
- 2 – Local Performance Indicator Set Qtr 1 2015/16.
- 3 – Financial Budget Summary Statement Qtr 1 2015/16.
- 4 – Capital Monitoring Statement Qtr 1 2015/16.
- 5 - Reserves Position Summary Qtr 1 2015/16.

Council Plan Actions progress key:	
😊	Action progressing well
😐	Action has some issues/delay but not significant slippage
😞	Significant risk to not achieving the action or there has been significant slippage in the timetable, or performance is below target
	Project has not yet commenced
✓	Action complete or annual target achieved

PRIORITY: USE RESOURCES EFFECTIVELY AND EFFICIENTLY

Actions	Performance tracker	Responsible Officer/Group	Progress to date	Comment
Objective 1. Maintain low council tax				
2 a) Set Council Tax in line with the Medium Term Financial Strategy (MTFS)	1. Band D Council Tax approved within % limits defined in MTFS	Transform Working Group (TWG)	😊	<p>The Medium Term Financial Strategy (MTFS) will be approved by members in the Autumn with a key component of the strategy being the five year council tax strategy. The current MTFS has set council tax increases at 2% for the next four years. The MTFS has previously set a council tax freeze as the target for the last five years, all of which have been successfully delivered.</p> <p>A budget will be recommended to Council In January 2016 with tax setting taking place on 18th February 2016.</p>
b) Deliver the corporate savings programme	1. £ saved in accordance with programme target	Corporate Leadership Team (CLT)	😊	<p>Business Transformation savings of £171,650 were included in the 2015/16 budget which was above the targeted figure of £150,000. These savings were from the Waste Service establishment and the Revenues and Benefits service. Approximately £57,000 has been delivered through direct cost savings whilst the balance is expected to be delivered from improved performance in reclaiming housing benefit expenditure. This is currently on track.</p> <p>The annual target for procurement savings has already been delivered in the 1st quarter whilst salary savings are on course to meet target in a full year.</p>

PRIORITY: USE RESOURCES EFFECTIVELY AND EFFICIENTLY

Actions	Performance tracker	Responsible Officer/Group	Progress to date	Comment
c) Ensure the overall budget is delivered in accordance with the MTFS	1. Budget delivered in accordance with variance parameters	CLT/Group Managers	☺	The MTFS allows for a 5% variance on the council's net revenue budget being an acceptable tolerance. The Q1 outturn report indicated a surplus of £109,849 against the profiled budget which resulted in a positive variance of 1.80%.
Objective: 2. Provide value for money service delivery				
a) Rationalise office accommodation through new ways of working and to increase rental income.	1. 2000m2 of floor space to be freed up for rental by September 2014	Group Manager Finance & Asset Management	✓	A total of 2016m2 is now available for rental at the Public Service Centre. With the top floor being vacated an additional 951m2 floor space has been freed up, plus the 1065m2 floor space that has been let for rental to partner organisations this equates to a total of 2016m2 floor space being freed up.
	2. Generate £235,000 through additional rental income by 2015/16	Group Manager Finance & Asset Management	☹	Income of £161,000 is currently generated from tenants at the Public Service Centre. Discussions are on-going with a number of public sector partners with the aim of increasing the amount of space rented including the vacant top floor area.
b) Implement the Procurement Strategy Action Plan.	1. Monitor delivery of action plan	Group Manager Finance & Asset Management	☺	A review of the action plan took place in the first quarter and indicated that many of the actions from the 2012 plan had been achieved or had been overtaken by other requirements. The primary target for this year is to revise the Contract Procedure Rules and reissue to staff along with appropriate procurement training.
c) To review the asset portfolio and develop a strategy to maximise potential from the portfolio.	1. Outcome of portfolio review and development of strategy	Group Manager Finance & Asset Management	☹	An asset management strategy, to replace the current 2011-2014 strategy, is in development and is targeted to be taken to members in Autumn 15; this is a slight slippage to the original target date of Summer 2015 which was reported in Q4 2014/15 report. A surplus assets report was taken to Executive in July with a number of assets being declared surplus to requirements. In addition, a number of disposals took place during the last 12 months reducing the ongoing liability to the council.

PRIORITY: USE RESOURCES EFFECTIVELY AND EFFICIENTLY

Actions	Performance tracker	Reporting Officer/Group	Progress to date	Comment
d) Develop a new workforce strategy.	1. monitor key milestones in developing the strategy	Group Manager Corporate Services	☺	This was a recommendation from the LGA Peer Challenge. Positive discussions have taken place with Gloucestershire Care Services NHS Trust as we look to work in partnership to help deliver this strategy. We are looking to the Care Services HR team to provide strategic HR capacity. Further discussions are programmed for Aug/Sept to work towards formalising arrangements.
Objective: 3. Provide customer focused services measured by output against customer needs				
a) Agree a revised strategy for customer services which supports our business transformation proposals.	1. Development and delivery of the strategy	Group Manager Corporate Services	☺	A review of customer services has recently been completed and the final report is to be considered by the internal project group. The outcome of the review will help inform the strategic approach to customer services.
b) Improve complaints handling, including learning from complaints received to improve service delivery.	1. Reduction in overall number of complaints received 2. Evidence of learning from complaints received	Group Manager Corporate Services	☹	A recent internal audit review of the complaints framework has provided limited assurance that complaints are dealt with in accordance with the council's complaints procedure. There was also limited evidence that there is learning from the complaints made. A review of the complaints framework is to be undertaken by the Corporate Services Team. Although the framework requires review it should be noted the level of formal complaints is low, as reported to O&S Committee on a six monthly basis.
c) Put in place systems and procedures to enable consistent, high quality customer service.	1. Monitor implementation of high quality customer service systems	Group Manager Corporate Services	☺	The customer services review is complete and has brought in a number of improvements such as ensuring the team is structured to meet work demands, processing of key transactions on a daily basis, promoting self-service, re-direction of Revenues and Benefits telephone calls etc. Although the review is complete longer term projects have been identified to ensure the highest level of customer service is maintained. For example, corporate customer care standards have been drafted, maximising the use of the advice and information centres and having in place a channel shift strategy.

PRIORITY: USE RESOURCES EFFECTIVELY AND EFFICIENTLY

Actions	Performance tracker	Reporting Line	Progress to date	Comment
Objective 4. Regularly review the effectiveness of customer focused services				
a) Implement a programme of strategic service reviews and review potential partners for joint service delivery opportunities	1. Monitor programme and outcomes of reviews	CLT	✓	The programme of service reviews has been established and these include customer services (at final), Development Control and Environmental Health (in progress) and Human Resources (to be commenced). In addition to the programme, joint service delivery opportunities are considered such as the expansion of One Legal.
b) Undertake and complete a review of customer services	1. Monitor delivery of the review	Group Manager Corporate Services	✓	The review was facilitated by ICE consultancy who provided similar support to the Revenues & Benefits review and the Development Control and Environmental Health review which is in progress. A final report has been produced which is currently being considered by the internal project team. Outcomes from the review include: successful transition of garden waste database (14,000) from deport services, re-alignment of staffing structure to meet demand peaks, more effective work planning, deletion of 0.5FTE, integration of team to the 1 st floor etc
c) Review customer feedback systems in service areas to ensure there is a consistent and appropriate approach	1. Monitor and review feedback obtained from services	Group Manager Corporate Services		This was a recommendation from the LGA peer challenge team. Dialogue with services will commence within the second half of the year.

PRIORITY: PROMOTE ECONOMIC DEVELOPMENT

Actions	Performance tracker	Reporting Officer/Group	Progress to date	Comment
Objective 1. Promote Tewkesbury Borough to attract large scale businesses				
a) Develop a targeted campaign to attract inward investment.	1. Monitor development of campaign	Group Manager Development Services	☺	Inward Investment campaign work is being developed by using some of the Flood Support Grant which was agreed by BIS. This will include website development and promotional material. Design and concept work is underway.
b) Respond to enquiries for employment land and premises using online property search system.	1. Examples of responses particularly successful ones	Group Manager Development Services	☺	<p>Providing ongoing support through the Co-star property search system, enquiries have included:</p> <ul style="list-style-type: none"> • Retail and Storage Space 3000 sq. ft. • Industrial premises – 2-3000 sq. ft. • 50-75 acres employment land • 20 ha employment land <p>The public is also able to undertake an initial search of premises through the new property search facility available on the council website.</p>
Objective 2. Provide support to help new start ups, young and growing businesses				
a) Deliver year four of the Business Support Grant Scheme.	1. Number and value of grants awarded	Group Manager Development Services	☺	Due to elections, purdah and induction of a new panel member during this quarter, the scheme was temporarily put on hold. Grant awards will be reported in Quarter 2. This scheme is being reviewed as part of the Economic Strategy.
b) Organise events to strengthen relationships with key employers in the borough.	1. Number of events held, numbers attending and general effectiveness of events	Group Manager Development Services	☺	<p>A business lunch meeting with a range of key businesses from across the borough took place in April. This was hosted by the deputy and chief executive to help strengthen local business engagement and provide valuable feedback.</p> <p>Further, larger business events are planned for later in the year.</p>

PRIORITY: PROMOTE ECONOMIC DEVELOPMENT

Actions	Performance Tracker	Reporting Line	Progress to date	Comment
c) Work with partners to support business start-ups through training, mentoring initiatives and enterprise clubs	1. Number of training, mentoring initiatives, enterprise clubs and business start-ups supported.	Group Manager Development Services	☺	<p>Number of training, mentoring initiatives, enterprise clubs and business start-ups supported since April 2015 as follows:</p> <ul style="list-style-type: none"> • 9 businesses attended enterprise clubs • 6 businesses attended 2 day start-up training courses • 12 businesses are on the New Enterprise Allowance (NEA) Programme • 3 businesses attended workshops • 20 businesses attended a 1 day training skills course (number of delegates from Tewkesbury-based businesses) • 25 delegates attended an in-house training skills course • 6 businesses attended a Gloucestershire Enterprise organised networking event.

Objective 3. Work with the Local Enterprise Partnership (LEP) to promote economic growth

a) Work with the LEP to initiate projects identified in the Strategic Economic Plan (SEP) and the Structural and Investment Fund Strategy.	1. Implementation of projects.	Group Manager Development Services	☺	<p>Working with the Local Enterprise Partnership (LEP) and other partners to promote opportunities emerging from the SEP and EU Structural and Investment Fund to the local business community.</p> <p>Growth Zone identifies J9 and J10 as key parts of the M5 Growth Zone. J9 governance structure now in place and initiating a new work programme on J10.</p> <p>Gloucestershire Economic Joint Committee looking at priority projects for next round of growth bid.</p> <p>Input and feedback has been provided to the LEP with regards to the potential rollout of the Growth Hub 'Spokes/ Resource Centre'</p> <p>The LEP has issued a 'call out' for rural tourism projects which is being promoted in the local area.</p> <p>Working with Cotswold Tourism, to develop projects suitable for EUSIF funding.</p>
--	--------------------------------	------------------------------------	---	--

PRIORITY: PROMOTE ECONOMIC DEVELOPMENT

Actions	Performance Tracker	Reporting Line	Progress to date	Comment
<p>b) Work with partners, including Cotswold Tourism, to promote the borough to visitors</p>	<p>1. Monitor delivery of promotional campaigns and projects.</p>	<p>Group Manager Development Services</p>	<p>☺</p>	<p>Continuing to work with Cotswold Tourism to promote the borough to visitors. Cotswold Tourism is now set up as a company and a new Digital Marketing Manager has been employed. The council is currently working alongside Cotswold Tourism to create a new website for the Cotswolds along with producing joint marketing materials.</p> <p>Using Flood Support Grant, we are working to create a Discover Tewkesbury brand, with many local partners. Website is also being developed.</p> <p>Tourist Information Posts are in the process of being replaced across borough.</p>
<p>c) To develop initiatives with partners to enhance the vitality of the retail centres in the borough.</p>	<p>1. Monitor development of partnership initiatives</p>	<p>Group Manager Development Services</p>	<p>☺</p>	<p>We are working with Gloucestershire Rural Community Council (GRCC) to undertake town/retail centre business survey work.</p> <p>Tewkesbury Food and Drink Festival was successfully re-introduced within the Abbey Grounds, with some marketing support provided through the Flood Support Grant.</p> <p>Successful High Street Food and Art Market delivered in Tewkesbury during May.</p> <p>Support for Tewkesbury town centre businesses in terms of business continuity planning, mentoring and marketing training - provided by Gloucestershire Enterprise through the Flood Business Support Scheme.</p> <p>Using Flood Support Funding a programme of marketing and investment initiatives have been developed to promote Tewkesbury town and attract investment and footfall. Local company Mosaïque will be working on this project.</p> <p>Working with Winchcombe Business Forum and local businesses to support initiatives to promote the town, including marketing training opportunities.</p>

PRIORITY: PROMOTE ECONOMIC DEVELOPMENT

Actions	Performance Tracker	Reporting Line	Progress to date	Comment
<p>d) Work with the newly formed Tewkesbury Regeneration Partnership to progress the regeneration of Tewkesbury Town.</p>	<p>1. Monitor delivery of the masterplan</p>	<p>Group Manager Development Services</p>	<p>☺</p>	<p>The Tewkesbury Town Regeneration Partnership members have altered since the May elections, but the same quota remains.</p> <p>Projects that are being worked out presently and have funding bids submitted to cover the shortfall includes the Missing Link and Heritage Walks & Interpretation. The Marketing & Investment suite of projects continues to be rolled out, with the remainder of projects having plans drawn up for the next stage of their development.</p> <p>The Partnership continues to communicate to stakeholders via the newsletter and website, with a new forum feature for regeneration being considered.</p> <p>DTZ's report helped identify development opportunities within the town, especially Spring Gardens, and the TTRP will look to help shape these development briefs.</p>
<p>e) To encourage rural economic growth through the LEADER project.</p>	<p>1. Monitor the delivery of the programme</p>	<p>Group Manager Development Services</p>	<p>☺</p>	<p>A Tewkesbury Borough Local Action Group has been formed.</p> <p>A pipeline of potential projects is being developed and any project ideas which may create jobs and contribute to the economic development of the area are being invited.</p> <p>Neil Batt, the Programme Manager for Forest and Tewkesbury Borough Local Action is working across the borough to support/advise on any potential projects ideas.</p> <p>An information leaflet and website are currently in development and will be used to promote the opportunity.</p>

PRIORITY: PROMOTE ECONOMIC DEVELOPMENT

Objective 4. Ensure the core strategy makes provision for sufficient employment land

Actions	Performance Tracker	Reporting Line	Progress to date	Comment
a) Ensure policies in the Joint Core Strategy encourage business development	1. Monitor development of policies	Group Manager Development Services	☺	<p>Joint Core Strategy (JCS) Submission November 2014 includes the following: Ambition 1 – A Thriving Economy</p> <p>The ambition is underpinned by the following strategic objectives: -</p> <ul style="list-style-type: none"> 1- Building a strong and competitive urban economy 2- Ensuring vitality of town centres 3- Supporting a prosperous rural economy
b) Ensure employment provision that meets the needs of growth sectors and addresses gaps in provision.	1. Monitor development of core strategy	Group Manager Development Services	☺	<p>Employment provision in Joint Core Strategy (JCS) Pre Submission supports about 28,000 new jobs up to 2031 and 84 ha of employment land across the JCS area, 20 ha of which is replacement employment land at MoD Ashchurch.</p> <p>Further to the Inspector's requests at the examination, additional work is being progressed to provide a 'policy on' approach to employment land supported by an economic and tourism strategy.</p>

CS
CS

PRIORITY: PROMOTE ECONOMIC DEVELOPMENT

PRIORITY: IMPROVE RECYCLING AND CARE FOR THE ENVIRONMENT

Actions	Performance Tracker	Reporting Line	Progress to date	Comment
Objective 1. Focus on continuous improvement in recycling and waste collection				
a) Work with partners to ensure the optimum delivery of our waste and recycling services, street care and green spaces	1. Monitor progress and implementation of project milestones	Group Manager Environmental and Housing Services		The first Quarterly meeting is scheduled to take place on 27 August, 2015.
b) Implement a framework for client monitoring of the Ubico contract	1. Performance Monitoring schedule	Group Manager Environmental and Housing Services	✓	There are weekly, monthly, quarterly and annual meetings which form the performance monitoring schedule. These meetings are taking place as scheduled, with the first quarterly Environmental Services Partnership Board meeting taking place on 27 August, 2015. The Joint Waste Team are carrying out the monthly monitoring meetings on behalf of Tewkesbury Borough Council.

33

PRIORITY: IMPROVE RECYCLING AND CARE FOR THE ENVIRONMENT

Actions	Performance Tracker	Reporting Line	Progress to date	Comment
Objective 2. Work towards achieving the 60% recycling target				
a) Promote waste minimisation and aspire to increase our recycling rate through the working with our residents and communities on promotional campaigns.	1. Reduction in total tonnage of household waste arising which has been sent to landfill	Group Manager Environmental Health and Housing Services	☹️	Despite an increase in tonnage to landfill for the first quarter of 148 tonnes, there is still potential to stay on target for 450kg per household to landfill. Please see the quarter 1 report relating to LPI outturn figures (Appendix 2).
	2. Increase in % of household waste recycled		😊	A change in the growing season saw a reduction in garden waste sent for composting across the county. Compared to last year Q1, the tonnage is reduced 150 tonnes despite no drop in customer numbers subscribed to the service. The food waste and recycling tonnage is also on a gradual decline of 40 tonnes and 80 tonnes respectively. A countywide campaign is planned for Q2 which will most likely see an increase in food waste recycling in Q3 onwards. Please see the quarter 1 report relating to LPI outturn figures (Appendix 2).
	3. Number of promotional campaigns		😊	A story was carried out within the Borough News promoting residents to use recyclable nappies, to try reducing the amount of disposable nappies thrown into landfill. Posters were created relating to the disposal of hypodermic needles, to encourage users to dispose of them in the correct manor and not through household waste recycling.


PRIORITY: IMPROVE RECYCLING AND CARE FOR THE ENVIRONMENT

Actions	Performance Tracker	Reporting Line	Progress to date	Comment
Objective 3. Focus on continuous improvement in street cleansing				
a) Raising awareness of enviro-crimes issues such as dog fouling.	1. Monitor delivery of awareness campaign	Group Manager Environmental Health and Housing Services	☺	Since the last quarter, the awareness campaign on enviro-crime issues has improved, with many more parishes enquiring about help that our environmental health section can offer. For example, parishes are using the posters that are now freely available from our website. Promotion also includes awareness via social media. The environmental health section is now using Fixed Penalty Notices (FPN) to tackle offenders, with five FPNs being served since enforcement was passed to environmental health. The Paws on Patrol scheme continues to recruit new people; Tewkesbury Borough Council work with the police, to promote summer events and all new Members have been issued with the Paws on Patrol pack.
b) Ensure we are responsive to customer complaints	1. Reduction in number of complaints and subsequent learning from complaints received	Group Manager Environmental Health and Housing Services	☺	Complaints regarding street cleansing are relatively low however Ubico and Tewkesbury Borough Council are currently working in partnership with a small number of parish councils to resolve issues within those parishes.


PRIORITY: IMPROVE RECYCLING AND CARE FOR THE ENVIRONMENT

Actions	Performance Tracker	Reporting Line	Progress to date	Comment
Objective 4. Promote activities to reduce litter and fly tipping				
a) Undertake promotional campaigns and raise awareness to reduce the level of litter and fly-tipping	1. Deliver successful promotional campaign	Group Manager Environmental Health and Housing Services	☺	A review undertaken by an Overview and Scrutiny working group to consider the approach in tackling environmental crimes. Recommendations from the review centred around prevention, education and awareness. An update on work undertaken for the Enviro-Crime Review Monitoring Report was reported to O&S Committee on 13 January 2015. For example, the use of portable signage in hot spot areas.
	2. Reduction in the number of enviro crimes		See LPI Table	This is measured through a performance indicator – see attached LPI report (Appendix 2).
b) Continue to support the Volunteer Litter Picking Scheme	1. Develop action plan and support scheme	Group Manager Environmental Health and Housing Services	☺	A Borough News article has led to recruiting 26 Volunteer Litter Pickers (VLP) in quarter 1, the total now stands at 180. The newsletter was sent out in April 2015 introducing Fiona Halsey as the new point of contact.
c) Work with community groups to assist in reducing litter at community events	1. Promote awareness within communities	Group Manager Environmental Health and Housing Services	☺	<p>There were five community litter picks during the period of 30 March – 30 June 2015. These were as follows:</p> <ul style="list-style-type: none"> • 30 March - Cursey Lane, Elmstone Hardwicke – 15 volunteers turned out to help collect 2 tonnes of waste. Plan to make this an annual event. • 18 of April - Tirley tidy up. Organised by Parish Council. • 25 April - Dog lane, Badgeworth, Brockworth • 26 June - Parton Road area and Fields, Churchdown – Co-op organised this as part of the Big Tidy up. • 5 June - Grangefield School.

PRIORITY: IMPROVE RECYCLING AND CARE FOR THE ENVIRONMENT

Actions	Performance Tracker	Reporting Line	Progress to date	Comment
Objective 5. Continued work with partners to provide flood resilience measures				
a) Work with partners to deliver flood alleviation projects.	1. Monitor delivery of flood alleviation projects	Group Manager Environmental Health and Housing Services		<p>The Repair and Renew Grant, a government funded scheme to provide property protection works of up to £5k per premises has now closed with property improvements in the borough to the value of £572,571 being made in the year that it operated.</p> <p>In June 2014, the council was again successful in being awarded over £150k from the County Council in relation to the delivery of three projects; Chaceley, Tirley, and a borough wide project. Work on these projects has either started or is nearing completion.</p> <p>The Tewkesbury Flood Project is jointly funded by Tewkesbury Borough Council and Gloucestershire Rural Community Committee (GRCC). This started in 2014 and has delivered support to a number of high risk communities to help deliver flood alleviation and resilience should flooding happen again. Of particular note is recent work done with parish flood wardens, including a workshop that also aimed to identify local issues that need addressing.</p> <p>Delivery of all of the above is monitored by the Flood Risk Management Group and reported to the O&S committee on a quarterly basis.</p>

PRIORITY: IMPROVE RECYCLING AND CARE FOR THE ENVIRONMENT

Actions	Performance Tracker	Reporting Line	Progress to date	Comment
Objective 5. Continued work with partners to provide flood resilience measures				
b) Advise and signpost local communities when applying for external funding for flood resilience measures.	1. Monitor number advised and funding gained.	Group Manager Environmental Health and Housing Services		<p>Delivery of the following projects is monitored by the Flood Risk Management Group and reported to the O&S committee on a quarterly basis. The following is a brief summary of 'live' projects.</p> <p>Tirley: Flood attenuation measures (reopen an outfall into the river and install upstream flood attenuation measures). Funding available: £135,000, planned completion date: Winter 2015.</p> <p>Chaceley: Diversion of drainage channel & reopening outfalls. Funding available: £45,000, planned completion date: Autumn 2015.</p> <p>Kenulf Road, Winchcombe: individual property level protection to properties in the street. Funding: £40,000. This is now complete.</p> <p>The Tewkesbury Flood Project has helped both individuals applying for the Repair and Renew flood grant (ended June 2015, final total £572,571) and communities to put together larger grant application bids.</p> <p>Surface Water Management Plans in Bishop's Cleeve and Woodmancote have identified a range of measures including diversion, storage and property protection. The Council is supporting Gloucestershire County Council in flood defence grant fund bids estimated at £1m in total, with the initial package of works being approved in association with the Parish Council. These options will be worked up, with detailed design to follow. These are long term plans with an estimated completion date of 2020.</p>

PRIORITY: IMPROVE RECYCLING AND CARE FOR THE ENVIRONMENT

Actions	Performance Tracker	Reporting Line	Progress to date	Comment
Objective 5. Continued work with partners to provide flood resilience measures				
c) Work with areas prone to flooding to build community resilience.	1. Monitor development of resilience initiatives	Group Manager Environmental Health and Housing Services	☺	The Tewkesbury Flood Project is jointly funded between this council and GRCC for a support worker to assist with improving community resilience. The project has been successful in providing support to a number of local communities to increase resilience to flooding. Where a officer from GRCC visited and assisted a number of Public Houses along the river who had not applied for the repair and renew flood grant scheme, which resulted in each one obtaining funds from the Repair & Renew grant scheme. A training workshop for parish and town volunteer flood wardens in the borough has been held and was well attended. The intention is to use the contacts from the workshop to build up an ongoing support network.

PRIORITY: PROVIDE CUSTOMER FOCUSED COMMUNITY SUPPORT

Actions	Performance Tracker	Reporting Line	Progress to date	Comment
<p>Objective 1. Support and promote joint working arrangements with Gloucestershire County Council’s Child and Family Support Services, Gloucestershire Constabulary and other agencies to achieve better outcomes for residents</p>				
<p>a) Progress the Families First Programme to deliver a multi-agency response to the issues faced by families in challenging circumstances.</p>	<p>1. Monitor progress of the locality based approach, outcomes generated and target delivery</p>	<p>Group Manager Environmental Health and Housing Services</p>	<p>☺</p>	<p>Families First developed into Families First Plus (FFP) as part of the new county-wide Early Help model. The Families First team has merged with the Targeted Support Team as part of an enhanced and joined up approach. Tewkesbury led on this and the model has now been rolled out across the county.</p> <p>FFP continues to increase the numbers of families help and the referral pathway has widened to include more schools and even families themselves. Increasing numbers of cases around mental health and domestic abuse, but strong links with appropriate agencies is helping make a difference in these cases. The funding via ‘Payment by Results’ will be confirmed in Q2 and the Locality Partnership will have oversight on spending of this budget.</p>
<p>b) Seek additional partners to increase the number of organisations operating from our public service centre at the council offices</p>	<p>1. Number of additional partners located in the public services centre</p>	<p>Group Manager Finance and Asset Management</p>	<p>☺</p>	<p>A further three partners (Severn Vale Housing, Bromford Housing and Fire & Rescue Service) were integrated into the Public Services Centre in the last twelve months taking the total number to seven operating from this base on a regular basis.</p>



PRIORITY: PROVIDE CUSTOMER FOCUSED COMMUNITY SUPPORT

Actions	Performance Tracker	Reporting Line	Progress to date	Comment
c) Work in partnership with Citizens Advice Bureau to provide better outcomes for our residents.	1. Monitor effectiveness of outcomes	Group Manager Development Services	☺	Citizens Advice Bureau (CAB) provided advice to 380 clients at venues across the borough, with £39,317 financial gains. The CAB has joined the borough's Financial Inclusion Partnership and have been assisting our Revenues and Benefits team, RSL partners and DWP with an internal pilot for the roll out of Universal Credit.

Objective 2. Simplify and standardise business processes for the benefit of customers

44 a) Use our public services centre to adopt a one-stop-shop approach to customer service.	1. Monitor development of the one-stop-shop approach	Group Manager Corporate Services	☺	The public service centre has developed significantly over the last 12 months with an increased number of partner agencies within the building and examples of good partnership work emerging. There is potential to develop this further through more integrated working particularly through improvements to the reception area. Proposals are currently being worked up.
b) ICT to provide improved customer focus and improved experience when contacting the council.	1. Monitor delivery of ICT projects	Group Manager Corporate Services	☺	This has been particularly successful with self service activities such as garden waste renewals, reporting missed bins, payments etc. An internal working group has been set up towards developing a strategy for channel shift which will formalise the council's approach. As reported previously, there have also been improvements to the ICT infrastructure such as a new test environment, back up facilities, replacing old desktops with modern and energy efficient devices. A review of the council's website is also programmed for the second half of the year to ensure it remains customer focused and in particular is compatible with being accessed from mobile devices..

PRIORITY: PROVIDE CUSTOMER FOCUSED COMMUNITY SUPPORT

Actions	Performance Tracker	Reporting Line	Progress to date	Comment
Objective 3. Work with Town and Parish Councils to deliver the localism agenda				
a) Agree approach and programme of work for Community Infrastructure Levy	1. Monitor work programme	Group Manager Development Services		<p>At the council meeting of 4 December 2012 members resolved to develop a draft Community Infrastructure Levy Charging Schedule and to establish a Member Working Group to oversee the development of the Community Infrastructure Levy (CIL). The group has been established and has been overseeing the first stage of a CIL the Preliminary Draft Charging Schedule (PDCS).</p> <p>The PDCS, which is based on the viability and infrastructure evidence prepared for the Joint Core Strategy, was approved for public consultation at a Council meeting on 14 April 2015. It is likely that further viability work will be required for the JCS, which may impact on the timetable for CIL.</p> <p>A Viability Round Table Session (RTS) was held on 1 July 2015 to consider the viability appraisal work undertaken to support the JCS and where areas of agreement/ disagreement existed between the JCS authorities and the development industry.</p> <p>Public consultation on the Preliminary Draft Charging Schedule (PDCS) closed on 10 July 2015 and approximately 30 responses were received.</p> <p>The outcomes of the Viability RTS and the representations made in respect of the PDCS will be used to review whether any further viability work is required to support this project.</p>
b) Develop a place programme of area working across the councils services	1. Monitor delivery of programme.	Group Manager Development Services		<p>Place approach is working well within community development team where three officers work across the borough in a three way split.</p> <p>East area pilot has successfully commenced with two officer and member meetings within the community being carried out identifying any key projects, initiatives and issues.</p> <p>Officers are now working from community/ parish buildings on a weekly basis.</p> <p>Roll out to North West and South areas in late summer/Autumn.</p>

PRIORITY: PROVIDE CUSTOMER FOCUSED COMMUNITY SUPPORT

Actions	Performance Tracker	Reporting Line	Progress to date	Comment
c) Provide appropriate support for neighbourhood planning and community led planning.	1. Monitor requests from Town & Parish Councils	Group Manager Development Services	☺	<p>11 neighbourhood plans have been designated across 15 parishes.</p> <p>Neighbourhood Plans also form part of the statutory development framework. Officers are working closely with those parishes with designated neighbourhood plan status to ensure that a joined up approach to the Joint Core Strategy, Tewkesbury Borough Plan and neighbourhood plans occur so as to avoid policy conflict.</p>
d) Enable the effective delivery of community led projects across the borough.	1. Type and diversity of projects delivered	Group Manager Development Services	☺	<p>Community Development team supports, enables and facilitates community projects - including community centre redevelopments, environmental projects, community safety events, visioning and networking events.</p> <p>Other types of community led work undertaken during this period include:</p> <ul style="list-style-type: none"> • Continued support for Youth Providers (Year 4 - GCC Awarded 50K Youth Funding for 2015/16) • Working from Community/Parish Council Buildings • Continued support with funding, engagement and consultation for the following projects, Winchcombe Youth Activity Park, Community Orchard in Bishops Cleeve, Kayte Lane Bishops Cleeve. • Supporting chairs of the Neighbourhood Coordination Group Meetings in Winchcombe and Bishop's Cleeve • Providing support to the Battlefield Society in the preparations of the local Medieval Festival and its street procession. • Supporting community consultation events on the development of the JCS and Borough Plan. • Ongoing support with the Tewkesbury Nature Reserve Charity to transfer land for a nature reserve in town to be run by the community group under a long term lease. <p>A new community funding officer has been appointed to assist community groups.</p>

PRIORITY: PROVIDE CUSTOMER FOCUSED COMMUNITY SUPPORT

Actions	Performance Tracker	Reporting Line	Progress to date	Comment
Objective 4. Work with partners to reduce the level and perception of crime.				
a) Support the delivery of projects agreed by the Community Safety Partnership	1. Monitor delivery of projects	Group Manager Environmental and Housing Services	☹️	The Community Safety Partnership (CSP) is in the process of reforming by including voluntary groups within the communities. More information will follow in Qtr 2.
	2. Overall reduction in level of crime	Group Manager Environmental and Housing Services	See LPI Table	This is measured through a performance indicator – see attached LPI report (Appendix 2)
b) Work with statutory and voluntary agencies to address the issues of anti-social behaviour and environmental crime in our communities.	1. Monitor outcomes of ASB and environmental crime partnership working	Group Manager Environmental and Housing Services	😊	<p>Drug and Diabetic syringes have been found in recycling waste. The council, police, turning point, Housing Associations, Ubico and the Joint Waste Team are all working together to promote safe disposal of drug and medical syringes.</p> <p>Anti-social behaviour (ASB) Youth Diversion Officer currently has 19 Cases open, 8 of these are dormant or low level, 11 are active and are being worked or ready for signposting.</p>
	2. Reduction in reported anti-social behaviour incidents	Group Manager Environmental and Housing Services	See LPI table	This is measured through a performance indicator – see attached LPI report (Appendix 2)
	3. Reduction in reported environmental crime incidents.	Group Manager Environmental and Housing Services	See LPI table	This is measured through a performance indicator – see attached LPI report (Appendix 2)

PRIORITY: PROVIDE CUSTOMER FOCUSED COMMUNITY SUPPORT

Actions	Performance Tracker	Reporting Line	Progress to date	Comment
Objective 5. Help support the health and well-being of our residents				
<p>a) Work with partners to promote sports and leisure activities</p>	<p>1. Monitor activities being delivered</p>	<p>Group Manager Development Services</p>	<p>☺</p>	<p>Sports Development Facebook page has over 450 members. This is an increase of 50 members since last quarter (Q4- 2014/15).</p> <p>Regular promotion through the media and on local radio, for example the Tewkesbury Half Marathon.</p> <p>Rugby World Cup - two top international teams will be based at Newlands Park in Bishop's Cleeve during the initial stages of the Rugby World Cup - worked in partnership with the club and the Schools Sports Network to put on several events linked to developing the game and increasing participation at all levels.</p> <p>Tewkesbury Parkrun now established and running successfully on the Vineyards. It is part of a national scheme that has over 300 other runs and thousands of participants that take part every Saturday morning. Currently over a 100 runners and thirty local volunteers help with the event on a weekly basis.</p> <p>New Tewkesbury Cycling Club based at Tewkesbury School has over 50 members of Primary School age learning cycling skills. Ladies running groups in Brockworth, Winchcombe, Cleeve, Churchdown and Tewkesbury have over 300 runners per week. Tewkesbury and Winchcombe Health Walks have over 50 walkers per week.</p> <p>All 10,000 hard copies of 2015 Sports Brochures were delivered around the borough. Information contained within these brochures is also available on the council's website to view.</p> <p>Based with Active Gloucestershire once monthly (County Sports Partnership) to build relations and share learning.</p>

PRIORITY: PROVIDE CUSTOMER FOCUSED COMMUNITY SUPPORT

Actions	Performance Tracker	Reporting Line	Progress to date	Comment
b) Progress the work streams for a new leisure facility.	1. Monitor progress of the leisure facility project	Group Manager Finance and Asset Management	☺	The build of the new leisure centre is making good progress and expected to meet the forecast opening date of 1 July 2016. The steel frame has recently been erected with blockwork commencing late summer. It is envisaged that the structure will be water tight by the beginning of November.
c) Work with partners to deliver year three of the Health and Well-Being Strategy (2013-16).	1. Monitor progress in delivering Year 2 actions	Group Manager Development Services	☺	<p>Year two actions completed and reported to O&S Committee.</p> <p>Positive outcomes, in particular with women's running, and linking in with the half-marathon, junior athletics club, training new leaders and the development of a new weekly Parkrun.</p> <p>Social prescribing now operating across all GP surgeries in the borough.</p>

PRIORITY: DEVELOP HOUSING RELEVANT TO LOCAL HOUSING NEEDS

Actions	Performance Tracker	Reporting Line	Progress to date	
Objective 1. Develop a core strategy to meet current and future housing needs				
a) Continue to deliver a Joint Core Strategy in accordance with the key milestones.	1. Monitor progress towards achieving the key milestones	Group Manager Development Services	☹	<p>There has been an extensive programme of events to brief members supported by further progress on a joint evidence base.</p> <p>JCS: A key milestone was reached in November 2014 when the Submission plan was submitted to the Secretary of State. From this point onwards the short term progress of the JCS will be largely determined by the Planning Inspectorate. An independent examiner has commenced a series of hearing sessions to consider the plan and the representations made to it. The examination is now expected to conclude in the new year.</p> <p>Each of the JCS authorities will consider main modifications to the plan at individual Council meetings prior to a statutory period of public consultation and then adoption later in the year.</p>
b) Continue to deliver the Tewkesbury Borough Local Plan in accordance with key milestones.	1. Refresh of the plan	Group Manager Development Services	☹	<p>To support the preparation of the Tewkesbury Borough Plan, a series of Member presentations have been held regarding both plan content and also the supporting evidence base.</p> <p>The Draft Tewkesbury Borough Plan was subject to public consultation between 27 February and 13 April 2015.</p> <p>The timetable of the Tewkesbury Borough Plan is inextricably linked to the progress of the strategic, higher level joint Core Strategy, to which the Tewkesbury Borough Plan looks for the overall scale of development and spatial strategy.</p>
c) Ensure policies in the Joint core strategy allow delivery of affordable housing for local needs	1. Monitor delivery and outcomes of the policies	Group Manager Development Services	☺	<p>The development of the JCS will provide strategic development plan policies which will be used to deliver affordable housing. A set of comprehensive, evidence based policies are contained within the Submission version of the JCS. Following the submission of the JCS, Government policy introduced a threshold for affordable housing which will need to be reflected in a review of the affordable housing policy.</p>



PRIORITY: DEVELOP HOUSING RELEVANT TO LOCAL HOUSING NEEDS

Actions	Performance Tracker	Reporting Line	Progress to date	Comment
Objective 2. Promote initiatives to make quality housing more affordable and accessible				
a) Work in partnership with developers and registered providers to deliver a variety of affordable homes in all areas of the borough	1. Number and type of affordable homes delivered.	Group Manager Environmental & Housing Services	See LPI table	This is measured through a performance indicator – see attached LPI report (Appendix 2).
b) To deliver a programme of affordable homes in partnership with parish councils, developers and registered providers to meet the needs of clients in rural communities.	1. Monitor development of a programme that meets client's needs	Group Manager Environmental & Housing Services	☺	<p>The council is working with Gloucestershire Rural Community Council (GRCC) in 15 rural parishes of Tewkesbury Borough at present.</p> <p>There are currently 2 developments of affordable housing progressing well:</p> <ul style="list-style-type: none"> • Minsterworth – Rooftop Housing has a planning application in and is undergoing the completion of the viability assessment. Homes and Communities Agency (HCA) grant funding has been allocated to this development. • Sandhurst – independent developer has acquired land from the county council for affordable housing in the village and pre-application advice is being sought. We hope for a full planning application to be submitted in the autumn. <p>Several opportunities have been lost in rural areas where land owners have been unwilling to proceed with an affordable housing development but similarly opportunities are arising particularly through council-owned land.</p> <p>Parish housing needs surveys are being completed or updated for many areas at present and this information alongside many data sources enables us to build a picture of the housing needs (market and affordable homes) of our rural areas.</p>

PRIORITY: DEVELOP HOUSING RELEVANT TO LOCAL HOUSING NEEDS

Actions	Performance Tracker	Reporting Line	Progress to date	Comment
Objective 3. Work with all stakeholders to promote specific housing types to meet defined shortages				
a) Identify an interim housing requirement to monitor the five year supply of housing land	1. Monitor progress of identifying the housing requirement	Group Manager Development Services	☺	All housing and land monitoring commenced 1 April 2015 and will be reported in the next quarter. The housing requirement to meet objectively assessed need has been set out within the Submission JCS. The weight to be afforded to the approach taken will be subject of further discussions with the Planning Advisory Service and the Planning Inspectorate.
b) Work with social housing tenants with specific housing needs to move to appropriate accommodation.	1. Number of housing tenants moved to appropriate accommodation	Group Manager Environmental & Housing Services	☺	Work is ongoing with housing benefit to contact all applicants on discretionary housing payments as a result of under occupation in the social housing sector to offer housing options. A data sharing agreement is currently with legal services to enable housing services to access housing benefit records to facilitate this. This agreement will facilitate a more comprehensive and rapid contact of recipients.
Objective 4. Improve the quality of the housing stock				
a) Deliver private sector home improvements through the Warm and Well Scheme and through promotion of the governments Green Deal.	1. Promotion of scheme and value of grants delivered	Group Manager Environmental & Housing Services	☺	The Warm & Well scheme is a long established partnership of local authorities in Gloucestershire and South Gloucestershire and managed by Severn Wye Energy Agency, located in Highnam. The Warm and Well scheme offers free advice on saving energy and can help older people claim a grant towards the cost of insulation, so reducing fuel poverty and health problems. Since the previous performance tracker, the types of assistance available have changed, including recently, removal of the national Green Deal. Headline figures for Tewkesbury borough between 1 April and 30 June 2015 are: <ul style="list-style-type: none"> • 13 enquiries received by Warm & Well • 1 home visit completed • 4 energy efficiency measures installed • 4 properties improved. • 3 events and briefings attended

PRIORITY: DEVELOP HOUSING RELEVANT TO LOCAL HOUSING NEEDS

Actions	Performance Tracker	Reporting Line	Progress to date	Comment
b) Work with Public Health to develop new approaches to enablement and adaptations for disabled people.	1. Number & value of grants delivered	Group Manager Environmental & Housing Services		Between 1 April and 30 June 2015, a total of 26 grants have been approved to a value of £140,778.
	2. Monitor development of new approach	Group Manager Environmental & Housing Services		An Overview and Scrutiny working group will commence a review of the council's approach to dealing with disabled facilities grants, their first meeting being in September. Officers continue to participate in the Gloucestershire Disabled Facilities Grant Forum which is inputting to how the government's new Better Care Fund will be spent locally. Through the council's involvement with the Safe at Home, home improvement agency contract officers are currently involved in discussions regarding the possible shape of any future contract.

Key Performance Indicators 2015-16

Quarter 1 Progress Report

Appendix 2

Key:

Traffic light icons:

- ☺ PI on or above target
- ☹ PI below target but likely to achieve end of year target
- ⊗ PI significantly below target and unlikely to achieve target

■ Data not available or required to report

Direction of Travel - comparing current performance with previous years outturn

KPI no.	KPI description	Outturn 2014-15	Target 2015-16	Outturn Q1 2015-16	Outturn Q2 2015-16	Outturn Q3 2015-16	Outturn Q4 2015-16	Direction of Travel	Traffic light icon	Comment	Portfolio Lead / Group Manager
State of the borough indicators											
54 1	Employment rate 16-64 year olds	78%	■	83.7%	■	■	■	■	■	This is higher than the county rate of 79.2% and national rate of 72.7%. Source ONS (Apr 2014 – March 2015)	Leader Member Economic Development / Julie Wood
2	Claimant unemployment rate	1%	■	1%				■	■	This represents a claimant count of 497. It is currently just below the county rate which is currently 1.1% Source ONS June 2015	Lead Member Economic Development / Julie Wood

Key Performance Indicators 2015-16

Quarter 1 Progress Report

Appendix 2

KPI no.	KPI description	Outturn 2014-15	Target 2015-16	Outturn Q1 2015-16	Outturn Q2 2015-16	Outturn Q3 2015-16	Outturn Q4 2015-16	Direction of Travel	Traffic light icon	Comment	Portfolio Lead / Group Manager
3	Benefits caseload: a) Housing Benefit b) Council Tax Support	4056 4785		4,092 4,721						The housing benefit caseload has risen slightly over the first quarter. The early indication for July is that the caseload is starting to fall again. Council Tax Support caseload has fallen and continues to reflect the downward trend over the last twelve months.	Lead Member Finance and Asset Management / Richard Horton
5	Number of anti-social behaviour incidents	2508		615				↑		Decrease of 9% on incidents from previous year number of ASB incidents QT1 2014/ 15 = 676. The 12 month rolling total to July 2014 confirms a 10.9% decrease.	Lead Member Community/ Val Garside
5	Number of overall crime incidents	2673		782				↓		There is a significant increase in incidents reported at the same time last year (622). The 12 month rolling total as at July 2015 confirms a 8.44% increase overall. *Reason for increase is likely to be public more confident in reporting incidents of crime following police amendments to receiving calls, reporting and recording process changes. Changes to allocations of incidents now being classed as crime, may be "decrimed" later in the year which will see figures	Lead Member Community/ Val Garside

Key Performance Indicators 2015-16

Quarter 1 Progress Report

Appendix 2

KPI no.	KPI description	Outturn 2014-15	Target 2015-16	Outturn Q1 2015-16	Outturn Q2 2015-16	Outturn Q3 2015-16	Outturn Q4 2015-16	Direction of Travel	Traffic light icon	Comment	Portfolio Lead / Group Manager
										fluctuate. Increase is in line with national statistics.	
6	Total number of homeless applications presented	124		35						Slight increase on this quarter last year and on quarter 4 of 2014/15, which were both reported at 31.	Lead Member Health and Wellbeing/ Val Garside
50	Total number of homeless applications accepted	88		17						This is lower than the number of applications reported in Q1 2014/15, which was 22 and quarter 4 2014/15, which was 20. It is hoped that a stronger emphasis on homeless prevention will reduced the number of overall homeless acceptances.	Lead Member Health and Wellbeing/ Val Garside

Key Performance Indicators 2015-16

Quarter 1 Progress Report

Appendix 2

8	Total number of active applications on the housing register	1729 928 -1 Bed		1665 871 – 1 bed						<p>The number of overall active housing waiting list applications has fallen on last quarter by 64 households. The number of one bedroom applicants has fallen by 57 households.</p> <p>The fall in applications is likely to be accounted for in part by the 58 new builds were let during this period – 14 of which were one bedroom properties. One bedroom applications also include a number of older people and there is a high level of property turnover in this age group due to mortality and it is likely that these applicants have been accommodated in existing stock or gone into nursing care.</p>	Lead Member Health and Wellbeing/ Val Garside
		569 -2 beds		563 – 2 bed							
		160 – 3 beds		162 – 3 bed							
		54 – 4 beds		57 – 4 bed							
		16 -5 beds		10 – 5 bed							
		2 – 6 beds		2 – 6 bed							

57

Key Performance Indicators 2015-16

Quarter 1 Progress Report

Appendix 2

KPI no.	KPI description	Outturn 2014-15	Target 2015-16	Outturn Q1 2015-16	Outturn Q2 2015-16	Outturn Q3 2015-16	Outturn Q4 2015-16	Direction of Travel	Traffic light icon	Comment	Portfolio Lead / Group Manager
Council Plan Priority: Use resources effectively and efficiently											
9	Percentage of creditor payments paid within 30 days of receipt	93.71%	93.00%	94.54%				↑	☺	The Finance department try to clear all invoices passed for payment twice a week to ensure payment times are kept to a minimum.	Lead Member Finance and Asset Management /Simon Dix
58 10	Outstanding sundry debt in excess of 12 months old	£49,735	£50,000	£39,450				↑	☺	Many old debts are still proactively chased and are on payment plans.	Lead Member Finance and Asset Management /Simon Dix
11	Average number of sick days per full time equivalent	8.67	7.00	1.23				↑	☺	The number of sick days during Q1 this year totals to 205.4. Equating to 4.96 days per employee per year. (6.96 days per employee in the previous year in Q1). Absence Management triggers were revised at the end of March 2015. This is due to staff who were on long term sickness absence returning to work within this quarter.	Lead Member Organisational Development / Graeme Simpson

Key Performance Indicators 2015-16

Quarter 1 Progress Report

Appendix 2

KPI no.	KPI description	Outturn 2014-15	Target 2015-16	Outturn Q1 2015-16	Outturn Q2 2015-16	Outturn Q3 2015-16	Outturn Q4 2015-16	Direction of Travel	Traffic light icon	Comment	Portfolio Lead / Group Manager
12	Percentage of 'major' applications determined within 13 weeks or alternative period agreed with the applicant	82.05%	80%	75%				↓	☹️	<p>Performance down on last year. Reduction in performance due to capacity issues within the Development Management team and high number of major planning appeals affecting senior officer capacity in particular.</p> <p>Government use this measure (over a rolling period of 2 years) to decide whether a council needs to be put in 'special measures'. The target is 50% which we are easily exceeding at this time.</p>	Lead Member Built Environment/ Julie Wood
59											
13	Percentage of 'minor' applications determined within 8 weeks or alternative period agreed with the applicant	90%	90%	70.91%				↓	☹️	<p>Significant reduction in performance due to capacity issues within the Development Management team following turnover in staff. Most posts now filled however the Review of Development Management will be likely to hinder the team's ability to meet target by year end. The aim of the Review is however to help maximise performance going forward.</p>	Lead Member Built Environment/ Julie Wood

Key Performance Indicators 2015-16

Quarter 1 Progress Report

Appendix 2

KPI no.	KPI description	Outturn 2014-15	Target 2015-16	Outturn Q1 2015-16	Outturn Q2 2015-16	Outturn Q3 2015-16	Outturn Q4 2015-16	Direction of Travel	Traffic light icon	Comment	Portfolio Lead / Group Manager
14	Percentage of 'other' applications determined within 8 weeks or alternative period agreed with the applicant	90.28%	90%	79.67%				↓	☹	See comment above. Whilst the Review is likely to affect performance, given the current position it is likely that target will be reached by year end.	Lead Member Built Environment/ Julie Wood
15 60	Average number of days to process new benefit claims	18.75	15.00	15.31				↑	☺	Following the Revenue and Benefits review, excellent progress has been made on new claims progressing. The turnaround times are at our best ever performance. Following this success the Benefits team have been nominated for a Benefits team of the year award, by The Institute of Revenues Rating & Valuation (IRRV) 2015 Performance awards.	Lead Member Finance and Asset Management /Richard Horton
16	Average number of days to process change in circumstances	10.51	10.00	7.21				↑	☺	Following the Revenue and Benefits review, excellent progress has been made with processing changes in circumstances. The turnaround times are at our best ever performance.	Lead Member Finance and Asset Management / Richard Horton

Key Performance Indicators 2015-16

Quarter 1 Progress Report

Appendix 2

17	Percentage of council tax collected	98.03%	98.00%	29.43%					↑	☺	Council Tax collection is holding steady. The number of new properties being built in the Borough continues to rise. We have an additional £1.06 million in council tax to collect over last year. So far we have collected an additional £240,000 above last year's collection.	Lead Member Finance and Asset Management / Richard Horton
KPI no.	KPI description	Outturn 2014-15	Target 2015-16	Outturn Q1 2015-16	Outturn Q2 2015-16	Outturn Q3 2015-16	Outturn Q4 2015-16	Direction of Travel	Traffic light icon	Comment	Portfolio Lead / Group Manager	
61 18	Percentage of NNDR collected	98.72%	98.00%	33.34%					↑	☺	Business rates collection remains high. The impact of the Virgin Media case has had a negative affect on collection for a while as the Borough Council has had to refund £7.5 million following the massive reduction in rateable value on one of the Virgin Media assessments. The knock on has been a considerable reduction in the amount of business rates we have to collect. Seeing a fall of £1 million pounds on our net debit.	Lead Member Finance and Asset Management / Richard Horton

Key Performance Indicators 2015-16

Quarter 1 Progress Report

Appendix 2

19	Total enquires logged by the Area Information Centres (AIC)	1539		514						These figures are based on attendance so far this year (April – June 2015), and are an increase in relation to Q1 2014/15, which was 364. The breakdown for Q1 2015/16 is as follows: Bishops Cleeve : 108 Brockworth: 235 Churchdown: 84 Winchcombe: <u>87</u> Total 514	Lead member Customer Focus/ Graeme Simpson
KPI no.	KPI description	Outturn 2014-15	Target 2015-16	Outturn Q1 2015-16	Outturn Q2 2015-16	Outturn Q3 2015-16	Outturn Q4 2015-16	Direction of Travel	Traffic light icon	Comment	Portfolio Lead / Group Manager
Council Plan Priority: Promote economic development											
20	Number of business births	440 (2013 figure)								The 2014 figures should be released in November 2015.	Lead Member Economic Development /Promotion / Julie Wood
21	Number of business deaths	305 (2013 figure)								Source: ONS Business demography	Lead Member Economic Development /Promotion / Julie Wood

Key Performance Indicators 2015-16

Quarter 1 Progress Report

Appendix 2

KPI no.	KPI description	Outturn 2014-15	Target 2015-16	Outturn Q1 2015-16	Outturn Q2 2015-16	Outturn Q3 2015-16	Outturn Q4 2015-16	Direction of Travel	Traffic light icon	Comment	Portfolio Lead / Group Manager
22	Number of visitors to Tewkesbury Tourist Information Centre (TIC)	34,077	31,500	9,441				↓	☹	<p>Numbers have decreased by 889 visitors compared to quarter 1 in 2014/15 , with last years figure totalling to 10,330.</p> <p>Following extensive consultation with local businesses, residents and visitors, and an in-depth analysis of vistor numbers, we have introduced a range of new measures and initiatives to help the centre become more appealing to visitors. For example we are developing a new website, we've introduced a passport scheme to work with other attractions within the town.</p> <p>The heritage centre now opens for free and we are building a network of local volunteers to help support the existing staff in running the facility, with a particular focus to enable the heritage centre and TIC to be open more often in the future.</p>	Lead Member Economic Development /Promotion / Julie Wood
23	Number of visitors to Winchcombe Tourist Information Centre (TIC)	9,131	11,200	3,758				↑	☺	<p>Numbers have increased by 402 vistor compared to last year's quarter 1 figures. This is partial due to works being carried out on the Town Hall being completed.</p>	Lead Member Economic Development /Promotion / Julie Wood

Key Performance Indicators 2015-16

Quarter 1 Progress Report

Appendix 2

KPI no.	KPI description	Outturn 2014-15	Target 2015-16	Outturn Q1 2015-16	Outturn Q2 2015-16	Outturn Q3 2015-16	Outturn Q4 2015-16	Direction of Travel	Traffic light icon	Comment	Portfolio Lead / Group Manager
Council Plan Priority: Improve recycling and care for the environment											
24	Percentage of waste recycled or composted	51.08%	52%	51.85%				↑	☹️	A change in the growing season saw a reduction in garden waste sent for composting across the county. Compared to last year Q1, the tonnage is reduced 150 tonnes despite no drop in customer numbers subscribed to the service. The food waste and recycling tonnage is also on a gradual decline of 40 tonnes and 80 tonnes respectively. A campaign about food waste and also the delivery of recycling calendars will provide residents with more information about the recycling services and encourage them to recycle more. If successful, an increase in recycling and reduction in waste to landfill will show in Q3 onwards.	Lead Member Clean and Green Environment/ Val Garside
64 25	Residual household waste collected per property in kgs	428kg	450kg	112kg				↔	☹️		Lead Member Clean and Green Environment/ Val Garside

Key Performance Indicators 2015-16

Quarter 1 Progress Report

Appendix 2

KPI no.	KPI description	Outturn 2014-15	Target 2015-16	Outturn Q1 2015-16	Outturn Q2 2015-16	Outturn Q3 2015-16	Outturn Q4 2015-16	Direction of Travel	Traffic light icon	Comment	Portfolio Lead / Group Manager
26 65	Number of reported enviro crimes	1012	850	305				↓	☹	<p>305 reported incidents for the Q1 period broken down as;</p> <ul style="list-style-type: none"> Noise – 69 (45) Dog fouling – 12 (5) Fly tipping – 205 (79) Abandoned vehicles- 19 (16) <p>(previous year Q4 figures in brackets).</p> <p>All areas saw increases since the previous quarter. Environmental health are taking positive steps to combat the issues, including promotion and enforcement, as detailed in the performance tracker.</p> <p>A recommendation from the enviro crimes working group was to receive quarterly information from town and parish councils on dog fouling complaints. A total of 4 complaints were received in Q1.</p>	Lead Member Clean and Green Environment/ Val Garside

Key Performance Indicators 2015-16

Quarter 1 Progress Report

Appendix 2

KPI no.	KPI description	Outturn 2014-15	Target 2015-16	Outturn Q1 2015-16	Outturn Q2 2015-16	Outturn Q3 2015-16	Outturn Q4 2015-16	Direction of Travel	Traffic light icon	Comment	Portfolio Lead / Group Manager
Council Plan Priority: Provide customer focused community support											
27	Total number of people assisted within the borough by Citizens Advice Bureau (CAB)	1457		380						<p>The 380 people raised 640 issues – the majority relating to benefits, debt, employment, housing and relationships.</p> <p>Of the 380 clients CAB seen heaviest demand from residents living in Brockworth (60 clients =16%), Priors Park (39= 10%), Northway (30 clients = 8%) and Cleeve St Michaels (30 clients = 8%). The 4 wards represent 159 (42%) of clients seen. The inclusion St Johns (28 clients = 7%) and Mitton (25 clients = 6%) would result in a representation of 56% of clients seen</p>	Lead Member Economic Development /Promotion / Julie Wood
28	Financial gain to clients resulting from CAB advice	£422,869		£59,317						<p>Clients have benefitted from £59,317 of financial gains, of which £42,133 represent increases in disposable incomes.</p>	Lead Member Economic Development /Promotion / Julie Wood

Key Performance Indicators 2015-16

Quarter 1 Progress Report

Appendix 2

KPI no.	KPI description	Outturn 2014-15	Target 2015-16	Outturn Q1 2015-16	Outturn Q2 2015-16	Outturn Q3 2015-16	Outturn Q4 2015-16	Direction of Travel	Traffic light icon	Comment	Portfolio Lead / Group Manager
67	Food establishments in area broadly compliant with food hygiene regulations (%)	90.44%	94%	91.49%				↑	☹	<p>Although the target has not been achieved this quarter, the outturn is an improvement on the Q4 figure of 90.44%, where there were 41 unrated commercial premises.</p> <p>The environmental health section is now concentrating on reducing the numbers of unrated commercial premises, it was reported that there were 33 at the end of this quarter, Q1 2015/16.</p> <p>During Q1 2015/16 there is a total of 893 commercial premises where the following was found:</p> <ul style="list-style-type: none"> • Broadly Compliant Commercial Premises- 817 • Non-compliant Commercial Premises- 43 • Un-rated Commercial Premises- 33 	Lead Member Clean and Green Environment/ Val Garside

Key Performance Indicators 2015-16

Quarter 1 Progress Report

Appendix 2

Council Plan Priority: Develop housing relevant to local needs											
KPI no.	KPI description	Outturn 2014-15	Target 2015-16	Outturn Q1 2015-16	Outturn Q2 2015-16	Outturn Q3 2015-16	Outturn Q4 2015-16	Direction of Travel	Traffic light icon	Comment	Portfolio Lead / Group Manager
68 30	Number of affordable homes delivered	145	150	46				↑	😊	<p>Quarter 1 completions are slightly higher than anticipated following building delays in 2014-15 reducing last year's completions to 145 from 159 that was submitted. Two sites were reported to us incorrectly in June showing completions in March when actually the build had slipped into the next financial year.</p> <p>This quarter therefore sees 46 affordable homes built, of which:</p> <ul style="list-style-type: none"> • 5 social rented • 31 Affordable Rent • 10 Shared Ownership <p>Whilst we hope that 188 new affordable homes will be completed for occupation, slippages may affect the delivery this year and therefore may be delivered in the next financial year.</p>	Lead Member Health and Wellbeing/ Val Garside

Key Performance Indicators 2015-16

Quarter 1 Progress Report

Appendix 2

31	Total number of homeless prevention cases	94		44						A very positive quarter for successful homeless prevention cases- we hope to consolidate on this in the forthcoming year – particularly following the re-introduction of the deposit and rented in advance (RIA) scheme.	Lead Member Health and Wellbeing/ Val Garside
----	---	----	--	----	--	--	--	--	--	--	--

Appendix 3 - Analysis of Budget by Group Manager Unit

	Full Year Budget	Q1 Budget Position	Q1 Actual Position	Budget Under / (over) spend	Budget Variance %	Notes
Chief Executive	0	59,154	57,731	1,423	2	
Employees	233,683	58,219	56,905	1,314	2.3	
Premises	0	0	0	0	0.0	
Transport	2,280	258	226	32	12.4	
Supplies & Services	2,560	677	600	77	11.3	
Payments to Third Parties	0	0	0	0	0.0	
Support Services	(238,523)	0	0	0	0.0	
Income	0	0	0	0	0.0	
Deputy Chief Executive	0	28,845	28,369	476	2	
Employees	109,658	27,397	27,404	(7)	(0.0)	
Premises	0	0	0	0	0.0	
Transport	2,450	614	780	(166)	(27.1)	
Supplies & Services	3,540	834	185	650	77.9	
Support Services	(115,648)	0	0	0	0.0	
Income	0	0	0	0	0.0	
One Legal	0	269,828	248,189	21,639	8	
Employees	802,042	272,599	269,172	3,427	1.3	
Premises	0	0	0	0	0.0	
Transport	17,730	6,200	2,445	3,755	60.6	
Supplies & Services	66,487	13,869	17,071	(3,202)	(23.1)	
Payments to Third Parties	9,500	2,615	2,887	(272)	(10.4)	
Support Services	(300,249)	0	0	0	0.0	
Income	(595,510)	(25,455)	(43,386)	17,931	(70.4)	1)
1) One Legal have been undertaking additional works for third party, including UBICO and Cheltenham Borough Homes which has boosted the Quarter 1 income position above the expected income for the first quarter.						
Democratic Services	1,687,302	175,334	194,006	(18,672)	(11)	2)
Employees	229,360	55,989	65,045	(9,056)	(16.2)	
Premises	0	0	1,276	(1,276)	0.0	
Transport	18,610	4,656	3,978	678	14.6	
Supplies & Services	553,859	114,006	122,993	(8,987)	(7.9)	
Payments to Third Parties	30,106	746	1,983	(1,237)	(165.8)	
Support Services	853,008	0	0	0	0.0	
Depreciation	2,609	0	0	0	0.0	
Income	(250)	(63)	(1,269)	1,206	(1,914.3)	
2) At the end of Quarter 1 the budget position in Democratic services is showing a deficit of £19k with deficits in employee costs, supplies and services and other payments to third parties. This is all in relation to the Parliamentary, Borough and Parish elections held in May. Currently both Democratic services and Finance are processing payment requests and additional staff overtime costs in relation to the work undertaken for the elections. Returns to DCLG need to then be completed to recover these costs. It is expected that by Quarter 2 outturn the costs and recovery will be clarified and the budget position improved.						
Corporate Services	515,264	312,954	287,006	25,948	8	3)
Employees	843,110	210,037	187,243	22,794	10.9	
Premises	200	0	0	0	0.0	
Transport	8,610	2,156	1,247	909	42.1	
Supplies & Services	397,353	95,279	87,854	7,425	7.8	
Payments to Third Parties	57,700	6,607	10,740	(4,133)	(62.5)	
Support Services	(832,978)	0	0	0	0.0	
Depreciation	45,769	0	0	0	0.0	
Income	(4,500)	(1,125)	(78)	(1,047)	93.0	

3) Corporate services is the reorganised Group from Business Transformation and Policy and Performance. Savings in staff costs have been recognised as the budget was set assuming that there would be two group managers in 2015/16. Also other staff vacancies have contributed to a saving in Quarter 1. As posts in the new structure are being appointed, the total savings in staff costs over the remainder of the year is expected to reduce.

Environmental and Housing	3,857,961	828,902	789,454	39,447	5	
Employees	991,673	244,303	223,804	20,499	8.4	4)
Premises	5,145	637	24	613	96.3	
Transport	51,970	9,969	9,372	597	6.0	
Supplies & Services	165,916	42,048	41,349	700	1.7	
Payments to Third Parties	3,696,676	1,200,178	1,206,785	(6,607)	(0.6)	
Support Services	516,011	0	0	0	0.0	
Depreciation	72,410	0	0	0	0.0	
Income	(1,641,840)	(668,234)	(691,879)	23,645	(3.5)	5)

4) Savings from vacant posts and maternity leave are helping the positive budget position in Environmental Health, which is completing a restructure of the team and are currently appointing to these posts.

5) Income from Trade and Garden Waste continue to show positive returns in line with previous years. A prudent estimate of income was put in the budget to take account of the move to UBICO from the 1st April, to give flexibility in the budget for the new arrangements between the Council, UBICO and customers to become embedded.

Finance and Asset	1,265,928	487,255	503,568	(16,313)	(3)	
Employees	2,520,734	528,520	519,111	9,409	1.8	
Premises	664,673	262,965	261,601	1,364	0.5	
Transport	10,580	2,653	2,912	(259)	(9.8)	
Supplies & Services	659,739	165,011	159,750	5,261	3.2	
Payments to Third Parties	161,450	39,408	47,294	(7,887)	(20.0)	
Support Services	(836,203)	0	0	0	0.0	
Depreciation	273,946	0	0	0	0.0	
Income	(2,000,156)	(464,093)	(458,202)	(5,891)	1.3	
Treasury Mg Activity	(188,835)	(47,209)	(28,898)	(18,311)	38.8	6)

6) Treasury Mgt activity is showing a negative position against the budget. The main reason for this is the impact of the Virgin Media refund which has depleted cash balances held in investment funds. The impact is a significant reduction in the interest that the council has received from the investments held. This is a known variance and a reserve was set aside at the previous year end to cover the lost income.

Revenues and Benefits	829,395	4,101,490	4,089,598	11,891	0	
Employees	798,178	198,789	193,746	5,043	2.5	
Transport	11,610	2,904	2,482	422	14.5	
Supplies & Services	141,242	18,045	16,196	1,849	10.2	
Payments to Third Parties	26,750	82	215	(133)	(161.8)	
Transfer Payments - Benefits Service	19,665,790	4,040,177	4,039,317	860	0.0	
Support Services	416,299	0	0	0	0.0	
Depreciation	9,247	0	0	0	0.0	
Income	(20,239,721)	(158,507)	(162,357)	3,849	(2.4)	

Development Services	1,264,095	(124,642)	(219,538)	94,896	(76)	
Employees	1,331,697	319,832	315,921	3,911	2.7	
Premises	50,376	6,041	6,191	(150)	(8.9)	
Transport	45,720	11,439	9,156	2,283	16.7	
Supplies & Services	363,037	59,180	56,587	2,593	(6.4)	
Payments to Third Parties	215,410	7,782	5,252	2,530	10.9	
Support Services	352,782	0	0	0	0.0	
Depreciation	39,897	0	0	0	0.0	
Income	(1,134,824)	(528,916)	(612,644)	83,728	(0.6)	7)

7) Planning income from both standard applications and also from pre-planning advice is significantly above the budgeted income for the first quarter.

Appendix 4 - Analysis of Capital Budget

	Profile Budget to Q1	Expenditure to Q1	(Over) / Under spend to Q1	% Slippage
Council Land & Buildings	834,238	840,360	(6,122)	(1)
Equipment	35,000	38,009	(3,009)	(9)
Capital Investment Fund	0	0	0	0
Community Grants	102,556	46,232	56,324	55
Housing & Business Grants	187,250	417,115	(229,865)	(123)
	1,159,044	1,341,716	(182,672)	-16

Appendix 5 - Revenue Reserves for 15/16

Reserve	Balance 31st March 2015	Movement on Reserve Quarter 1	Reserve Remaining	Note
Asset Management Reserve	£296,128	£4,312	£291,816	
Borough Regeneration Reserve	£54,000	£3,523	£50,477	
Business Rates Reserve	£5,433,063	£0	£5,433,063	
Business Support Reserve	£105,554	£825	£104,729	
Business Transformation Reserve	£339,822	£10,367	£329,455	
Community Safety Reserve	£2,532	£6	£2,526	
Community Support Reserve	£15,000	£0	£15,000	
Elections Reserve	£9,892	£0	£9,892	
Flood Support and Protection Reserve	£409,230	£47,000	£362,230	1
Health & Leisure Development Reserve	£19,757	£500	£19,257	
Housing & Homeless Reserve	£41,260	£4,471	£36,789	
Interest Equalisation Reserve	£150,000	£0	£150,000	
MTFS Equalisation Reserve	£68,178	£0	£68,178	
Organisational Development Reserve	£38,868	£8,226	£30,642	
Development Management Reserve	£243,210	£33,729	£209,481	
Development Policy Reserve	£470,330	£34,703	£435,627	
Risk Management Reserve	£47,442	£8,415	£39,027	
Transport Initiatives Reserves	£193,800	£178,800	£15,000	2
Waste & Recycling development Reserve	£125,000	£58,468	£66,532	3
Uncommitted contingency reserve	£0	£0	£0	
Horsford Reserve	£30,462	-£8,788	£39,250	
Mayors Charity Reserve	£12,436	-£1,924	£14,360	
Planning Obligations Reserve	£2,011,850	£103,220	£1,908,630	4
General Fund Working Balance	£450,000	£0	£450,000	
Totals	£10,567,814	£485,853	£10,081,961	

Notes to Reserves

- 1 Expenditure of external funding to support recovery following floods in Winter 2014
- 2 External funding for transport studies passed to Gloucestershire County Council
- 3 One off costs associated with joining Ubico Ltd
- 4 Net position of planning obligations. Includes payment of £125,000 for Tewkesbury Nature Reserve.