

9 October 2017

<b>Committee</b>	Overview and Scrutiny
<b>Date</b>	Tuesday, 17 October 2017
<b>Time of Meeting</b>	4:30 pm
<b>Venue</b>	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 (during office hours staff should proceed to their usual assembly point; outside of office hours proceed to the visitors' car park). 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.



	<b>Item</b>	<b>Page(s)</b>
<b>3.</b>	<b>DECLARATIONS OF INTEREST</b>	
	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.	
<b>4.</b>	<b>MINUTES</b>	1 - 13
	To approve the Minutes of the meeting held on 5 September 2017.	
<b>5.</b>	<b>CONSIDERATION OF THE EXECUTIVE COMMITTEE FORWARD PLAN</b>	14 - 18
	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.	
<b>6.</b>	<b>OVERVIEW AND SCRUTINY COMMITTEE WORK PROGRAMME 2017/18</b>	19 - 24
	To consider the forthcoming work of the Overview and Scrutiny Committee.	
<b>7.</b>	<b>GLOUCESTERSHIRE POLICE AND CRIME PANEL UPDATE</b>	
	To receive an update from the Council's representative on matters considered at the last meeting.	
<b>8.</b>	<b>GLOUCESTERSHIRE HEALTH AND CARE OVERVIEW AND SCRUTINY COMMITTEE UPDATE</b>	
	To receive an update from the Council's representative on matters considered at the last meeting.	
<b>9.</b>	<b>GLOUCESTERSHIRE JOINT WASTE COMMITTEE 2017/18 BUSINESS AND ACTION PLAN UPDATE</b>	25 - 48
	To consider the progress made in relation to the 2017/18 Gloucestershire Joint Waste Committee Action Plan.	
<b>10.</b>	<b>TEWKESBURY BOROUGH COUNCIL WASTE &amp; RECYCLING COLLECTION SERVICES POLICY AND PROCEDURES</b>	49 - 63
	To consider the Tewkesbury Borough Council Waste & Recycling Collection Services Policy and make a recommendation to Executive Committee	
<b>11.</b>	<b>ENVIRONMENTAL CRIME ACTION PLAN - UPDATE</b>	64 - 74
	To receive a six month update in relation to enviro-crimes.	

12. **HOUSING, RENEWAL AND HOMELESSNESS STRATEGY REVIEW MONITORING REPORT** 75 - 91

To consider the progress made in respect of the recommendations arising from the Housing, Renewal and Homelessness Strategy Review Action Plan.

**DATE OF NEXT MEETING**

**TUESDAY, 28 NOVEMBER 2017**

**COUNCILLORS CONSTITUTING COMMITTEE**

Councillors: R E Allen (Vice-Chair), P W Awford (Chair), G J Bocking, K J Cromwell, Mrs J E Day, D T Foyle, Mrs P A Godwin, 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 Chair 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, 5 September 2017  
commencing at 4:30 pm**

**Present:**

Chair	Councillor P W Awford
Vice Chair	Councillor R E Allen

**and Councillors:**

G J Bocking, K J Cromwell, D T Foyle, Mrs P A Godwin, Mrs R M Hatton, Mrs P E Stokes,  
P D Surman, M G Sztymiak, H A E Turbyfield and M J Williams

**also present:**

Councillors Mrs S E Hillier-Richardson

**OS.25 ANNOUNCEMENTS**

- 25.1 The evacuation procedure, as noted on the Agenda, was advised to those present.
- 25.2 The Chair welcomed Gareth Edmundson, Managing Director of Ubico, and Rachel Capon and Julie Davies from the Joint Waste Team to the meeting and indicated that they were in attendance for Agenda Item 7 – Ubico Update Report. Councillor Mrs S E Hillier-Richardson was also in attendance for Agenda Item 9 – Tewkesbury Borough News Review Report as a Member of the Working Group that had undertaken the review.

**OS.26 APOLOGIES FOR ABSENCE AND SUBSTITUTIONS**

- 26.1 Apologies for absence were received from Councillors Mrs J E Day and T A Spencer. There were no substitutions for the meeting.

**OS.27 DECLARATIONS OF INTEREST**

- 27.1 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.
- 27.2 There were no declarations made on this occasion.

**OS.28 MINUTES**

28.1 The Minutes of the meeting held on 18 July 2017, copies of which had been circulated, were approved as a correct record and signed by the Chair.

28.2 It was noted that the Council's representative on the Gloucestershire Health and Care Overview and Scrutiny Committee was unable to attend the next meeting on 12 September 2017. No reserve had been nominated at the Annual Council meeting in May and, as such, there was currently nobody to represent the Council at that meeting. Councillor R E Allen indicated that he would like to be the reserve on that Committee. This was duly proposed and seconded and, upon being put to the vote, it was

**RESOLVED** That Councillor R E Allen be appointed as the Council's reserve representative on the Gloucestershire Health and Care Overview and Scrutiny Committee.

**OS.29 CONSIDERATION OF THE EXECUTIVE COMMITTEE FORWARD PLAN**

29.1 Attention was drawn to the Executive Committee Forward Plan, circulated at Pages No. 10-15. 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.

29.2 The Head of Community Services anticipated that he would be taking two additional items to the Executive Committee meeting on 11 October 2017; Waste Policy and Environmental Health Fixed Penalty Notice Policy.

29.3 It was

**RESOLVED** That the Executive Committee Forward Plan be **NOTED**.

**OS.30 OVERVIEW AND SCRUTINY COMMITTEE WORK PROGRAMME 2017/18**

30.1 Attention was drawn to the Overview and Scrutiny Committee Work Programme 2017/18, circulated at Pages No. 16-21, which Members were asked to consider.

30.2 The Head of Corporate Services drew attention to the Public Health Annual Report 2016/17 which was a pending item in the Work Programme following the presentation of the report covering the period 2014/15-2015/16 at the last meeting of the Committee. Rather than bringing it to the Overview and Scrutiny Committee, it was proposed that the 2016/17 report be taken to Council on the basis that it would be of interest to the wider membership and that it was for information as opposed to scrutiny. It was subsequently

**RESOLVED**

1. That the Overview and Scrutiny Committee Work Programme 2017/18 be **NOTED**.
2. That the Public Health Annual Report 2016/17 be removed from the pending items and included on the Agenda for a future meeting of the Council.

**OS.31 UBICO UPDATE REPORT**

- 31.1 The report of the Head of Community Services, circulated at Pages No. 22-31, provided Members with an interim update on the Ubico contract for waste and recycling, street cleaning and grounds maintenance services. Members were asked to consider the 2016/17 outturn and the 2017/18 Quarter 1 performance update.
- 31.2 The Head of Community Services explained that the 2016/17 annual Ubico report provided to the Overview and Scrutiny Committee in May 2017 had not included Quarter 4 figures due to the timings of the report. It had been agreed that, going forward, reports would be prepared for the July Committee meetings to enable full year performance figures to be included and to allow for comparison year on year. Members had requested that an interim report on the performance of Ubico be provided to the September meeting of the Committee, given that the next annual report was not due until July 2018. The high level figures were set out at Page No. 24 of the report and Members who had attended the seminar following the roll-out of the new waste collection service in April would be aware that there had been some issues. Table 2 at Paragraph 3.3.4 of the report showed 2,034 missed bins in Quarter 1 of 2017/18 which surpassed the figure for the previous year; it was noted that there had been 2,240 missed collections for the whole of 2016/17 so this was a significant reduction in performance. Whilst this was common after a service change, any issues were expected to be resolved, and performance to return to normal, within a two month period which had not been the case. At the end of Quarter 1, Officers had met with Ubico to agree an improvement plan which was outlined at Page No. 25, Paragraph 3.3.8 of the report and there had been a considerable improvement in recent weeks. Whilst 150 missed collections per week was a very small percentage of the 86,000 collections across the Borough, for the residents affected by repeated missed collections, this was an unacceptable level of service. Ubico had put considerable resource into the Tewkesbury Borough contract to ensure that the issue was addressed and he was pleased to report there had been 78 missed bins in the last week so it was a steady decline. With regard to grounds maintenance, the Head of Community Services recognised this as an area of concern as there seemed to be no consistency in the work being undertaken or the monitoring of the contract. He was in the process of advertising for a dedicated resource to work with the grounds maintenance supervisors at Ubico to come up with an action plan to address the situation. It was noted that there were currently no meaningful Key Performance Indicators (KPIs) for grounds maintenance which made it difficult for the Council to hold the contractor to account. He hoped to see a considerable improvement in this area over the next six to 12 months, in time for the next growing season. Whilst these were the two areas of concern, it was not all bad news and Page No. 24 of the report showed that recycling had improved for Quarter 1 of 2017/18 with levels above average for the county.

- 31.3 The Environment and Waste Policy Officer explained that Ubico had been carrying out frontline refuse and recycling collections for the Council for the past three years and there had been a significant operational change in April 2017. As the KPIs were currently being reviewed as part of the audit work on client monitoring, the Ubico Commissioner report, attached at Appendix 1 to the report, was in the old format and the collection tonnages had been updated since it had been produced with the most recent figures included at Page No. 24, Paragraph 3.2.3 of the report. Whilst she acknowledged the problems with missed bins collections, the report showed that people were recycling more and sending less to landfill; for Quarter 1 of 2017/18, the residual waste per household for Tewkesbury Borough was 93kg compared to a county average of 113kg and the percentage household waste reused, recycled and composted was 58.44% for Tewkesbury Borough with a county average of 57.92%.
- 31.4 The Contracts Manager (Collection and Street Scene West) from the Joint Waste Team drew attention to Page No. 24, Paragraph 3.3.4 of the report, which set out the type of missed bins and it was noted that the most common was food waste. Whilst there had been no change to the way that service was delivered from a residents' perspective, there was now a separate food waste vehicle for those collections with new crews, rounds and drivers who were not always fully familiar with the areas. As food waste was no longer collected at the same time as refuse, some bins were being reported as missed when the crew had not actually been to collect them. Residents had been reminded via social media to ensure their bins were out by 0700 hours for the different crew collections. A large number of garden waste collections had also been missed; this was a paid service which had led to frustration for residents and 50 people had been issued with refunds since April at a cost of £430. In terms of other factors leading to the missed collections, whilst some were as a result of the changes to rounds, in other cases people had not been included on the Ubico collection list; this was being resolved by Customer Services and Ubico and would be further eradicated when the sticker system was introduced next year. Members were informed that, although there were three garden waste vehicles, the rounds were dedicated to two, with the third being split when needed; round design was being addressed by Ubico. In response to garden crews not always finishing the rounds, she explained that there had been occasions when only two vehicles were being used due to driver shortages; however, Ubico was maintaining three garden waste crews to cope with elevated levels of garden waste and to ensure rounds were completed through the summer and into autumn. The Managing Director of Ubico recognised that there was a national driver shortage but any crew shortages would be due to sickness or a 'no-show' agency driver. This was more of a problem in August when people were on holiday and, as such, there was a greater reliance on agency drivers. Whilst operational decisions may need to be taken on the day to try to complete the rounds, Ubico always ensured rounds were crewed. The Contracts Manager confirmed that an improvement plan was in place and Ubico had provided extra supervision in areas where there had been difficulties. The Head of Community Services pointed out that the driver issue may present a budget pressure for the Council in due course. Some local authorities were offering an enhancement to drivers and, whilst Tewkesbury Borough Council offered competitive rates of pay, it was important that experienced drivers were retained. This would be kept under close review going forward.

- 31.5 With regard to bin deliveries it was noted that Ubico had run out of bins on more than one occasion, impacting on lead times and resources. In accordance with the improvement plan, a person had been appointed to be responsible for maintaining stock levels and extra space had been identified at the depot for storage. Changes had also been made to the bulky waste service which had resulted in a reduction in waiting times from three months to between two and four weeks. This was not directly related to Ubico and was more about working with resources and managing demand. Moving on to street cleaning, the Joint Waste Team would be carrying out a review later in the month which would look at the type of request being received by the Council and forwarded to Ubico to see if they could be dealt with more efficiently. Not everything reported was the responsibility of the Council and therefore they were not all jobs for Ubico, for instance, some may be issues for highways or private landlords. It was hoped that the work would be completed by the end of Quarter 3. It was noted that the figures at Appendix 1 showed 151 reports in respect of street cleaning/litter in Quarter 1 of 2017/18, an increase from 141 in 2016/17, but a lot were duplicate reports, or required no action, so the information was not a true reflection. In terms of fly-tipping, there had been a reduction in the number of reports sent to Ubico for investigation which could be due to the proactive work being carried out by the enforcement team. Whilst Tewkesbury Borough Council was only responsible for removing fly-tips from public highways and Council land, other reports still needed to be processed and referred on; of the 234 reports in Quarter 1 of 2017/18 only 106 were the Council's responsibility which was the same as the previous year. Members were advised that there had been 21 formal complaints in Quarter 1 of 2017/18, which was quite low in all areas with the exception of failure to provide service e.g. repeat missed bins. There had been two reports of damage to property but these had been investigated using the new CCTV equipment on the vehicles and, whilst one had been upheld, the other had demonstrated that the crew had not been there at the time the damage had occurred.
- 31.6 At the Overview and Scrutiny Committee meeting in May, Members had requested more information on financial performance and attention was drawn to the report at Appendix 2 which gave an overview of the waste, recycling and streetscene budgets and the current position to date. This report was also taken to the Joint Waste Committee. The Quarter 3 of 2016/17 forecast was an overspend of £28,000, however, the year-end outturn was more positive with an actual outturn of £7,801 overspend due to staff costs in refuse and recycling. The Quarter 1 of 2017/18 outturn was an overall £8,000 overspend which was leading to a projection of £40,000 by year-end; however, Ubico had indicated that it was managing this and would reduce the overspend during the year as it had done previously.
- 31.7 In terms of upcoming work, the Environment and Waste Policy Officer indicated that improved communications had been identified as a key area in both the Member Seminar and the work done with Ubico to date. She was currently involved in a project with the Asset Manager to develop a bin procurement strategy to ensure there was a framework in place as opposed to making one-off purchases. Work was also underway on an online forms project in order to make them simpler and clearer and the back office systems were being amended to improve communication between the Council and Ubico operational staff, and between the Council and residents. The first stage of this project would go live in September. Ubico was also working with the Council to support the introduction of a garden waste licence system in April 2018 which would provide customers with stickers to place on their bins to identify who had paid for the service. The joint review of the commercial waste service was also in progress. She recognised that there had been some problems but everyone was working together to get them resolved and the reduction in the number of missed bin collections to below 100 per week demonstrated the improvements being made.



- 31.8 The Managing Director of Ubico reiterated that one of the actions in the improvement plan agreed with Ubico was to reduce the number of missed bin collections to less than 100 per week by the end of August with a further 50% reduction by the end of October; with 78 missed bin collections in the previous week, these targets were being achieved and the next challenge would be to maintain this performance. In terms of the resources deployed by Ubico to address the issues, he indicated that he had gone out with a crew to undertake a day of supervision which had been beneficial in terms of identifying why bins might be missed. As part of this, he had sent individuals to areas where more than one bin collection had been missed since April to look at the property and talk to residents to establish why. He had insisted that the managers and supervisors knock on doors and apologise to residents where there had been an unacceptable amount of missed collections. He was pleased the action taken so far was having an effect but accepted there was more to be done and he provided assurance that he would keep pressure on the service to maintain the current level of performance and to make further improvements.
- 31.9 A Member accepted that the change to rounds had been significant and some level of disruption was to be expected; however, repeat missed bins were a concern and he questioned if this was still an issue five months on. The Contracts Manager explained that, whilst the number of missed bins had reduced, it was still occurring. The Customer Services team had been asked to email the depot directly when they were reported, as well as logging them on the system in order for the problem to be addressed straight away. The Managing Director of Ubico advised that there were a number of different scenarios; it could be that a bin was missed for one or two weeks, then collected as normal for another couple of weeks, before being missed again and this could be attributed to an agency driver who was not familiar with the round and particular properties. More stringent measures had been put in place with drivers being briefed when they returned from their rounds. Assisted collections could cause a particular problem as the crews had to go and collect the bins from a particular place and they needed to know where these properties were. There had been a bigger reduction in the number of missed assisted collections which was positive. The Member expressed the view that this situation needed to be monitored closely and he did not feel that it would be acceptable to wait until July 2018 for the next report. This was particularly true in the case of grounds maintenance and he felt that a report was needed when the review had been completed setting out how this frontline service would be monitored. The Head of Community Services recognised that grounds maintenance was a concern and he provided assurance that it was being addressed. The Officer responsible for monitoring the contract had been absent due to sickness for some months and was now leaving the authority so grounds maintenance was being managed between a number of Officers across the Community department. This was a considerable piece of work but he would be happy to bring a report back to the Committee before the growing season in the spring. Another Member questioned whether it was possible to bring in additional resources to clear the backlog. The Head of Community Services advised that he had met with the new supervisor that morning to discuss a contract for clearing the backlog and he hoped he would have the timescales for that within the next day or two. He explained that a key member of staff had recently retired from Ubico and unfortunately had taken with him a lot of knowledge about the grounds maintenance service which had not been recorded; this was a completely unacceptable situation and effectively meant that the service had to be rebuilt which was a fairly significant project and Ubico had brought in additional resources to do that. The Managing Director of Ubico recognised that this was not an excuse but the most important thing was building resilience going forward and putting mechanisms in place to maintain the service. He had tasked the Senior Operations Manager with tackling this and Ubico would be engaging with the Council in order to come up with a clear framework for both

parties.

- 31.10 In terms of missed bin collections, a Member expressed the view that some members of the public had not realised the food waste was now being collected separately and therefore they were reporting missed bins when in reality they had not actually been collected yet. The Environment and Waste Policy Officer explained that the online form project would mean that data could be captured at the point of someone reporting a missed bin so Customer Services would be able to ask more questions to establish whether it was a genuine missed collection before it was reported. The Managing Director of Ubico went on to indicate that a lot of missed collections were straightforward and to do with placement of bins e.g. a food waste caddy behind another bin or five or six bins being located in a particular area. Notwithstanding this, one or two missed bins had been reported in areas he had visited with the crews when he knew this was not the case and had taken photographs of the bins that had been presented so he recognised that some of the reports could be down to residents being unfamiliar with the new system. A Member recognised that these were valid reasons but he pointed out that there was more than one crew member and he questioned why they did not tell the driver when a bin had been missed. The Managing Director of Ubico accepted this point and confirmed that every effort was made to put agency drivers with experienced loaders.
- 31.11 A Member questioned whether the improvement in recycling rates was sustainable and was advised that the figures did tend to be higher during spring/summer due to increased garden waste and it was likely that there would be reduction from the 58.44% in Quarter 1 of 2017/18 by the end of the year, although it was hoped that 55% could be achieved. A Member queried whether certain areas tended to be better at recycling than others and was informed that there could be difficulties in places with bin stores and communal recycling areas, however, there were more likely to be problem people than particular places. The main way of tackling this was through the provision of consistent information and encouragement.
- 31.12 A Member went on to draw attention to Page No. 25, Paragraph 3.3.10 of the report, which seemed to suggest that garden crews did not always finish their rounds and he sought an explanation as to why this was the case. The Contracts Manager explained that there were two garden waste rounds which took place all year, however, a third vehicle had been procured to cope with seasonal demand and potential future growth through new housing developments. This vehicle had not been used consistently so far but, as part of the improvement plan, Ubico was committed to using the third vehicle throughout the year. It was noted that drivers were only able to work a set number of hours per day; whilst the rounds were achievable within these hours, there may be occasions where they could not be completed, for example, if there was an agency driver, or if a large number of bins were presented on that particular day. Furthermore, the tipping facility for garden waste closed at a certain time and drivers were not permitted to tip the following day as garden waste could not be stored on vehicles overnight.
- 31.13 A Member expressed concern that the reporting system did not currently provide an update on what was being done to address the issue; this was particularly difficult for Members reporting incidents on behalf of local residents. The Contracts Manager explained that, during Quarter 1 of 2017/18, a paint spillage had been reported 16 times; at the point of reporting, it was unclear whether this was a job for Ubico. In this instance, the ability to self-serve was not particularly helpful. As such, it was planned to start from the beginning and reassess the service which would be linked to the online forms project.

- 31.14 With regard to the improvement plan agreed with Ubico, a Member was of the view that the aim to reduce missed bin collections did not go far enough; the average for 2016/17 was 43 and it was important to improve on that. In terms of KPIs, the current target for bin collections was 99%; a reduction to below 50 per week would equate to 0.09% missed bins and therefore a more realistic target would be for 99.9% bin collections. The Head of Community Services agreed that the KPIs needed to be reviewed; however, he felt that improving upon the 2016/17 performance may be unachievable. He stressed that 65% of the borough had experienced changes to the waste collection service and, therefore, parity with the previous year would make more sense, although he took the point that Members were looking for improvement. The Managing Director of Ubico provided assurance that he was looking for continuous improvement; however, it was important that the targets in the improvement plan were set at an achievable level and that Ubico did not commit to something it could not deliver. After the October target to reduce the number of missed bin collections by a further 50% had been achieved, this would need to be maintained and improved further.
- 31.15 A Member queried what the reason was behind the reduction in fly-tipping and was advised that a lot of enforcement work had been carried out by Tewkesbury Borough Council. There had generally been an increase in fly-tipping, both on a county and national level, so this was a positive result. In response to a query, the Contracts Manager explained that large scale, skip-size fly-tips were common which suggested waste operators, who may be acting illegally, and this information was fed back to the Environment Agency.
- 31.16 The Chief Executive thanked the representatives from Ubico and the Joint Waste Team for attending the meeting and felt that it had been particularly helpful to have a discussion about the issues that had been faced over the past six months. He stressed that everyone was striving for improvement, and wanted the waste service to be the best it could possibly be, and he hoped that impression had come across to Members. He reiterated the enormous amount of change that had taken place over the last year in terms of round changes and vehicle procurement as well as changes to several significant Officers within the Council, Ubico and Joint Waste Team. He thanked Members for their involvement and felt that it would make sense to bring an update report to the March meeting of the Overview and Scrutiny Committee, prior to the annual update in July 2018. It was subsequently
- RESOLVED**
1. That the Ubico update report be **NOTED**.
  2. That an update report in respect of bin collections and grounds maintenance to be brought to the Overview and Scrutiny Committee on 20 March 2018.

## **OS.32 PERFORMANCE REPORT - QUARTER 1 2017/18**

- 32.1 The report of the Head of Corporate Services, circulated at Pages No. 32-69, attached performance management information for Quarter 1 of 2017/18. The Overview and Scrutiny Committee was asked to review and scrutinise the performance information and, where appropriate, identify any issues to refer to the Executive Committee for clarification or further action to be taken.
- 32.2 Members were advised that this was the first quarterly monitoring report for 2017/18 and progress against delivering the objectives and actions for each of the Council Plan priorities was reported through the Performance Tracker, attached at Appendix 1 to the report. Key actions for the quarter were highlighted at Paragraph 2.3 of the report and included: installation of signage for three walks in Tewkesbury; introduction of a new business grants scheme; appointment of Thinking Places to create a vision for the Junction 9 area and BDP to produce a

masterplan; successful business event held at Porsche at Junction 9, including the launch of a new business video; 59 affordable homes built across the borough; four successful fly-tipping prosecutions; and securing a tenant for a third of the Public Service Centre top floor. Due to the complex nature of the actions being delivered, it was inevitable that some would not progress as smoothly or quickly as envisaged and Paragraph 2.4 of the report highlighted a delay with the review of the discretionary trade waste service. Members were informed that the Association of Public Service Excellence (APSE) review, commissioned by Ubico, was in the final stages and should be with the Council by the end of August. In terms of Key Performance Indicators (KPIs), Members were informed that the status of each indicator was set out at Paragraph 3.2 of the report. Of the 16 indicators with targets, 13 indicators were performing better than the previous year with only three performing worse than the previous year. Areas of interest included: KPIs 13 and 15 relating to the determination of major and 'other' planning applications which were exceeding target; KPI 22 in relation to the processing of new benefit claims which was at 13.22 days compared to the national average of 21 days; and KPI 28 in respect of sickness absence which had fallen, reducing the number of working days lost by 75.5%. With regard to KPI 27, number of overall crime incidents, it was noted that there had been a 15% increase in overall crime compared to Quarter 1 of 2016/17; however, crime levels in the borough were not significantly high generally.

32.3 During the debate which ensued, the following queries and comments were made in relation to the Performance Tracker:

**Priority: Finance and Resources**

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|---|---|
| <p>P42 – Objective 4 – Action a)<br/>Put in place a plan to regenerate Spring Gardens – A Member queried whether this was on track.</p>   | <p>Members were informed that a report would be taken to the Executive Committee in October/November setting out the proposed steps forward including the potential appointment of a development partner to move this forward in the New Year. It was currently on track in terms of timescales.</p>  |
| <p>P42 – Objective 4 – Action b)<br/>Deliver the Council's asset plan – A Member raised concern that it had come to light at an East Area Place Programme Meeting that Officers were unclear as to who owned the assets in certain areas.</p> | <p>The Head of Finance and Asset Management provided assurance that the Asset Management Team had identified everything owned by the Council at every location across the borough and work was being done to make this available to assist with grounds maintenance going forward. Notwithstanding this, Officers did not necessarily know what was owned by others and work was ongoing with the County Council and NHS to plot this information on one system</p> |

P42 – Objective 4 – Action b)  
Deliver the Council’s asset plan – A Member sought an update on disposal of the garage sites and questioned when work would be started on the Vineyards play area. He also raised concern that the installation of the three walks signage was incomplete as the old signage had not been removed.

The Head of Finance and Asset Management confirmed that work on the Vineyards had now started in earnest and the old signage had been removed in relation to the three walks. In terms of the disposal of the garage sites, this was dependent upon the capacity within the Asset Management Team; unfortunately it had not happened as quickly as hoped but a plan was in place to go to the market in the New Year.

### **Key Performance Indicators for Priority: Finance and Resources**

P42 – KPIs 1 and 2 – Percentage of creditor payments paid within 30 days of receipt and outstanding sundry debt in excess of 12 months old – A Member questioned whether the arrow was showing a positive or negative performance and whether the debt for £10,973 was likely to be recovered.

The Head of Finance and Asset Management confirmed that performance was very positive with 95.18% of payments within 30 days during Quarter 1 of 2017/18 compared to a target of 94%. In terms of the sundry debt outstanding, the debt for £10,973 was close to resolution and he was confident of receiving the sum in due course. The total for the quarter was £38,317 and it was noted that this was a low figure having been reduced from approximately £120,000 a few years earlier.

P43 – Objective 1 – Action a)  
Seek approval and implement year one of the Economic Development and Tourism Strategy – A Member questioned whether Officers were aware of the Gwinnett family tomb in Down Hatherley which had been used to launch the Gloucestershire History Festival.

The Head of Development Services indicated that she had been looking at a number of tourism assets across the borough and, whilst she was not aware of that particular asset, she would include it in her work to see what could be done on a wider scale.

### **Priority: Customer Focused Services**

P56 – Objective 3 – Action a)  
Deliver the Public Services Centre refurbishment project – A Member raised concern regarding parking at the site and sought assurance this was being addressed.

Members were advised that parking was being considered and a final scheme design for the depot was currently being considered to establish how many spaces could be provided. If there was a need for additional parking, there were some areas around the Council Offices site which could be appropriate if necessary. Assurance was provided that Officers were well aware of the issue and would be taking it forward.

32.4 At the Overview and Scrutiny Committee's request, financial information had now been reintroduced into the report based on a recommendation arising from the review of the Committee's effectiveness. The Head of Finance and Asset Management advised that the detailed papers had been taken to the Executive Committee on 30 August 2017. The financial budget summary for Quarter 1 showed a £225,836 surplus against the profiled budget and a summary of the expenditure position for the Council split between the main expenditure types was set out at Paragraph 4.1 of the report. The budget position in relation to Heads of Service responsibility showed an underspend of £157,537 as at the end of June with three main areas of savings: £67,150 in respect of employees, £17,809 in relation to contractor payments, and income of £47,582. Employee costs savings were mainly through staff vacancies and maternity leave which were managed in the short term by limited use of agency staff and help from current staff to cover work. The underspend on payments to contractors was generated from small savings across all services, the most significant being in relation to the Materials Recovery Facility recycling contract due to a lower than anticipated gate fee. Planning income continued to be significant for the Council in line with budget, and car parking and licensing were both performing well so far; however, garden waste was not achieving budget as a result of the changes to the charging structure whereby customers had to make pro-rata payments for the current financial year and this would be monitored over the next quarter. Appendix 2 to the report included a summary position for each Head of Service which showed current variance against their budget. He was particularly pleased to report that the retained income for business rates was showing a surplus of £97,000, which had been removed from the budget targets due to the significant deficit the previous year. Whilst this was a very good position, it should be noted that there had so far been very little activity with regard to processing appeals, either from past listings or against the new 2017 list. Appendix 3 to the report showed the capital budget as at Quarter 1 and Appendix 4 to the report provided a summary of the current usage of available reserves.

32.5 In response to a query regarding income from the leisure centre, the Head of Finance and Asset Management confirmed that a sum was payable at the end of the year, this was £151,000 for 2016/17 and increased annually with inflation. There was also a profit share element which meant that any profit made at the end of the three year period would be shared between the Council and Places for People to reinvest within the service area. In terms of business rates, a Member understood that the government had made a change for companies occupying multiple floors and that this would be back-dated to 2010. He questioned whether this would impact on the Council and if it was being taken into account. The Head of Finance and Asset Management indicated that he did not have any specific details but he was aware of this. He provided assurance that the Council had set aside significant provision for every eventuality so it was hoped that sufficient funds would be available to cover any potential loss resulting from that particular issue.

32.6 Having considered the information provided, it was

**RESOLVED** That the performance management information for quarter 1 of 2017/18 be **NOTED**.

### **OS.33 TEWKESBURY BOROUGH NEWS REVIEW REPORT**

33.1 Attention was drawn to the report of the Tewkesbury Borough News Review Working Group, circulated at Pages No, 70-81. Members were asked to endorse the review report, as set out at Appendix 1 to the report, and to recommend to the Executive Committee that it be adopted.

- 33.2 The Chair indicated that the Tewkesbury Borough News Review Working Group had been chaired by Councillor M Dean who was unfortunately unable to attend the meeting. He had prepared a short briefing note to accompany the main report and this had been circulated around the table. A Member of the Working Group wished to endorse the points raised by the Chair of the Working Group. He made particular reference to the fact that the proposal to move from three to two editions per year, and a magazine format, would make annual savings of £4,066 and would result in a publication which residents were more likely to keep for reference than a newspaper which could be seen as more disposable. It was also considered that a magazine format had greater potential to attract income from advertising.
- 33.3 Another Member of the Working Group drew attention to the final recommendations set out at Page No. 81 of the report. These included seeking views of the Citizens' Panel following circulation of the first edition - it was noted that the Panel had been asked for feedback on three editions of the current publication during the course of the review - and a report was being taken to the Overview and Scrutiny Committee to review the implementation of the recommendations and how the arrangements had worked over the initial 12 month period. One particularly important element of the review which had contributed significantly to the Working Group's decision to retain the Tewkesbury Borough News, despite it being a discretionary service, was cost avoidance. As it was delivered to every household in the borough, the Tewkesbury Borough News was an ideal way to communicate key messages, for example, changes to waste collection rounds and consultation on the Joint Core Strategy. If the Council stopped producing Tewkesbury Borough News, it would still have a duty to communicate certain information to residents which would involve a significant cost.
- 33.4 A Member noted that the briefing note circulated by the Chair of the Working Group referred to the 'Tewkesbury News' and clarification was provided that this was a typographical error on his part and the published report referred to the Tewkesbury **Borough** News. Another Member highlighted the need to ensure that the publication was checked for any errors prior to circulation to residents and assurance was given that it would be subject to thorough proof-reading. It was

**RESOLVED** That the Tewkesbury Borough News Review Report be **ENDORSED** and that it be **RECOMMENDED TO THE EXECUTIVE COMMITTEE** that the report be **ADOPTED**.

#### **OS.34 COMPLAINTS REPORT**

- 34.1 The report of the Head of Corporate Services, circulated at Pages No. 82-93, provided a summary of complaints received during 2016/17 and included the annual letter received from the Local Government Ombudsman. Members were asked to consider the information provided and any further action required.
- 34.2 Members were reminded that a new formal complaints framework had been introduced in April 2016 which included a new policy and reporting and monitoring system to ensure that complaints were effectively managed. 111 formal complaints had been received within the period April 2016 and March 2017 of which 106 related to Council services; 92% had been responded to within the approved 20 day timeframe which was positive. 77 of the complaints had been found to be justified or partially justified and 11 had been subject to a stage 2 review – this happened when a complainant was unhappy with the original response and the complaint was assigned to another Head of Service for independent review. A breakdown of the complaints by service area, nature and remedy was attached at Appendix 1 to the report. In terms of the Council's performance compared to other local authorities, Tewkesbury Borough Council was consistently within the top ten for the lowest number of complaints. The Local Government Ombudsman's annual review letter

detailing the number of complaints and enquiries received, and decisions made, was attached at Appendix 2 to the report. It was pleasing to note that none of the complaints had been upheld.

34.3

It was

**RESOLVED** That the annual complaints report be **NOTED**.

The meeting closed at 6:45 pm



**EXECUTIVE COMMITTEE FORWARD PLAN 2017/18**

**REGULAR ITEM:**

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

**Addition to 11 October 2017**

- Timetable for Local Development Scheme.
- Fixed Penalty Notice Policy.
- Tewkesbury Borough Plan – Terms of Reference.

**Committee Date: 22 November 2017**

<b>Agenda Item</b>	<b>Overview of Agenda Item</b>	<b>Lead Officer</b>	<b>Has agenda item previously been deferred? Details and date of deferment required</b>
Financial Update – Quarter Two 2017/18 Performance (Annual).	To consider the quarterly budget position.	Simon Dix, Head of Finance and Asset Management.	No.
Housing Strategy Review Action Plan (Annual)	To approve the Housing Strategy Review Action Plan on an annual basis.	Paula Baker, Housing Services Manager.	No.
Medium Term Financial Strategy (MTFS) (Annual)	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.
<b>Waste Policy.</b>	<b>To consider the Waste Policy following consideration by the Overview and Scrutiny Committee.</b>	<b>Peter Tonge, Head of Community Services.</b>	No.

14

Agenda Item 5

<b>Committee Date: 22 November 2017</b>			
<b>Agenda Item</b>	<b>Overview of Agenda Item</b>	<b>Lead Officer</b>	<b>Has agenda item previously been deferred? Details and date of deferment required</b>
<b>Confidential Item: Spring Gardens/Oldbury Road Regeneration.</b>	<b>To consider the information provided and agree a way forward.</b>	<b>Simon Dix, Head of Finance and Asset Management.</b>	<b>Yes deferred from 11 October 2017.</b>
<b>(To be considered in private because of the likely disclosure of exempt information as defined in Paragraph 3 of Part 1 of Schedule 12A to the Local Government Act 1972 – Information relating to the financial or business affairs of any particular person (including the authority holding that information)).</b>			
<b>Confidential Item: Disposal of Land at Bishops Cleeve.</b>	<b>To consider the information provided and agree a way forward.</b>	<b>Simon Dix, Head of Finance and Asset Management.</b>	<b>No.</b>
<b>(To be considered in private because of the likely disclosure of exempt information as defined in Paragraph 3 of Part 1 of Schedule 12A to the Local Government Act 1972 – Information relating to the financial or business affairs of any particular person (including the authority holding that information)).</b>			
<b>Confidential Item: Disposal of Land at Staverton.</b>	<b>To consider the information provided and agree a way forward.</b>	<b>Simon Dix, Head of Finance and Asset Management.</b>	<b>No.</b>
<b>(To be considered in private because of the likely disclosure of exempt information as defined in Paragraph 3 of Part 1 of Schedule 12A to the Local Government Act 1972 – Information relating to the financial or business affairs of any particular person (including the authority holding that information)).</b>			

<b>Committee Date: 3 January 2018</b>			
<b>Agenda Item</b>	<b>Overview of Agenda Item</b>	<b>Lead Officer</b>	<b>Has agenda item previously been deferred? Details and date of deferment required</b>
Performance Management Report – Quarter Two 2017/18 (Annual).	To receive and respond to the findings of the Overview and Scrutiny Committee’s review of the quarter two performance management information.	Graeme Simpson, Head of Corporate Services.	No.
Tewkesbury Borough Plan Consultation.	To approve the Tewkesbury Borough Plan for consultation purposes.	Annette Roberts, Head of Development Services.	No.
Flood and Water Management Supplementary Planning Document Adoption.	To recommend the Flood and Water Management Supplementary Planning Document to Council for adoption.	Annette Roberts, Head of Development Services.	No.
<b>Workforce Development Strategy.</b>	<b>To approve the Workforce Development Strategy.</b>	<b>Janet Martin, Human Resources Manager.</b>	<b>Yes deferred from 11 October 2017.</b>

<b>Committee Date: 31 January 2018</b>			
<b>Agenda Item</b>	<b>Overview of Agenda Item</b>	<b>Lead Officer</b>	<b>Has agenda item previously been deferred? Details and date of deferment required</b>
Budget 2017/18 (Annual) including Treasury Management Strategy.	To recommend a budget for 2017/18 to the Council.	Simon Dix, Head of Finance and Asset Management.	No.
Financial Update – Quarter Three 2017/18 Performance (Annual).	To consider the quarterly budget position.	Simon Dix, Head of Finance and Asset Management.	No.
Data Protection Policy.	To approve the Council's Data Protection Policy.	Shirin Wotherspoon, Principal Solicitor.	No.
Risk Management Strategy.	To approve the Risk Management Strategy.	Graeme Simpson, Head of Corporate Services.	No.

<b>Committee Date: 14 March 2018</b>			
<b>Agenda Item</b>	<b>Overview of Agenda Item</b>	<b>Lead Officer</b>	<b>Has agenda item previously been deferred? Details and date of deferment required</b>
Equalities Policy.	To approve the Equalities Policy.	Graeme Simpson, Head of Corporate Services.	No.

<b>Committee Date: 25 April 2018</b>			
<b>Agenda Item</b>	<b>Overview of Agenda Item</b>	<b>Lead Officer</b>	<b>Has agenda item previously been deferred? Details and date of deferment required</b>
Performance Management Report – Quarter Three 2017/18 (Annual).	To receive and respond to the findings of the Overview and Scrutiny Committee’s review of the quarter three performance management information.	Graeme Simpson, Head of Corporate Services.	No.
<del>Flood Risk Management Group Terms of Reference and Action Plan (Annual).</del>	<del>To undertake an annual review of the Terms of Reference of the Flood Risk Management Group and action plan.</del>	<del>Peter Tonge, Head of Community.</del>	Updated in line with the term of the Council instead.
Council Plan Update 2016/17 – Year Three (Annual).	To consider the Council Plan and make a recommendation to Council.	Graeme Simpson, Head of Corporate Services.	No.
High Level Service Plan Summaries (Annual).	To consider the key activities of each service grouping during 2017/18.	Graeme Simpson, Head of Corporate Services.	No.
ICT Strategy.	To approve the ICT Strategy.	Graeme Simpson, Head of Corporate Services.	No.

**OVERVIEW AND SCRUTINY COMMITTEE WORK PROGRAMME 2017/18**

**REGULAR ITEMS:**

- **Executive Committee Forward Plan**
- **Overview and Scrutiny Committee Work Programme 2017/18**

**Additions to 17 October 2017**

- **Tewkesbury Borough Council Waste & Recycling Collection Services Policy and Procedures**

**Committee Date: 28 November 2017**

<b>Agenda Item</b>	<b>Overview of Agenda Item</b>	<b>Lead Officer</b>	<b>Has agenda item previously been deferred? Details and date of deferment required</b>
Performance Report – Quarter 2 2017/18.	To review and scrutinise the performance management information and, where appropriate, to require response or action from the Executive Committee.	Graeme Simpson, Head of Corporate Services	No.
<b>Review of Ubico</b>	<del>To consider – six month update.</del>	<b>Peter Tonge, Head of Community Services</b>	<b>No. Annual report to be taken to the July 2018 meeting, as agreed by the Overview and Scrutiny Committee on 2 May 2017.</b>
Disabled Facilities Grants Review Monitoring Report	To consider - six monthly update.	Peter Tonge, Head of Community Services	No.
Gloucestershire Health and Care Overview and Scrutiny Committee Update	To receive an update from the Council's representative on matters considered at the last meeting (14 November 2017).	N/A	No.

<b>Committee Date: 28 November 2017</b>			
<b>Agenda Item</b>	<b>Overview of Agenda Item</b>	<b>Lead Officer</b>	<b>Has agenda item previously been deferred? Details and date of deferment required</b>
Gloucestershire Police and Crime Panel Update	To receive an update from the Council's representative on matters considered at the last meeting (8 November 2017).	N/A	No.

<b>Committee Date: 9 January 2018</b>			
<b>Agenda Item</b>	<b>Overview of Agenda Item</b>	<b>Lead Officer</b>	<b>Has agenda item previously been deferred? Details and date of deferment required</b>
Gloucestershire Families First Update	To consider – annual update.	Adrian Goode, Community Development Officer	No.

<b>Committee Date: 6 February 2018</b>			
<b>Agenda Item</b>	<b>Overview of Agenda Item</b>	<b>Lead Officer</b>	<b>Has agenda item previously been deferred? Details and date of deferment required</b>
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, Head of Corporate Services	No.
Gloucestershire Health and Care Overview and Scrutiny Committee Update	To receive an update from the Council's representative on matters considered at the last meeting (9 January 2018).	N/A	No.
Gloucestershire Police and Crime Panel Update	To receive an update from the Council's representative on matters considered at the last meeting (5 February 2018).	N/A	No.



Committee Date: 20 March 2018			
Agenda Item	Overview of Agenda Item	Lead Officer	Has agenda item previously been deferred? Details and date of deferment required
<b>Ubico Update</b>	<b>To consider the update in respect of bin collections and grounds maintenance.</b>	<b>Peter Tonge, Head of Community Services</b>	<b>No – agreed at the Overview and Scrutiny Committee meeting on 5 September 2017.</b>
Performance Report – Quarter 3 2017/18.	To review and scrutinise the performance management information and, where appropriate, to require response or action from the Executive Committee.	Graeme Simpson, Head of Corporate Services	No.
Flood Risk Management Group Report	To receive an annual report on the progress against the Flood Risk Management Action Plan.	Peter Tonge, Head of Community Services	No.
Gloucestershire Health and Care Overview and Scrutiny Committee Update	To receive an update from the Council's representative on matters considered at the last meeting (6 March 2018).	N/A	No.
Gloucestershire Police and Crime Panel Update	To receive an update from the Council's representative on matters considered at the last meeting (16 March 2018).	N/A	No.

Committee Date: 1 May 2018			
Agenda Item	Overview of Agenda Item	Lead Officer	Has agenda item previously been deferred? Details and date of deferment required
Overview and Scrutiny Committee Work Programme 2018/19.	To approve the Overview and Scrutiny Committee Work Programme for the forthcoming year.	Graeme Simpson, Head of Corporate Services	No.
Annual Overview and Scrutiny Report 2017/18.	To approve the annual report as required by the Council's Constitution to ensure that the activities of the Overview and Scrutiny Committee are promoted both internally and publicly to reinforce transparency and accountability in the democratic process.	Graeme Simpson, Head of Corporate Services	No.
Housing, Renewal and Homelessness Strategy Review Monitoring Report	To consider – six month update.	Paula Baker, Housing Services Manager	No.
<b>Review of Ubico</b>	<b>To consider – six month update.</b>	<b>Peter Tonge, Head of Community Services</b>	<b>No. Annual report to be taken to the July 2018 meeting, as agreed by the Overview and Scrutiny Committee on 2 May 2017.</b>
Customer Care Strategy	To consider - annual update.	Clare Evans, Communications and Policy Manager	No.
Disabled Facilities Grants Review Monitoring Report	To consider - six monthly update.	Peter Tonge, Head of Community Services	No.

**PENDING ITEMS**

<b>Agenda Item</b>	<b>Overview of Agenda Item</b>
Annual Review of Ubico	July 2018 – Agreed by the Overview and Scrutiny Committee at its meeting on 2 May 2017.
Community Safety Partnership	Agreed by the Overview and Scrutiny Committee at its meeting on 7 February 2017 that updates would be provided as the County Community Safety Partnership progressed.
Risk Management Strategy Review	Agreed by the Overview and Scrutiny Committee at its meeting on 14 June 2016.
Absence Management Policy Review	Agreed by the Overview and Scrutiny Committee at its meeting on 14 June 2016.
Review of Communications Strategy	June 2018
Economic Development and Tourism Strategy	Annual Review – June 2018
Review of Workforce Development Strategy	Review by O&S Workshop – agreed by Overview and Scrutiny Committee at its meeting on 13 June 2016.
Review of Customer Care Strategy	Review by O&S Workshop – agreed by Overview and Scrutiny Committee at its meeting on 13 June 2016.
Review of Corporate Enforcement Policy	Review by O&S Workshop – agreed by Overview and Scrutiny Committee at its meeting on 13 June 2016.
Review of Waste Policy	Review by O&S Workshop – agreed by Overview and Scrutiny Committee at its meeting on 13 June 2016.

## TEWKESBURY BOROUGH COUNCIL

<b>Report to:</b>	Overview and Scrutiny Committee
<b>Date of Meeting:</b>	17 October 2017
<b>Subject:</b>	Gloucestershire Joint Waste Committee 2017/18 Business and Action Plan Update
<b>Report of:</b>	Peter Tonge, Head of Community Services
<b>Corporate Lead:</b>	Peter Tonge, Head of Community Services
<b>Lead Member:</b>	Councillor J R Mason, Lead Member for Clean and Green Environment
<b>Number of Appendices:</b>	Two

**Executive Summary:**

Tewkesbury Borough Council joined the Gloucestershire Joint Waste Committee (GJWC) in December 2014. The GJWC produces a business plan which covers a three year horizon and an annual action plan. This plan replaces the individual plans of each of the member authorities and supersedes the Tewkesbury Borough Annual Waste and Recycling Plan which has been monitored by the Overview and Scrutiny Committee since June 2012.

This report provides details the Business Plan and provides an update on the progress to date on the Joint Waste Action Plan for 2017/18.

**Recommendation:**

**To CONSIDER the progress made to date in relation to the 2017/18 Gloucestershire Joint Waste Committee Action Plan.**

**Reasons for Recommendation:**

To inform Members of the progress being made against the GJWC Action Plan.

**Resource Implications:**

None for this report.

**Legal Implications:**

The Councils referred to in paragraph 1.1 of the report established the current GJWC on 14 December 2014 by entering into an Inter-Authority Agreement. This Agreement sets out the role of the JWT and the process for agreeing the Business Plan.

The Agreement also establishes a Senior Management Group includes responsibility for reviewing each Business Plan and Annual Action Plan.

**Risk Management Implications:**

None for this report.

**Performance Management Follow-up:**

Progress in delivering the GJWC Action Plan will be reported to Overview and Scrutiny Committee on an annual basis.

**Environmental Implications:**

None for this report.

**1.0 INTRODUCTION/ BACKGROUND**

- 1.1** Five of Gloucestershire's local authorities are now members of the Gloucestershire Joint Waste Committee (GJWC) including Cheltenham Borough Council, Cotswold District Council, Forest of Dean District Council, Gloucestershire County Council and Tewkesbury Borough Council.
- 1.2** The Joint Waste Team (JWT) is comprised of the officers who serve the Gloucestershire Joint Waste Committee. As the GJWC is not an organisation in its own right, the JWT officers are employed by Gloucestershire County Council (as the administrating authority) on behalf of the GJWC.
- 1.3** The JWT's principal role is to specify, plan, procure (where authorised by the GJWC and budget holding authority/authorities), monitor, coordinate and improve the delivery of waste and street cleaning services to households, delivered by a number of service providers and in-house teams. Across the partnership the aim is to divert waste from landfill through waste avoidance and reduction, material recovery (recycling), composting and anaerobic digestion.
- 1.4** Tewkesbury Borough Council is represented on the GJWC by Councillor J R Mason and Councillor M J Williams. The Head of Community Services is the Senior Management representative.

**2.0 GLOUCESTERSHIRE JOINT WASTE COMMITTEE BUSINESS AND ACTION PLAN**

- 2.1** The GJWC Business and Action Plan cover a three year horizon and are updated on an annual basis. The Business and Action Plan is the Council's opportunity to set out clearly what it requires from the GJWC in the delivery of the services delegated to it. The delivery of the services by the GJWC, via the JWT, must be within the agreed budget.
- 2.2** The process for agreeing the business plan is set out in the Inter-Authority Agreement. An outline business plan is presented to the GJWC in October each year with a draft plan being produced and considered at the GJWC December meeting. Members of the GJWC are asked to provide feedback and input to the outline plan from their respective authorities. The final plan is approved at the GJWC meeting in February each year.
- 2.3** The current business plan is set out in full at Appendix 1.

### **3.0 CHANGES TO THE JOINT WASTE TEAM**

**3.1** The Head of Service, Steve Read, left the team in May 2017. Following a successful recruitment process over the summer Wayne Lewis has been appointed as a full-time Head of Service. He will take up the post on Monday 9th October 2017. Wayne Lewis joins the team from WRAP, where he advises and supports local authorities to make service changes to improve recycling and sustainable waste management. He has extensive previous experience in local authority waste management, including Co-ordinator of the Oxfordshire Waste Partnership and before that a period as Waste Projects Manager at Gloucestershire County Council.

### **4.0 ACTION PLAN ACHIEVEMENTS 2017/18 TO DATE**

**4.1** The GJWC Action Plan for 2017/18 is set out in full at Appendix 2. At the Overview and Scrutiny Committee in October 2016 Members requested that this report only highlights the key achievements of the JWT that have a Tewkesbury Borough Council focus and these are as follows:

- Procurement of a Materials Recycling Facility (MRF) and mobilisation of the new contract. The contract was with Grundon Waste Management at Bishops Cleeve and now is with Suez Resource and Recovery at Avonmouth.
- Set up a new contract with Ubico Limited for a recycling transfer station at Swindon Road Cheltenham as vehicles cannot tip directly at the Avonmouth MRF.
- Managed the procurement of the new vehicle fleet which included separate food waste vehicles and new RCV's for refuse, recycling and garden waste and vehicles for the streets and grounds maintenance service.
- Created new vehicle livery in line with 'Recycle Now' branding to promote recycling services and reduce waste to landfill.
- Worked with Ubico Limited to manage the end of the CP Davison Vehicle Lease contract to ensure minimum financial impact for Tewkesbury Borough Council.
- Reviewed the bulky waste collection and bin delivery service to reduce lead times to an acceptable level without increasing the cost of the service.
- Written a waste policy and procedures document to provide a set of rules and standards that the authority can use to deliver regular and reliable collections in a customer focused way.
- Worked with Tewkesbury Borough Council and Ubico to implement an improvement plan following the service delivery issues with the new service.
- A project is underway with Ubico Limited to undertake a review of the discretionary trade waste service to ensure it is operating on a viable commercial level and to establish if a cross council service is viable, identify service expansion options and compliance with waste regulations following an audit of the service in 2016-17.
- The JWT is working with Tewkesbury Borough Council on the new annual renewal and licence/tag garden waste system which is due to go live in April 2018.

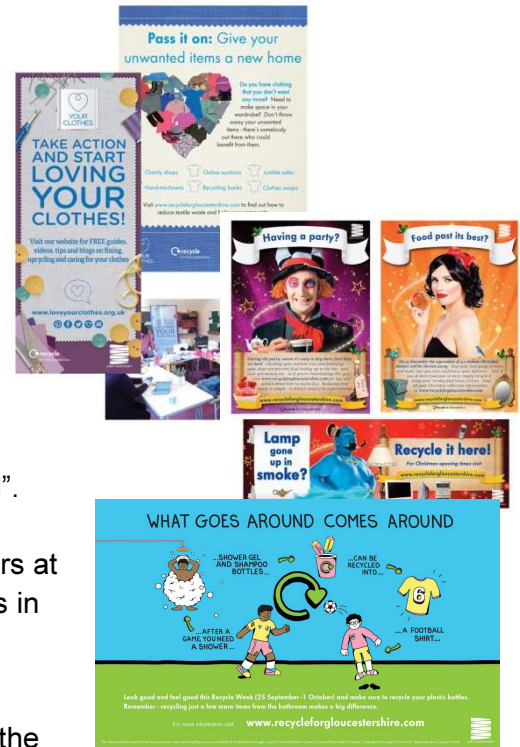
## 5.0 WASTE COMMUNICATIONS UPDATE

5.1 The key communication activities being undertaken by the JWT during 2017/18 are detailed below:

- **TBC Service Change** - developed and delivered the communications plan to support the service change where 65% of household collections changed day or switched week – this included a calendar mailing to all residents, social media, press releases and articles in TBC news.
- **Love Your Clothes** - waste minimisation is an important focus of the JWT. The aim of this campaign was to prolong the life of clothing through reuse and repair. This was delivered by a Make and Mend workshop, Clothes Swap, Repair workshops and social media campaign.

In addition to an advert in the Your Guide publication.

- **Recycle Week ‘Recycle It’s Worth It’** - this year’s campaign ran w/c 25 Sept 2017 and the focus was on encouraging residents to recycle around the home not just the kitchen and to demonstrate what happens to the materials when they are recycled. The campaign strap line was “what goes around comes around”. Media included press advertisements and releases, social media, posters and banners at Household Recycling Centres and displays in council offices.
- **Blue Bin Baddies Campaign** – aims to educate residents as to what should go in the blue recycling bin and reduce contamination.
- **Christmas Campaign** - last year’s campaign aimed to reduce food waste and inform residents how to dispose of WEEE properly. Media included press ads and posters a HRC’S. The campaign for 2017 is currently being planned.



## 6.0 RELEVANT COUNCIL POLICIES/STRATEGIES

6.1 Gloucestershire Joint Municipal Waste Management Strategy 2007-20.

## 7.0 RELEVANT GOVERNMENT POLICIES

7.1 None.

## 8.0 RESOURCE IMPLICATIONS (Human/Property)

8.1 None.

**9.0 SUSTAINABILITY IMPLICATIONS (Social/Community Safety/Cultural/ Economic/ Environment)**

**9.1** Actions within the report will have the effect of reducing waste to landfill.

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

**10.1** None.

**11.0 RELATED DECISIONS AND ANY OTHER RELEVANT FACTS**

**11.1** None.

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**Background Papers:** None.

**Contact Officer:** Peter Tonge, Head of Community Services Tel: 01684 272259

Email: [peter.tonge@tewkesbury.gov.uk](mailto:peter.tonge@tewkesbury.gov.uk)

**Joint Waste Team Contacts:**

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Tel: 01684 272354

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**Appendices:** 1 - GJWC Business Plan 2017-20.

2 - GJWC Action Plan Update 2017/18.



**Gloucestershire Joint Waste Committee**

**Business Plan  
Covering the period  
2017-20**

# 1. Overview of the Joint Waste Committee

## 1.1. Introduction

This is the fifth business plan of the Gloucestershire Joint Waste Committee (GJWC) constituted between; Cheltenham Borough Council, Cotswold District Council, Forest of Dean District Council, Gloucestershire County Council and Tewkesbury Borough Council.

This business plan is a requirement under the Inter Authority Agreement and it outlines the key priorities and actions for the next three years and **a new major goal to reach service integration by the end of 2024.** (see 1.4 below)

The purpose of this plan is to:

- state this intent, and
- set out key projects and programmes for the period
- provide a mandate for the GJWC to consider and make decisions, according to set governance and budgetary principles, without constant reference back to the partner authorities.

## 1.2. Rationale for Joint Working

The roles of waste collection authorities (district councils) have become more complex and interdependent on the roles of county councils as waste disposal authority and vice-versa. There has also been growing interest in sharing services across district boundaries to benefit from economies of scale.

**The GJWC is a body with delegated powers to oversee and make decisions concerning the recycling, waste collection and street cleansing services for four district and borough councils and to deliver waste treatment and disposal for the County.**

## 1.3. Aims: What does success look like?

**The partnership is successful when:-**

- Across the partnership we constantly divert a greater proportion of household waste away from the disposal route through waste avoidance and reduction, reuse, recycling, composting and anaerobic digestion.
- We increase the range of materials that residents can easily recycle.
- A very high proportion of people have a positive view of recycling and the services provided.
- The unit costs of providing the service to each household is value for money and are further reduced where the opportunity arises.
- The recycled material we gather is of high quality and meets the specification of end users.
- Costs and savings through joint working are fairly distributed between partners and their council tax payers;
- We take the opportunities for efficiencies in the way staff, assets and other resources are shared between partners, especially at times of change.
- We are vigilant about future drivers for change, trends, risks and opportunities and we make plans accordingly.

#### **1.4. Long Term Goal**

Joint working has resulted in “quick wins” for the partners but more importantly perhaps provides a platform for future savings by understanding the key critical points for efficiencies in the future and planning accordingly. In approving this plan, the partners are in accord that one of the Committee’s principal objectives is to explore all opportunities and establish whether there is a robust business case and clear benefit to each of the partners, of aligning and integrating waste and recycling services across Gloucestershire with a view, subject to the business case and agreement of the partners, of completing alignment and integration by 2024.

In determining the business case, the driving principles will be:

- Minimising the amount of waste for disposal through avoidance, reduction, reuse, recycling, digestion and composting
- Optimising the whole cost of services to residents
- Apportionment of service costs and incentives in a fair and equitable manner.

In pursuit of this goal, and acknowledging the constitutional right of each partner to make its own key decisions, the partners commit to:

- approaching service design with an open mind,
- contributing constructively to the debate,
- striving to reach consensus in the interest of the driving principles
- fairly sharing the reasonable costs of the journey

#### **1.5. Relationship with the Joint Municipal Waste Management Strategy (JMWMS) and other Collection Authorities.**

The formation of the GJWC is in line with the JMWMS (albeit that Gloucester City Council and Stroud District Council have not yet resolved to join the GJWC). This business plan will, however, contribute to the delivery of JMWMS objectives by the five GJWC authorities. Under the JMWMS, each Gloucestershire local authority produces an annual action plan that sets out the key waste management actions the authority will undertake to implement this strategy.

The action plan included within this business plan at Appendix 1 replaces the individual action plans for the GJWC Partner Authorities and sits under the JMWMS alongside the action plans for Gloucester City Council and Stroud District Council.

#### **1.6. Joint Waste Team**

The GJWC is served by a Joint Waste Team (JWT) whose principal role is to specify, plan, procure (where authorised by the GJWC and budget holding authority(s)), monitor, co-ordinate and improve the delivery of services to householders, delivered by a number of service providers and in-house teams.

The shared officer team provides more resilience as resources can be directed to projects or problems which have most impact on one partner at any given time. This then moves on to benefit others in the round. Since the formation of the partnership to date the equivalent of 3 posts from 13 (excluded head of service) have been saved, cover was provided from within the team to TBC during a prolonged period of reduced staffing. The Head of Service remains a part time (0.4FTE) seconded post.

## 1.7. Budget Principles

The GWJC Constitution requires that any matter that has an impact on any partner's financial standing or service provision may only proceed with the express agreement of the partner(s) concerned.

Initially the contractual element of budgets (which is the large majority) will continue to be held by individual partners but managed by the JWT.

## 1.8. Actions

A Draft Action plan is included at Appendix 1.

Some initiatives affect just a single partner but many involve either more than one or all the partners. This is indicative of the cultural shift towards closer joined up thinking and delivery since the formation of the JWC.

## 2. Background

### 2.1. Formation of the Gloucestershire Joint Waste Committee (GJWC)

GJWC has been formed under Section 101 of the Local Government Act 1972 to oversee recycling, waste collection and street cleansing services for four district and borough councils and to deliver waste treatment and disposal for the County.

The partnership comprises the following authorities:

- Cheltenham Borough Council (CBC);
- Cotswold District Council (CDC);
- Forest of Dean District Council (FoDDC);
- Gloucestershire County Council (GCC);
- Tewkesbury Borough Council (TBC);

The agreed framework for the GJWC is an Inter Authority Agreement (IAA) signed in December 2014 whereby the five authorities named above have delegated their powers in relation to the delivery of waste collection and disposal and street cleansing services to the GJWC. The IAA contains a Constitution that specifies how the partnership is governed.

The GJWC comprises of two Members from each authority on a 'one Member, one vote' basis. The GJWC meets formally in public session on a quarterly basis with informal meetings, workshops and visits taking place as required between formal meetings. Election of the Chairman and Vice Chairman will be held annually at an AGM.

The GJWC directs a Joint Waste Team (JWT) led by a Head of Service who reports directly to the Joint Waste Committee and has, in turn, functions and powers delegated to it by the GJWC. The Head of Service maintains close strategic and operational links with the Partner Authorities through a director-level Strategic Management Group (SMG). The GJWC is 'hosted' by Gloucestershire County Council acting as Administering Authority. The roles of the Administering Authority and SMG are set out in the IAA.

## **2.2. Purpose of the GJWC**

The GJWC provides a shared decision making body to improve services and deliver savings.

Facilitate whole system thinking to reinforce quality of decision making from customer, financial and resource efficiency points of view.

## **2.3. Vision of the GJWC**

In June 2011 the emerging partners agreed a joint vision which aspired to the formation of a partnership. The aims then include;

- Reducing landfill and encouraging high participation in waste avoidance, reuse, recycling and food waste collection schemes.
- Engaging with local people to encourage participation in recycling, support economic wellbeing and use efficient, sustainable and affordable solutions at every stage of the process.
- Encouragement and facilitation of innovation, joined up strategy, policy and operations across the county, continuing to encourage all Gloucestershire councils to join the partnership.
- Developing a holistic approach to service review so that the financial proposition is the most sustainable for the local taxpayer.
- Working together in partnership to deliver more efficient waste services
- Considering potential for waste collection and disposal as a single system provided for the council tax payers of Gloucestershire
- Governance by a Joint Waste Committee with delegated powers to act in the area of waste disposal and collection with representatives from each of the participating District and the County Councils
- Formation of a Joint Waste Team responsible for;
  - Delivering on Business Plan actions and any further resolutions
  - Managing existing external waste contracts,
- Having safeguards in place to ensure that the Districts and the County retain decision-making on significant budgetary and service change matters
- Maintaining existing customer contact arrangements
- Managing within a common strategy with the goal of achieving the most efficient waste service
- Planning across district and borough boundaries, optimising depot and transfer stations infrastructure and the use and purchase of resources such as vehicles.

## **2.4. Key Principles Regarding Financial Control and Service Provision**

The Constitution facilitates joint working while reserving that any matter that has an impact on any partner's financial standing or service provision (for example: frequency of collections or Recycling Centre opening hours) may only proceed with the express agreement of the partner(s) concerned.

## 2.5. Services Provided

The Partner Authorities have delegated responsibility for the following service areas to the GJWC:

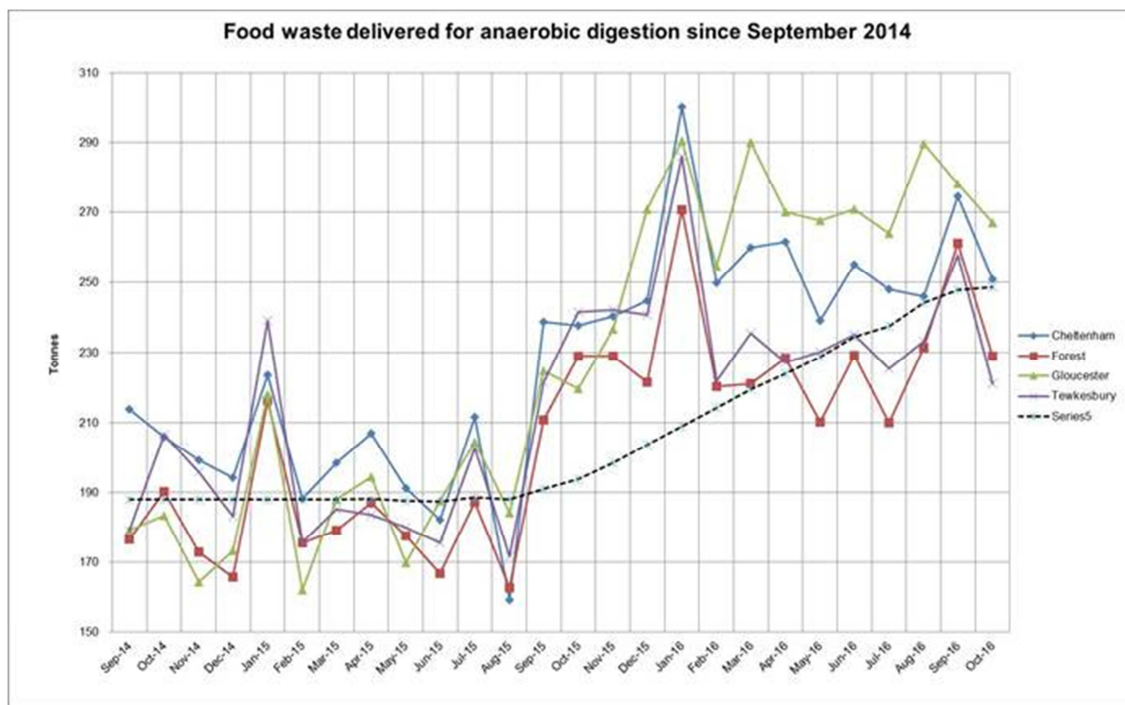
- Household residual waste, dry recycling and organics collection;
- Local Authority Collected Waste transfer, treatment and disposal;
- Bring sites;
- Household Recycling Centres (HRCs);
- Bulky household waste collection;
- Commercial waste collection (where offered);
- Street cleansing;
- Relevant PR, marketing and community engagement (including with schools).
- Medical sharps and clinical waste collection and disposal;

## 2.6 Achievements to Date

- The contract for collection of waste and recyclables in the Forest of Dean was extended to 2024. From August 2016 a new extended service with weekly recycling has been in place. This included the addition of plastic bottles, cardboard, small WEEE and textiles from the kerbside. This has boosted performance and achieved savings for FoDDC. The picture below shows the new style “Romaquip” Recycling Vehicle deployed in the Forest from August 2016.



- The HRC contract has been let to Ubico after a short review triggered by the late withdrawal of Kier from a contract extension.
- Food waste collection volumes have been increased by 22% following the delivery of the Food Waste Initiative (see figure below)



(\* dotted line is 12 month rolling average)

- The Joint Waste Team are now responsible for the marketing and sale of materials from Cheltenham, which has increased revenue per tonne of recyclables, and for 28 different material streams from the HRCs.
- A service review was carried out for Tewkesbury Borough Council and new vehicles and MRF contract are in advanced stages of procurement.
- A service review is in progress for Cheltenham Borough Council, which has taken into account views of residents gathered via a questionnaire.
- Communications support and a waste reduction incentive have been provided for Stroud District Council to support their service change in 2016.
- All partners were assessed and deemed to be compliant with the Waste (England and Wales) Regulations 2012.
- Support was given to CDC in the acquisition of a new depot site in South Cerney
- Support was provided to Gloucester City Council during the review of their recycling and refuse collection service.

### **3. The Operating Environment**

#### **3.1. Background**

There are many things that have an impact on services that are not under the control of the GJWC, JWT or the partners. Recycling and waste management is a statutory, demand-led service with a high proportion of fixed costs due to contractual and/or tax requirements. There is however some variability particularly around waste tonnages and the mix of materials recovered. These variable costs can be influenced by macroeconomic effects such as changes in the economy, government policy such as the landfill tax escalator and social behaviour such as the degree of participation in recycling schemes.

There is always a degree of uncertainty about how such external factors will impact and interplay. We can however identify those issues that might have an impact on the business in the future. The business environment in this period is expected to be characterised to a greater or lesser extent by the following:-

- Political / economic uncertainty in the wake of EU Exit referendum
- A national debate about the role of producers in taking responsibility for the recycling of packaging.
- Ongoing challenges to public bodies to meet the budget deficit.
- Changes to fuel prices.
- Increased waste arisings linked to housing growth
- Central government is unlikely to support further step change initiatives, such as introducing “pay to throw” models, or reduced frequency collections.
- Despite austerity there continues to be clear public expectation of continuing high quality household waste services.

#### **3.2. External Drivers**

The regulatory environment is not expected to change significantly over the period. There is now considerable uncertainty about how the “Circular Economy” proposals for revisions to the EU waste Framework Directive will apply to the UK both in terms of the final detail of the ambitious recycling targets and the extent to which the UK will adopt / be affected them.

The Industry body, the Environmental Services Association (ESA) has ramped up pressure for a national debate on the role of producers of goods in covering costs of recycling. The circular economy proposals call for producers to cover the “entire” costs. If this was taken up in the UK it would take some pressure off local authorities.

Defra’s main interest, aside from improving the England recycling rate, continues to be promoting consistency in household collection, with WRAP publishing a paper in September 2016. The Committee received a briefing on this at the October 2016 meeting.

The financial pressure on partner councils remains a major constraint. The Joint Waste Team will continue to seek opportunities to reduce costs through service integration and where possible through renegotiation of existing contracts and obtaining best value for materials. With systems in place, minimising the amount sent for disposal continues to have a positive benefit for all partners.



The demand from the public for a wider range of materials to be recycled will continue and opportunities will be sought to improve this as part of the review and redesign of services and vehicles.

### **3.3. Challenges**

The continuing growth in waste volumes with increases seen over the last 4 years against an historic tendency to decline year on year is a concern to the Committee.

The Committee aspire to continue to improve and maintain the recycling rates. The Gloucestershire Recycling Rate in the period is on course in the 2016/17 financial year to break the 50% barrier for the first time (up from 47% in 2015/16). This is mainly as result of service changes being implemented in the second half of 2016. In contrast the 44.3% overall recycling rate for England declined by 0.7% in the 12 months to June 2015 compared to the same period up to June 2014.

The partner authorities continue to be subject to cumulative year on year financial pressures, including loss of income from the sale of recycle.. Recycling material values over the late summer have picked up slightly but are still lower than they have been historically.

### **3.4. Aspirations**

It has been helpful to the Joint Waste Team to consider its main priorities as:

- Broadening the partnership (encouraging Gloucester City & Stroud to join)
- Diversion – minimising the amount sent for disposal through waste avoidance, reduction or material recovery (reuse, recycling, composting, AD, etc)
- Optimisation - the priority of making systems as efficient as possible regardless of whether they apply to multiple or single partners. Optimisation covers, among other things, operations, finance and governance.
- Integration – seeking ways to join up and harmonise services

### **3.5. Key Projects**

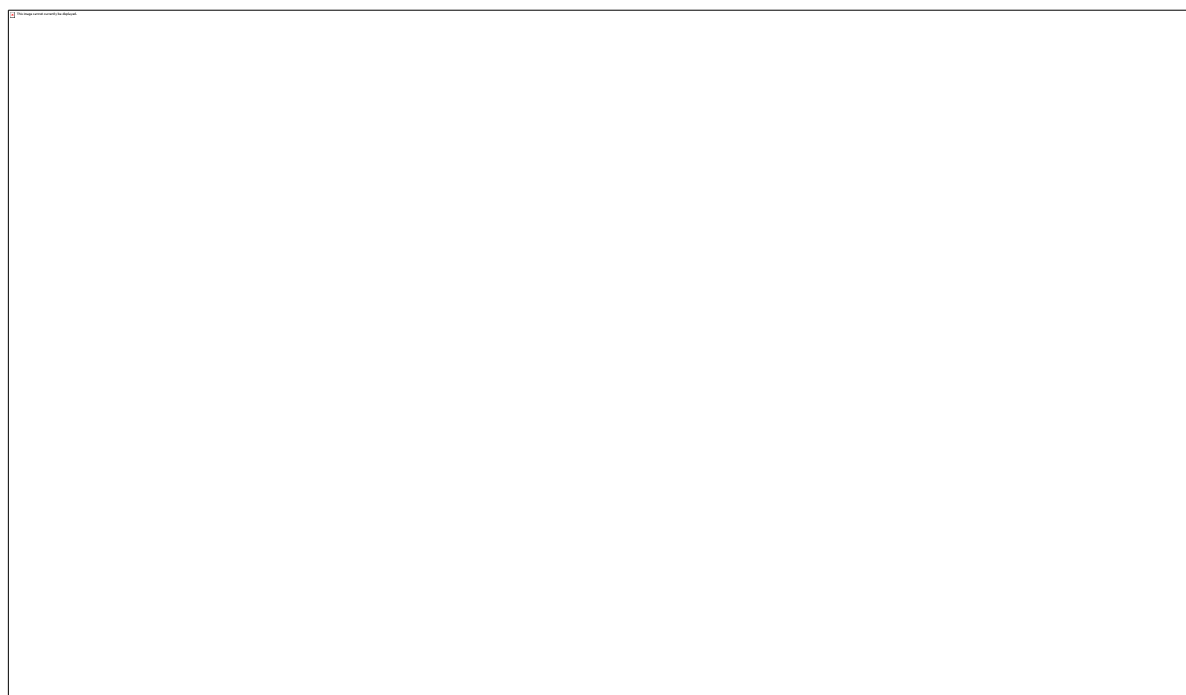
- A summary of projects and other work streams identified is attached as an appendix to the plan.
- As indicated at 1.4 above the partners have signaled clear intent to align and integrate waste and recycling services across the whole county, incrementally as fast as possible, reaching the goal before the end of 2024. This will require an appraisal of options and a detailed action plan.
- Building on the continuing success and effectiveness of the Food Waste Initiative in terms of continuing diversion of food waste, JWT will continue to conceive and deliver campaigns and “nudge” opportunities to improve waste avoidance, reduction and recycling.
- There are a cluster of projects involving review and re-specification of collection contracts with, in some cases, associated capital procurement of vehicles. Partners have already derived value from the joint approach within the single client team.

- A number of these projects have now passed through the post implementation snagging phase (FoDDC Collections, HRCs). Others will be implemented in 2017 (CBC Collection service, TBC MRF and vehicle procurement) and mobilisation of the UBB Javelin Park (construction is underway and commissioning spring 2019).
- There are a number of projects which the JWT will work with contractors to reduce costs through optimise existing services. This includes round reviews, improvement to customer services sitting alongside other joint projects.
- The review of future transfer arrangements for residual and garden waste has begun and will continue during next year.
- The procurement of a replacement contract for the composting of garden waste will also begin.

#### **4. Performance and Targets**

Historically, with recent exception of the Food Waste Initiative, the biggest step-changes in recycling performance have come at times of major service change. Small scale initiatives do however continue to have value in reinforcing and maintaining behaviour.

For the first time in Q1 and Q2 2016/17, tonnages to recycling, reuse, composting and digestion exceeded tonnages to disposal. The gap is expected to grow further in 2017/18 due to the full year effects of implemented service changes in Forest of Dean and Stroud and service changes in Cheltenham expected in the autumn of 2017.



Pending review during 2017/18 as part of the development of a new routemap, the key targets for the partnership are:-

- Reducing residual waste to <228kg/person at the earliest possible date prior to 2020, at a countywide level.
- 60% recycling target for 2020 at a countywide level.

## 5. The Budgetary Framework

5.1. The Budgetary Framework is set out within the IAA, specifically Schedules 4 and 5. The main principles are as follows:

- The Constitution requires that any matter that has an impact on any partner's financial standing or service provision may only proceed with the express agreement of the partner(s) concerned (as stated at 2.3 above).
- The partnership has accumulated funding remaining to cover Head of Service and support costs. The reserve was envisaged to be sufficient to last for the first three years. The reserve is only sufficient to cover the period up to the end March 2018.
- The salary, expenses and local service and supply costs of transferred employees are covered by the transferring authority who reimburse the Administering Authority accordingly.
- Contract payments and other ongoing liabilities in connection with the service are made by the contract holding authority upon instruction of the JWT.
- Income received by the partner authorities for garden waste etc. will be retained by each local authority to offset contractual costs.

5.2. The table below shows the draft 2017/18 Revenue Budget summary for the whole partnership. These are indicative figures only. The partners are currently in the process of setting budgets and the figures are expected to change as the budget setting progresses, subject to member approval.

Budget Area	Total Budget £'000
<b>Joint Waste Management Unit</b>	
Gross Expenditure	296
Income	-256
<b>Net Expenditure</b>	<b>40</b>
<b>Joint Improvement Board</b>	
Gross Expenditure	0
Income	-40
<b>Net Expenditure</b>	<b>-40</b>
<b>TOTAL – GJWP</b>	<b>0</b>
<b><u>Waste Disposal</u></b>	
<b>Royalty Payments</b>	-622
<b>WCA Landfill and Composting</b>	16,576
<b>Household Recycling Centres</b>	
Gross Expenditure	4,939
Income	-240
<b>Net Expenditure</b>	<b>4,699</b>
<b>Trade Waste</b>	-4
<b>Recycling Credits</b>	3,832
<b>Tipping Away</b>	56
<b>Closed Landfill Sites</b>	34
<b>WCA Fridges and TVs</b>	75

<b>Management Costs</b>	
Gross Expenditure	2
Income	-8
<b>Net Expenditure</b>	-6
<b>Waste Projects</b>	50
<b>Marketing Promotions – Waste</b>	50
<b>TOTAL - WASTE DISPOSAL</b>	<b>24,740</b>
<b><u>Waste Collection</u></b>	
<b>Household Waste</b>	5,053
<b>Bulky Household Waste</b>	
Gross Expenditure	70
Income	-121
<b>Net Expenditure</b>	-51
<b>Food/Organic Waste</b>	
Gross Expenditure	433
Income	0
<b>Net Expenditure</b>	433
<b>Green Waste</b>	
Gross Expenditure	2,687
Income	-2,395
<b>Net Expenditure</b>	292
<b>Recycling Centres</b>	
Gross Expenditure	726
Income	-181
<b>Net Expenditure</b>	545
<b>Bring Sites</b>	
Gross Expenditure	277
Income	-74
<b>Net Expenditure</b>	203
<b>Recycling Collection Schemes</b>	
Gross Expenditure	5,665
Income	-2,726
<b>Net Expenditure</b>	2,939
<b>Bulking of Recyclables</b>	
Gross Expenditure	221
Income	-590
<b>Net Expenditure</b>	-369
<b>Trade Waste</b>	
Gross Expenditure	888
Income	-934
<b>Net Expenditure</b>	-46
<b>Recycling Schemes Marketing</b>	104
<b>TOTAL - WASTE COLLECTION</b>	<b>9,103</b>
<b><u>Street Cleaning</u></b>	<b>2,970</b>
<b><u>Central Costs</u></b>	
<b>Central Support Costs</b>	1,773
<b>JWT Staffing Costs</b>	600

<b>Depreciation</b>	<b>533</b>
<b>TOTAL - CENTRAL COSTS</b>	<b>2,906</b>
<b>TOTAL NET EXPENDITURE</b>	<b>39,719</b>

## **6. Risk Register**

The risk register is included at Appendices 2A and 2B.

## **7. List of Appendices**

Appendix 1 – Action Plan

Appendix 2A – Risk Register

Appendix 2B – Risk Register Matrix

## Appendix 2A – Risk Register

Gloucestershire Joint Waste Committee Strategic Risk Register (JWC Version 08/02/16) Last Reviewed 08/02/16			Impact (threats)			Impact (opportunities)			Probability					
Read with Risk Appetite Matrix (see Appendix 2B)			v.Lo = Negligible			Negligible			v.Lo = Not foreseeable					
			Lo = Minor			Minor benefit			Lo = Unlikely					
			Med = Moderate			Moderate benefit			Med = Possible					
			Hi = Major			Major benefit			Hi = Likely					
			v.Hi = Catastrophic			Groundbreaking benefit			v.Hi = Almost certain					
Ref	Area	Risk	Effect	Raw Score			Mitigation planned	Mitigated Score			Future Actions	Target Score		
				Impact	prob.	score		Impact	Prob.	score		Impact	Prob.	Aim
R1	Financial	Pressure to reduce budgets places existing services under financial pressure. The affordability of existing services becomes more questionable.	Services may have to change or service providers have to save money by adjusting the service offered.	Med	Hi		Work with service suppliers to either reduce price or change service offer to be more affordable.	Lo	Hi		Under guidance from the JWC, meet with suppliers to discuss how to deliver savings.	Lo	Hi	
R2		Improvements to services are harder to make in a climate of financial hardship.	Service providers can only offer service improvements by being more efficient or by making savings elsewhere.	Med	Hi		Work with service suppliers to discuss changes to bring forward efficiencies which can be re-invested. Evaluate future service options	Lo	Hi			Lo	Hi	
R3		Waste growth per household leads to increased volumes of waste requiring collection and/or treatment/disposal.	Budget pressure created by increasing waste volumes.	Med	Hi		Continued public engagement and interventions to encourage diversion	Lo	Hi		Under guidance from JWC consider future service options that will discourage waste growth and encourage avoidance and diversion	Lo	Hi	
R4		Income from sales of recyclate (Risk)	Material values have dropped in the last 12 months and show no early signs of recovery.	Med	Hi		This is due to market forces but maintaining high quality of materials will help cushion the impact	Lo	Hi		Ensure that the best deals are made with processors and other opportunities to market materials are taken in due course .	Lo	Hi	
O1		Income from sales of recyclate (Opportunity)	Sell materials directly, eliminates third party margins and therefore maximises income	Med	Hi		CBC have agreed that JWC will takeover marketing of materials from October 2015	Lo	Hi		Ensure that the best deals are made with processors and other opportunities to market materials are taken in due course .	Lo	Hi	
O2		Innovation and integration	Authorities have the opportunity to look for novel service delivery models which offer greater efficiencies	Hi	Hi		Under guidance from the JWC, wWork with Contractors / Ubico Board to deliver service changes and associated savings, consider developments to existing service models.	Hi	Hi		Seek economies of scale through service alignment and optimisation as far as possible on a countywide basis	Hi	Hi	
R5	Political	DCLG remain critical of local authorities who do not provide refuse services weekly	Additional cost to County as whole likely to exceed £3-4m pa and recycling rate will drop.	v.Hi	Lo		Continue to base policy on evidence of performance and popularity	Hi	Lo		Keep members informed especially following changes to administration or portfolio holders.	Hi	Lo	
R6		Political priorities can and will change over time.	Waste becomes an issue which members feel has been dealt with and so the focus is on other priorities.	Med	Med		Ensure members are aware of the nature of the services and how they impact on all taxpayers. Keep up to date with the latest thinking to ensure opportunities to innovate are not missed.	Med	Med		Keep members informed especially following changes to administration or portfolio holders.	Med	Med	
R7	Organisational	JWT Management Structure is not fit for purpose	The unit is not structured or led in a way that provides balance in terms of value for money and demands	Med	Med		Ensure workload is planned to deliver the highest priorities and staff are empowered to work effectively and efficiently.	Med	Med		Structure Review will consider various options including there is an opportunity to employ a full time Head of Service and other mitigating options.	Med	Med	
R8		Balance of resources between partners	Partners expect the JWT to deliver everything they want without committing the resources required for delivery.	Hi	Hi		Use the business planing process to understand and resolve how the JWT resources are to be utilised across partners. Some members may need to commit more resources.	Med	Hi		SMG and partner authorities commit to resolve resource disparity, JWT will seek ways to allow this without adding overall cost	Med	Hi	

Gloucestershire Joint Waste Committee  
 Strategic Risk Register (JWC Version 08/02/16)  
 Last Reviewed 08/02/16

**Impact (threats)**  
 v.Lo = Negligible  
 Lo = Minor  
 Med = Moderate  
 Hi = Major  
 v.Hi = Catastrophic

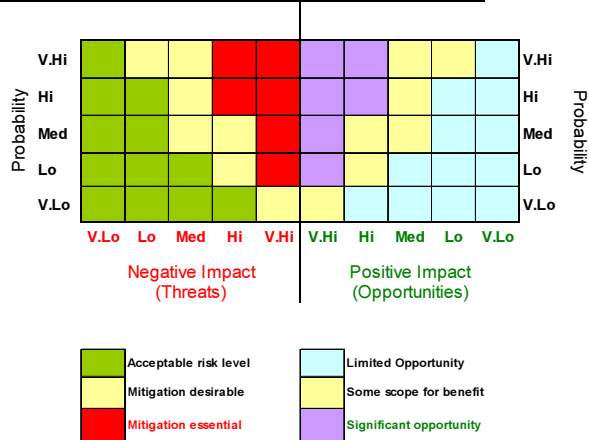
**Impact (opportunities)**  
 Negligible  
 Minor benefit  
 Moderate benefit  
 Major benefit  
 Groundbreaking benefit

**Probability**  
 v.Lo = Not foreseeable  
 Lo = Unlikely  
 Med = Possible  
 Hi = Likely  
 v.Hi = Almost certain

Read with Risk Appetite Matrix (see Appendix 2B)

Ref	Area	Risk	Effect	Raw Score			Mitigation planned	Mitigated Score			Future Actions	Target Score		
				Impact	prob.	score		Impact	Prob.	score		Impact	Prob.	Aim
R9	Operational	Ability of contractors to deliver	Service delivery is the key to providing good customer services. As pressure is placed on contractors to deliver more with less service delivery may suffer.	Med	Hi		Ensure that the JWT carries out sufficient monitoring to keep the contractor focused on meeting contractual standards.	Med	Med		Regular meetings with contractors to keep service levels under review.	Med	Med	
R10		IT systems – obsolescence and compatibility	Inefficiencies due to incompatible or obsolete IT systems	Lo	Med		work with ICT units to improve compatibility and functionality	Lo	Med		Keep systems and replacements under review and flag budgetary implications.	Lo	Med	
R11		Driver shortages	Impact on service delivery if not all rounds can be deployed, particularly if over a sustained period. Wage pressure may also become a factor	Hi	Med		Work with contractors to ensure they have policies in place for driver training and retention and drivers have met CTC requirements	Hi	Med		Consider opportunities to make working conditions attractive to aid retention and loss to other HGV operators	Hi	Med	
R12		Weather related	Service disruption caused by weather.	Med	Med		Follow procedures to ensure least disruption to services.	Med	Med		Review and update procedures in light of experience.	Med	Med	
R13	Commercial	Capacity of contractors to develop / improve services / make new proposals	As service providers take on more work, resources can be stretched; performance & commitment to service development can suffer.	Med	Med		Work with service suppliers to ensure changes are managed with appropriate resources and services are delivered to the expected level.	Med	Lo		Ensure that expectations are made clear and embedded in all future commissioning / procurement processes	Med	Lo	

### Appendix 2B – Risk Register Matrix





Action Plan - 2017/18

Updated - September 2017

Project	Affecting	Objective and/or Outcomes	Progress Update
<b>Strategic Direction</b>			
1	Service Integration Routemap	All	To develop options and pathway to Service Integration in accordance with the Accord set out in para 1.4 of the plan
Scoping in progress and project to begin when HoS post has been filled			
2	Continue to encourage GCC and SDC to join JWC	All	To develop an overall strategy and optimised delivery framework for an efficient, effective and inclusive resource management in Gloucestershire
Scoping in progress and project to begin when HoS post has been filled			
<b>Infrastructure</b>			
3	Waste Transfer Options	All JWC partners	To consider the options for the transfer of waste after closure of Hempsted Landfill site (date TBC) and at end of the Cory Contract August 2018
Hempsted landfill site is now not due to close in the foreseeable future, and is likely to be available up until the time of Javelin Park start-up. Nevertheless, transfer options for the interim period between the end of the Cory contract (August 2018) and the start of the UBB contract (around mid 2019) are currently being planned and longer terms options are being assessed.			
4	FODDC Depot project	FODDC	To ensure that Depot/ Bulking Facility is in place in readiness for 2024
Project underway. Requirements have been defined and RPS have been appointed to carry out a site search and evaluation which is in progress.			
4A	Replace Static Compactors at 4 HRCs	GCC	To procure mobile compaction capability for H'sted and Pyke Quarry in 2017/18 and Wingmoor and Oak Quarry in 2018/19
Procurement has commenced for equipment at Hempsted and Pyke, and initial ground condition surveys have taken place.			
<b>Procurement</b>			
5	Work with Ubico to develop a Procurement Strategy for vehicles and other capital items	All	To be used for projects from April 2017, e.g. TBC, CBC and other partners as required.
Go Shared Services procurement team has set up an e tendering system which is being used for vehicle procurement for Ubico contracts. Ubico has written and approved its own procurement strategy and associated process.			
6	Planning for mobilisation of FoDDC street cleaning contract in August 2018	FoDDC	new contract mobilisation
This project is due to commence in September 2017.			
7	Procurement of a replacement composting contract for garden waste collected in Gloucestershire.	All	New contract to compost garden waste from August 2018
This is being included in the options appraisal for the Cory contract replacement (included in the interim transfer arrangements outlined above). Anticipated extension of Cory contract until Jan 2020.			
8	Assist CBC in arranging new contracts for recycling materials from October 2017 when current contracts expire	CBC	New contracts for recycling materials
Tender process completed and lots awarded to successful bidders. Contracts now in place for all commodities.			
<b>Service Development, Efficiency and Improvement</b>			
9	To review and establish how new developments that cross boundaries will be serviced	TBC/CBC/GC	To undertake a business case for a consistent service in the JCS area around Cheltenham which crosses boundaries
Comparable collection costs under CBC & TBC services are being provided to assist in discussions between those authorities and SMG are considering implications.			
10	Support CDC in appraising the options available for recycling service improvement in 2019 when the current vehicles reach their end of life	CDC	To improve the services offered to residents and increase the amount of waste diverted from landfill into recycling streams.
Preparation underway to kick off the project. Consultation with residents will support the work required under the route map. Waiting for HoS to be in post to progress.			
11	Explore new recycling opportunities at HRCs including Swindon Road	GCC & CBC	Given the wider infrastructure project and consideration by CBC over the usage of the Swindon Road Depot, this action may be a lower priority than others.
Any improvements to Swindon Road on hold until the direction of the infrastructure project has been confirmed. Opportunities for recycling carpets and mattresses will be included in the new materials recycling procurement in early 2018.			
12	Monitor recycling banks usage in FoDDC	FoDDC	Following the expansion of the kerbside recycling service in August 2017 prepare a report to assess the impact of the removal of the 34 recycling bank sites on customer satisfaction, performance and cost by March 18.
To commence autumn 2017.			
13	Working with Ubico, implement preferred option for recycling service redesign in Cheltenham including round optimisation.	CBC	Having identified the preferred option (expected Autumn 2016), to plan and implement new service within time and financial parameters during Autumn 2017
New service launch on 16th October, everything running to schedule and no major risks.			
14	Procurement round 2 on HRC materials	GCC	Ensure best value for HRC materials costs and income.
To commence November 2017.			

15	Residual waste composition analysis	GCC	Commence planning for this to be delivered during 2018.	To commence 2018. UBB will lead on this.
16	To work with Ubico to undertake a review of the discretionary trade waste service to ensure it is operating on a viable commercial level	TBC	To establish if cross council service is viable, identify service expansion options and compliance with waste regulations following an audit of the service in 2016-17	The draft report has been received and discussed amongst the project team (CBC, TBC & WoDC) and some comments and suggestions have been made to APSE who will produce a final report shortly. TBC has identified a resource to market the services in the short term to promote the service and work with internal departments to increase the customer base.
17	Review of Garden Waste Charging Process and system to consider annual renewal and licence/tag system	TBC	To improve the service and renewal process implementing sticker service and annual renewal system.	The project is on course to commence in April. The licences have been decided and a design & postage contract is to be let. Pro rata invoicing has been in place since April and the bulk of these have been done through spring and summer.
18	Bulky waste collection service review	TBC	To consider service options with the aim of improving service levels and reducing waste to landfill following an audit of the service and assist in implementing the recommendations.	To commence autumn 2017.
18A	Review options for dewatering and recycling street sweepings and gully waste	All	To assess and, if economic, arrange recycling of street sweepings and gully waste.	Agreement in principle reached with Cory.
<b>Organisational / Systems</b>				
19	Recruitment of a new Head of Service Complete Phase 2 of JWC Restructuring	JWT	To be completed by end of June 2017 and December 2017 respectively. HoS top priority is to deliver the Accord.	HoS will be in post on 9 October, phase 2 restructure on hold until new head in post.
20	Javelin Park project handover	GCC	To implement plan to transfer responsibility for the contract to the JWT.	Regular project meetings involving the JWT are taking place.
21	Support 2020 project changes - e.g. changes to CRM systems that impact on service delivery	2020 partners	To ensure continuity of service, and quality of service delivery and customer satisfaction	Project has not commenced yet.
<b>Communications and Behavioural Change</b>				
22	Increasing recycling participation by engagement e.g. the <i>Helping People to Recycle More</i> project	All JWC partners	To minimise waste to landfill on an average per household basis.	A project is currently underway at the Forest of Dean to identify properties that have a second unauthorised refuse bin with the intention of collecting the additional bins and encouraging these residents to recycle instead thus reducing the amount of waste sent to landfill.
23	SDC service change follow-up work	GCC / SDC	Communications support to maintain participation rates after initial surge has settled down (potential to include bin stickering)	The JWT has met with SDC during the summer to consider the best use of this funding. Current pressures on SDC include the ongoing volume of requests for extra containers, and support for this will be offered.
24	Javelin Park Communications	GCC	JWT to work with GCC Residual Project officers and UBB to ensure consistency in the delivery of comms key messages.	Ongoing
25	Support CBC in enforcing no-side waste and closed bin lid policy	CBC	Once necessary enforcement support has been secured, to control levels of residual waste being presented - in support of <i>Helping People to Recycle More</i> project.	Business case for support officer to aid the successful introduction has been prepared and will be considered by CBC as part of a report to Cabinet to update the enforcement process within the environmental services policy.
26	Communications campaign to promote the blue bin collection service ensuring residents recycle the right material and reduce contamination	TBC	Minimise contamination to maintain a clean comingled recycling service which reduces the cost to the authority.	Work has begun with the MRF operator Suez to identify similar sorts of items that residents are recycling incorrectly. Press releases have generated some interest and work has been carried out with some housing providers to improve the recycling in communal bin stores. This is set to continue throughout the remainder of the year.

27	Promote garden waste collection schemes in all districts	Districts	To promote and sustain uptake in garden waste services	Promotions have been completed in CBC and CDC with a increase seen in numbers of subscribers in both districts. TBC has been marketing the service along with a the information regarding pro rata payments and the new licence system. A steady increase in TBC area. FODDC has seen an increase in subscriptions again rising from 17900 last year to 18727.
28	To explore options for developing a more integrated, efficient and effective countywide approach to flytipping enforcement and prevention.	All	To improve the natural environment and reduce costs	To commence autumn 2017.
29	To build on the Hubbub anti-litter campaign to discourage littering	FoDDC	To develop and deliver an action plan to work with the community to change behaviour and reduce littering across the district	The Love Your Forest Campaign PR launch was successful on 15 May. Good press coverage across local and national media both online, press and TV. The Trashconverter van is visiting schools (Supported by the street wardens) and events and tourist sites (Supported by volunteers) throughout May. Launch Event at Wenchford on 20 May was well attended - 15 bags of litter collected from the area by members of the public in exchange for seeds and flowers. The Car Sticker competition in conjunction with the Forest Review and the Tourism association ran from May to September with weekly coverage in the local press and social media. The communitrees trail has been installed at Wenchford from 10 August to 10 Sept and the roadside gallery will be in situ late Sept and October. An evaluation report on this campaign will be published later in the year.
30	To develop a "Bin Charter" to cover presentational issues in the Tewkesbury Conservation Area	TBC	Consultation exercise with policy development, agreement, publication and implementation leading to improved amenity in conservation area	This will be part of the council's new waste collection policy instructing residents how and when to present their bin. The policy is in final draft form and will go through the committee & council meetings in the autumn.
<b>Safety, Health and Environmental impact of operations</b>				
31	Monitor Health and Safety and Support the Health & Safety Executive's anticipated intervention programme.	Districts	To ensure safe working practices are in place and risks are eliminated or mitigated	Ongoing monitoring underway and waiting for confirmation of anticipated HSE intervention programme.
32	Review of monitoring health and safety of Ubico contracts	ALL	To establish common processes and ensure safety working practices are in place and risks are eliminated or mitigated	Ongoing function embedded in the contract monitoring duties of the JWT for all partners.
<b>Additional Actions</b>				
A	Interim Waste Disposal arrangements	GCC	To establish continuity of service.	Cabinet report prepared for September meeting.
B	Redirect a proportion of waste to Wingmoor Farm landfill in order to prolong life of Hempsted landfill.	GCC	To minimise the amount of waste disposal at Hempsted.	Waste diversion has commenced.
C	Refuse and Garden waste vehicle procurement	FODDC	New vehicles in line with contract for 2018-2024	Procurement in progress and on track for July 18 deadline

## TEWKESBURY BOROUGH COUNCIL

<b>Report to:</b>	Overview and Scrutiny Committee
<b>Date of Meeting:</b>	17 October 2017
<b>Subject:</b>	Tewkesbury Borough Council Waste & Recycling Collection Services Policy and Procedures
<b>Report of:</b>	Peter Tonge, Head of Community Services
<b>Corporate Lead:</b>	Peter Tonge, Head of Community Services
<b>Lead Members:</b>	Councillor J R Mason, Lead Member for Clean and Green Environment
<b>Number of Appendices:</b>	One

**Executive Summary:**

Tewkesbury Borough Council has made a commitment to providing waste and recycling services that are good value for money and meet the needs of all residents in the borough.

The waste and recycling collection services policy aims to ensure that waste and recycling services operate effectively and efficiently in order to maximise recycling rates and reduce the amount of waste going to landfill in line with the waste hierarchy.

It provides a set of rules and standards that the authority uses to deliver regular and reliable collections in a customer focused way. It takes into account the need to protect the health and safety of the public and the staff who operate the scheme.

It lays out policies and procedures that are clearly defined to avoid any uncertainty for residents, Members and officers.

**Recommendation:**

**That the Tewkesbury Borough Council Waste & Recycling Collection Services Policy be forwarded to Executive Committee for approval and adoption by the Council.**

**Reasons for Recommendation:**

The policy provides a clear guide to members of the public and Elected Members as to how our waste and recycling services operate, it also provides guidance on how the waste service should be used.

**Resource Implications:**

None.

**Legal Implications:**

Whilst there is no legal requirement for the Council to adopt a Waste Policy it is good practice to ensure that residents have a good understanding how waste services are delivered.

Under the terms of the Environmental Protection Act 1990, Tewkesbury Borough Council is classed as a Waste Collection Authority and, as such, under Section 45(1) has a statutory duty to collect household waste from all domestic properties.

Under Section 46(4) of the Act, the Council has specific powers to stipulate:

- the size and type of the collection receptacles;
- where the receptacles must be placed for collecting and emptying; and
- the materials or items which may or may not be placed within the receptacles.

The Controlled Waste Regulations 2012 gives waste collection authorities the power to charge for the collection of garden waste and the service we provide offers a convenient way for residents to dispose of their garden waste.

The waste hierarchy referred to in the Executive Summary of the Waste and Recycling Collection Services Policy and Procedures annexed to this report sets out a range of options for the treatment of waste in descending order of desirability, for example:

- (a) prevention;
- (b) preparing for re-use;
- (c) recycling;
- (d) other recovery (for example energy recovery); and
- (e) disposal.

Regulation 12(1) of the Waste (England and Wales) Regulations 2011 requires the Council to apply the hierarchy when dealing with waste.

**Risk Management Implications:**

Waste services are delivered to every residents in the Borough. If the Council clearly sets out how these services are delivered, and is clear on the responsibilities of residents, then the risk of reputational damage should be minimised.

**Performance Management Follow-up:**

Regular reports on the work of the waste and recycling service are presented to Overview and Scrutiny Committee.

**Environmental Implications:**

The Waste and Recycling Collection Services Policy aims to ensure that waste and recycling services operate effectively and efficiently in order to maximise recycling rates and reduce the amount of waste going to landfill in line with the waste hierarchy.

## **1.0 INTRODUCTION/BACKGROUND**

**1.1** The Council does not currently have a Waste and Recycling Policy.

**1.2** The Council has a statutory duty to collect household waste from all domestic properties. It makes sense for the Council to inform members of the public about how this service operates and also how waste should be presented, stored etc.

## **2.0 THE POLICY**

**2.1** The proposed Policy covers a range of elements of the waste and recycling collections service, including:

- Waste and recycling containers.
- Frequency of collection.
- How to present waste and recycling for collection.
- Assisted collections.
- Clinical waste services.
- Bulky waste collections.
- Issues with collections.
- Complaints.
- Contact details.

**2.2** The Policy sets out how the service should operate and is a clear guide for officers, members of the public and Councillors what they can expect from the Council, it also details types of waste that the Council expects to be reused, recycled or sent to landfill.

**2.3** The proposed Policy outlines the type of containers that should be used for the various waste streams and how and where these containers should be stored. It also details how residents who cannot have wheelie bins for some reason need to store and present their waste.

## **3.0 PURPOSE**

**3.1** The purpose of a Waste Policy is to inform residents on all matters related to our waste and recycling services and encourage reuse and recycling as far as possible to divert as much waste away from landfill as possible.

**3.2** It is hoped that by doing this the Council will improve its already excellent recycling rates.

## **4.0 CONSULTATION**

**4.1** The Policy, if adopted, will be widely shared within the Borough to ensure that all residents are aware of the contents.

## **5.0 OTHER OPTIONS CONSIDERED**

**5.1** None.

## **6.0 RELEVANT COUNCIL POLICIES/STRATEGIES**

**6.1** Gloucestershire Joint Municipal Waste Management Strategy 2007-2020.

**7.0 RELEVANT GOVERNMENT POLICIES**

7.1 Waste Management Plan for England 2013 – DEFRA.

**8.0 RESOURCE IMPLICATIONS (Human/Property)**

8.1 None.

**9.0 SUSTAINABILITY IMPLICATIONS (Social/Community Safety/Cultural/  
Economic/ Environment)**

9.1 It is hoped that by informing the public better on ways to make use of our waste facilities then our recycling rates would increase thus reducing the level of waste to landfill.

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

10.1 None.

**11.0 RELATED DECISIONS AND ANY OTHER RELEVANT FACTS**

11.1 None.

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**Background Papers:** [Gloucestershire Joint Municipal Waste Management Strategy 2007-2020](#)

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**Appendices:** 1. Draft Tewkesbury Borough Council Waste & Recycling Collection Services Policy

# Tewkesbury Borough Council

## Waste and Recycling Collection Service Policy and Procedures

September 2017





## Introduction

Tewkesbury Borough Council has made a commitment to providing waste and recycling services that are good value for money, convenient and easy to use, and meet the needs of all residents in the borough.

In 2007 all of the local authorities in Gloucestershire developed and signed up the [Gloucestershire Joint Municipal Waste Management Strategy 2007-2020](#) and have been working since then to deliver the objectives of the strategy.

The waste and recycling collection services policy aims to ensure that services operate effectively and efficiently in support of the main strategy objectives and in line with the priority order of the waste hierarchy:

- prevention;
- preparing for re-use;
- recycling;
- other recovery (for example energy recovery);
- disposal

Working in partnership with all Gloucestershire local authorities, the council is proud to promote other waste minimisation and reuse schemes such as real nappies, home composting and reuse and repair cafes. This ensures that residents who wish to avoid sending waste to landfill are supported by the council with suitable and helpful schemes. The Recycle for Gloucestershire campaign website is the central source for all recycling information:

[www.recycleforgloucestershire.com](http://www.recycleforgloucestershire.com)

## What this policy will cover

This policy provides a set of rules and standards that the council uses to deliver regular and reliable collections in a customer focused way. It takes into account the need to protect the health and safety of the public and the staff who operate the scheme.

It lays out policies and procedures that are clearly defined to avoid any uncertainty for residents, members and officers.

Under the terms of the Environmental Protection Act 1990, Tewkesbury Borough Council is classed as a Waste Collection Authority and as such, under Section 45(1), has a statutory duty to collect household waste from all domestic properties.

Under Section 46(4) of the Act, the council has specific powers to stipulate:

- the size and type of the collection containers
- where the containers must be placed for collecting and emptying
- the materials or items which may or may not be placed within the containers.

The Controlled Waste Regulations 2012 gives waste collection authorities the power to charge for the collection of garden waste and the service we provide offers a convenient way for residents to dispose of their garden waste.

This document outlines how the Borough council works in partnership with our collections contractor to deliver the domestic refuse, food waste, recycling and garden waste collection services. It details the actions required by householders to fully participate in the services and recycle as much as possible.

The policy covers:

- Waste and recycling containers
- Frequency of collection
- How to present waste and recycling for collection
- Assisted collections
- Clinical waste services
- Bulky waste collections
- Recycling Bring Centres
- Issues with collections
  - Missed collections
  - Non Collection of bins / caddies
  - Disruption to services
  - Excess waste/ side waste
- Complaints
- Contact details

## Waste and Recycling Containers

Each household is provided with the following:

### **For General Refuse - 1 x 180 or 190 litre green wheeled bin**

Only general waste produced by a householder should be placed in this wheeled bin. It should not contain any hazardous, recyclable, organic or compostable waste. Non-standard items such as bulky waste, excessively heavy or commercial waste should not be put in this bin.

### **For Mixed Household Recycling - 1 x 240 litre blue wheeled bin**

The following items can be put in the blue bin for recycling:

- Paper, newspapers and magazines
- Corrugated and light cardboard - polystyrene must be removed and disposed of in the refuse bin
- Plastic bottles, pots, tubs and trays – No rigid plastics such as toys, crates
- Metal food tins, drink cans and aluminium foil – no batteries or car parts
- Empty aerosol cans
- Paper based cartons
- Glass bottles and jars. Pyrex and ceramics are not accepted.

Recycling materials placed in the bin should be clean and not contain food residue or waste or liquids. No other waste types should be put in the blue bin as this will contaminate the recycling. Further guidelines can be found on the council website at [www.tewkesbury.gov.uk/bluebin](http://www.tewkesbury.gov.uk/bluebin)

Small waste electrical and electronic appliances (known as WEEE) and household batteries should not be placed in the refuse or recycling bins. These items should be taken to the Household Recycling Centres to be disposed of in the appropriate bins where they will then be sent on to reprocessors to be dismantled, recycled or reused.

**For Food Waste - 1 x 23 litre green lockable outdoor caddy and 1 x 7 litre indoor caddy**

The following items can be put in the food waste caddy:

- meat and fish – raw and cooked, including bones
- all dairy products such as cheese
- raw and cooked vegetables and fruit
- bread, cake and pastries
- rice, pasta and beans
- leftover food from your plates and dishes
- tea bags and coffee grounds
- lards and fats
- paper towels

Residents should wrap or bag the food waste inside the caddy using newspaper, compostable or plastic carrier bags as this will help to keep the caddy clean.

**For Garden Waste - 1 x 240 litre brown wheeled bin.**

The council operates a chargeable garden waste collection service. If householders subscribe to the garden waste service a wheeled bin will be provided. Full terms and conditions of this service are detailed on the council website at [www.tewkesbury.gov.uk/gardenwaste](http://www.tewkesbury.gov.uk/gardenwaste).

The following items can be put in the brown garden waste bin for composting:

- Grass cuttings
- Weeds, flowers, leaves and bark
- Hedge and shrub cuttings
- Tree stumps, twigs and branches up to 10cm in diameter
- Christmas trees cut into 3ft (90cm sections)

Bins should not contain food waste, dog waste, general waste, dry recyclables, bricks, rubble, oil, hazardous waste, or large quantities of soil.

***Access and storage issues***

Where residents consider that it is impractical to use the standard containers due to access or storage issues an alternative will be offered following assessment and approval from a council/joint waste team officer and a supervisor from the contractor. The assessment will primarily be based on health and safety or access grounds.

Residents living at properties that are unable to accommodate wheeled bins will be offered:

- a black bag collection service for general waste (resident supplies – maximum 3 bags to be presented on each collection)

- a blue bag collection service for recycling (rolls of 25 blue bags are provided – these are available for collection from various collection points including the council offices and parish and town council offices)
- a caddy for food waste recycling

Alternative options for flats and other multiple occupation buildings will include communal wheeled bins. The size of these bins will be dependent on capacity requirements. Separate bins will be provided for general refuse, recycling and food waste and residents are required to separate out their waste into the correct bins. A reusable bag, which can be collected from the council offices, will be offered to residents so they can store recyclables in their property.

### ***Additional Bins***

For those householders where there is a genuine need for additional waste and recycling bins due to large households or special circumstances the following criteria and charges apply:

- Where a household of five or more produces general waste which cannot be accommodated in one wheeled bin an additional 180ltr refuse bin will be offered, providing every effort to maximise recycling has been made. There is a charge for the bin which includes delivery.
- Where a member of a household has medical circumstances and produces general waste which will not fit into one bin an additional 180ltr refuse bin will be offered free of charge.

Residents are required to complete an application form for this service either by visiting the council's website or by contacting customer services.

### ***Damaged/ Lost/ Stolen Containers***

Any request to provide a new wheeled bin for refuse or recycling or food waste caddy due to damage should be made via the council's website or by contacting the council's customer services.

Wheeled bins damaged or accidentally tipped into the collection vehicle by the collection crews will be replaced free of charge. If a householder damages or loses a bin or it is stolen, there is a charge to replace a refuse bin. Food waste caddies and recycling wheeled bins will be provided free of charge. Replacement garden waste bins are free of charge but requests for replacements will be checked and authorised by reference to a valid subscription before an order is placed.

Replacement containers will be delivered as soon as possible after the request has been made. Replacement food waste caddies can be collected from the council offices.

### ***Looking after your containers***

Residents are responsible for the storage, safe keeping of the waste, recycling and food containers provided by the council and for maintaining their bins and caddies in a hygienic and serviceable condition.

Residents may personalise containers if they wish, provided it remains clear which collection it is for.

When residents move home they must leave all containers at the property ready for the new occupant to use.

## Frequency of Collection

The council will collect **food waste** (green caddy) on a **weekly** basis.

Household **refuse** (green bin) and **recycling** (blue bin or blue bags) will be collected on a **fortnightly** basis on alternate weeks.

**Garden waste** (brown bin) will be collected on a **fortnightly** basis but only if residents have paid to use this service.

During Bank Holiday weeks, collections will usually be a day late. For example, if the normal collection day is a Friday the collection will be made on a Saturday instead. The council may make exceptions to this rule, such as during the Christmas period. Where collection dates are changed householders will be notified. Collections will normally be made on Good Friday.

The council will communicate collection arrangements throughout the year and over bank holiday periods. Details of collection arrangements are available on the website at [www.tewkesbury.gov.uk/calendar](http://www.tewkesbury.gov.uk/calendar) and may also be issued in other formats such as on calendars attached to bins.

## How to Present Waste and Recycling for Collection

It is the householder's responsibility to place their waste and recycling containers or sacks at the edge of the property nearest to the highway (the curtilage - where the property meets the pavement) in a safe position or at the designated collection point by 7am on the day of collection.

Residents must put their containers out for collection no earlier than the evening before collection day and should ensure that the wheeled bin lids are closed to prevent items escaping and littering, control vermin and flies, and prevent items getting wet.

Once the bins have been emptied the crew will return them to a safe position where they were collected from.

At the earliest opportunity following collection the householder must return their bins to their property and not leave them on the pavement, highway or any other publically accessible area or right of way.

Where properties do not have pavements or a kerb adjoining their boundary, householders will be permitted to present their waste and recycling containers as close to the highway as possible, without causing a blockage or an obstruction. For properties that are located on private lanes or un-adopted roads residents are required to place their containers on the pavement or verge of the nearest public road to their property.

At properties that have communal bin stores such as flats, generally communal containers are moved to and from the storage area for collection by the collection crew but at some sites it may be the responsibility of the resident or caretaker. Residents are advised to refer to their tenancy agreement or management company. If security gates are present they must be left open to enable the collection crews to gain unrestricted access or a code or key must be provided for entry. At properties where there are communal bins, residents are responsible for ensuring that collection crews have clear and safe access to the containers. If there is no access, or unsafe access, the crew will be unable to collect and may not be able to return until the next scheduled collection. No side waste will be collected from communal areas.

## **Assisted Collections**

An enhanced assisted collection service is available to residents who are unable to put out their waste and recycling due to ill health, infirmity or disability - and without other adults over the age of 16 in the household or neighbours who are able to assist. Residents receiving the assisted collection service will have their wheeled bins/sacks and caddy collected and returned to an agreed location on their property.

A simple application form must be completed in order to request the service and each case will be considered on its merits. Assisted collections are subject to the council being satisfied that service provision is warranted.

Each property will be risk assessed by the council's contractor for suitability for an assisted collection and the resident will be informed whether or not assisted collections are suitable and will take place. Decisions regarding special arrangements for collections will be at the discretion of the contractor and customer services.

Service provision will be subject to adequate access being available at all times on the day of collection. If the householder's circumstances change, the resident must inform the council as soon as possible.

## **Clinical Waste Services**

Arrangements can be made for residents that require a collection of clinical waste. If the clinical waste is infectious, for example waste products from home administered haemodialysis, a special collection arrangement will be made to collect the waste in accordance with the quantity produced or the demand. The resident or the relevant hospital department should contact the council to organise the collections.

Residents who have offensive clinical waste such as peritoneal dialysis waste, incontinence pads, stoma bags and nappies can dispose of these materials within normal household refuse bins. This waste should be placed inside two bags (double bagged). If additional bins are required these will be provided under the additional bin criteria.

Sharps contained in appropriate sharps boxes should be taken one of the pharmacies across the borough that offers a take back service. A list of participating pharmacies can be found on the council's website.

## Bulky Waste Collection Service

A chargeable collection services is offered to all domestic residents for bulky household waste items. Bulky household items include small and large electrical appliances, furniture such as sofas, mattresses, wardrobes, white goods such as fridges, washing machines and carpets and lino (must be rolled into less than 6ft lengths). Items which cannot be collected by the bulky waste collection service are: general refuse and green waste, building materials, kitchen units/sink tops, radiators / storage heaters, doors / windows, garage doors, bathroom suites and sheds/greenhouses.

Each booking permits the collection of up to three items. Residents who are in receipt of housing benefit, council tax reduction or Universal Credit receive a discounted rate of 50%.

Residents may order and pay for bulky waste collections using the council's website or via the customer services team where they will be provided with the cost of collection and can agree a collection date.

Booked-in bulky items must be presented outside the property on the agreed collection day by 7am and must not block or obstruct the public footpath or highway. A minimum of 24 hours notification is required to change the collection date. If items are not presented for collection on the agreed day, fees will not be refunded. Refunds are given if the collection is no longer needed and is cancelled 24 hours before the collection is due.

If the items that are no longer required are in good condition then it may be better to find another home for them rather than use the Bulky Waste Collection service. Charity Shops may take some items and the Furniture Recycling Project (FRP) also collects furniture and electrical items for reuse free of charge. Contact information for these organisations is on the council's website.

## Recycling Bring Centres

Recycling bring centres are provided to enable residents to recycle more as a wider variety of materials than those collected in the blue bin can be recycled. Materials that can be recycled at these sites include textiles and shoes, batteries and lightbulbs, glass, plastic and cans, cartons, foil, paper and cardboard. Site specific information is held on the council website.

The recycling bring centres are provided for domestic recycling only. Residents should not leave items on top of or around the bring site containers as this will be treated as fly tipping.

Bring sites are inspected and emptied regularly to maintain sufficient capacity for each material. As with kerbside collection of recyclables, it is important to use bring site containers only to deposit the correct, clean materials.

## Issues with Collections

### Missed collections

From time to time genuine human errors by collection crews result in containers being missed for collection.

If the contractor misses a collection as a direct result of service failure they are required to return to the property to empty the bin within 5 working days of the bin being reported as missed.

Residents are required to report a missed collection within 48 hours of the collection day otherwise the contractor will not return until the next scheduled collection.

As there are separate vehicles collecting refuse, recycling, food waste and garden waste residents may have one collection earlier in the day than another so it is important to be sure that the crew has been to the area before reporting a missed collection.

On reporting a missed collection residents must be sure that they have adhered to the collection guidance:

- The bins are out on the correct collection day by 7am – collection days can be checked on the council website
- The bins are not contaminated or contain items that are not collected as part of the relevant service
- The bins are not too heavy to be tipped into the vehicle

If residents report a missed bin they are advised to leave the bin out on the edge of the property to be collected for up to 5 working days.

Refuse and recycling containers which are not collected due to obstructions such as road closures or parked cars will be logged by the crew and reported to customer services. Where possible, another attempt to collect will be made so residents are requested to leave the bins at the kerbside.

### Non collection of bins or caddies

Information is given to residents so that they can participate in the services provided correctly. All waste must be presented in council approved containers to ensure it can be safely collected from the kerbside. Where residents do not follow the guidance given regarding collection requirements, the waste and/ or recycling will not be collected. A notice (sticker or bin hanger) will be left on the bin or bag explaining why the waste has not been collected and giving details of the customer services team should further advice be required.



The council will reject the collection of food waste, refuse, recycling and garden waste receptacles for the following reasons:

- Overloaded bins – too heavy to lift
- Not a council container
- Wrong containers presented - blue recycling bin presented on green refuse week or vice versa
- Contamination – wrong items in the bin or caddy

If householders do not present their waste or recyclables for collection in accordance with council requirements, they have the following options:

- Take the waste to a Household Waste Recycling Centre
- Remove the contamination and store the waste until the next collection day.

### **Disruption to Services due to poor weather/ road conditions**

The Council will work with its contractor to minimise the disruption caused by inclement weather. The council may temporarily suspend services but will endeavour to arrange for collections to take place as soon as is safely possible to do so. All information on missed collections and plans to resume collections will be on the council's website, on social media pages and released to the press as soon as the information is available.

### **Excess Waste/ Side Waste**

*General Household Waste* - The council will only collect waste contained in the council wheeled bin or for those properties that have been approved to use sacks – a maximum of 3 sacks per collection. Waste placed alongside or on top of the bins will not be collected as this extra waste does not support waste minimisation principles or encourage residents to maximise recycling.

Residents who are unable to contain their refuse within the waste bin are encouraged to recycle as much as possible. If they still have waste they cannot contain within their wheeled bin then the excess waste can be taken to their nearest Household Recycling Centre.

*Recycling and Food Waste* - The council encourages households to maximise the quantity of materials for recycling. Residents that have additional recyclables on a regular basis can request an additional recycling wheeled bin or food waste caddy free of charge. For those residents who have occasional additional recycling blue recycling sacks are available from the local pick up points including the council offices.

*Garden waste* - The council will not collect any side waste or waste placed on top of the bins with the exception of Christmas trees that do not fit inside the bin. Residents can have more than one garden waste bin but there is no discount for multiple bins.

Exceptions may apply during inclement weather and occasionally during the Christmas period, when instructions and advice will be provided by the council.

## Complaints

We aim to deliver all our services correctly first time. However we know that sometimes things go wrong and when this happens, residents need to tell us so that we can take appropriate action. Residents should report problems to the council as soon as possible via the council's website. We will respond to complaints in accordance with the council's formal complaint procedure.

## Contact Details

Tewkesbury Borough Council  
Public Services Centre  
Gloucester Road  
Tewkesbury  
Gloucestershire  
GL20 5TT

Report it, apply for it or pay for it: [www.tewkesbury.gov.uk/do-it-online](http://www.tewkesbury.gov.uk/do-it-online)  
Council website: [www.tewkesbury.gov.uk](http://www.tewkesbury.gov.uk)  
Customer Services: 01684 295010

Where fees or charges apply, these will be reviewed on an annual basis in accordance with the council's fees and charging strategy.

## TEWKESBURY BOROUGH COUNCIL

<b>Report to:</b>	Overview and Scrutiny Committee
<b>Date of Meeting:</b>	17 October 2017
<b>Subject:</b>	Environmental Crime Action Plan
<b>Report of:</b>	Peter Tonge, Head of Community Services
<b>Corporate Lead:</b>	Robert Weaver, Deputy Chief Executive
<b>Lead Member:</b>	Councillor J R Mason, Lead Member for Clean and Green Environment
<b>Number of Appendices:</b>	One

### **Executive Summary:**

In February 2017 the Overview and Scrutiny Committee considered a report regarding the Council's approach to tackling enviro-crime within the borough. Members asked for a further update to this Committee.

This report provides that update on the Council's current activity and future actions to deal with environmental crime.

The appendix contains the full plan with progress updates.

### **Recommendation:**

**To CONSIDER the current position and good progress in respect of enviro-crimes, in particular fly tipping, the introduction of the use of fixed penalty notices and the public space protection order for dog control.**

### **Reasons for Recommendation:**

The Council's performance in respect of enviro-crimes is monitored by the Overview and Scrutiny Committee. This report presents an update on the positive progress that the Environmental Health Team is making in dealing with enviro-crime.

### **Resource Implications:**

Responsibility for the enforcement of enviro-crimes lies with the Environmental Health Team. Ubico has responsibility for clearing fly-tipped material, littering and dog fouling on public land.

**Legal Implications:**

Several enviro-crimes, such as fly tipping are criminal offences and therefore investigations must only be undertaken by suitably authorised and competent officers. Failure to conduct investigations in accordance with statutory guidelines relating to criminal investigation procedure may expose the Council to successful legal challenges against enforcement action.

In particular, officers must pay particular attention to the provisions contained within the Regulation of Investigatory Powers Act 2000 (RIPA), when considering whether to employ overt or covert surveillance measures and the Police and Criminal Evidence Act 1984 (PACE) when conducting investigations and gathering evidence under caution.

In dealing with the investigation of enviro-crimes, and determining the most appropriate course of action, officers will adhere to the Council's Enforcement Policy to ensure that any formal action is proportionate, consistent and transparent.

**Risk Management Implications:**

Enviro-crimes cause an area to be unsightly and can blight communities. Failure to tackle enviro-crimes could result in a potential reputational risk to the Council. Furthermore, enviro-crimes are costly to clear up and a reduction in such crimes will have a benefit in terms of financial risk management for the Council.

**Performance Management Follow-up:**

The level of enviro-crimes is a key performance indicator for the Council and is monitored by the Overview and Scrutiny Committee's performance tracker on a quarterly basis. The action plan will also be monitored on a regular basis to ensure that actions are being progressed.

**Environmental Implications:**

Enviro-crimes have a direct affect on both visual and physical environmental quality; therefore a reduction in enviro-crimes will result in a clear improvement to the Environment.

**1.0 INTRODUCTION/BACKGROUND**

**1.1** Some positive steps have been made recently with a number of prosecutions relating in particular to fly tipping, however, enviro-crimes continue to present a challenge, particularly abandoned vehicles and the serious organised fly-tipping currently taking place in the Borough. The Environmental Health Section will continue to deal robustly with offenders.

**2.0 FLY TIPPING**

**2.1** The number of fly tipping incidents in the Borough remains a challenge. To date this year four successful fly-tipping prosecutions have been taken through the magistrates. This has resulted in a fines and costs of over £1,500, in once case the individual was subject to a curfew. A further three prosecutions are currently pending further investigation.

**2.2** The team is working closely with Tewkesbury Police and partners and a stop and search operation is planned shortly. This will focus on stopping any vehicle that is capable of carrying trade waste and checking that they have the relevant documentation to allow them to carry waste. Fixed penalty notices can be issued where documentation is not present or correct.

### **3.0 PUBLIC SPACE PROTECTION ORDERS**

**3.1** The Council is currently consulting about the introduction of a Borough-wide Public Space Protection Order. The consultation runs until 6 November.

**3.2** The Order, if introduced, will allow officers to issue fixed penalty notices for non-compliance with the Order. The Order requires that a person in control of a dog must:

- remove the faeces from the land forthwith;
- have available an appropriate means to pick up dog faeces produced by that dog; and
- dispose of the waste in an appropriate receptacle.

**3.3** Non-compliance with the Order can result in a fixed penalty notice of £100 or prosecutions through the Magistrates Court.

### **4.0 CONSULTATION**

**4.1** Consultation with the Lead Member for Clean and Green Environment has taken place on a monthly basis during the Portfolio briefings.

**4.2** Consultation with the Parish and Town Councils has been undertaken as part of the scoping exercise to appoint the Environmental Warden.

Consultation with regard to the introduction of a Public Space Protection Order runs from 14 August to 6 November 2017.

### **5.0 RELEVANT COUNCIL POLICIES/STRATEGIES**

**5.1** Overview and Scrutiny Environmental Crime Report 2014.

### **6.0 RELEVANT GOVERNMENT POLICIES**

**6.1** Environmental Protection Act 1990.

Clean Neighbourhoods and Environment Act 2005.

Refuse and Disposal Amenity Act 1978.

Regulation of Investigatory Powers Act 2000.

Police and Criminal Evidence Act 1984.

### **7.0 RESOURCE IMPLICATIONS**

**7.1** Within existing.

### **8.0 SUSTAINABILITY IMPLICATIONS**

**8.1** Reducing environmental crimes can improve community safety as well as economic, social and environmental sustainability. For example, a reduction in dog fouling may increase confidence in use of community land and playing fields.

**9.0 IMPACT UPON (Value for Money/Equalities/E-Government/Human Rights/Health and Safety)**

**9.1** Joint working with partner agencies such as the police and housing associations will enable organisations to pool resources, which may enable the Council to demonstrate improved value for money when tackling enviro-crimes.

**10 RELATED DECISIONS**

**10.1** None.

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**Background Papers:** Overview and Scrutiny Report February 2017.  
**Officer Contact:** Peter J Tonge, Head of Community Services Tel: 01684 272259  
Email: [peter.tonge@tewkesbury.gov.uk](mailto:peter.tonge@tewkesbury.gov.uk)  
**Appendices:** 1. Enviro – Crime Action Plan.

## ENVIRO-CRIME ACTION PLAN

<b>1. Fly Tipping</b>				
<b>Action</b>	<b>Target Date</b>	<b>Task Owner</b>	<b>Status (RAG)</b>	<b>Comments</b>
Develop a toolkit of all available enforcement actions such as fixed penalty notices and simple cautions to deal with fly tipping.	December 2017	EH Manager / PEHO	<b>Green</b>	
Prosecute offenders of fly tipping and advertise results in local media a	Ongoing	EH Team	<b>Green</b>	
Prepare a fixed penalty procedure & policy	November 2017	PEHO	<b>Green</b>	Amended date to reflect Executive & Council
Undertake a joint working initiative with Gloucestershire Police	October 2017	PEHO	<b>Green</b>	
Review the Borough signage with regard to enviro-crime and deploy to areas which are known hot spots	Ongoing	PEHO	<b>Green</b>	Signage is reviewed regularly and moved to the most appropriate location
Work with TBC property department to establish whether an engineered solutions can reduce fly-tipping	Ongoing	EH Manager / PEHO	<b>Green</b>	

Continue to deploy covert CCTV in our known hotspots.	Ongoing	PEHO / EH Team	Green	
Work closely with the National Farmers Union and other partners in rural communities.	November 2017	HoCS / EH Manager	Amber	
<b>2. Abandoned Vehicles</b>				
<b>Action</b>	<b>Target Date</b>	<b>Task Owner</b>	<b>Status (RAG)</b>	<b>Comments</b>
Continue partnership working with Gloucestershire Police and district authorities in order to achieve a co-ordinated approach across Gloucestershire.	Ongoing	EH Manager / PEHO	Amber	Close working with police but needs improvement with other Councils.
Sign abandoned vehicles data sharing agreement with Gloucestershire Police and Local Authorities to reduce the time taken to remove vehicles and enable more effective recovery of costs.	October 2017	EH Manager / PEHO	Green	Complete – Remove from plan
Achieve an increase in the use of fixed penalty notices in connection with abandoned vehicle investigations.	Ongoing	PEHO	Green	
<b>3. Dog fouling / Control</b>				
<b>Action</b>	<b>Target Date</b>	<b>Task Owner</b>	<b>Status (RAG)</b>	<b>Comments</b>
Introduce Public Space Protection Order (PSPO)	April / May 2017	HoCS / EH Manager / PEHO	Green	Currently consulting (12 weeks)



Gather data on dog fouling hot spots.	June 2017	PEHO	Green	Complete
Consult with the Council's Executive Committee recommending the introduction of Public Space Protection Orders for dog fouling.	September 2017	HoCS / EH Manager	Green	
Implement PSPO & Advertise	January 2018	HoCS / EH Manager	Green	
Finalise governance and HR arrangements for employing the environmental warden	August 2017.	EH Manager	Green	Not sufficient contributions from Town & Parish Councils to progress at this stage,
<b>4. Littering</b>				
<b>Action</b>	<b>Target Date</b>	<b>Task Owner</b>	<b>Status (RAG)</b>	<b>Comments</b>
Co-ordinate, promote and support the work of the volunteer litter pickers.	Ongoing	PEHO / EH Assistant	Green	
Continue to provide induction training and equipment as required by the volunteer litter pickers. Continue to support the scheme and encourage uptake.	Ongoing	PEHO / EH Assistant	Green	Arrange annual VLP Event
The Environmental Health Department will continue to investigate complaints of litter and will take appropriate action where sufficient evidence exists.	Ongoing	EH Team	Green	

Introduce PSPO for littering.	Following review of dog fouling PSPO – Mid 2018	HoCS / EH Manager	<b>Amber</b>	
<b>5. General</b>				
<b>Action</b>	<b>Target Date</b>	<b>Task Owner</b>	<b>Status (RAG)</b>	<b>Comments</b>
Review the enforcement policy to ensure that it is robust and includes all enforcement option for enviro-crime.	September 2017	HoCS	<b>Green</b>	Complete
Review all of the available resources Council wide for dealing with enviro-crime and where appropriate multi-skill and train officers to take relevant enforcement activities.	September 2017	HoCS	<b>Amber</b>	All ops managers aware that staff may be trained in FPN issuing and awareness.
Develop an FPN procedure and training strategy for all appropriate Council officers and deploy.	July 2017	HoCS / EH Manager / PEHO	<b>Amber</b>	Merge with action above
When employing Council officers where appropriate ensure that enviro-crime is included within their remit.	July 2017	HoCS / EH Manager / PEHO	<b>Amber</b>	Merge with action above
Individual officer performance and training needs in respect of enviro-crimes will be discussed and reviewed as part of the Personal Professional Development (PPD) process.	Ongoing	EH Manager / PEHO	<b>Green</b>	

Consider possibilities of working with the Counter Fraud unit to work more closely to target enviro crime including using powers to seize vehicles and apply for proceeds of crime in larger cases.	January 2018	HoCS / EH Manager		No rating as no activity to date.
Review and where appropriate improve reporting mechanisms for members of the public wishing to report enviro-crime.	Ongoing	HoCS / EH Manager	<b>Green</b>	Current reporting mechanisms are appropriate.
<b>6. Communications</b>				
<b>Action</b>	<b>Target Date</b>	<b>Task Owner</b>	<b>Status (RAG)</b>	<b>Comments</b>
Develop a communications strategy around enviro-crime utilising all of our usual media channels including Borough News, press and other media, websites and social media etc including: <ul style="list-style-type: none"> <li>• Fly tipping</li> <li>• Littering</li> <li>• Abandoned Vehicles</li> <li>• Dog fouling</li> </ul>	September 2017	HoCS / EH Manager / PEHO	<b>Amber</b>	Some work done and more when PSPO is adopted

Develop an information sharing agreement with other Council's within Gloucestershire to ensure that information on fly tipping events and offenders are shared.	December 2017	HoCS	<b>Green</b>	Work on a County wide ISP is underway with Glos Police as part of Safer Gloucestershire
Develop a network of communities to report enviro-crime enabling them to act as eyes and ears for the council in particular with existing community groups, Town & Parish Councils, volunteer litter pickers and paws on patrol network etc.	Ongoing	HoCS / EH Manager / PEHO	<b>Amber</b>	
Develop case studies to highlight the impact of fly tipping on the community and economy of the borough (i.e. costs to the tax payer)	Ongoing	HoCS / EH Manager / PEHO	<b>Amber</b>	
Respond to the Governments Anti-littering strategy consultation advocating new enforcement powers for littering offences etc e.g. higher level of fixed penalty notices.		HoCS	<b>Green</b>	Action complete

Pool intelligence on prolific offenders and use robust enforcement powers to target these offenders.	Ongoing	PEHO / EH Team	<b>Green</b>	
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## TEWKESBURY BOROUGH COUNCIL

<b>Report to:</b>	Overview and Scrutiny Committee
<b>Date of Meeting:</b>	17 October 2017
<b>Subject:</b>	Housing, Renewal and Homelessness Strategy Review Monitoring Report
<b>Report of:</b>	Peter Tonge, Head of Community Services
<b>Corporate Lead:</b>	Robert Weaver, Deputy Chief Executive
<b>Lead Member:</b>	Lead Members for Built Environment and Health and Wellbeing
<b>Number of Appendices:</b>	One

**Executive Summary:**

The Housing Strategy 2017-21 was developed by an Overview and Scrutiny Working Group and it was adopted by Council in January 2017. The comprehensive Housing Strategy incorporates renewal, as well as two distinct sub-strategies: the Homelessness and Prevention of Homelessness Strategy and the Tenancy Strategy.

The Strategy contains 4 key priorities to meet the housing needs of the Borough. These are:

- Priority 1: Increasing the supply of housing.
- Priority 2: Prevent homelessness.
- Priority 3: Meet the housing needs of specific groups.
- Priority 4: Improving the health and well-being of local people.

Annual action plans are agreed by Executive Committee with regular reporting to Overview and Scrutiny Committee for review of achievements and future challenges. The action plan priorities focus on developments in the service rather than service performance which is outlined in the performance tracking.

This report presents Committee with a summary of the key activities that have been achieved in the last nine months (January – September 2017) against the 2017-21 action plan. A more comprehensive update of actions achieved against each of the action plan targets can be found at Appendix 1.

**Recommendation:**

**To CONSIDER the achievements made to date in respect of the outcomes identified in the Housing, Renewal and Homelessness Strategy Review Action Plan.**

**Reasons for Recommendation:**

The Homelessness Act 2002 and Local Government Act 2003 require all District Councils to develop a strategy that sets out the Council's policies, commitments and programme for a wide range of housing matters. Following development of the Council's Housing Strategy 2017-21, the Overview and Scrutiny Working Group requested that outcomes identified in the strategy action plan be monitored and regular updates be presented to the Overview and Scrutiny Committee.

**Resource Implications:**

Staff time and Member time. Resource implications will be met from existing budget allocations and, where they cannot, will be subject to a growth bid within the Council's Medium Term Financial Strategy and a separate report to Members.

**Legal Implications:**

The Council is required to have a Housing and Homelessness Strategy in place so that its duties under the Homelessness Act 1996 (as amended) and Local Government Act 2003 can be met. The Homelessness Act 2002 requires local authorities to publish a strategy setting out how it will address homelessness and the Localism Act 2011 places a duty on all local authorities to produce a Tenancy Strategy.

The Homelessness Reduction Act 2017 is expected to be implemented in April 2018 and further actions are likely to be added following the publication of the Local Authorities code of guidance (expected Autumn 2017). The current strategy incorporates the Homelessness Reduction Act, and the action plan is renewed annually to enable the strategy to flexibly respond to legislative changes.

**Risk Management Implications:**

The review of activities against the strategy action plan has identified that the aims and objectives of the strategy are being delivered in a timely way. This significantly reduces the risk of not meeting statutory housing and homelessness duties.

**Performance Management Follow-up:**

The Housing Strategy 2017-2021 and associated action plan should be reviewed in January 2018 to ensure that it remains fit for purpose in the future.

**Environmental Implications:**

There are positive environmental implications in the delivery of the strategy objectives e.g. the strategy supports the delivery of new energy efficient homes and energy efficiency improvements in the existing housing stock across the borough.

**1.0 INTRODUCTION/BACKGROUND**

**1.1** The Housing Act 1996 (as amended) and Local Government Act 2003 require all District Councils to develop a strategy that sets out the Council's policies, commitments and programme for a wide range of housing matters. The Housing Strategy 2017-21 was developed by an Overview and Scrutiny Working Group and was adopted by Tewkesbury Borough Council in January 2017. A review of the activities against the strategy action plan has been undertaken as requested by the Overview and Scrutiny Committee Working Group.

**2.0 UPDATE AND KEY ACTIVITIES**

**2.1** The following is a summary of the key activities, identified within the Housing Strategy 2017-21 which have been achieved January – September 2017:

**2.1.1 Priority 1 – Increasing the supply of housing (for full details see action plan)**

*P1.1 Alternative construction methods* are being assessed with SVHS development colleagues to deliver new affordable housing on council owned land.

**2.1.2** *P1.2. and 3: Detailed affordable housing policies for the Tewkesbury Borough local plan* are being drafted along with guidance notes determining the use of commuted sums.

**2.1.3** *P1.4: Empty homes:* An assessment by the council tax team and counter fraud unit resulted in visits to 88 properties identified as long term empty within the borough. Their visits have established that 26 of these have come back into residential use. The evaluation of the remaining properties will commence when the permanent Environmental Health Manager is in post.

**2.1.4** *P1.6: Evaluate potential for promotional activities in private sector.* Visits commenced to lettings agents who have let properties to tenants with deposits from the Borough Council to clarify the Council offer to landlords. The advent of Universal Credit across our borough between December 2017 and July 2018, however, will necessitate a new offer to flex with the change in benefits delivery. A meeting for the district Housing Managers and the DWP lead for our area is being arranged to establish how we will incentivise landlords to accept low income residents in the future. Promotional activities will re-commence when the assistance we can offer and the mechanisms for payment are clear.

**2.1.5 Priority 2 – Homelessness and Homelessness Prevention (for full details see action plan)**

**2.1.6** *P2.1 Improving advice process in homelessness prevention* – this action became increasingly important as the number of residents approaching us has increased from 600 per annum in 2013/14 – to 1479 in 2016/17 and the advent of the new homelessness reduction legislation will increase the emphasis on homeless prevention advice and activities. Our suite of advice paperwork for residents was updated to ensure that all necessary bespoke advice as well as a clear outline of how customers are expected to participate can be delivered thoroughly and efficiently.

**2.1.7** *P2.2 and P2.7: Prevention Protocol with landlords* – contact has been made with the local social landlords to:

- share the Welfare reform Rental Arrears home visit proforma developed by the Financial Inclusion Partnership. We have also forwarded:
- the mapped 4 universal credit areas in the borough with introduction dates;
- the mapped 2 BRMA (housing benefit) rates in the borough; and
- our intention to introduce a mutual exchange register for those affected by welfare reform.
- and reiterate that Housing Services should be advised of possession action in order to prevent homelessness wherever possible.

**2.1.8** *P2.6 – Achieve 60% in the peer review on the DCLG Gold Programme.* Tewkesbury Borough Council Housing Services were peer reviewed in June 2017 by the DCLG and the Forest of Dean District Council and achieved **73%** in the peer review. The borough is now able to make an application for its first Bronze award.



- 2.1.9** *P2.8 and P2.9 – stop the use of bed and breakfast (b and b) and procure effective temporary accommodation:* The average length of time homeless applicants are staying in b and b has fallen from 87 days (2012/13) to 37 days (2016/17) but the numbers of clients placed has risen over the same period from 67 per annum to 99 households per annum. The cost of nightly payments has also risen by 175% over the same period. A paper outlining the challenges and possible temporary accommodation solutions and additional homeless prevention initiatives was submitted to Senior Management Team and a Housing Working Group will be convened in October 2017 to work through these for viability.
- 2.1.10** Tewkesbury Borough Council has recently taken over as the lead partner on the Places of Safety Project for victims of domestic violence for the county. This project now offers 10 properties for victims of violence across the county (as an alternative to bed and breakfast). The project aims to deliver 12 properties but progress in finding the properties has been slow. Two Tewkesbury Borough households have accessed accommodation through the project this financial year to date.
- 2.1.11** The Sanctuary Scheme/Target hardening project has also been recommissioned and extended until July 2018. This scheme has been very successful in preventing the use of bed and breakfast for victims of violence who wish to remain in their own homes.
- 2.1.12** *P2.10 Solutions for high risk/high support/multiple needs homeless households -* Along with the other District Councils, the County Council and the Clinical Commissioning Group, Tewkesbury Borough was successful in securing SIB funding to provide a 'Housing First' project for up to 110 chaotic homeless residents across the county. The partnership has now awarded the contract to P3 – a homeless charity. The project will be operational in the next month.
- 2.1.13** **Priority 3 Meeting the housing needs of those who need it most (for full details see action plan).**
- 2.1.14** *P3.3 Establishing a local connection policy to ensure development via rural exception is prioritised for needs of local community.* The drafting of the policy has been finalised and is now with planning policy and due to be completed by December 2017.
- 2.1.15** **Priority 4 Improving the health and well-being of local people (for full details see action plan)**
- 2.1.16** *P4.2 Help to insulate, adapt and maintain homes –* the Home Energy Conservation Act report has been submitted and the warm and well contract awarded. Tewkesbury borough is participating in a County project review of disabled facilities grants process and provision is underway
- 2.1.17** *P4.3 Respond within three days to complaints about housing conditions:* 10 housing condition service requests were received and all received responses within three days.
- 2.1.18** *P4.4 Reduce poor quality housing by taking appropriate action to deal with HHSRS category 1 hazards.* The number of private sector housing complaints are very low in the Borough, with only six being received and investigated in the last quarter. One complaint resulted in the identification of six category one hazards, leading to a prohibition order being served. This order has been breached and prosecution is pending.

**2.1.19** A comprehensive update on the activities achieved to date against each of the objectives outlined in the strategy, can be found in Appendix 1 (Housing Strategy 2017-21 Action Plan Update).

### **3.0 OTHER OPTIONS CONSIDERED**

**3.1** None – this is an update on progress made to date.

### **4.0 CONSULTATION**

**4.1** None – updates have been provided by the relevant Service Managers.

### **5.0 RELEVANT COUNCIL POLICIES/STRATEGIES**

**5.1** Housing Strategy 2017-21.

### **6.0 RELEVANT GOVERNMENT POLICIES**

**6.1** The main documents driving Government Housing Policy and Legislation are:

- National Planning Policy Framework 2012.
- Homelessness Act 2002 and Housing Act 1996 & 2004 (Housing Standards).
- Local Government Act 2003.
- Housing and Regeneration Act 2008.
- Housing Grants, Construction and Regeneration Act 1996 (Housing grants, loans and home improvement assistance).
- The Future Home Improvement Agency (CLG 2009).
- Equality Act 2010.
- Laying the Foundations: A Housing Strategy for England (Nov 2011).
- Localism Act 2011.
- The Growth and Infrastructure Act 2013.
- Welfare Reform Acts 2012 and 2016.
- Homelessness Reduction Act 2017.
- Housing and Planning Act 2016.

### **7.0 RESOURCE IMPLICATIONS (Human/Property)**

**7.1** None directly associated with this report other than staff and Member time. Any resources associated with the actions in the strategy will form part of the Council's Medium Term Financial Strategy and Asset Management Plan. Resources implications will be met from existing budget allocations and, where they cannot, will be subject to a growth bid within the Council's Medium Term Financial Strategy and a separate report to Members.

### **8.0 SUSTAINABILITY IMPLICATIONS (Social/Community Safety/Cultural/ Economic/ Environment)**

**8.1** The strategy includes considerations of sustainability and energy efficiency in addition to the social and economic implications.

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

**9.1** Housing is a basic human need. An Equality Impact Assessment was undertaken prior to the Council's adoption of the strategy in September 2016, this is still relevant.

**10.0 RELATED DECISIONS AND ANY OTHER RELEVANT FACTS**

**10.1** The Housing Strategy 2017-21 has been approved and adopted by Council in January 2017.

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**Background Papers:** Existing Strategies and Policies are available on the Council's Website.

**Contact Officer:** Peter Tonge, Head of Community Services  
Tel: 01684 272259 Email: [peter.tonge@teWKesbury.gov.uk](mailto:peter.tonge@teWKesbury.gov.uk)

**Appendices:** 1. Housing Strategy 2017-21 Action Plan Update September 2017.

**Priority 1 Increase the supply of housing**

Ref	Action	Lead officer	Target Date	On Target	Achievement	Further comments and actions as required
81 P1.1	Investigate how alternative construction methods can deliver new affordable housing on council-owned land	SHEO	Jul-17	YES	<p>April - Conversations have commenced between TBC and SVHS.</p> <p>June - This action is being progressed</p>	<p>April - Meeting with SVHS development colleagues in April to assess local housing needs for development proposal. Further discussions have been held throughout May and June to bring forward.</p> <p>June - ongoing</p> <p>September - This action is a longer term objective. Alternative construction methods are being considered with building partners – not always viable on specific sites.</p>
P1.2	Establish detailed affordable housing policies for the Tewkesbury Borough local plan	SHEO	Jul-17	No ongoing	<p>Drafting has commenced; Planning Policy and Housing Services meeting in April to review.</p>	<p>Actions from meetings to be achieved according to Planning Policy deadlines.</p> <p>September - Discussions between housing and policy colleagues have been held and further research and data has been gathered.</p>
P1.3	Produce a guidance note that determines the use of commuted sums (financial contributions in lieu of on-site affordable housing) and seek Executive Committee approval	SHEO	Mar-17	NO	<p>April - Drafting commenced Jan 2017; Initial officer discussions held; Advice from One Legal being sought April 2017</p> <p>Still ongoing</p>	<p>April- Initial target deadline has been exceeded but work is in line with affordable housing policy development. There are limited risks associated with the delay at this time. As at June, confirming specific details with One Legal.</p> <p>September – will be progressed following the start of the new Strategic Enabler in post.</p>

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P1.4	Identify long-term empty homes and evaluate their potential benefit to the council's housing service.	EHM	Dec-17	No	Request to Council tax team for properties claimed to be vacant.	Up to date list will be required to achieve other actions with appropriate priorities assigned.  September – Evaluation of empty homes will commence when the permanent Environmental Health manager is in post (due November).
P1.5	Use a range of enforcement actions to bring vacant properties back into use	EHM	Dec-17	No	No feedback to report	We will be reviewing all enforcement actions required in addition to refreshing the vacant homes work stream  June – this action is aligned to follow P1.4 and will progress accordingly  September – see above
82 P1.6	Evaluate potential for additional promotional activities with private sector landlords to boost availability of homes in the borough.	EHM & HSM	Dec-17	YES	No feedback to report  One private rented property procured with landlord, checked by EH and let to homeless household on 12 month tenancy.	April - We will be reviewing options to incorporate a section on our website for landlords and increase publicity of the Fit to Rent Scheme.  June – Visits to lettings agents commenced but have ceased pending details of the Universal roll out to ensure landlord offer is current.  September - A working group on temporary accommodation to meet the needs of those in highest housing need is being convened in October 2017.

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**Priority 2 Homelessness and Homelessness Prevention**

Ref	Action	Lead officer	Target Date	On Target	Achievement	Further comments and actions as required
P2.1	Improve advice process in prevention paperwork to incorporate action plans that include customer actions.	HSM	Jun-17	Complete	April - Paperwork reviewed and incorporated into housing options work.  June – Implemented.	April - Further changes may be required following new legislation (Homelessness Reduction Bill)  June - This work is complete until we receive the code of guidance for the new legislation.
03 P2.2	Contact all housing associations and private landlords who have worked with us to prevent homelessness to develop an eviction/ prevention protocol	HSM	Jun-17	Yes	<i>April - We have commenced contacting local agencies who have accessed deposits and discussed assistance we can offer to support tenancies. See Action P2.7 below for progress with housing associations</i>  June – maps of UC and LHA sent to housing providers + welfare reform visit + reminder to contact Housing services	April - We will continue to contact private landlords.  June – September all social landlords contacted regarding notifications before eviction. Further promotional work will continue following the detail of the universal credit roll out to ensure that our landlord offer is attractive following the new payment system.
P2.3	Develop solutions for homeowners with special housing needs in mortgage difficulty	HSM	Apr-18	No		<i>April - We will continue to look for grant opportunities following the end of the Mortgage rescue scheme.</i>  June - There has been little progress on this priority  September – No new solutions have been identified. Repossessions in our area remain low.

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P2.4	Improve housing services website and include a landlord advice section	HSM	Jun-17	complete	<p>April – Research ongoing</p> <p>June - Website updated in June 2017 and landlord advice section added</p> <p>September - No update</p>	<p>April - Time has been allocated to work on the website in June 2017</p> <p>June - We will continue to update the website as changes occur – but website is currently up to date</p> <p>September - complete</p>
P2.5	Update the housing services housing options/homelessness form	HSM	Jun-17	complete	<p>April - A re-draft of the form has been completed and the team are working with it successfully</p> <p>June - No update</p>	<p>April - Further changes may be required following pilot.</p> <p>June - Further changes may be required following changes in legislation.</p> <p>September - complete</p>
P2.6	Work with local authority partners on Gold Standard Programme and achieve 60% in peer review	HSM	Sep-17	complete	<p>April - The peer review for Tewkesbury Borough has been pencilled in for June 2017; confirmation of the dates will be available in the next 2 months.</p> <p>June – Peer review pending</p> <p>September 2017 - Tewkesbury Borough housing services achieved 73% in the DCLG peer review and are eligible to apply for our first award</p>	<p>April – preparation for review – ensuring processes are fit for purpose.</p> <p>June – pending</p> <p>September - An application for our Bronze award is yet to be submitted following the successful review. This will be submitted by December 2017</p>

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P2.7	Introduce an early intervention protocol for tenants affected by welfare reform including transitional support and assistance to find work	HSM	Dec-17	Yes	<p><i>April - Process has commenced. Home visit proforma for housing associations has been drafted and approved by our financial inclusion partners.</i></p>	<p><i>April - The Protocol needs to be written to support use of the agreed proforma.</i></p> <p><i>June - A toolkit including the arrears (welfare reform) visit proforma, the lha map, a map of the UC areas with introduction dates, and reminder to contact housing services if providers are seeking possession as early as possible has been sent out to all providers.</i></p> <p><i>September - Awaiting outcome of Housing Working group regarding other prevention activities</i></p>
85 P2.8	Stop the use of private bed and breakfast accommodation except in emergencies.	HSM	Apr-18	Yes	<p><i>April - Delayed pending announcement of flexible homelessness support grant. Grant amount now known at this time.</i></p> <p><i>June - A paper regarding temporary accommodation and possible options was submitted to SMT. Working groups have been convened to work through a range of possible solutions.</i></p>	<p><i>April - We will work with partners to find emergency accommodation. Further places of safety also procured/ being sourced.</i></p> <p><i>June – this priority is linked to P2.9. The average length of time residents are staying in b + b has been successively reduced over the past 5 years.</i></p> <p><i>September – SMT submission made. Working group to convene in October 2017 to consider options.</i></p>



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P2.9	Procure cost effective temporary accommodation within Tewkesbury Borough for accepted households with poor tenancy histories who are difficult to rehouse including properties suitable for households with mobility needs	HSM	Apr-18	Yes	<p><i>April - As above P2.8 – Flexible homelessness support grant allocation essential to calculate numbers of temporary accommodation possible</i></p> <p>June - A paper was submitted to SMT regarding temporary accommodation possibilities. A working group has been convened to consider which solutions may be suitable.</p>	<p>June - Implement the decisions of the working groups</p> <p>September – as above P2.8</p>
P2.10	Work with county local authority partners to find solutions for high risk/high support/multiple needs homeless households	HSM	Apr-18	Yes	<p><i>April - Successful Social Impact Bond (SIB) bid made to the DCLG for these households.</i></p> <p>June - P3 was selected as the provider of the associated 'Housing First' service in August 2018</p>	<p><i>April - Currently working with the other district Councils in Gloucestershire, the County Council and Clinic Commissioning Gloucestershire (CCG) to procure a provider and accommodation within the County for up to 110 chaotic homeless clients</i></p> <p>June – Contract has been awarded to P3 charity. Continue to work with our partners in: CCG, the County, and the other districts to implement the new service with the new provider and monitor the service.</p> <p>September - The borough council are now leading on the Places of Safety contract</p> <p>The target hardening service has been recommissioned until July 2018.</p>

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P2.11	Implement changes associated with the forthcoming Homelessness Reduction Bill	HSM	Progress of the Bill.	Yes	<p>April - Local training organised at Council offices on 13<sup>th</sup> July for all housing staff.</p> <p>June - Local training held for county including all Tewkesbury Borough housing staff at Council offices on 13<sup>th</sup> July 2017.</p>	<p>April - Awaiting final details before implementation</p> <p>June - Colleagues now trained and awaiting code of guidance on new legislation before implementing. The new bill introduction date continues to be 1<sup>st</sup> April 2018</p> <p>September - Awaiting templates from the DCLG for implementation</p>
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**Priority 3 Meeting the housing needs of those who need it most**

Ref	Action	Lead officer	Target Date	On Target	Achievement	Further comments and actions as required
87 P3.1	Commissioning, along with the district councils in Gloucestershire and other partners as appropriate, Strategy Housing Market Assessment	PPM & SHEO	Dec-17	No	All councils are happy for the SHMA procurement process to move ahead. The open market engagement exercise will be published in due course for a period of two weeks on contracts finder and the GO Shared Services portal.	<p>Following the Housing White Paper and the announcement of a standardised OAN methodology and changes to the approach to AH tenures it has been decided to pause the procurement exercise until the Government provides further details.</p> <p>September - Remains on hold as no guidance has been received.</p>

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P3.2	Evaluate the accommodation needs of Travellers and Non-Travellers (as determined by the 2016 updated Gypsy Traveller and Travelling Showpeople Accommodation Assessment (GTTSA))	PPM & SHEO	Dec-17 Revised Summer 2018	NO	The 2016 update has been published (March 2017) following approval by all 6 council's lead officers.	Tewkesbury Borough Council will need to plan a thorough approach to assessing sites as well as using financial contributions to bring appropriate accommodation forward.  September - It is likely that following a planning appeal in the Forest of Dean that the GTTSA will need to include 'unknown' status households in the travelling count. We will therefore need to await the re-assessment of needs and establish how to deal with the outcomes.
P3.3	Establish a local connection policy that ensures rural affordable housing development, via rural exception, is prioritised for the needs of the local community.	SHEO & HSM	Jul-17 Revised Dec-17	NO	April - Drafting has commenced  June - No update, with planning policy	April - Drafting has been finalised and now needs to go through formal route to be put in place as a policy for affordable housing allocation.  June – September: No update
P3.4	Establish a strategic managers group consisting of housing, health and social care to build relationships and create a joined-up way of working to better support vulnerable residents.	HSM	Dec-17	YES	No feedback to report	April - Ascertaining appropriate contacts.  June - We will work with district partners to establish county group.  September – joint working occurring on specific projects involving vulnerable groups across the county.
P3.5	Profile accommodation-based support that the council has access to in the county.	HSM	Dec-17	YES	No feedback to report	April - Work will commence in due course.  June – September No update

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**Priority 4 Improving the health and well-being of local people**

Ref	Action	Lead office r	Target Date	On Target	Achievement	Further comments and actions as required
P4.1 69	Maintain and promote the “Fit to Rent” Landlord Accreditation Scheme for landlords wanting to work with the council and be better trained to provide quality accommodation and management.	EHM	Dec-17	No	No feedback to report	<p>County partnership scheme to be reviewed</p> <p>June – This is a county wide partnership (currently hosted by Cotswold district Council – <a href="http://www.cotswold.gov.uk/residents/housing/private-sector-housing/gloucestershire-landlords/landlords-fit-to-rent-scheme/">http://www.cotswold.gov.uk/residents/housing/private-sector-housing/gloucestershire-landlords/landlords-fit-to-rent-scheme/</a>) that requires a county wide refresh.</p> <p>September – this will be progressed by the new Environmental Health Manager when in post</p>
P4.2	Work with RP’s and partners to offer advice and assistance with grants, loans and support services (e.g. handyman services) to vulnerable and older people to help insulate, adapt and maintain homes.	EHM	Dec-17	YES	<ul style="list-style-type: none"> <li>• Home Energy Conservation Act (HECA) report submitted.</li> <li>• Warm and Well contract awarded.</li> <li>• County project review of DFG process and provision underway.</li> </ul>	<p>June: HECA report: <a href="https://drive.google.com/file/d/0B4KyFQA43JaOWGZtdi1qVzEtOVk/view">https://drive.google.com/file/d/0B4KyFQA43JaOWGZtdi1qVzEtOVk/view</a></p> <p>Warm and Well: <a href="http://www.warmandwell.co.uk/">http://www.warmandwell.co.uk/</a></p> <p>Review continues via county forum. Extensive work to assistance pages has been achieved and is hosted centrally: <a href="https://www.stroud.gov.uk/homeadaptations">https://www.stroud.gov.uk/homeadaptations</a></p> <p>September - complete</p>

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P4.3	Respond within 3 working days to customer complaints about housing conditions.	EHM	Dec-17	YES	10 housing condition service requests received – responses all within 3 days	June – no update September - complete
P4.4	Reduce poor quality housing by taking appropriate action to deal with identified Housing Health and Safety Rating System Category 1 hazards.	EHM	Dec-17	YES	Warrant executed for prohibition order served last year – prosecution pending.	June: enforcement will continue in accordance with enforcement policy to ensure continued prosecution of breach of prohibition order September – ongoing
06 P4.5	Carry out the actions within the Strategy for Gloucestershire and South Gloucestershire Action for Affordable Warmth 2013-2018	EHM	As per Strategy action plan	YES	Document monitored by Stroud District Council; progress as per current Action Plan Report <sup>1</sup>	Update due 2017. June – Affordable warmth strategy: <a href="https://drive.google.com/file/d/0B4KyFQA43JaOWTFxd18zUVZWZ2M/view">https://drive.google.com/file/d/0B4KyFQA43JaOWTFxd18zUVZWZ2M/view</a> Affordable Warmth 2013-2018 action plan: <a href="https://drive.google.com/file/0B4KyFQA43KaOeE81YnA0UjBGSVU/view">https://drive.google.com/file/0B4KyFQA43KaOeE81YnA0UjBGSVU/view</a> September - complete
P4.6	Regulate the standards of larger houses in multiple occupation and caravan sites by enforcing mandatory license conditions	EHM	Dec-17	YES	No feedback to report for Jan – March 2017	Work stream refresh required. June: Refresh of this work stream will commence when the permanent environmental Health Services Manager is in post. September – as above

<sup>1</sup> Gloucestershire and South Gloucestershire Action for Affordable Warmth 2013 -2018: Action Plan <https://drive.google.com/file/d/0B4KyFQA43JaOeE81YnA0UjBGSVU/view>

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P4.7	To work with the council's community development team to ensure all council services are signposting residents to the 'Going the Extra Mile' Project	HSM	Sep-19	Yes	The Tewkesbury Navigator met with TBC departments 26th January 2017.	The council continues to refer residents to the Navigator as appropriate  June – The council continues to refer residents to the Navigator as appropriate. September 3017 - complete
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Key: HSM – Housing Services Manager  
SHEO – Senior Housing enabling Officer  
EHM – Environmental Health Manager  
PPM – Planning Policy Manager