

## Update of Council Plan (2016/2020) – Year 2

Priority Theme	Priority Objective	Current action	Amend/delete/new action	Reason for amendment/deletion/addition
Finance and resources	Start on the path to being financially independent of the government's core grants.	n/a	<b>New</b> – produce a balanced budget in light of elimination of the revenues support grant.	To reflect the withdrawal of core government funding and the need for the council to become self sustainable.
Finance and resources	Investigate and take appropriate commercial opportunities.	Develop a programme of commercial projects, including developing an entrepreneurial type culture for councillors and staff.	<b>Amend</b> – Deliver the aims and objectives of the commercial property investment strategy.	To implement the strategy approved by Executive Committee on 23 November 2016.
Finance and resources	Investigate and take appropriate commercial opportunities.	Produce a business case alongside partner authorities for the formation of a housing development company.	<b>Delete</b> – action implemented.	As reported to Transform Working Group at this point in time the business case is not feasible.
Finance and resources	Use our assets to provide maximum financial return.	Ensure value for money procurement of a new waste and recycling fleet.	<b>Delete</b> – action implemented	New fleet and new waste rounds effective from 3 April 2017.
Finance and resources	Use our assets to provide maximum financial return.	n/a	<b>New</b> – put in place a plan to regenerate Spring Gardens.	Action transferred from the Economic Development priority to reflect Property Services as the project lead.

## Appendix 2

Priority Theme	Priority Objective	Current action	Amend/delete/new action	Reason for amendment/deletion/addition
Economic Development	Be the primary growth engine of Gloucestershire's economy.	Carry out an economic assessment within the Borough.	<b>Delete</b> – action implemented	Assessment undertaken and presented at a member seminar in October 2016.
Economic Development	Be the primary growth engine of Gloucestershire's economy.	n/a	<b>New</b> – Seek approval and implement year one of the Economic Development and Tourism Strategy.	Draft strategy developed by Overview and Scrutiny Committee Working Group.
Economic Development	Identify and deliver employment land within the borough.	Produce an employment land review of sites within the borough.	<b>Delete</b> – action implemented.	A report has provided an employment review of potential and available sites. and is being used to assess potential employment allocations in the emerging Tewkesbury Borough Plan.
Economic Development	Deliver regeneration for Tewkesbury Town.	Put in place a plan to regenerate Spring Gardens	<b>Amend</b> – Develop a regeneration plan for Tewkesbury Town.	The spring gardens project has been reallocated to the Finance & resources priority area. A new action has been added to revisit the overall regeneration programme for the town.

## Appendix 2

Priority Theme	Priority Objective	Current action	Amend/delete/new action	Reason for amendment/deletion/addition
Economic Development	Deliver regeneration for Tewkesbury Town.	Work with Tewkesbury Regeneration Partnership to progress projects that regenerate Tewkesbury Town.	<b>Amend</b> – split into three new actions; healings mill, formation of a retail group and the Battlefield site.	To identify specific projects that are easier to monitor and have clearer outcomes.
Housing	Increase the supply of suitable housing across the borough to support growth and meet the needs of our communities	Utilise new tools available under the Housing and Planning Bill.	<b>Delete</b> - the bill was approved in April 2015 but guidance has yet to be issued on a number of key areas of the bill.	The tools will be considered as part of service delivery when they do come to fruition.
Housing	Deliver affordable homes to meet local need.	Develop a new Housing and Homelessness Strategy for 2016-2020.	<b>Amend</b> – Implement year one of the Housing and Homelessness Strategy.	New strategy approved by Council on 24 January 2017.
Customer focused services	Maintain and improve our culture of continuous service improvement.	Deliver phase two of the planning and environmental health service reviews.	<b>Delete</b> – new action introduced around collaborative working.	New Heads of Service are revisiting the progress and outcomes of previous service reviews.
Customer focused services	Maintain and improve our culture of continuous service improvement.	n/a	<b>New</b> – Deliver improvements through a review of the Revenues and Benefits service.	Review approved by Council 21 February 2017.

## Appendix 2

Priority Theme	Priority Objective	Current action	Amend/delete/new action	Reason for amendment/deletion/addition
Customer focused services	Maintain and improve our culture of continuous service improvement.	Consider our approach to enviro crimes, with a particular focus on fly tipping and dog fouling.	<b>Amend</b> – Deliver the enviro crimes action plan, with a particular focus on fly tipping and dog fouling.	Proposed new action plan to be considered by Overview and Scrutiny Committee 2 May 2017.
Customer focused services	Maintain and improve our culture of continuous service improvement.	n/a	<b>New</b> – review garden waste arrangements to improve the renewal and payment process.	Review taking place as requested by Audit Committee.
Customer focused services	Develop our customer service ethos to ensure that we deliver to the needs of residents.	Adopt and promote customer care standards to further improve the quality of service our residents receive.	<b>Delete</b> – recommendation implemented.	Standards approved by Executive Committee on 9 March 2016 and rolled out.
Customer focused services	Develop our customer service ethos to ensure that we deliver to the needs of residents.	n/a	<b>New</b> – improve the quality of our website self-serve forms.	New project set up to look at online reporting and how it can be improved to meet the needs of our customer.
Customer focused services	Develop our customer service ethos to ensure that we deliver to the needs of residents.	Roll out a programme of customer services training for staff across the council	<b>Amend</b> – including an appraisal of our complaints system.	The complaints framework has been in place for a year so prudent to undertake a review.

## Appendix 2

Priority Theme	Priority Objective	Current action	Amend/delete/new action	Reason for amendment/deletion/addition
Customer focused services	Further expansion of the Public Services Centre (bring in other partners)	Work with partners to investigate the potential for a reception refurbishment and integrated customer services team.	<b>Amend</b> – Deliver the Public Services Centre refurbishment project.	Refurbishment project now has council approval and will include a reception redesign.
Customer focused services	Improve and expand our partnerships both public and private sector and explore opportunities to do this.	Continued delivery of the proposed One Legal expansion.	<b>Delete</b> – action implemented.	One Legal continues to explore and take up appropriate opportunities to expand its work and client base by delivering services to other public bodies. A business plan has been developed to set out the direction of travel for the service over the next three years.
Customer focused services	Improve and expand our partnerships both public and private sector and explore opportunities to do this.	n/a	<b>New</b> - Look at collaborative options for the planning and environmental health services.	To review potential new service delivery models for each of the services.
Customer focused services	Improve and expand our partnerships both public and private sector and explore opportunities to do this.	With partners, develop and implement a programme for financial inclusion.	<b>Delete</b> – action implemented.	There is an established financial inclusion partnership.

## Appendix 2

Priority Theme	Priority Objective	Current action	Amend/delete/new action	Reason for amendment/deletion/addition
Customer focused services	To improve customer access to our services and service delivery through digital methods.	Develop and deliver a digital strategy.	<b>Amend</b> – deliver a digital strategy.	New strategy approved by Executive Committee on 6 April 2016.
Customer focused services	To improve customer access to our services and service delivery through digital methods.	Develop and roll out a new website to reflect our commitment to excellent online service.	<b>Delete</b> – action implemented.	New website went live in November 2016.
Customer focused services	To improve customer access to our services and service delivery through digital methods.	n/a	<b>New</b> – improve and increase the range of digital payment channels available for our customers.	To make payment channels easier for our customers but recognising ‘digital by preference, access for all’
Customer focused services	To improve customer access to our services and service delivery through digital methods.	n/a	<b>New</b> – to improve business continuity, migrate to cloud based Office 365.	New project that has recently commenced.