

# Overview and Scrutiny

Our 2016/17 achievements



## Priority: Finance and resources

- Since opening in May 2016, Tewkesbury Leisure Centre has transformed sports and leisure provision in Tewkesbury Borough as well as providing us with a management fee of £150k per year.
- Throughout this year we have made significant property investment of £14m which will provide an annual income of £430,000 and have created a commercial investment strategy to reflect our new commercial approach. This is supported by an additional £15m to increase our portfolio.
- The launch of our new website – [www.tewkesbury.gov.uk](http://www.tewkesbury.gov.uk) – was delivered with exceptional value-for-money costing just £150 per year (compared to an annual cost of

£13,600) which is receiving national recognition. The new website is accessible on all devices, and is much easier for residents to navigate.

- The installation of solar panels is now saving £8000 off our electrical costs for 2016/17.
- We have procured a new £3.5million waste and recycling fleet. The vehicles are more efficient, will be able to collect more recyclables and are future-proofed for future growth in the borough.
- We have implemented a strategic management review which included the appointment of a new deputy chief executive and two new heads of service.
- Alongside the achievements highlighted within this State of the Borough, our council tax remains the fifth lowest in the country.

## Priority: Economic Development

- An economic assessment and employment land review have been carried out to feed into the emerging Economic Development and Tourism strategy. The strategy will be launched in the spring.
- As a result of external funding LSIF (Large Sites Infrastructure Fund) a consultant has now been appointed to produce and help develop a vision for J9 of the M5.
- The council has been successful with a £377,000 funding application to the Local Enterprise Partnership (LEP) to host a Growth Hub within the Public Services Centre. This will support local businesses and help promote the M5 Growth Zone. The targeted implementation date for the growth hub is early 2018.
- Successful projects to regenerate Tewkesbury town include a new signage project throughout the town, a new website for Tewkesbury businesses and a new riverside walk, also known as the Missing Link.
- A new investment prospectus has been launched, which highlights why Tewkesbury Borough is a place to do business.

## Priority: Housing

- The three Joint Core Strategy councils (Tewkesbury and Cheltenham Boroughs and Gloucester City) approved the Joint Core Strategy Main Modifications document. All responses from the consultations have been sent to the Inspector for consideration, and public examination hearings will be held in the summer.
- A particularly important area of infrastructure has been around highways, and a close partnership has developed between the JCS authorities, Gloucestershire County Council (GCC) and Highways England (HE) to find the right solutions for the road network in the area.
- The council continues to provide support to town and parish councils for the development of neighbourhood plans – there are now 13 plans in place across 16 parishes.
- A new Housing and Homelessness Strategy 2016 to 2020 was adopted in January 2017.

- We are delivering above target for affordable homes, with 197 new affordable homes delivered in 2016/17 (target: 150).
- We have worked with key partners, retendering the Rough Sleeper outreach contract which was part of the newly formed district partnership. Worked with other districts to secure SIB (Social Impact Bond) funding for personalised support for users of the County Single Homeless Project.
- We are continuing to work with our partners to prevent residents becoming homeless, and as part of this we undertake joint visits with Severn Vale Housing to tenants who are likely to be significantly affected by forthcoming welfare reform to maintain financial inclusion.

### Priority: Customer-focused services

- Our Customer Care Standards were launched in March 2016. The aim is to ensure our customers receive consistently excellent customer service no matter which area of the council they are contacting.
- The Public Services Centre is now home to a wide range of public sector organisations, and a refurbishment of the reception area, civic suite and the top floor for rental purposes has been approved for completion in early 2018.
- A review of our garden waste system has commenced with the aim of improving the renewal and payment system by introducing a sticker licence system and a single renewal date.
- A new Digital Strategy was approved in March 2016, and key projects include the launch of our new website, the introduction of a new property services help-desk system, cloud based solutions including migrating to Office 365 and new tree inspection software.
- New complaints framework was rolled out as well as a new complaints and FOI system transforming the way these are dealt with internally.
- We continue to provide a £53,000 grant to the Citizens Advice Bureau helping them to provide support to over 1000 members of the community.
- We have maintained a rate of 54% of waste being recycled or composted throughout the year, a good improvement compared to 50% in 15/16.
- Following on from the review the revenues and benefits performance is monitored by the team on a regular basis and they continue to be in the top quartile nationally for the processing of claims.