

2 June 2015

<b>Committee</b>	Executive
<b>Date</b>	Wednesday, 10 June 2015
<b>Time of Meeting</b>	2:00 pm
<b>Venue</b>	Committee Room 1

**ALL MEMBERS OF THE COMMITTEE ARE REQUESTED TO ATTEND**



**for Sara J Freckleton  
Borough Solicitor**

<b>Agenda</b>
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**1. ANNOUNCEMENTS**

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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 - 9
	To approve the Minutes of the meeting held on 25 March 2015.	
<b>5.</b>	<b>ITEMS FROM MEMBERS OF THE PUBLIC</b>	
	To receive any questions, deputations or petitions submitted under Rule of Procedure 12.	
	<i>(The deadline for public participation submissions for this meeting is 4 June 2015)</i>	
<b>6.</b>	<b>EXECUTIVE COMMITTEE FORWARD PLAN</b>	10 - 14
	To consider the Committee's Forward Plan.	
<b>7.</b>	<b>APPOINTMENT OF PORTFOLIO HOLDERS AND SUPPORT MEMBERS</b>	15
	To appoint the Portfolio Holders and their Support Members.	
<b>8.</b>	<b>HIGH LEVEL SERVICE PLAN SUMMARIES</b>	16 - 49
	To consider the key activities of each service grouping during 2015/16.	
<b>9.</b>	<b>VOLUNTEERING POLICY - MEMBERS OF THE PUBLIC VOLUNTEERING WITH TEWKESBURY BOROUGH COUNCIL</b>	50 - 64
	To approve the Volunteering Policy (Phase One) for Members of the Public Volunteering with Tewkesbury Borough Council with effect from 1 July 2015.	
<b>10.</b>	<b>SEPARATE BUSINESS</b>	
	The Chairman will move the adoption of the following resolution:	
	That under Section 100(A)(4) Local Government Act 1972, the public be excluded for the following items on the grounds that they involve the likely disclosure of exempt information as defined in Part 1 of Schedule 12A of the Act.	
<b>11.</b>	<b>SEPARATE MINUTES</b>	65 - 70
	To approve the separate Minutes of the meeting of the Committee held on 25 March 2015.	

12. **TEWKESBURY RUGBY CLUB - DEED OF VARIATION AND DEED OF PRIORITY** 71 - 75

*(Exempt –Paragraph 3 of Part 1 of Schedule 12A of the Local Government Act 1972 –Information relating to the financial or business affairs of any particular person (including the authority holding that information))*

To note the action taken in accordance with the Urgency Procedure in respect of the Rugby Club Lease.

**DATE OF NEXT MEETING  
WEDNESDAY, 15 JULY 2015**

**COUNCILLORS CONSTITUTING COMMITTEE**

Councillors: R E Allen, Mrs K J Berry, R A Bird, D M M Davies, M Dean, Mrs E J MacTiernan, J R Mason, R J E Vines (Chairman) and D J Waters (Vice-Chairman)

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

## TEWKESBURY BOROUGH COUNCIL

**Minutes of a Meeting of the Executive Committee held at the Council Offices,  
Gloucester Road, Tewkesbury on Wednesday, 25 March 2015 commencing at  
2:00 pm**

**Present:**

Chairman  
Vice Chairman

Councillor R J E Vines  
Councillor A L Keyte

**and Councillors:**

R E Allen (Substitute for D J Waters), D M M Davies, Mrs S E Hillier-Richardson, J R Mason,  
Ms A E Ricks, M G Sztymiak and Mrs C Wright

**EX.84 ANNOUNCEMENTS**

84.1 The evacuation procedure, as noted on the Agenda, was advised to those present.

**EX.85 APOLOGIES FOR ABSENCE AND SUBSTITUTIONS**

85.1 Apologies for absence were received from Councillors Mrs J M Perez and D J Waters. Councillor R E Allen would be acting as a substitute for the meeting.

**EX.86 DECLARATIONS OF INTEREST**

86.1 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.

86.2 There were no declarations of interest made on this occasion.

**EX.87 MINUTES**

87.1 The Minutes of the meeting held on 11 February 2015, copies of which had been circulated, were approved as a correct record and signed by the Chairman.

**EX.88 ITEMS FROM MEMBERS OF THE PUBLIC**

88.1 There were no items from members of the public on this occasion.

**EX.89 EXECUTIVE COMMITTEE FORWARD PLAN**

89.1 Attention was drawn to the Committee's Forward Plan, circulated at Pages No.14-17. Members were asked to consider the Plan.

89.2 Accordingly, it was

**RESOLVED:** That the Committee's Forward Plan be **NOTED**.

**EX.90 PERFORMANCE MANAGEMENT REPORT - QUARTER THREE 2014/15**

90.1 The report of the Chairman of the Overview and Scrutiny Committee, circulated at Pages No. 18-73, asked Members to review and, if appropriate, take action against the observations of the Overview and Scrutiny Committee following its review of the 2014/15 quarter three performance management information.

90.2 In the absence of the Chairman, the Vice-Chairman of the Committee explained that the Overview and Scrutiny Committee had met on 24 February to discuss the quarter three performance information. The main emphasis at the meeting had been the underlying issues of sickness absence in respect of the capacity and performance at the Council. Members had questioned whether there was a link between not meeting targets and the increased reliance on agency staff etc. The Committee had also asked about the morale of staff and, in response, the Chief Executive had indicated that there seemed to be no common underlying issue in terms of sickness absence and that trends in the statistics were monitored and were not related to performance delivery. A number of the long term sickness absences were not work related. There had been an increase in the use of agency staff in some areas but this was largely connected to the transfer of the waste service to Ubico with a number of vacant posts being kept open until that transfer had been completed. There were similar issues in One Legal where vacant posts were being kept open until the expansion of One Legal with Gloucester City Council was complete. It was felt that there was a lot of positive staff morale around the building at the moment; particularly in Revenues and Benefits where the recent systems review had been undertaken which had led to great improvements in the service. In addition, the Policy and Performance Group Manager had confirmed that morale in his team, and the teams close to him, seemed good; even though the Democratic Services Team was currently very busy with the forthcoming Election. The Peer Review Team had confirmed the views on staff morale by saying that the Council had had the most positive staff focus group they had seen. One Member expressed the view that the Council was now a 'very lean ship' and she felt that the wellbeing of staff did need to be monitored closely; particularly since long term sickness absence could impact on staff in other areas as well as the areas directly affected. The Vice-Chairman of the Overview and Scrutiny Committee also noted that the other main concern that the Committee had was with the targets related to planning applications; Members had been advised that, although targets were not necessarily being achieved, five of the six indicators related to planning processing times were reporting improved performance on the previous year which was encouraging.

90.3 Referring to KPI 34, the total number of homeless prevention cases, a Member advised that there was currently much work ongoing in relation to the avoidance of homelessness wherever possible. Homeless people with no local connection were assisted with fares back to their hometown; consideration was being given to reinstating the rent deposit scheme; and Officers were meeting with staff from the Benefits Section and Severn Vale Housing Society to look at discretionary payments for clients in under-occupied properties and offer them advice. Referring to Page No. 25, a Member drew attention to the sentence which stated that 'The Environmental Health Manager was of the opinion that the increase in enviro-crimes generally was a direct result of the Scrutiny review'; the Member was advised that this should state that 'the increase in reports of enviro-crimes generally was a direct result of the Scrutiny review'. In terms of the increase in flytipping which was a national trend, the Member expressed the view that there should be some investigation into the reasons for the surge as this was a trend that should not be allowed to continue. In response, the Deputy Chief Executive advised that Officers were aware of the surge and were working with Parishes to improve resilience at a local level. She was of the view that the raising of the profile of enviro-crimes and increased reporting as a result of the Scrutiny review was

excellent news. There was some disappointment at the news that flytipping was increasing and the Lead Member for Clean and Green Environment indicated that this was an issue which was due to be looked at by the Gloucestershire Joint Waste Committee. A Member also suggested that there may be a need for a report back to the Overview and Scrutiny Committee about the matter. One Member expressed the view that there was a cultural change required within the United Kingdom to make people realise that they should not leave their waste behind. In reference to Page No. 49, the Member felt there was some confusion within the comment and clarified that the bid of £20,000 had been made to the Police and Crime Commissioner for developing a Countywide Domestic Homicide Review Procedure; that bid had unfortunately been unsuccessful. However, a different bid of £20,000 had been successful for targeting current issues. In respect of Page No. 27, Objective 2 a), the Member questioned why the objective had a smiley face when it was not on target. In response, the Finance and Asset Management Group Manager advised that the target in the current year was the clearance of the top floor of the Council Offices and that had been achieved. The full year income target was in effect from 2015/16; Officers were confident this would be met as soon as the top floor was cleared again following the Election.

90.4 Having considered the information provided, it was

**RESOLVED:** That the Overview and Scrutiny Committee's comments on the Performance Management Report for Quarter Three of 2014/15 be **NOTED**.

#### **EX.91 COUNCIL PLAN REFRESH YEAR 4 (2015-16)**

91.1 The report of the Policy and Performance Group Manager, circulated at Pages No. 74-98, set out the proposed Council Plan for 2015/16. Members were asked to recommend the refreshed Plan to the Council for adoption.

91.2 Members were advised that the Council Plan was a key strategic document which established an overarching vision for the Borough and set out, in broad terms, the priorities, objectives and actions that the Council would focus upon to work towards the vision. The 2012-16 Plan had been approved at Council in May 2012 and had been subject to an annual refresh. 2015-16 was the last year of the current Council Plan and a new Plan would be developed during the coming year. The Plan had five priority themes which stated that, in delivering the overall vision, the Council would use resources effectively and efficiently; promote economic development; improve recycling and care for the environment; provide customer focussed community support; and develop housing relevant to local needs. Each of the five priorities was supported by a series of key objectives and actions which would focus activity on delivery of the priorities. Similar to the priority themes it was proposed that the key objectives would remain unchanged.

91.3 In terms of the actions, which tended to be of an operational nature, the Policy and Performance Group Manager advised that these needed to be updated where appropriate to reflect the progress made in the year and any amendments or new actions were clearly shown at Appendix 2. A performance tracker was in place to monitor the delivery of Council Plan actions and this was reported to the Overview and Scrutiny Committee on a quarterly basis. At the end of the Plan period, the previous four years would be assessed and the achievements made over that period would be confirmed.

91.4 Accordingly, it was

**RESOLVED:** That the Council Plan be **RECOMMENDED TO COUNCIL** for adoption.

## **EX.92 REVIEW OF ABSENCE MANAGEMENT PROCEDURE**

92.1 The report of the Business Transformation Group Manager, circulated at Pages No. 99-127, set out a proposed amended Absence Management Procedure. Members were asked to consider the Procedure and resolve that it be adopted from 26 March 2015.

92.2 Members were advised that the Absence Management Procedure had been reviewed to ensure that it remained fit for purpose and to allow management to intervene at an earlier stage by reducing one of the absence management triggers from four periods of absence to three periods of absence in a rolling 12 month period. The Procedure had previously been reviewed in August 2012 and as such it now required another review. The idea of the changes was to ensure the Council was properly monitoring the wellbeing of its staff as well as encouraging an improvement in attendance and improving the management of absence. There were also some changes needed to reflect the new management structure.

92.3 Having considered the report, and information provided, it was

**RESOLVED:** That the amendments to the Absence Management Procedure be **APPROVED** for adoption from 26 March 2015.

## **EX.93 PARKING ORDER**

93.1 The report of the Development Services Group Manager, circulated separately at Pages No. 1-7, provided the representations received in response to the consultation in respect of the Tewkesbury Borough Council (Off Street Parking Places) Order 2015. Members were asked to consider the representations made and agree that the Order be made as published without modification.

93.2 The Finance and Asset Management Group Manager advised that, at its meeting on 27 January 2015, the Council had agreed to delegate the responsibility of considering any representations received, and objections not withdrawn, to the Executive Committee following the formal consultation period.

93.3 In offering clarification, the Finance and Asset Management Group Manager explained that, in developing the new Parking Strategy, an Overview and Scrutiny Review Working Group had been set up to carefully look at the whole issue of parking within Tewkesbury Borough's car parks. The Working Group had looked at a wealth of information and had also received feedback from two focus groups which had been held in both Tewkesbury and Winchcombe as well as following a public consultation period which had run from 22 October to 12 November 2014. The Overview and Scrutiny Committee, the Executive Committee and the Council had considered the final Strategy and, before making the Parking Order, the Council had published a notice of proposals in the newspaper circulating in the area to which the Order relates; posted a notice in all Council-owned car parks; and provided details of the proposed Order to the County Council, the Police, the Road Haulage Association and the Freight Transport Association. Copies of the proposed Order and Public Notice had also been available for inspection at the Council Offices until the close of the consultation period on 18 March 2015.

- 93.4 As at the close of the 21 day consultation period, four objections had been received. Since that date another four objections had been received along with a petition containing 50 names which objected to the first two items on the Order. Those objections had been made after the closure of the consultation period and therefore were not taken into account. The validly made objections, along with the Officer's responses, had been provided at Appendix B to the report and, taking those into account, the recommendation was that that the Order be made without modification.
- 93.5 A Member expressed his disappointment that the further consultation responses had not been provided for consideration. He also indicated that, in terms of Rails Meadow car park, the charges for a 3-4 hour stay was doubling. He understood that the local Tewkesbury Town Member had suggested to the Working Group that the charge be £2 for four hours and he questioned why this had not been considered. In response, the Finance and Asset Management Group Manager advised that such a proposal had been made and had been considered, but discounted, by the Working Group. In terms of costs, it was difficult to know how many people would choose to park for 3-4 hours but on the basis that the number equated to 10-15% this would in turn equate to a cost to the Council of around £8,000 for all three car parks that were affected in that way.
- 93.6 A number of Members expressed the view that the review of the Parking Strategy, and subsequently the proposed Parking Order, had been extremely thorough, fair and professional. They felt that the proposals should be agreed unchanged and that they should then be subject to review after 12 months to ensure they remained relevant.
- 93.7 Having considered the report and representations received, it was

**RESOLVED:** That the Tewkesbury Borough Council (Off Street Parking Places) Order 2015 be made as published without any modification.

#### **EX.94 REVIEW OF DEVELOPMENT MANAGEMENT SCHEME OF DELEGATION**

- 94.1 The report of the Acting Development Services Group Manager, circulated at Pages No. 128-146, set out proposed amendments to the Development Management Scheme of Delegation which Members were asked to recommend to Council for adoption.
- 94.2 The Development Manager explained that the current Scheme of Delegation to Officers on Development Management matters had been largely unchanged since 1998 and it resulted in a significantly larger number of applications being referred to Planning Committee when compared to other Districts in Gloucestershire; this had an impact on the effectiveness and efficiency of the planning service. The current Scheme had been reviewed by a Workshop of the Overview and Scrutiny Committee and Planning Committee Members with the suggested changes receiving a favourable reaction from many. It was considered that increased delegation would not only provide benefits to the Council in terms of value for money in respect of the efficiency of decisions from a resource and cost perspective, but also to customers and other stakeholders who were keen to see a quick resolution to planning and related applications. For business particularly, the speed of decisions could be crucial to making investment decisions. The proposed revisions to the Scheme would raise the thresholds which triggered certain types of development being referred to the Planning Committee. Only Parish Council objections would automatically trigger a Committee decision and, as with the current Scheme, any Councillor would be able to request that an application be referred to the Committee. The main changes were set out at Paragraph 4.2 of the



report where it was also detailed that the new Scheme was founded on a 'by exception' approach which would be much simpler for all parties to read and understand.

- 94.3 The Development Manager explained that the main point raised by the Overview and Scrutiny Committee was around the proposal that objections would only result in a Committee determination where submitted by the Parish Council. The response to the concerns had been around whether it was a good use of the Planning Committee's time to look at all of the applications where only a single objection had been received from a neighbour. During the discussion which ensued, a Member expressed the view that call-in of applications by Members would begin to become more and more important. He also expressed concern that there could be a situation where many local people made an objection but the Parish Council did not and he felt this could be a problem. Another Member advised that it would be important to give proper publicity to the Scheme so people were fully aware that the best way to make representations would be through the Parish Council or their local Borough Councillor. He also felt that making good use of the Tewkesbury Borough News would be helpful, as would ensuring all new Members were advised of the changes through their Induction Programme training.
- 94.4 In offering an alternative view, a Member advised that he was not in favour of the changes proposed. He felt that one of the biggest criticisms of the Council was that residents did not feel that they had enough involvement and, for this reason, he was of the view that if an objection was made then it should be considered by the Planning Committee. Another Member expressed similar concerns in that she felt there should be some threshold by which a certain number of objections should trigger a Committee report. She felt it would be unwise to entirely rely on a Parish Council to put forward objections as the timing of their meetings could be a problem. In response, it was confirmed that the proposed arrangements would not rely solely on Parish and Ward Councillors to call-in applications; any Borough Councillor would be entitled to call-in any application.
- 94.5 Accordingly, it was

**RESOLVED:** That it be **RECOMMENDED TO COUNCIL** that the proposed Development Management Scheme of Delegation be **ADOPTED**.

**EX.95 FLOOD RISK MANAGEMENT GROUP TERMS OF REFERENCE AND ACTION PLAN - ANNUAL REVIEW**

- 95.1 The report of the Environmental and Housing Services Group Manager, circulated at Pages No. 147-158, sought to review the Terms of Reference of the Flood Risk Management Group, along with the Group's draft Action Plan. Members were asked to adopt the Terms of Reference for the next 12 months and to agree that progress on the Action Plan be monitored by the Overview and Scrutiny Committee on a quarterly basis.
- 95.2 Members were advised that the Action Plan provided a summary of the work to be undertaken over the year. Tewkesbury Borough Council owned various parcels of land across the Borough and some of those had watercourses either running through them or adjacent to them. This meant that the Council was a 'riparian owner' with responsibilities to maintain those watercourses in a good condition. In 2010, the Council had agreed to increase the land drainage revenue budget in order to allow for routine maintenance work to be carried out. In addition, the Council continued to be successful in drawing money from various sources, including the Lead Local Flood Authority, Gloucestershire County Council, and Flood Defence Grant in Aid monies to help fund further major capital projects.

Officers continued to identify and apply for further funding so there would be a constant, continuing process of working with local communities to identify land drainage and flood alleviation projects, applications for funding where appropriate and overseeing the progress and completion of work on such schemes. The Flood Risk Management Group Action Plan was a 'living' document which had funding opportunities added when appropriate and completed schemes removed after they had been reported. The current Terms of Reference of the Flood Risk Management Group were attached to the report at Appendix 2 and it was felt that, if the Flood Risk Management Group was to continue, no issues had arisen in the past twelve months that would require the wording of the Terms of Reference to change.

- 95.3 A Member expressed the view that the Flood Risk Management Group had undertaken a lot of useful work and he saw no reason that it would be disbanded. He felt that flooding was unfortunately not an issue that would go away and as such it was important for the Council to keep its finger on the pulse in that regard. He was of the view that this was done well by the Flood Risk Management Group. A number of other Members fully endorsed this view and accordingly it was

- RESOLVED:**
1. That the Terms of Reference of the Flood Risk Management Group, and its Action Plan, be **ADOPTED** for the next 12 months; and
  2. that progress on the Flood Risk Management Group Action Plan be **MONITORED** on a quarterly basis by the Overview and Scrutiny Committee.

**EX.96 GLOUCESTERSHIRE'S LOCAL TRANSPORT PLAN REVIEW - CONSULTATION DOCUMENT**

- 96.1 The report of the Acting Development Services Group Manager, circulated at Pages No. 159-328, set out information about the County's Local Transport Plan Review and the consultation document was attached to the report for information. The Committee was asked to agree the Council's response to the consultation which was set out at Appendix 1 to the report.

- 96.2 Members were advised that, in addition to the two appendices attached to the report, there was also an addendum which set out further responses to the consultation document following meetings that had taken place regarding Ashchurch Rail Station. The Planning Policy Manager explained that the Local Transport Plan had been prepared by Gloucestershire County Council but it covered the whole of the County and set out the Transport Strategy for the area. The Current Strategy, Local Transport Plan 3, had been adopted in April 2011 in the context of the Regional Spatial Strategy and it was therefore important to update it to ensure it supported the development plan, the Joint Core Strategy and the Strategic Economic Plan for Gloucestershire. The Local Transport Plan was key in delivering infrastructure within the County and reflected the Government's desire for local transport based initiatives. The Plan was set around the 'Connecting Places' Strategy and was a fairly easy read document which it was felt complimented the Joint Core Strategy well.

- 96.3 There was a view expressed that the interest in the railway should be kept going as it was essential that the railway station at Ashchurch remained open. A Member indicated that he lived in the east of the Borough and he felt it was an issue that the public transport in the area went to Cheltenham rather than coming west towards Tewkesbury. He felt that, if the railway at Ashchurch was to be promoted properly, the Local Transport Plan should give some thought to this situation. In response, Members were advised that the County Council set out the Connecting

Places Strategy and previously this had been themed by bus, rail etc. However, it was now geographical and looked at the key corridors. Tewkesbury Borough's Connecting Places Strategy went from west to east and the objectives in it set out an ambition to improve the bus and train services between rural areas. The Council's response to the consultation could ask for this issue to be addressed more clearly should Members so wish. It was felt by some that the current system for transport solutions did not allow for enough integration and it was suggested that planning and transport needed to be considered at the same time. In response, the Planning Policy Manager indicated that the concerns raised were recognised. It was the responsibility of the Districts to prepare their own Development Plans and for the County Council to prepare the Local Transport Plan. It was felt that Tewkesbury Borough worked well with the County Council and that this had enabled a much better relationship than had existed previously. This was reflected within the document before Members and it was hoped that moving forward this relationship would only improve meaning a much better correlation between the Borough Plan, the Joint Core Strategy and the Local Transport Plan.

96.4 Having considered the issues raised, it was

**RESOLVED:** That the comments attached to the report at Appendix 1, and on the addendum circulated separately, be **AGREED** as Tewkesbury Borough Council's formal response to the Local Transport Plan consultation document.

#### **EX.97 SEPARATE BUSINESS**

97.1 The Chairman proposed, and it was

**RESOLVED** That, under Section 100(A)(4) of the Local Government Act 1972, the public be excluded from the meeting for the following items on the grounds that they involve the likely discussion of exempt information as defined in Part 1 of Schedule 12A of the Act.

#### **EX.98 ACQUISITION OF LAND IN TEWKESBURY**

*(Exempt –Paragraph 3 of Part 1 of Schedule 12A of the Local Government Act 1972 –Information relating to the financial or business affairs of any particular person (including the authority holding that information))*

98.1 Members considered the acquisition of land in Tewkesbury and agreed that the Finance and Asset Management Group Manager be authorised, in consultation with the Lead Member for Finance and Asset Management, to negotiate terms with the owner for the acquisition of the land in question; and that the Borough Solicitor be authorised, in consultation with the Finance and Asset Management Group Manager, to negotiate and complete all documents deemed necessary or advisable for the acquisition of the land.

**EX.99      TEWKESBURY TOURIST INFORMATION CENTRE AND TEWKESBURY  
HERITAGE AND VISITOR CENTRE**

*(Exempt –Paragraph 1 of Part 1 of Schedule 12A of the Local Government Act  
1972 – Information relating to any individual)*

- 99.1      The Committee considered the outcome of the review and the discussions about the Tewkesbury Tourist Information Centre and Heritage Visitor Centre, including the public consultation, and agreed a number of steps to enable efficiency savings to be realised while retaining the facility and its services.

**EX.100    RESTRUCTURE OF THE CHIEF EXECUTIVE'S UNIT**

*(Exempt –Paragraph 1 of Part 1 of Schedule 12A of the Local Government Act  
1972 – Information relating to any individual)*

- 100.1    Members considered suggested changes to the structure of the Chief Executive's Unit and made a recommendation to Council to enable changes in the structure to be implemented to meet the needs of the Council.

The meeting closed at 4:10 pm

**EXECUTIVE COMMITTEE FORWARD PLAN**

**JUNE 2015 TO NOVEMBER 2015 (No Meeting in August)**

**REGULAR ITEM:**

- **Forward Plan – to note the Plan for the forthcoming six months.**

**Addition to 10 June 2015**

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**Deletion from 10 June 2015**

- Action for Affordable Warmth – Strategy runs until 2016 so no need for review in 2015.
- Economic Development and Tourism Strategy – New one is being commissioned.
- Approval of Reserves and Capital Financing Reports – To be considered as part of the Financial Outturn Report in July.

**Committee Date: 15 July 2015**

<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 Four 2014/15 (Annual).	To receive and respond to the findings of the Overview and Scrutiny Committee's review of the Council Plan Performance Tracker, Local Performance Indicators and Financial Summary.	Graeme Simpson, Corporate Services Group Manager.	No.
Discretionary Housing Payments Policy.	To consider the guidelines for the determination of Discretionary Housing Payment claims.	Richard Horton, Revenues and Benefits Group Manager.	No.
Review of Fraud Prosecution Policy.	Following the implementation of a new Single Fraud Investigation Service the Council needs to review its Fraud Prosecution Policy as it is no longer required to carry out fraud investigations in Housing Benefit cases as well as prosecute them.	Richard Horton, Revenues and Benefits Group Manager.	No.

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Agenda Item 6

Committee Date: 15 July 2015

Agenda Item	Overview of Agenda Item	Lead Officer	Has agenda item previously been deferred? Details and date of deferment required
Gold Standard and Housing Options.	The Gold Standard is a target set by the DCLG for local authority homeless services. In achieving that standard the Council needs to make some changes to its present working practices.	Val Garside, Environmental and Housing Services Group Manager.	No.
Surplus Assets Report.	To declare the number of assets surplus to service requirements and seek authority for their disposal.	Simon Dix, Finance and Asset Management Group Manager.	No.
Community Grants.	To review the criteria and operation of community grants.	Simon Dix, Finance and Asset Management Group Manager.	No.
Financial Outturn Report.	To highlight the council's financial performance for the last financial year within a detailed report.	Simon Dix, Finance and Asset Management Group Manager.	No.
Corporate Enforcement Policy.	The Policy sets out the guiding principles by which legislation will be enforced by the Council to protect public health, safety, amenity and the environment within the Borough.	Val Garside, Environmental and Housing Services Group Manager.	Deferred from June meeting.

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**Committee Date: 2 September 2015**

<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>
Policy for the Localism Agenda on Revenues and Benefits.	To consider a new discretionary relief for Business Rates under the Localism Agenda.	Richard Horton, Revenues and Benefits Manager.	No.

<b>Committee Date: 14 October 2015</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 One 2015/16.	To receive and respond to the findings of the Overview and Scrutiny Committee's review of the quarter one performance management information.	Graeme Simpson, Corporate Services Group Manager.	No.
Medium Term Financial Strategy (MTFS).	To recommend to Council the adoption of the five year MTFS which describes the financial environment the Council is operating in and the pressures it will face in delivering its services and a balanced budget over the period.	Simon Dix, Finance and Asset Management Group Manager.	No.
Asset Strategy.	To recommend to Council the adoption of an updated and comprehensive Asset Strategy covering the next 4 years and the Council's entire asset portfolio.	Simon Dix, Finance and Asset Management Group Manager.	No.
Customer Services Strategy.	To approve a Strategy that will set out how the Council will provide a high quality customer service so we serve our customers in an open, inclusive and efficient manner.	Graeme Simpson, Corporate Services Group Manager.	No.



<b>Committee Date: 25 November 2015</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>
Housing Benefit and Council Tax Benefit Take-Up Strategy.		Richard Horton, Revenues and Benefits Group Manager.	No.
<del>Climate Change Strategy.</del>		<del>Val Garside, Environmental and Housing Services Group Manager.</del>	<del>No.</del>
Waste Management Strategy.		Val Garside, Environmental and Housing Services Group Manager.	No.

## Lead Member Portfolios

Robert Vines	Mike Dean	Elaine MacTiernan	Dave Waters	Derek Davies	Jim Mason	Kay Berry	Rob Bird	Ron Allen
<b>Leader of the Council</b>	<b>Customer Focus</b>	<b>Organisational Development</b>	<b>Finance and Asset Management</b>	<b>Built Environment</b>	<b>Clean and Green Environment</b>	<b>Community</b>	<b>Economic Development/Promotion</b>	<b>Health and Wellbeing</b>
<ul style="list-style-type: none"> <li>. Council Plan</li> <li>. External Relations and Communication</li> <li>. Community Leader for Emergencies</li> <li>. Corporate Governance</li> <li>. Audit</li> <li>. Risk Management</li> <li>. Democratic Service</li> <li>. One Legal</li> <li>. Business Continuity</li> <li>. Member Development</li> </ul>	<ul style="list-style-type: none"> <li>. Customer Services Strategy</li> <li>. Customer Services</li> <li>. ICT</li> <li>. Service Commissioning</li> <li>. Customer Engagement and Access</li> <li>. Equalities</li> </ul>	<ul style="list-style-type: none"> <li>. Business Transformation</li> <li>. Performance Management</li> <li>. Organisational Development</li> <li>. Workforce Development Plan</li> <li>. Human Resources</li> <li>. Joint Staff</li> <li>. Overview and Scrutiny Process</li> <li>. Corporate Health and Safety</li> </ul>	<ul style="list-style-type: none"> <li>. Financial Strategy</li> <li>. VFM and Efficiency</li> <li>. Procurement</li> <li>. Revenues</li> <li>. Investments</li> <li>. Property/Asset Management including Car Park Asset Management</li> <li>. Facilities Management</li> <li>. Housing Benefit Administration</li> </ul>	<ul style="list-style-type: none"> <li>. Strategic Planning</li> <li>. Development Management</li> <li>. Conservation</li> <li>. Building Control</li> <li>. Strategic Housing</li> <li>. Affordable Housing</li> <li>. Gypsy and Traveller Site Provision</li> <li>. Land Charges</li> </ul>	<ul style="list-style-type: none"> <li>. Waste Collection</li> <li>. Recycling</li> <li>. Street Cleansing</li> <li>. Grounds Maintenance</li> <li>. Environmental Health and Licensing</li> <li>. Land Drainage and Flooding Response</li> <li>. Climate Change</li> </ul>	<ul style="list-style-type: none"> <li>. Community Development</li> <li>. Community Safety</li> <li>. Community Partnerships</li> <li>. Town and Parish Council Community Support</li> <li>. Emergency Planning</li> <li>. Safeguarding Children and Adults</li> </ul>	<ul style="list-style-type: none"> <li>. Economic Development and Promotion</li> <li>. LEP and Economic Partnerships</li> <li>. Tourism</li> <li>. Markets and Festivals</li> <li>. Car Parking Strategy and Transport</li> </ul>	<ul style="list-style-type: none"> <li>. Public Health</li> <li>. Leisure and Culture</li> <li>. Families First</li> <li>. Public Service Centre – Strategic Outcomes</li> <li>. Military Covenant</li> <li>. Operational Housing/ Homelessness</li> </ul>
Support Member - Gill Blackwell	Support Member - Heather McLain	Support Member - Julie Greening	Support Member - Alex Evans	Support Member - Bob East	Support Member - Mark Williams	Support Member - Pearl Stokes	Support Member - Philip Surman	Support Member - Terry Spencer
<ul style="list-style-type: none"> <li>•Leadership Glos</li> <li>•LGA</li> <li>•South West Councils</li> <li>•District Councils Network</li> <li>•Glos Economic Growth Joint Committee</li> </ul>					<ul style="list-style-type: none"> <li>•Glos Waste Partnership</li> <li>•Joint Waste Committee</li> </ul>	<ul style="list-style-type: none"> <li>•Community Safety Partnership</li> </ul>	<ul style="list-style-type: none"> <li>•GFirst/LEP (Observer)</li> </ul>	<ul style="list-style-type: none"> <li>•Health and Wellbeing Partnerships</li> </ul>

Agenda Item 7

## TEWKESBURY BOROUGH COUNCIL

<b>Report to:</b>	Executive Committee
<b>Date of Meeting:</b>	10 June 2015
<b>Subject:</b>	2015/16 Service Plans
<b>Report of:</b>	Graeme Simpson, Corporate Services Group Manager
<b>Corporate Lead:</b>	Mike Dawson, Chief Executive
<b>Lead Member:</b>	Lead Member for Organisational Development
<b>Number of Appendices:</b>	Seven

<p><b>Executive Summary:</b></p> <p>Each service group has produced a service plan for 2015/16. The service plans contain the key activities which are intended to be carried out during the year. The service plans detail non-Council Plan actions only. Council Plan actions are allocated to individual services through the Council Plan Performance Tracker. Delivery of actions within the Tracker are monitored by Overview and Scrutiny Committee and its observations then considered by Executive Committee. When holding team meetings, Group Managers will use both their service plan and performance tracker actions in tandem.</p>
<p><b>Recommendation:</b></p> <p><b>To ENDORSE the 2015/16 service plans.</b></p>
<p><b>Reasons for Recommendation:</b></p> <p>Service planning is a core part of the Council's performance management framework.</p>

<p><b>Resource Implications:</b></p> <p>None arising directly from this report.</p>
<p><b>Legal Implications:</b></p> <p>None arising directly from this report.</p>
<p><b>Risk Management Implications:</b></p> <p>If services do not have a formal service plan in place then it cannot be demonstrated there are adequate performance management arrangements in place to monitor service delivery.</p>
<p><b>Performance Management Follow-up:</b></p> <p>Council Plan actions are formally reported on a quarterly basis through the performance tracker. Non-Council Plan actions are monitored individually by the relevant service through management dialogue such as team meetings, 1-2-1 meetings and Lead Member briefings.</p>

**Environmental Implications:**

None arising directly from this report.

**1.0 INTRODUCTION/BACKGROUND**

**1.1** Each service group has produced a service plan for 2015/16. The service plans contain the key activities which are intended to be carried out during the year. The service plans detail non-Council Plan actions only. Council Plan actions are allocated to individual services through the Council Plan Performance Tracker. Delivery of actions within the Tracker are monitored by Overview and Scrutiny Committee and its observations then considered by Executive Committee. When holding team meetings, Group Managers will use both their service plan and performance tracker actions in tandem.

**2.0 SERVICE PLANS**

**2.1** The service plan template has been kept as simple as possible to complete. The template gives a brief overview of the purpose of the service, the progress made against delivering key 2014/15 actions and the key actions to be undertaken in 2015/16. The service plans can be found in appendices 1-7. There is a plan for each of the following groupings;

- Corporate Services (formerly Policy and Performance and Business Transformation).
- Democratic Services.
- Development.
- Environmental and Housing Services.
- Finance and Asset Management.
- One Legal.
- Revenues and Benefits.

A set of the service plans will be placed in the Member's Lounge and will also be available on the intranet.

**3.0 OTHER OPTIONS CONSIDERED**

**3.1** None.

**4.0 CONSULTATION**

**4.1** Group Managers.

**5.0 RELEVANT COUNCIL POLICIES/STRATEGIES**

**5.1** Council Plan 2012-16.

**6.0 RELEVANT GOVERNMENT POLICIES**

**6.1** None.

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

**7.1** None directly arising from the report.

- 8.0 SUSTAINABILITY IMPLICATIONS (Social/Community Safety/Cultural/ Economic/ Environment)**
- 8.1** Group Managers will consider sustainability implications when planning and undertaking individual actions.
- 9.0 IMPACT UPON (Value For Money/Equalities/E-Government/Human Rights/Health And Safety)**
- 9.1** Group Managers will consider the impact of equalities and diversity when planning and undertaking individual actions.
- 10.0 RELATED DECISIONS AND ANY OTHER RELEVANT FACTS**
- 10.1** None.

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**Background Papers:** None.

**Contact Officer:** Graeme Simpson, Corporate Services Group Manager  
Tel: 01684 272002 Email: [graeme.simpson@teWKesbury.gov.uk](mailto:graeme.simpson@teWKesbury.gov.uk)

**Appendices:**

- 1: Corporate Services Service Plan.
- 2: Democratic Services Service Plan.
- 3: Development Service Plan.
- 4: Environmental and Housing Services Service Plan.
- 5: Finance and Asset Management Service Plan.
- 6: One Legal Service Plan.
- 7: Revenues and Benefits Service Plan.

# Corporate Service Business Plan 2015-16

## 1. Service purpose and objectives

- To support the management, monitoring and improvement of the council's performance.
- To provide effective Customer Services.
- To provide an effective ICT function through the best use of current and emerging technology.
- To provide an effective Human Resources function.
- To support the work of the Overview and Scrutiny Committee.
- Internal Audit to provide an independent, objective assurance and consulting activity designed to add value and improve an organisation's operations.
- To provide an effective communications and graphic design function.
- To support and maintain the council's project management, risk management and equalities frameworks.
- To support development of the council's corporate policies.
- To provide support to the Chief Executive on corporate matters.
- To work with corporate management team and members to support and deliver the council's business transformation programme.
- To champion channel shift and customer service partnerships.

## 2. Progress against actions, projects, tasks or targets 2014-15

**Non Council Plan actions only, see Performance Tracker for progress against 2014-15 Council Plan actions.**

Action	Progress made	Date to be achieved	Complete ✓ or X
<b>Customer Services</b>			
Customer contact logging system.	Customer services and depot services are using a new operational system to manage key customer transactions and requests.	31.03.15	✓
Customer service standards	Draft standards have been produced but have yet to be agreed and rolled out.	31.07.14	x
<b>ICT</b>			
Support the office refurbishment project.	New network infrastructure developed in line with Property Services design.	31.03.15	✓
Green IT	Reduced energy consumption associated with the councils use of ICT – this is linked to the rollout of new think client terminals.	31.03.15	✓
IT help desk moved to the cloud with self-service reporting for faults/requests as standard for all staff.	This is an action from the recent ICT review and will commence in 2015/16.	30.09.14	X

# Corporate Service Business Plan 2015-16

Instant messaging option available for improved communication with remote workers.	Instant messaging has been rolled out to appropriate services	30.06.14	✓
<b>Human Resources</b>			
Managing and surviving change.	The Art of Being Brilliant has been rolled out throughout the council and brilliant champions have volunteered from across services to maintain the momentum of culture change.	31.03.15	✓
Teams working together.	All of the management cohort have undertaken management development training though a one team approach.	31.03.15	✓
Personal and Professional Development.	The new PPD framework was developed, approved and rolled out during the year and needs to be built on further during 2015/16.	31.03.15	✓
<b>Overview and Scrutiny</b>			
Review the effectiveness of Overview and Scrutiny Committee. <i>(Brought forward from 2013-14)</i>	A workshop was held on 19 January 2014 with members of the committee. This enabled members to draw on their experiences over the last 4 years and consider how the committee can add even greater value. Feedback from the workshop was presented at Overview and Scrutiny Committee on 24 February 2014 including approval of an action plan.	31.01.15	✓
Provide support to the Enviro Crimes Working Group and Review of Car Park Strategy Working Group.	Support was provided where appropriate. Both working groups have successfully met their terms of reference.	31.12.15	✓
<b>Communications</b>			
Develop a new communications strategy.	A new strategy was approved at Executive Committee on 30 April 2015. Delivery of the strategy is reported to Overview and Scrutiny Committee on an annual basis.	31.03.15	✓
<b>Corporate Support</b>			
Support the preparation for a corporate peer review in October/November 2014.	A successful peer review was held on 11-14 November.	31.10.14	✓

# Corporate Service Business Plan 2015-16

Where appropriate, provide support to the Group Manager, Business Transformation to monitor and deliver the Transform Tewkesbury Borough programme.	During the year the team has provided support in relation to the communications aspect of business transformation and the production of the monitoring template which is presented at the Transform Working Group.	31.03.15 (the programme is deliverable over more than 1 year)	✓
Provide support to the development and monitoring of the council's performance management framework.	The council's performance management framework is now established. The council plan performance tracker and supporting local performance indicators are reported on a quarterly basis. This is supported by budgetary information. Members also receive information on complaints on a 6 monthly basis. The potential to run another resident's survey will be looked at in 2015/16.	31.03.15	✓
Provide support to the development of the council's Business Continuity arrangements.	The team has helped the facilitation of business continuity plans for all services. Testing of the plans c/fwd to 15/16	31.03.15	x
<b>Risk Management</b>			
Review the current risk management strategy and develop a corporate risk register.	A corporate risk register has been developed and presented at Audit Committee on 10 December 2015 and will be presented quarterly thereafter. The risk management strategy has not yet been reviewed and this will be carried forward to 2015-16.	31.10.14	x
<b>Internal Audit</b>			
To undertake a review of effectiveness of Internal Audit against the Public Sector Internal Audit Standards (PSIAS).	A self-assessment was undertaken and presented to Audit Committee on 25 June 2014.	30.06.14	✓
<b>Equalities</b>			
Review the Equalities Framework to ensure the council continues to fulfil its Equalities Duty.	The Equalities Group has been re-established. Training has taken place on the production of Equality Impact Assessments (EIA). This has been supported with the roll out of a new EIA template and associated guidance. An equalities focus group workshop was also held in relation to the new leisure centre.	31.03.15	✓



# Corporate Service Business Plan 2015-16

Project Management			
To review the approach to project management.	Monthly project management reports are presented to Corporate Management Team who act as the 'programme board'.	31.03.15	✓

## 3. Work programme 2015-16

Action	What difference will it make?	Date to be achieved
<b>Customer Services</b>		
Develop and implement corporate customer service standards.	To promote consistent standards which will be 'Better for Customers'.	30.09.15
Undertake a review of customer services.	To ensure the structure and processes of the team are effective and customer focused.	30.09.15
To ensure the smooth transition of the garden waste database from Direct Services.	To ensure garden waste customers receive the same level of service.	30.06.15
Investigate options for the redesign of the reception area and develop customer service partnerships with public service centre partners.	Integrated reception for all partners which provides a good customer experience.	31.03.16
To develop a channel shift strategy.	To improve customer engagement and reduce the cost to the council.	31.03.16
<b>ICT</b>		
Rollout thin client terminals. <b>(b/fwd 14/15)</b>	Estimated annual utility saving of £3,600.	30.06.15
Roll out of new monitors.	Replace old 14" screens with new and wider monitors which will improve the working environment.	30.06.15
Set up new test environment.	The ability to test new hardware prior to implementation will reduce the risk of business disruption.	30.09.15
New Storage Area Network (SAN) installation in server room.	To provide a more efficient and effective data storage solution.	30.09.15
Implementation of ITIL processes across ICT function.	Best practice standards which will address gaps identified through the ICT review.	31.03.16
Review and improve the help desk facility <b>(b/fwd 14/15)</b>	To provide better support to users.	30.09.15
Work with Democratic Services to ensure Members receive ICT support.	To provide effective support to members in their day to day work.	31.03.16

# Corporate Service Business Plan 2015-16

Implement a new ICT asset inventory.	To enhance the recording, monitoring and security of ICT equipment.	31.10.15
Review of website.	To maintain and build upon the 3* rating given by SOCITM.	31.03.16
Development of new ICT strategy.	To outline the aims and actions required to ensure ICT solutions support our business processes and we keep in touch with emerging technologies.	31.03.16
<b>Human Resources</b>		
Support managers to help ensure all staff receive a PPD during 2015/16.	To ensure the ongoing development of staff.	31.07.15
Support the strategic review of the HR service and contribute to the improvement action plan.	To identify the future needs of the council in relation to strategic HR and how those needs can be fulfilled.	31.10.15
To investigate the feasibility of implementing a HR self service module.	An electronic system to reduce HR related administrative tasks.	30.09.15
Investigate options for delivery of occupational health.	To ensure that occupational health continues to support the health and well-being of staff.	31.03.16
Implement a new workforce strategy.	To maximise the performance of the council by defining the goals, objectives and expectations of the workforce.	31.10.15
<b>Overview and Scrutiny</b>		
Support delivery of the Overview and Scrutiny Committee's review of effectiveness action plan.	To maximise the contribution of the committee as recommended in the corporate peer review report, particularly as it will have new membership.	31.03.16
<b>Corporate Support</b>		
Support completion of the Chief Executive unit's restructure and support staff development arising from the restructure.	To ensure there is a robust staff structure and appropriately skilled officers in place to face the corporate challenges ahead.	31.03.16
Support delivery of and monitor the corporate peer review action plan.	The successful implementation of recommendations will help develop the strengths needed to progress the council's improvement agenda.	31.03.16
Support Business Transformation.	The programme is anticipated to deliver one third of the £3m savings target.	31.03.16 (the programme is deliverable over more than 1 year)
Development of new council plan.	To review and if appropriate refocus the council's priorities.	31.03.16
To support the testing of the council's Business Continuity arrangements.	To give assurance service delivery can be maintained in the event of business disruption.	31.10.15
Prepare to undertake a resident's survey in early 2016-17.	To obtain feedback from our residents on how well the council is performing.	31.03.16

# Corporate Service Business Plan 2015-16

To review the corporate complaints framework.	In light of recent Internal Audit findings to ensure there is in place a framework whereby complaints are effectively recorded, monitored, responded to and reported upon.	31.10.15
To further review project management arrangements.	To ensure there is a suitable officer forum in place where projects can be evaluated and monitored.	30.09.15
<b>Risk Management</b>		
Review the current risk management strategy and overall risk management arrangements. (b/fwd 2014/15)	To ensure the council has satisfactory arrangements in place for the identification, evaluation and mitigation of strategic risks.	31.12.15
<b>Internal Audit</b>		
Delivery of internal audit improvement plan.	To give assurance that Internal Audit is effective and remains compliant with the Public Sector Internal Audit Standards.	31.03.16
<b>Equalities</b>		
Development of new equalities policy and action plan.	To comply with equalities legislation and protect the reputation of the council.	31.03.16
<b>Communications</b>		
Deliver year 2 of the communications strategy.	To ensure there is effective communication with all stakeholders and effective reputation management through media relations.	31.03.16
Deliver graphics support.	Provide a graphics service to the council's major corporate projects, and other areas where possible.	31.03.16
Implement social media software.	To implement new software to ensure the council's social media channels are appropriately and safely managed.	31.03.16

## 4. Factors that may affect future service delivery

Factor
<ul style="list-style-type: none"> <li>Introduction of any new government policy may alter the vision, priorities or shape of the council.</li> </ul>
<ul style="list-style-type: none"> <li>The nature of the section's work requires corporate 'buy in' from other parts of the organisation – need to ensure there is a 'one team' approach to corporate issues.</li> </ul>
<ul style="list-style-type: none"> <li>The council needs to transform quickly, some outcomes from this are not yet known and this could potentially lead to uncertainty and competing priorities within the organisation.</li> </ul>
<ul style="list-style-type: none"> <li>The potential for a detailed 'in service' review or restructure.</li> </ul>
<ul style="list-style-type: none"> <li>Direction and leadership of new service grouping.</li> </ul>

# Democratic Services - Service Business Plan 2015-16

## 1. Service purpose and objectives

- To support, and promote, the democratic processes of the council.
- To maintain an accurate and up to date Register of Electors in accordance with the legislative requirements.
- To organise Parish, Borough, County, Parliamentary and European Elections in accordance with the statutory requirements.
- To enable effective and efficient decision-making arrangements within the council that are compliant with legislative and constitutional requirements.
- To provide support to members of the council, both in an advisory capacity and through ongoing training and development.
- To organise civic functions.
- To promote a high standard of probity and ethics within the council.

## 2. Progress against actions, projects, tasks or targets 2014-15

Non Council Plan actions only.

Action	Progress	Date to be achieved	Complete ✓ or ✗
<b>Elections</b>			
Complete final phase of implementation plan for IER.	Complete.	June 2014	✓
Prepare and implement arrangements for annual canvass including transition from current property based register to a person based register.	Complete.	December 2014	✓
Support Boundary Commission on preparation of revised Borough Ward boundaries.	Not required until 2015/16. Will be put into Work Programme for 2015/16; although still dependent on external party.	Dependent on external party	Ongoing
Prepare for Parliamentary and all-out Borough and Parish Elections.	Complete.	May 2015	✓

# Democratic Services - Service Business Plan 2015-16

Member Services			
Review of Scheme of Delegation and Constitution (BF).	Delayed. Full review to be undertaken through 2015. Will be put into Work Programme for 2015/16.	March 2015	Ongoing
Revision of Protocols (BF).	Planning Protocol revisions approved by Council in April 2015.	March 2015	✓
Register of Interests on the website (BF).	Dependent upon the view of the Monitoring Officer; this will be done following the Borough and Parish Elections.	June 2015	Ongoing
Revision of report format (BF).	Delayed. Will be put into Work Programme for 2015/16.	March 2015	✘
Recruitment of Independent Remuneration Panel and preparation of new Scheme of Members' Allowances.	Panel recruited and new scheme agreed for 2015. Fundamental review to be undertaken in 2015/16 with a view to agreeing a four year scheme from March 2016. Will be put into Work Programme for 2015/16.	April 2015	✓
Preparation of induction programme for new Council.	Induction programme prepared and sent to prospective candidates in March with the Nomination Packs.	April 2015	✓

# Democratic Services - Service Business Plan 2015-16

Pilot Self-Help IT Group	Pilot Group was held and feedback was good. This will be developed further in 2015/16 following the Elections. Will be put into Work Programme for 2015/16.	September 2014	✓
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## 3. Work programme 2015-16

Non Council Plan actions only.

Action	What difference will it make?	Date to be achieved
<b>Electoral Services</b>		
Preparation for Police and Crime Commissioner Elections.	Legal Requirement.	March 2016
IER Canvass.	Legal Requirement.	December 2015
Support Boundary Commission on preparation of revised Borough Ward Boundaries (BF).	Improved accountability.	Dependent on external party.
Revision of Polling Districts following Polling Station Review.	Improved accessibility.	As above.
<b>Member Services</b>		
Review of Scheme of Delegation and Constitution (BF).	Up to date and transparent arrangements for day to day operations of the Council.	April 2016
Register of Interests on the website (BF).	Legal requirement.	September 2015
Revision of report format (BF).	Improved communication.	September 2015
Fundamental Review of Scheme of Allowances.	Legislative requirement.	March 2016
Self-Help IT Group.	Improved use of IT and communication.	January 2016
Member Development Plans.	Improved Member information and engagement.	October 2015

# Democratic Services - Service Business Plan 2015-16

## 4. Factors that may affect future service delivery

Factor
• Staff Changes.
• Political Structure Changes.
• Unplanned Work.

# Development Services

## Service Business Plan 2015-16

### 1. Service purpose and objectives

**Economic and Community Development service i.e. community development, health development, sports development, economic development and tourism (including Winchcombe and Tewkesbury Tourist Information centres).**

The team aims to ensure the borough is a place where people have access to work, where people want to visit and invest, encourages people to be healthy and where we work with communities to help them achieve their aims and ambitions. The service recognises the value of working with strategic partners to help deliver its objectives. Key objectives include;

- To support and nurture emerging growth sectors and encourage inward investment
- To support and sustain a vibrant rural economy
- To increase the potential of, and promote, the retail centres in the borough
- To ensure an appropriate supply of employment land and premises and local infrastructure
- To increase the volume and value of tourism in the borough
- To raise the skills levels of local people
- To work jointly with strategic partners to ensure a joined up approach to helping our communities and residents
- To provide support for the voluntary and community sector, including funding advice and support and to enable capacity building within communities
- To improve the health and wellbeing of our communities to increase their quality of life
- To promote, support, enable and deliver opportunities for our communities to participate in and appreciate leisure and culture, sport, art, play, open space, health and events.
- Promote healthier lifestyles and tackle causes of poor health.
- Ensure good access to a range of leisure and cultural activities.
- Improve the environment through planning, to make it easier to be healthy and active.

#### **Development Management**

The Development Management service enables development that accords with development plan policy and to ensure that decisions on planning and related applications provide for good quality development which preserves and enhances the historic and natural environment in accordance with relevant legislation and policies. Other key objectives include;

To provide an excellent and transparent service to all customers and stakeholders.

To ensure that there is capacity to respond to future housing and employment needs for the borough and ensure that new and existing communities comprise desirable places to live and work.

#### **Planning Policy**

The Planning Policy service guides development in a way that protects the natural environment, enhances the built environment and contributes to more sustainable communities and to prepare Tewkesbury's Development Plan – putting in place planning policies that guide sustainable development; including the delivery of the Joint Core Strategy with Cheltenham Borough and Gloucester City Councils and the delivery of the Tewkesbury Borough Plan. Other key objectives include;

To produce specific detailed guidance for the development of key sites and locations experiencing significant change.

To produce Supplementary Planning Documents on specific planning issues which will help the borough deliver national and local planning policies.

To monitor and report on development, demographic, social, economic and environmental trends to inform future policies and monitor the effectiveness of existing planning policies.



# Development Services Service Business Plan 2015-16

To ensure that the interests of the borough are properly represented in the strategic planning process at the national level and more locally across Gloucestershire and neighbouring counties.

## 2. Progress against actions, projects, tasks or targets 2014-15

**Non Council Plan actions only, see Performance Tracker for progress against 2014-15 Council Plan actions.**

Action	Progress made	Date to be achieved	Complete ✓ or ✗
<b>Economic and Community Development</b>			
Delivery of Economic Development & Tourism Strategy 2012-2015	The ED&T strategy needs to be refreshed to align it with other economic initiatives and strategies that are taking place countywide eg LEP, SEP. In the absence of a refreshed strategy the team continue to deliver the economic related priorities within the council plan.	March 2015	✓
<b>Development Management</b>			
Brought forward from 2013-14: Review of Section 106 monitoring processes	The review has been completed with new systems now in place.	March 2015	✓
Brought forward from 2013-14: Explore and implement a range of measures to recover costs of the planning service.	Various measures explored leading to changes to Pre-application charges.	March 2015	✓
Draft revised Scheme of Delegation	Revised scheme of delegation adopted by Council on 14 April 2015 with implementation effective from May 2015.	March 2015	✓
Draft Pre-application member engagement policy	Action superseded by the Protocol for Councillors and Officers Involved in the Planning Process.	March 2015	

# Development Services Service Business Plan 2015-16

Action	Progress made	Date to be achieved	Complete ✓ or ✗
Draft Local Development Orders for Bishops Cleeve/Hucclecote for consultation	Drafting of Orders delayed due to capacity issues. Expected to be completed by Autumn 2015.	March 2015	✗
<b>Planning Policy</b>			
Assessment of Land Availability (ALA)	The 2014 ALA has been completed and published. There were 33 new sites submitted. The ALA applied a policy neutral approach, and, as such 137 sites were assessed as being suitable, available and achievable.	March 2015	✓

## 3. Work programme 2015-16

### Non Council Plan actions only.

Action	What difference will it make?	Date to be achieved
<b>Economic Development &amp; Tourism</b>		
To develop a strategy for economic growth and tourism.	To encourage investment, vibrant economy, growth and value and volume of tourism	January 2016
To review the current business grant scheme (including its potential link to business rate relief).	To maximise support to businesses.	January 2016
Deliver business resilience and marketing support to local businesses affected by flooding.	To enable businesses to be more resilient and grow.	March 2016
Work with Cotswold Tourism to create a new partnership body.	To provide a stronger body that will support businesses and increase visitor numbers.	March 2016
Implement Tewkesbury Heritage and Visitor Centre review outcomes.	Increased footfall	March 2016
<b>Community Development</b>		
Recruit for Community Funding Post.	To assist community groups in applying for funding.	June 2015
Work with MAIDeN to develop neighbourhood profiling for our communities.	Greater understanding of communities, their needs and their strengths.	Dec 2015
Work with the three Clinical Commissioning Groups within the borough to develop their locality plans.	Enabling healthier communities.	July 2015

# Development Services

## Service Business Plan 2015-16

Work with Tewkesbury Cluster Clinical Commissioning Group to launch social prescribing.	To enable residents to access non-medical forms of recovery.	April 2015
To work with the Financial Inclusion Partnership to provide a single referral system and provide access to services.	Fairer outcomes for our residents.	March 2016
Work with partners to deliver outcomes from the successful Capacity Fund bid, including a green space strategy and analysis of community infrastructure needs for strategic sites.	To create communities that are desirable places to live.	December 2015
To work with Active Gloucestershire on initiatives to encourage healthy lifestyles, including enabling health walks and delivery of the new Tewkesbury Park Run.	Encourage healthy, active lifestyles.	March 2016
<b>Development Management</b>		
Carry out a systems review of the Development Management service.	To ensure that systems and ways of working are efficient and effective, and improves outcomes for customers.	March 2016
Draft Local Development Orders for Bishops Cleeve/Hucclecote for consultation. <b>(b/fwd 14/15)</b>	This would reduce the number of applications received which do not attract a fee, improving the effectiveness and efficiency of the service. Parish Council time would also be freed up whilst householders would no longer need to apply for planning permission.	December 2015
Draft Pre-application member engagement policy.v <b>(b/fwd 14/15)</b>	Early Member engagement can allow for local issues to be identified and considered before an application is submitted. This can ensure better outcomes from the planning process.	December 2015
Digitising historic planning record plotting sheets.	This will make it easier for officer to respond to searches of the Local Land Charge Register, making the service more efficient, and make records easier to access for personal search companies.	September 2015
Produce a planning training programme for Councillors	This will assist in Member development, improving Members' knowledge of different aspects of planning.	September 2015
Produce a customer engagement programme	This will improve links with customers such as planning agents and architects, and ensure that the service understands their needs and meet those needs as far as possible.	September 2015

# Development Services Service Business Plan 2015-16

Planning Policy		
Additional Strategic Flood Risk Assessment Level 2 work for Tewkesbury Borough site allocations.	Consultants will be commissioned during Summer/Autumn 2015 to provide the more detailed SFRA Level 2 work in relation to the proposed Tewkesbury Borough Plan site allocations. The findings will be presented to Members prior to the publication of the report.	October 2015
Annual Monitoring Report.	Monitoring of the development plan commences in April each year with assessments of the delivery of new housing and employment sites. This is reported in June and is a key tool in determining progress made in respect of the development plan and the Council's performance against land supply issues.	June 2015
Gypsy, Traveller and Travelling Showpeople Site Selection.	Tewkesbury Borough Council has appointed DLP Planning Ltd to carry out a 'Gypsy & Traveller Site Search Assessment'. The draft report is due in June 2015 and a Member seminar is planned for 18 <sup>th</sup> June.	June 2015

## 4. Factors that may affect future service delivery

Factor
Operation of the Tourist Information Service, including Winchcombe TIC and Tewkesbury Heritage & Visitor Centre. Options for delivery of the service will be considered, working, where practicable, with Winchcombe and Tewkesbury Town Councils. This will impact on staff and wider tourism service delivery
Continued collaboration with Cheltenham and Gloucester (Planning Policy)
Potential major planning applications and appeals
Continued housing land supply shortfall
Review of the Development Control Service
Potential implementation of Community Infrastructure Levy
Changes to planning guidance/legislation
Resources.

# Environmental & Housing Services - Service Business Plan 2015-16

## 1. Service purpose and objectives

### **Environmental Health and Licensing:**

To ensure delivery of the council's statutory duties relating to food safety, health and safety regulations, private sector housing, environmental protection (pollution), land drainage and licensing.

To maintain a good standard of Public Health.

Deliver policies in respect of land and flood risk management.

Promote home energy efficiency improvements and provide disabled facilities grants.

### **Depot Services and recycling:**

To collect waste from all our customers on the right day, at the right time and deliver value for money.

To keep the borough clean and clear of litter, debris, abandoned cars and fly-tipping in a manner that provides quality and value for money.

Maximise the borough's recycling rate and minimise waste.

### **Housing:**

To provide a comprehensive housing advice service to all applicants of the borough and beyond by responding to housing need by providing advice and information about available housing options, monitor Choice Based Lettings through the Gloucestershire Home-seeker Scheme and provide advice and assistance to people threatened with or experiencing homelessness.

To ensure the council meets its statutory duties within the Housing Act which requires the council to identify and address the housing needs of borough residents.

Negotiation with developers, landowners and registered providers to enable the delivery of additional suitable affordable housing, too meet local needs and contribute towards the development of sustainable communities.

Providing and improving the quality of housing and housing advice to the community through the design and implementation of relevant strategies and policies and through working with external partners so that people can access appropriate accommodation for their needs.

### **Emergency Planning:**

To lead the council's emergency planning functions and act as district emergency planning liaison officer (DEPLO). Support the council's emergency planning, critical incidents, and service response arrangements through participating in management cover arrangements and undertaking any designated roles specified under these plans.

# Environmental & Housing Services - Service Business Plan 2015-16

## Community Safety:

The Crime and Disorder Act, 1998 and in particular Section 17 imposes a duty on local authorities and the police to "without prejudice to any other obligation imposed upon it - exercise its function with due regard to the need to do all it reasonably can to prevent crime and disorder in its area".

Safeguarding Adults Protocol, section 11 of the Children Act 2004 places a duty on Tewkesbury Borough Council to make arrangements to ensure that its functions are discharged with regard to the need to safeguard and promote the welfare of children.

## Safeguarding:

Section 11 of the Children Act 2004 places a duty on Tewkesbury Borough Council to make arrangements to ensure that its functions are discharged with regard to the need to safeguard and promote the welfare of children.

Help all adults in Tewkesbury Borough have a right to live free from violence, fear and abuse and to be protected from harm and exploitation

## 2. Progress against actions, projects, tasks or targets 2014-15

**Non Council Plan actions only, see Performance Tracker for progress against 2014-15 Council Plan actions.**

Action	Progress made	Date to be achieved	Complete ✓ or ✗
<b>Community Safety</b>			
Continue to reduce the risk of homelessness through the provision of services to young people (and their families) through the Anti-Social Behaviour Youth Diversion Worker.	26 young people have been helped with the assistance of the Anti-Social Behaviour Youth Diversion Worker. Partnership working has helped, with assistance from the police, fire & rescue and registered providers. With one group of young people involved in an arson case, the intervention has succeeded in no further issues of anti-social behaviour being reported.	March 2015	✓

# Environmental & Housing Services - Service Business Plan 2015-16

Direct Services and recycling			
To continue dialogue with UBICO regarding the potential for joining the company	Tewkesbury Borough Council joined the Joint Waste Partnership and the management of waste has transferred to UBICO Ltd from 1 <sup>st</sup> April 2015.	March 2015	✓
Environmental Health and Licensing			
Commence identification and risk assessments of all private water distribution systems in the borough. <b><i>(Brought forward from 2013-14)</i></b>	Identification and risk assessments have been carried out	March 2015	✓
Implement as necessary the government's recommendations regarding sustainable drainage systems. <b><i>(Brought forward from 2013-14)</i></b>	Central Government delayed the implementation of the recommendations at a national level. However Tewkesbury Borough Council is working with Gloucestershire County Council who is the lead authority for implementation and progress to date is on schedule.	March 2015	✓
Work with partners in Gloucestershire EH teams to establish a healthy eating award scheme. <b><i>(Brought forward from 2013-14)</i></b>	Gloucestershire EH teams have considered a healthy eating aware and instead decided to concentrate on the delivery of the national Food Hygiene Rating System by helping to improve standards in local outlets. There is satisfactory progress on this as inspections continue to be carried out at rates the government recommend.	March 2015	✓
Increase portfolio of Bed and Breakfast establishments for homeless applicants. <b><i>(Brought forward from 2013-14)</i></b>	Three new Bed and Breakfast establishments have been sourced, unfortunately still not in Tewkesbury Borough. This work is as priority and will continue as part of the new Strategy Action Plan.	March 2016	✓
Participate in the county wide peer review process for the Gold Standard Challenge.	Tewkesbury Borough Council is working in a Gold Standard Peer Review Group with: Gloucester, Cheltenham, Stroud, Forest of Dean, Cotswold, and South Gloucestershire.	March 2015	*

# Environmental & Housing Services - Service Business Plan 2015-16

	A time table to meet the challenge has been set, and individual local authorities are currently reviewing their own services with a view to implementing improvements in line with those of the Gold Standard. The Peer Review (by two other authorities within the group) to verify Tewkesbury Borough Council's services will take place in January 2016, and we will then participate in the reviews of the other partners. All reviews of our partners will be concluded by May 2016.		
Contribute to the review of the Housing and Homelessness Strategy.	All priorities completed.	March 2015	✓
Work in partnership with Parish Councils, residents, Gloucestershire Rural Community Council, Registered Providers and others as required	Working in partnership with GRCC and Parish Councils has helped realise land availability for building affordable homes across the borough. Rural housing developments have completed in Winchcombe and Badgeworth providing an additional 13 affordable rented homes for local people. In February 2015 a planning application was submitted for 11 affordable homes in Minsterworth. Other opportunities are being progressed Ashleworth, Twigworth, Shurdington, Sandhurst, Norton and Staverton and we are working more proactively to assess the local housing needs of these communities as well as the land availability in order to bring about development.	March 2015	✓
Work in partnership with the Gloucestershire local authorities and County Council to deliver the recommendations from the Gypsy, Traveller and Travelling Show People Accommodation Assessment (GTTSA) 2013	100 potential sites have been identified and viability assessments are currently being carried out to review their suitability before detailed physical assessments are scheduled.	March 2015	*



# Environmental & Housing Services - Service Business Plan 2015-16

Work in partnership with the housing team and county council to complete an assessment of the housing needs of our communities (older people, and those with supported accommodation requirements )	A new Housing Strategy Action Plan is in development to identify key priorities.	December 2015	✓
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## 3. Work programme 2015-16

### Non council plan actions.

Action	What difference will it make?	Date to be achieved
<b>Community Safety</b>		
Hold Community Days of Action involving statutory partners of the Community Safety Partnership in various locations across the Borough to raise awareness	Help reduce the perceived threat of crime by involving residents in the days of action, taking crime statistics to them along with community safety initiatives.	March 2016
<b>Direct Services and Recycling</b>		
UBICO contract to be monitored and reported on	Increase efficiencies and make savings.	March 2016
<b>Environmental Health and Licencing</b>		
Develop a programme of proactive Health & Safety interventions and complete the programme within 12 months.	Tewkesbury Borough Council is responsible for enforcing health and safety legislation in certain work premises. The Health & Safety Executive give guidance on how this should happen, both after accidents and to encourage route good practice by employers. The program will both satisfy the HSE requirements and encourage a safe and healthy workforce.	March 2016

# Environmental & Housing Services - Service Business Plan 2015-16

Work with local parish councils and partners (police etc.) to carry out at least four activities at various locations within the borough that contribute towards tackling enviro-crimes (e.g. dog fouling, fly-tipping, abandoned vehicles etc.	This work will reduce the incidence of enviro-- crimes and utilise opportunities to take enforcement action as a deterrent.	March 2016
Review Mobile Home licensing policies and regulations	Recent changes in mobile home licensing legislation mean that there may be opportunities to improve the service given to site operators and residents.	Jan 2016
<b>Housing</b>		
Increases the Homeless Prevention Options available to those threatened with homelessness in the Borough and enable more applicants to avoid homelessness.	Provide Housing Options which increase choice so that those threatened with homelessness can remain close to support networks and reduce financial exclusion from the private sector.	March 2016
Create a broad based Housing Partnership to share issues and develop a joint strategic Action Plan for the borough.	Collect and analyse housing data from across the public and private sector markets and work with key partners to identify key priority areas for action.	March 2016
Work in partnership with the Gloucestershire local authorities and County Council to deliver the recommendations from the Gypsy, Traveller and Travelling Show People Accommodation Assessment (GTTSA) 2013 <b>b/fwd 2014/15</b>	A call for sites went out across the borough, of possible sites identified, DLP are carrying out a viability assessment of some 100 sites, and physical assessments will take place of those that pass the viability assessment. Work is continuing.	March 2016

# Environmental & Housing Services - Service Business Plan 2015-16

Participate in the county wide peer review process for the Gold Standard Challenge. <b>b/fwd 2014/15</b>	Undertake self-assessment and improve outcomes for customers.	May 2016
<b>Safeguarding</b>		
Ensure compliance with Section 11 Audit of the Children's Act 2004 Ensure that Safeguarding Adult Policies are embedded across the organisation	Ensure that all staff across the organisation are aware of the Gloucestershire Safeguarding Adults Policy and clear reporting lines. Deliver appropriate training and development to key staff	Mar 16 Mar 16

## 4. Factors that may affect future service delivery

Factor
Change of Government and policies.
As a result of implementing outcomes of the services reviews there may be a period of adjustment for all staff involved with the review.
Introduction of policy, strategy or government legislation that may alter or impact on any of the Environmental and Housing Services team.
Future flooding emergencies and the subsequent impact on the team.
Increase in Mortgage Interest Rates.
Ongoing economic situation – increase in the number of housing clients requiring assistance.

# Finance & Asset Management Service Business Plan 2015-16

## 1. Service purpose and objectives

### Financial Services

Financial Services supports the council in delivery of its statutory financial reporting and budget setting. The service provides advice to the council and its officers supports the corporate projects of the council and delivers a wide range of financial services including payroll and treasury management.

### Asset Management

Asset Management is responsible for maintaining and improving the asset portfolio of the council as well as the direct delivery of services including Cascades Leisure Centre, cemeteries and car parking enforcement. To do this we aim to provide a quality service which meets the needs of our customers, satisfies statutory requirements and is value for money.

## 2. Progress against actions, projects, tasks or targets 2014-15

Non Council Plan actions only, see Performance Tracker for progress against 2014-15 Council Plan actions.

Action	Progress made	Date to be achieved	Complete ✓ or ✗
<b>Finance</b>			
Production of statement of accounts including incorporation of new accounting requirements	Unqualified opinion issued by Grant Thornton at Audit Committee on 24 Sept 2014.	30.09.14	✓
Financial management training for staff <i>(Brought forward from 2013-14)</i>	Training on some aspects delivered and staff handbook produced. Further training and new budget management framework delayed due to other commitments.	31.12.14	✗
Production of medium term financial projection and balanced budget for 2015/16	MTFS approved by Council In Dec 14 and Budget approved on 19 <sup>th</sup> Feb 2015.	28.02.15	✓
<b>Asset Management</b>			
Asset management actions such as the build of the new leisure centre and office refurbishment and rationalisation are reported through the council plan performance tracker.	n/a	n/a	n/a

# Finance & Asset Management Service Business Plan 2015-16

## 3. Work programme 2015-16

### Non Council Plan actions only

Action	What difference will it make?	Date to be achieved
<b>Finance</b>		
Production of statement of accounts including incorporation of new accounting requirements	Unqualified opinion from auditors Grant Thornton leading to continued status of a low risk authority	30 Sept 2015
Financial management training for staff <i>(Brought forward from 2013-14)</i>	Improved understanding, knowledge and accountability of financial requirements	31 Dec 2015
Production of medium term financial projection and balanced budget for 2015/16	A robust and deliverable budget in line with council requirements on a financial level and service delivery role	28 Feb 2016
Procurement of Bankers and cash collection agents	Improved service delivery and reduced costs	31 Mar 2016
Financial systems upgrade and improvements	Automation of a number of processes and improved delivery of information	31 Mar 2016
<b>Asset Management</b>		
Develop a long-term asset maintenance programme	Programme detailing asset requirements over long term to allow for forward planning. Will require financial support.	30 Dec 2015
Riverside Walk and signage	Signage installed for three walks around Tewkesbury	30 Sept 2015
Roses Theatre – asset refurbishment and long-term lease	To meet the landlord obligations of the current lease in respect of the roof, heating and ventilation. To secure a new 21 year lease for the building	30 Sept 2015
Procurement – numerous services including confidential waste, access control and security	Improved service delivery and reduced costs	31 Mar 2016
Health and Safety arrangements for authority assets	Improved management and monitoring of requirements in relation to fire, electrical, asbestos and legionella responsibilities	31 Dec 2015

# Finance & Asset Management Service Business Plan 2015-16

## 4. Factors that may affect future service delivery

Factor
• Condition of Cascades' building may effect service delivery in period prior to the opening of a new leisure facility
• Economy – impact on disposable income to spend on leisure
• Increasing asset portfolio following new developments placing strain on existing resources to maintain portfolio
• Reliance on third parties and partner organisations in delivering asset management aspirations
• Finance available to support asset management and maintenance requirements
• Government policy with regards to local government finance in wake of general election
• Supporting the delivery of major projects may effect core service delivery
• Service areas subject to transformational review

# One Legal Service Business Plan 2015-16

## 1. Service purpose and objectives

- To provide clear and robust corporate advice to officers and elected members
- To be focused on the business needs of our clients
- To work cost effectively and to quality management systems
- To set challenging standards and work to them
- To be innovative and flexible in approach
- To provide a dynamic and supportive environment for team members
- To actively seek out and deliver services to other public bodies

## 2. Progress against actions, projects, tasks or targets 2014-15

Non Council Plan actions only.

Action	Progress made	Date to be achieved	Complete ✓ or x
One Legal refresh	New shared service between TBC, CBC and Gloucester City Council (GCC) commenced 1 <sup>st</sup> April 2015	31/10/14	✓
Fill vacant posts	Recruitment successfully completed as part of the One legal refresh	31/8/14	✓
Embrace accommodation review	Implemented	30/11/14	✓
Lead on Data Protection training	Completed across TBC, CBC and GCC as well as some for CBH and Ubico	31/12/14	✓
Contribute to training on decision making processes at TBC and CBC	Completed for TBC with Lin O'Brien to take lead for TBC	31/1/15	✓
Implement new reporting functionality for Solcase	Solcase upgrade required from July 2015- taken forward	28/2/15	x
Further review of Contract Rules in conjunction with corporate procurement group	Partially completed review because superseded by the coming into force of The Public Contracts Regulations 2015 - taken forward	31/3/15	x

# One Legal Service Business Plan 2015-16

## 3. Work programme 2015-16

Non Council Plan actions only.

Action	What difference will it make?	Date to be achieved
Contribute to training and/ or review of constitutions of TBC, CBC and GCC	Better informed legal staff and processes for councils	31/12/15
Solcase upgrade ( <i>b/wd 14/15</i> )	More efficient case management and reporting	31/03/16
Advise TBC, CBC and GCC on the implementation of the Public Contracts Regulations 2015 ( <i>b/fwd 14/15</i> )	Better informed legal staff and processes for councils	31/10/15
Introduce Procedures for Emergency legal processes e.g. injunctions	To efficiently and effectively assist partner organisations in emergency situations	31/12/15
Align legal procedures, as far as possible, across TBC, CBC and GCC	Better informed legal staff and processes for councils	31/12/15
Renew One Legal Office Manual	Enable consistent approach and understanding of One Legal processes by legal staff	31/12/15
Review GCC legal records management	More efficient delivery of legal services to GCC	31/12/15

## 4. Factors that may affect future service delivery

Factor
<ul style="list-style-type: none"> <li>• Unforeseen increases in workloads or significant new complex cases/projects</li> </ul>
<ul style="list-style-type: none"> <li>• Opportunities arising for expansion of the service</li> </ul>
<ul style="list-style-type: none"> <li>• Unforeseen loss of staff resources</li> </ul>



# Revenues & Benefits Service Business Plan 2015-16

## 1. Service purpose and objectives

To support financial inclusion in the borough by ; ensuing access to Council administered benefits , working closely with the Department of Work and Pensions and County Council to ensure effective implementation of welfare reform , actively promoting take-up of the different types of benefit available and collecting monies due to the Council.

## 2. Progress against actions, projects, tasks or targets 2014-15

Non Council Plan actions only.

Action	Progress made	Date to be achieved	Complete ✓ or ✗
Deliver Improvement Project in the Revenue and Benefits Service	<p>Throughout the summer of 2014 Revenues carried out a full review of its service. The purpose was:</p> <p><b>To increase efficiency and save costs:</b> Whilst the outcomes have yet to be fully realised there has been a significant improvement in efficiency. Average days to process a new claim has reduced from 27.17 days in 13/14 to 18.75 days in 14/15. The outturn is the service's best ever performance. In the last quarter of 14/15, processing time was 13.02 days.</p> <p>Average days to process change of circumstances has reduced from 13.41 days in 13/14 to 10.51 days in 14/15. In the last quarter of 14/15 the outturn was 4.36 days.</p> <p>The total, estimated, cost savings identified by the project over two financial years 2014/15 and 2015/16 could amount to over £227k. The daily meeting of the teams to discuss issues has caused a significant change in culture and brought about a positive approach to our work. Considering that</p>	March 15	✓

# Revenues & Benefits Service Business Plan 2015-16

	<p>the project only started in the summer of 2014 it has produced some very significant results.</p> <p>The project has also created resource to re-orientate the service to focus on outcomes by promoting financial inclusion and poverty reduction.</p>		
The implementation of the new Revenues and Benefits Server	The project has been successfully delivered on time and in budget. A more modern and efficient system has been implemented.	July 14	✓
Review of the council tax support scheme	The new council tax support scheme has been successfully implemented. The Council Tax Support Scheme has been reviewed and the existing scheme will remain in place for 2015/16 year.	January 15	✓
The transfer of the Benefits Anti-Fraud functions to the Single Fraud Investigation Service.	The Government will be setting up a Single Fraud Investigation Service to investigate all Benefit fraud. The transfer of the Benefit Fraud function from Local Authorities will commence nationally from October 2014. From the 1 <sup>st</sup> May 2015 the Housing Benefit fraud element has been passed to the Single Fraud Investigation Service investigate. The investigation of Council Tax Support fraud will remain with the Borough Council.	March 15	✓
Implementation of the Retail Rate Relief software	Software needed to calculate the new retail rate relief for business rates has recently been received. It must be tested and fully implemented by April 2014. This has been successfully achieved and now being administered. The retail rate relief is being claimed by 272 retailers.	April 14	✓
Annual Billing for Council Tax and Business Rates	This has a major financial impact for the Council and must be done annually. Once again this has been successfully carried out and: 38,000 council tax bills, 2,500 business rates bills, plus benefit notifications to 5,400 recipients issued.	Mar 15	✓

# Revenues & Benefits Service Business Plan 2015-16

<p>Print Project (b/fwd 2013-14)</p>	<p>Project has been implemented and a range of benefits realised;</p> <ul style="list-style-type: none"> <li>• software and packing machine have been de-commissioned</li> <li>• staff time significantly reduced</li> </ul> <p>The first Council Tax annual billing process was handled by the new contract and resulted in a vastly more efficient and accurate service.</p> <p>Next stage is to consider corporately the benefits for other services</p>	<p>Feb 2015</p>	<p>✓</p>
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## 3. Work programme 2015-16

### Non Council Plan actions only.

Action	What difference will it make?	Date to be achieved
<p>The transfer of the Benefits Anti-Fraud functions to the Single Fraud Investigation Service.</p>	<p>The Government will be setting up a Single Fraud Investigation Service to investigate all Benefit fraud. The Borough Council will be transferring across housing benefit and council tax benefit investigations to the new service in May 2015. This has been successfully carried out.</p>	<p>May 15</p>
<p>The role out of dual screens for revenues and benefits staff</p>	<p>New dual screens will be implemented for Revenues and Benefits staff by June 2015. The screens will allow staff processing revenues and benefits work the ability to access both the Northgate System processing system and the Anite document management system simultaneously. This will help to increase productivity and improve on the good performance achieved by staff under the transformation project.</p>	<p>June 2015</p>
<p>The role out of Universal Credit will commence in June 2015</p>	<p>The government's Universal Credit system begins its role out in Tewkesbury from June 2015. The new streamlined benefit system will merge a total of six benefits under Universal Credit and will include housing benefit. It impacts upon working age claims only. To begin with our Job Centre will start to receive Universal Credit from sole claimants, followed by couples and then all households. No definite timetable has been fixed for the full implementation of Universal Credit. The Borough Council is involved in a multi-agency approach to the role out of Universal Credit. It will be working closely with DWP, Citizens Advice Bureau, Job Centre Plus, and Severn Vale Housing among some of the partners. One of the key aims of the implementation of Universal Credit is to provide clients with help with their budgeting and getting back into work.</p>	<p>June 2015</p>

# Revenues & Benefits Service Business Plan 2015-16

Financial Inclusion	<p>Revenues and Benefits are contributing to a partnership whose objectives are to work with other organisations and agencies to effectively tackle financial exclusion. The Borough Council is facilitating and co-ordinating the partnership to share ideas and capacity to work differently. The work is focussing on:</p> <ol style="list-style-type: none"> <li>1) Increasing awareness of financial and advice services available to residents.</li> <li>2) Action planning on the implementation of Universal Credit.</li> <li>3) People being able to access services via a hub and ultimately, through the service, being able to support themselves.</li> <li>4) To develop a single referral system which can link in and sign post people to various services.</li> </ol>	March 2016
The implementation of the new Anite Server	<p>The computer system on which our correspondence is stored electronically and must be replaced as it has reached the end of its life. This will not only involve the implementation of the new server but also new software. This will mean a whole new look for the system with new functionality. Training will be undertaken for all staff engaged with the system.</p>	August 2015
Print Project	<p>The print project has been fully implemented in revenues and benefits. It will need to go out for procurement by December 2015.</p>	December 2015
FERIS	<p>The Fraud and Error Incentive Scheme was launched by the DPW back in November 2014 to get local authorities to tackle fraud and error in the housing benefit system. Targets have been set and funding provided for the implementation of the scheme. The full outcomes of the work will not be known until March 2016</p>	March 2016

## 4. Factors that may affect future service delivery

### Factor

- Resources are at a premium and the impact of the financial constraint may have an impact on service delivery.
- The significant growth in new domestic properties
- The impact of the Welfare Reform changes upon those claiming benefits including the implementation of Universal Credit

## TEWKESBURY BOROUGH COUNCIL

<b>Report to:</b>	Executive Committee
<b>Date of Meeting:</b>	10 June 2015
<b>Subject:</b>	Volunteering Policy – Members of the Public Volunteering with Tewkesbury Borough Council
<b>Report of:</b>	Graeme Simpson, Corporate Services Group Manager
<b>Chief Officer:</b>	Mike Dawson, Chief Executive
<b>Lead Member:</b>	Lead Member for Organisational Development
<b>Number of Appendices:</b>	Two

**Executive Summary:**

The Volunteering Policy will be introduced in two phases. The first phase sets out the Volunteering Policy for Members of the Public who wish to Volunteer with Tewkesbury Borough Council. The second phase of the Policy will set out how the Council will support employees who wish to do volunteer work within the community or for charitable institutions. Phase two of the Volunteering Policy will be recommended to the Executive Committee in September 2015.

The Volunteering Policy (Phase one) sets out the principles for volunteering with the Council, and to provide consistency of treatment for people approaching the Council in order to volunteer. This Policy is designed to reflect current legislative provisions in respect of volunteers and is non-contractual.

**Recommendation:**

**That the Volunteering Policy (Phase One) for Members of the Public Volunteering with Tewkesbury Borough Council be approved with effect from 1 July 2015.**

**Reasons for Recommendation:**

The Council has engaged volunteer litter pickers and is now looking to use volunteers in the Tewkesbury Tourist Information and Tewkesbury Heritage and Visitor Centre. A Policy is required to encourage and support members of the public who wish to volunteer with the Council.

**Resource Implications:**

The proposed Volunteering Policy for Members of the Public Volunteering with Tewkesbury Borough Council would not have an impact on financial resources.

**Legal Implications:**

None as the Policy covers expenses, benefits, criminal record check, health and safety, data protection and avoids creating employment contracts with the volunteer as no clear binding obligations are in place. Volunteers are not included in employment legislation however if a volunteer can demonstrate that they are employed the volunteer will gain some or all employment rights.

**Risk Management Implications:**

If the Policy is approved and followed this helps to discharge the duty of the Council in relation to the health, safety and welfare and safeguarding of members of the public who volunteer with Tewkesbury Borough Council. If a Policy is not in place this could leave the Council open to legal challenge and associated reputational and financial risk.

**Performance Management Follow-up:**

It is intended that the Policy is reviewed in two years' time.

**Implications for Biodiversity:**

None.

**1.0 INTRODUCTION/BACKGROUND**

**1.1** The Volunteering Policy will apply in all situations where a member of the public is looking for a volunteering opportunity with Tewkesbury Borough Council. A volunteer is a person who donates their time, skills and experience without receiving any form of compensation from the council. A volunteer is not an employee and there is no legally binding contractual relationship between the Council and the volunteer.

**2.0 VOLUNTEERING POLICY**

**2.1** The Volunteering Policy sets out the Council's commitment to members of the public who volunteer, the procedure and processes that need to be followed and the nature of the volunteering relationship. The Policy is designed to help support volunteers and provide a framework of good practice.

**3.0 BENEFITS TO TEWKESBURY BOROUGH COUNCIL AND THE COMMUNITY**

**3.1** The Volunteering Policy helps the Council to deliver services and improve communities. The Policy will help to build a robust and resilient society by enabling individuals to get involved in activities that benefit the community, the environment and the relationships with communities and the Council.

**4.0 BENEFITS TO THE INDIVIDUAL**

**4.1** There are a number of benefits to the individual:

- Personal achievement and developing self-worth through giving back to the community.
- Broadening a person's outlook of the community.
- Transfer a person's skills and experience to the community.
- Developing new person skills and experiences.

- Improving an individual's employability.
- Create a "can do" attitude.
- Increase social health and wellbeing.
- Help adjust for the future, e.g. retirement prospects.

## **5.0 OTHER OPTIONS CONSIDERED**

5.1 None.

## **6.0 CONSULTATION**

6.1 The Trade Unions, management and Involve Gloucestershire have been consulted.

## **7.0 RELEVANT COUNCIL POLICIES/STRATEGIES**

7.1 The Council Plan and review of the Tewkesbury Heritage and Visitor Centre and Tewkesbury Tourist Information Centre.

## **8.0 RELEVANT GOVERNMENT POLICIES**

8.1 Equality Act, Data Protection Act 1998, Health and Safety at Work Act 1974, Management of Health and Safety at Work Regulations 1999, Police Act 1997 (Criminal Records) Regulations 2002.

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

9.1 Implicit within the Policy.

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

10.1 None.

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

11.1 None.

## **12.0 RELATED DECISIONS AND ANY OTHER RELEVANT FACTS**

12.1 None.

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**Background Papers:** None.

**Contact Officer:** Janet Martin, Human Resources Adviser

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**Appendices:** Appendix 1 – Volunteering Policy for Members of the Public Volunteering with Tewkesbury Borough Council.

Appendix 2 – Equality Impact Assessment.



# Volunteering Policy

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Members of the Public



This policy outlines the principles and procedures for members of the public who would like to volunteer with Tewkesbury Borough Council.



## **1.0 INTRODUCTION**

**1.1** This policy sets out the principles for volunteering with Tewkesbury Borough Council and to provide consistency of treatment for people approaching the council in order to volunteer. It outlines what volunteers can expect from the council.

**1.2** This policy is designed to reflect current legislative provisions in respect of volunteers and is non-contractual.

## **2.0 Who does it apply to?**

**2.1** All unpaid volunteers.

## **3.0 When does it apply?**

**3.1** It applies in situations where a member of the public is looking for a volunteering opportunity with Tewkesbury Borough Council.

## **4.0 When does it not apply?**

**4.1** It does not apply to permanent or contractual short-term recruitment or employment on a paid basis of Tewkesbury Borough Council employees whether employed directly or through an agency.

## **5.0 Definition of a volunteer**

- 5.1**
- A volunteer is a person who donates their time, skills and experience without receiving any form of compensation from Tewkesbury Borough Council.
  - A volunteer is not an employee of Tewkesbury Borough Council and there is no legally binding contractual relationship between the council and the volunteer.

## **6.0 Why does Tewkesbury Borough Council involve volunteers?**

- 6.1**
- Volunteers allow the council to expand and improve its services to local communities.
  - Local volunteers have the opportunity of putting their time, skills and experience to good use and to contribute to the community in which they live.
  - Volunteering offers people the opportunity to gain experience and the opportunity to 'try something new' as well as meeting like-minded people.

## 7.0 Tewkesbury Borough Council's commitment to volunteers

- 7.1
- The council's commitment to volunteers is based in its volunteering promise which confirms the commitment of Tewkesbury Borough Council and partners to the principles of:
    - **Choice**  
Volunteering is undertaken as a matter of free choice. Volunteers are not obliged to undertake tasks they are not comfortable with.
    - **Inclusion**  
Volunteering is open and accessible to all with fair, simple and consistent processes. Volunteers have influence in how things are organised.
    - **Support**  
Volunteers are properly introduced to their role and provided with ongoing support and training appropriate to their individual needs, abilities and skills.
    - **Safety**  
The safety and wellbeing of all volunteers has been considered and adequate insurance is in place. Volunteers are aware of how to raise concerns and how they will be handled. If volunteering is undertaken through a host organisation, your safety will be their responsibility.
    - **Reward**  
Volunteers receive appropriate recognition for their efforts and often hear the words ... thank you.

## 8.0 Procedure

- 8.1
- The council will try to:
    - Match the time, skills and experience of volunteers to a suitable volunteering opportunity.
    - Ensure each volunteer receives appropriate training and support.
    - Resolve any complaints raised by a volunteer in a timely fashion.
    - Ensure that each volunteer is supported by a contact from within the council to provide advice and guidance.
    - Foster a friendly and supportive atmosphere for volunteers and make volunteering a positive experience.

- 8.2**
- In return, the council asks the following of volunteers:
    - To maintain and uphold the good name and reputation of the council.
    - To treat all members, officers, service users and members of the public with respect and dignity.
    - To adhere to the relevant council policies and procedures.

## 9.0 Finding a volunteer placement with Tewkesbury Borough Council

- 9.1
- To find a volunteering opportunity you should contact the Human Resources Section on 01684 272030 or email [humanresources@tewkesbury.gov.uk](mailto:humanresources@tewkesbury.gov.uk)
  - The council does not guarantee to provide any volunteering opportunities and may withdraw any volunteering opportunity at any time and for any reason.
  - This policy will also apply to anyone wishing to undertake a work experience placement.

## 10.0 References and other checks

- 10.1
- Depending on the nature of the volunteering opportunity, a volunteer may be required to provide the names of two referees who have agreed to provide a reference on behalf of the volunteer.
  - Depending on the nature of the volunteering opportunity, the council may need to understand specific health issues in order to assess whether reasonable adjustments can be made.
  - An enhanced disclosure and barring service (DBS) check will always be required where the volunteering opportunity involves contact with children or vulnerable adults deemed to be regulated activity.
  - If a volunteer is not engaging in a regulated activity, the manager should undertake a risk assessment and use their professional judgement and experience when deciding whether or not to do an enhanced DBS check.
  - Any necessary references and other checks will need to be completed before the volunteer is able to commence any volunteering activity with the council.

## 11.0 Induction and training

- 11.1
- The council will provide all volunteers with an introduction to the organisation as well as induction and training tailored to the volunteering opportunity.

## **12.0 Ongoing support**

- 12.1**
- The council acknowledges the importance of volunteers and will provide appropriate supervision and support during the course of the volunteering opportunity, through regular meetings, as appropriate to the service the volunteer is involved in.
  - Each volunteer will be allocated a local contact with whom they can liaise from within the council.

## **13.0 Insurance**

- 13.1** Volunteers are covered by the council's insurance policy, whilst engaged in volunteering activities for the Tewkesbury Borough Council. If volunteering is undertaken for a host organisation, that organisation must ensure volunteers are insured. Further information is can be provided upon request.

## **14.0 Health and safety**

- 14.1** The council is committed to providing a safe and healthy environment for all volunteers and has a health and safety policy in place.
- Volunteers will be made aware of this policy during their induction and must be familiar with it before undertaking any volunteering activity.
  - Volunteers must report any accidents, incidents or other dangerous circumstances immediately using the appropriate process.

## **15.0 Benefits and tax**

- 15.1**
- Volunteering does not usually affect any entitlement to social security benefits. Volunteers must advise Jobcentre Plus before starting voluntary work.
  - Volunteers who are in receipt of jobseeker's allowance (JSA) are entitled to undertake voluntary work provided that they meet the conditions for eligibility for JSA, namely being available for work and actively seeking work.
  - You should ensure you understand whether volunteering may affect your entitlement to any social security benefits or may affect your tax situation, including JSA and further advice should be obtained from the DWP, Jobcentre Plus or a Citizen's Advice Bureau.

## **16.0 Other policies**

- 16.1** There are a number of other policies you should make yourself familiar with when volunteering. Further information will be provided by your local contact person at Tewkesbury Borough Council.

## **17.0 The Volunteering relationship**

**17.1** In order to achieve the most from your volunteering role volunteers are requested:

- To attend the induction or ongoing training which it is felt is necessary for you to be able to volunteer in an informed and safe way.
- To read and understand relevant council policies which may apply.
- To treat any information obtained when undertaking volunteering duties as confidential and not disclose it to any third party.
- To represent the council positively/appropriately at all times.
- To tell the contact person if you wish to finish volunteering, in case alternative arrangements need to be made.
- To adhere to the health and safety policy and to raise any concerns with the local contact person immediately.
- To report any accidents or incidents, whether it concerns themselves or another person.
- To attend meetings with the contact person when you are able to do so.
- To notify the contact person of any health issues in order that reasonable adjustments may be considered.
- To review personal insurance policies so that appropriate insurance is in place for you to volunteer.
- To understand what you must do if you are driving on behalf of the council.
- To let your contact person know if you are likely to incur out of pocket expenses in order that a relevant claim may be raised to reimburse you in an appropriate timeframe.
- If you are claiming state benefits, to make sure the relevant agencies are aware you are undertaking volunteering. This should not affect your ability to continue to claim benefits whilst volunteering.

**17.2** In return the council will allocate a contact person who will:

- Agree expectations with you.
- Arrange a personal induction plan.
- Make sure all the relevant council policies are followed.
- Make sure that there are no barriers which would make it difficult for you to undertake the agreed activity. This should be done before you start.
- Make sure you positively represent the council at all times.
- Make sure you know what the accident and incident reporting procedure is.
- Agree to payment of reasonable expenses and make sure these are paid

## **18.0 Frequently asked questions**

### **18.1 I would like to apply for a volunteering position. What is the process?**

You should contact the Human Resources section at Tewkesbury Borough Council by emailing [humanresources@tewkesbury.go.uk](mailto:humanresources@tewkesbury.go.uk).

### **18.2 What types of volunteering positions are available?**

The council serves the local community in a variety of ways such as through the Tourist Information, litter picking, by supporting young and old people, local community projects, and the provision of work to the unemployed. These are the areas which will be of interest to a volunteer wishing to gain real and valuable experience supporting the community.

### **18.3 I can only volunteer on an ad-hoc basis. Is this a problem?**

When an opportunity arises, the specific nature of the arrangement will be agreed at the time. This may well include ad-hoc arrangements.

## **19.0 Definitions**

Volunteer - Someone who gives their time to support council/community activities but with whom the council has no contractual relationship and who is not paid for their time.

## **20.0 Legislation**

This policy has been reviewed by One Legal to ensure compliance with our statutory duties.

## **21.0 Equal opportunities**

Managers will make any necessary adjustments to ensure that all volunteers are treated equally.

## Equality impact assessments – for services and policies

### What is an equality impact assessment?

An equality impact assessment is an important part of our commitment to improving equality practice. The form will help us find out what impact or consequences our functions, policies, procedures and practices have on our citizens, employees and potential employees.

By undertaking an impact assessment, we are able to:

- Take into account the needs, experiences and circumstances of those groups of people who use (or don't / can't use) our services.
- Identify any inequalities people may experience.
- Think about the other ways in which we can deliver our services which will not lead to inequalities.
- Develop better policy-making, procedures and services.

Impact assessments are required by law; The Race Relations Amendment Act, The Disability Discrimination Act and the amended Sex Discrimination Act all require local authorities to assess the impact of their functions, policies, practices and services, or the likely impact of any that are proposed, on equality.

However, our view is that we should be using the results of impact assessment to improve service delivery so that we become more accountable to the people that we serve.

### Background

<b>Name of service / policy and date</b>	<b>Volunteering Policy – Members of the public volunteering at Tewkesbury Borough Council</b>
<b>Lead officer</b>	<b>Janet Martin</b>
<b>Other people involved in completing this form</b>	

## Step 1 - About the service / policy

<b>What is the aim of the service / policy and what outcomes is it contributing to</b>	<p>To provide consistency of treatment for people approaching the council in order to volunteer. The outcomes the policy is contributing to are benefits to the community and the organisation. It will help the council to deliver its service and improve communities. The policy will help to build a robust and resilient society and improve relationships with communities and Tewkesbury Borough Council.</p>
<b>Who are the primary customers of the service / policy and how do they / will they benefit</b>	<p>The primary customers are members of the public. The individual will benefit from:</p> <ul style="list-style-type: none"> <li>• Personal achievement and developing self-worth through giving back to the community</li> <li>• Broadening a persons outlook of the community</li> <li>• Transfer a person's skills and experience to the community</li> <li>• Developing new person skills and experiences</li> <li>• Improving an individual's employability</li> <li>• Create a "can do" attitude</li> <li>• Increase social health and wellbeing</li> <li>• Help adjust for the future, e.g. retirement prospects</li> </ul>
<b>How and where is the service / policy implemented</b>	<p>The service is implemented Environmental Services and Tourist Information Centre(s).</p>
<b>What potential barriers might already exist to achieving these outcomes</b>	<p>Volunteering does not usually affect and entitlement to social security benefits. However, volunteers must advise the Jobcentre Plus before starting voluntary work. Volunteers in receipt of jobseekers allowance (JSA) are entitled to undertake voluntary work providing they meet the eligibility criteria for JSA, namely being available for work and actively seeking work. The individual would need to ensure that they left time to do this.</p>

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## Step 2 – What do you know already about your existing / potential customers

<b>What existing information and data do you have about your existing / potential customers e.g. Statistics, customer feedback, performance information</b>	<p>The council already has a number of volunteer litter pickers. Potential customers have approached the council in order to help develop their skills.</p>
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<b>What does it tell you about who uses your service / policy and those that don't?</b>	Individuals feel that they are giving something back to the community by giving their time to support the council and by supporting community activities and helping to make a difference.
<b>What have you learnt about real barriers to your service from any consultation with customers and any stakeholder groups?</b>	No consultation has been undertaken.
<b>If not, who do you have plans to consult with about the service / policy?</b>	There are plans to consult with CCP Transforming Lives, a registered charity helping to place volunteers where they are needed.

### Step 3 - Assessing Impact

How does your service / policy impact on different groups in the community? The groups in bullets are current priority groups identified by the CSP.

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<b>Group</b>	<b>What are you already doing to benefit this group</b>	<b>What are you doing that might disadvantage this group</b>	<b>What could you do differently to benefit this group</b>	<b>No impact on this group</b>
Ethnicity / Race <ul style="list-style-type: none"> <li>• Economic migrants</li> <li>• Chinese community</li> <li>• BME young people</li> <li>• Asian, Asian/British</li> <li>• Black, Black/British</li> <li>• White</li> </ul>				No impact on the group.
Gender and trans-gender <ul style="list-style-type: none"> <li>• Women who are not in work</li> <li>• Trans-gender people</li> </ul>				No impact on this group.
Age <ul style="list-style-type: none"> <li>• Older people experiencing isolation and poverty</li> <li>• Vulnerable children and young people</li> </ul>				No impact on this group.

Disability <ul style="list-style-type: none"> <li>• People experiencing mental ill-health</li> <li>• People with physical disabilities</li> <li>• Children and young people with learning difficulties and/or disabilities</li> </ul>		Individuals must be able to understand the health and safety rules and responsibilities particularly in respect of litter picking. They also have a responsibility to ensure the safety of others.	Ensure individuals attend induction or ongoing training and ensure the relevant council policies are followed.	
Religion or belief <ul style="list-style-type: none"> <li>• Muslim community</li> <li>• Chinese community (Buddhism etc)</li> </ul>				No impact on this group.
Sexual orientation <ul style="list-style-type: none"> <li>• Lesbian women</li> <li>• Gay men</li> <li>• Bi-sexual people</li> </ul>				No impact on this group.
Other socially excluded groups or communities <ul style="list-style-type: none"> <li>• People on low incomes</li> <li>• People with poor literacy skills</li> <li>• Gypsies, Travellers and Show People</li> </ul>				No impact on this group.

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#### Step 4 - what are the differences

<b>Are any groups affected in different ways to others as a result of the service / policy?</b>	The council may not be able to make reasonable adjustments to enable a person with physical disabilities to carry out litter picking. The work will involve collecting litter on the highways and the individual would need to be able to comply with the risk assessment for that work.
<b>Does your service / policy either directly or indirectly discriminate?</b>	No
<b>If yes, what can be done to improve this?</b>	

<b>Are there any other ways in which the service can help support priority communities in Tewkesbury?</b>	The volunteers can be signposted to CCP Transforming Lives who can help individuals find volunteering opportunities which support priority communities in Tewkesbury.
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### Step 5 – taking things forward

<b>What are the key actions to be carried out and how will they be resourced and monitored?</b>	<b>Develop links with CCP Transforming Lives.</b>
<b>Who will play a role in the decision-making process?</b>	<b>Managers supervising volunteers, CCP and HR</b>
<b>What are your learning and development needs?</b>	<b>Being aware of the benefits to the council and the individual.</b>
<b>How will you capture these actions in your service planning?</b>	<b>It will be recorded in the HR Service Plan</b>

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Signed by the Manager undertaking the assessment \_\_\_\_\_

Full name in capitals please \_\_\_\_\_

Date \_\_\_\_\_ Job Role \_\_\_\_\_

When you have completed this form please take a copy and send it to the Housing Enabling Manager so that the council can report corporately on what the service areas are doing.

# Agenda Item 11

Document is Restricted

# Agenda Item 12

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