

14 October 2019

<b>Committee</b>	Overview and Scrutiny
<b>Date</b>	Tuesday, 22 October 2019
<b>Time of Meeting</b>	4:30 pm
<b>Venue</b>	Tewkesbury Borough Council Offices, Avon Room

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

### **Agenda**

#### **1. ANNOUNCEMENTS**

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

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

#### **2. APOLOGIES FOR ABSENCE AND SUBSTITUTIONS**

To receive apologies for absence and advise of any substitutions.

#### **3. DECLARATIONS OF INTEREST**

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



	<b>Item</b>	<b>Page(s)</b>
<b>4.</b>	<b>MINUTES</b>  To approve the Minutes of the meeting held on 10 September 2019.	1 - 19
<b>5.</b>	<b>EXECUTIVE COMMITTEE FORWARD PLAN</b>  To determine whether there are any questions for the relevant Lead Members and what support the Overview and Scrutiny Committee can give to work contained within the Plan.	20 - 24
<b>6.</b>	<b>OVERVIEW AND SCRUTINY COMMITTEE WORK PROGRAMME 2019/20</b>  To consider the forthcoming work of the Overview and Scrutiny Committee.	25 - 34
<b>7.</b>	<b>DEVELOPMENT SERVICES IMPROVEMENT PLAN</b>  To consider the progress made against the actions within the plan and to note that the remaining actions will all be completed by March 2020; should that not be the case, a further report will be brought back to the Overview and Scrutiny Committee.	35 - 49
<b>8.</b>	<b>REVIEW OF PLANNING ENFORCEMENT PLAN</b>  To consider the information on performance arising from the adoption of the Planning Enforcement Plan and note that this will be included with the Planning Performance Indicators in future.	50 - 73
<b>9.</b>	<b>HOUSING STRATEGY MONITORING REPORT</b>  To consider the progress made in respect of the outcomes identified in the Housing Strategy Action Plan.	74 - 109
<b>10.</b>	<b>WARM AND WELL SCHEME UPDATE</b>  To consider the achievements made to date through the Warm and Well Scheme.	110 - 138
<b>11.</b>	<b>GLOUCESTERSHIRE ECONOMIC GROWTH SCRUTINY COMMITTEE UPDATE</b>  To receive an update from the Council's representative on matters considered at the last meeting.	

**DATE OF NEXT MEETING**  
**TUESDAY, 3 DECEMBER 2019**  
**COUNCILLORS CONSTITUTING COMMITTEE**

Councillors: G J Bocking, C L J Carter, K J Cromwell (Chair), P A Godwin, H C McLain, P D McLain, H S Munro, J W Murphy (Vice-Chair), P W Ockelton, J K Smith, R J G Smith, S A T Stevens, P D Surman, M J Williams and P N Workman

**Substitution Arrangements**

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

**Recording of Meetings**

In accordance with the Openness of Local Government Bodies Regulations 2014, please be aware that the proceedings of this meeting may be recorded and this may include recording of persons seated in the public gallery or speaking at the meeting. Please notify the Democratic Services Officer if you have any objections to this practice and the Chair will take reasonable steps to ensure that any request not to be recorded is complied with.

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

## TEWKESBURY BOROUGH COUNCIL

**Minutes of a Meeting of the Overview and Scrutiny Committee held at the  
Council Offices, Gloucester Road, Tewkesbury on Tuesday, 10 September 2019  
commencing at 4:30 pm**

### **Present:**

Chair	Councillor K J Cromwell
Vice Chair	Councillor J W Murphy

### **and Councillors:**

G J Bocking, C L J Carter, P A Godwin, H C McLain, P D McLain, J K Smith, R J G Smith, P D Surman, M J Williams, P N Workman and S Thomson (Substitute for H S Munro)

### **OS.33 ANNOUNCEMENTS**

- 33.1 The evacuation procedure, as noted on the Agenda, was advised to those present.
- 33.2 The Chair welcomed the representative from North and West Gloucestershire Citizens' Advice to the meeting and indicated that he would be giving a presentation at Agenda Item 7 – Citizens' Advice Bureau Presentation.

### **OS.34 APOLOGIES FOR ABSENCE AND SUBSTITUTIONS**

- 34.1 Apologies for absence were received from Councillors H S Munro, P W Ockelton and S A T Stevens. Councillor S Thomson would be acting as a substitute for the meeting.

### **OS.35 DECLARATIONS OF INTEREST**

- 35.1 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.
- 35.2 There were no declarations made on this occasion.

### **OS.36 MINUTES**

- 36.1 The Minutes of the meeting held on 23 July 2019 and the Special meeting held on 13 August 2019, copies of which had been circulated, were approved as correct records and signed by the Chair.

### **OS.37 EXECUTIVE COMMITTEE FORWARD PLAN**

- 37.1 Attention was drawn to the Executive Committee Forward Plan, circulated at Pages No. 19-24. Members were asked to determine whether there were any questions for the relevant Lead Members and what support the Overview and Scrutiny Committee could give to the work contained within the plan.

37.2 It was

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

**OS.38 OVERVIEW AND SCRUTINY COMMITTEE WORK PROGRAMME 2019/20**

38.1 Attention was drawn to the Overview and Scrutiny Committee Work Programme 2019/20, circulated at Pages No. 25-33, which Members were asked to consider.

38.2 In response to a query as to whether the Parking Strategy Review Report was on target to be brought to the next meeting of the Committee on 22 October 2019, with a further report being taken to the meeting on 3 December 2019, the Head of Finance and Asset Management advised that these dates were based on the original timings put forward when the Committee agreed to establish a Working Group to undertake the review, with a view to the new strategy taking effect from 1 April 2020. Unfortunately, the dates were no longer realistic if the Working Group was to fully understand the parking issues and gather the information required to carry out a comprehensive review. A new timetable had been presented to the Working Group and it was now planned to bring the draft strategy to the Overview and Scrutiny Committee on 14 January 2020, with a further report to consider the consultation responses being taken to the meeting on 10 March 2020, and the Work Programme would be updated to reflect the new dates.

38.3 It was

**RESOLVED** That the Overview and Scrutiny Committee Work Programme 2019/20 be **NOTED**, subject to amendments to reflect the new timetable for the Parking Strategy Review which would mean that the draft strategy would be brought to the meeting on 14 January 2020 with a further report to consider the consultation responses being taken to the meeting on 10 March 2020.

**OS.39 CITIZENS' ADVICE BUREAU PRESENTATION**

39.1 The Chair welcomed the representative from North and West Gloucestershire Citizens' Advice to the meeting. Members were reminded that Tewkesbury Borough Council had a service level agreement with Citizens' Advice which had been in place for a number of years and it awarded a grant on an annual basis for the services provided to residents. The Committee received an annual presentation which provided Members with information about the work of Citizens' Advice and quarterly reports giving more detail were provided via the Member Update Sheet with the most recent having been issued the previous week.

39.2 The representative from North and West Gloucestershire Citizens' Advice explained that things had changed considerably since his last presentation to the Committee and the service had been renamed as 'North and West Gloucestershire Citizens' Advice' to reflect a merge with Forest of Dean District. The service now covered Cheltenham, Forest of Dean, Gloucester and Tewkesbury which gave more scope for residents to obtain information from different locations, for example, someone who lived in Tewkesbury may work in Cheltenham or Gloucester so they could seek advice in that location during the working day. It was noted that the reporting structure had also changed for 2019/20 and he advised that 236 Tewkesbury residents had been seen in other districts during the first quarter compared with only 27 in 2018/19. He went on to give a presentation reflecting the work undertaken in 2018/19 which covered the following key points:

- Aims – To provide the advice people need for the problems they face; to improve policies and practices that affect people's lives.

- Principles - The Citizens' Advice service provided free, confidential, independent and impartial advice to everyone on their rights and responsibilities. It valued diversity, promoted equality and challenged discrimination.
- Locations – Citizens' Advice now operated from 15 locations: Tewkesbury Public Services Centre; Prior's Park; Bishop's Cleeve; Winchcombe – by appointment; Brockworth – by appointment; Northway – this was a new outreach centre; Churchdown – this was a new outreach centre; Cheltenham (town centre); Up Hatherley; Gloucester (city centre); Cinderford; Coleford; Lydney; Newent; St Briavels.
- How advice is requested – Majority still wanted face to face, approximately 80% of all contact, 10/12% via phone, online not popular; face to face was a more expensive method of giving advice but was the preferred option for the people using the service.
- Employment Status - Employed - 31.6% (33.4% previous year); self-employed – 4.5% (5.1% previous year); carers – 7% (7.7% previous year); retired – 20.5% (21.7% previous year); unemployed – 16.4% (14.7% previous year); and permanently sick – 19.9% (17.4% previous year). This was fairly consistent with the previous year, albeit with a slight reduction in the number of employed people seeking assistance and a corresponding increase in the number of unemployed people using the service; the types of issues people had tended to reflect the employment profile status.
- Disposable Monthly Income – Under £999 – 54% (52.7% previous year); £1,000-£1,499 – 24.3% (23.8% previous year); £1,500-£1,999 – 10.5% (12.8% previous year); and over £2,000 – 11.2% (10.7% previous year). The number of people in work and claiming benefits was rising and there was an increase in people seeking advice for issues with Universal Credit.
- Disabilities - Physical disability – 10.9% (8.7% previous year); mental illness – 8.3% (9.1% previous year); long term health issues – 30.8% (22.2% previous year).
- Issues dealt with – 3,167 in 2018/19 compared with 3,002 in 2017/18. Welfare benefits – 781 (837 previous year which included 30 in relation to Universal Credit); Universal Credit – 147; debt – 729 (668 previous year); employment – 308 (321 previous year); relationships – 288 (282 previous year); and housing – 246 (242 previous year). Issues around Universal Credit had increased dramatically compared to the previous year and debt was still a major problem across the county with the average debt of the people using Citizens' Advice being £12-13,000 per household.
- Significant issues during the year – Tribunal hearings; housing – repairs to private lettings; impact of rent caps and Universal Credit on Registered Social Landlords; employment practices; increase in complex cases. Tribunal hearings remained a major issue as 75-80% of Personal Independence Payment (PIP) applications were unsuccessful and fewer than 10% of decisions were overturned by the Department for Work and Pensions following mandatory reconsideration; Citizens' Advice assisted with tribunal hearings in terms of collating documentation and making representation on behalf of its clients; legislation set out that a hearing date would be within 13 weeks but this had been as long as 62 weeks in Gloucestershire at one point; this had been reduced to around 40-50 weeks following lobbying of MPs which had resulted in the appointment of an additional Judge but this was still an extremely long wait for people who were not receiving benefit during that time.

- Case Study A – 41 year old female with heroin addiction (in recovery) suffering from back pain and chronic obstructive pulmonary disease (COPD) who had previously resorted to prostitution to fund her habit; failed work capability assessment, Employment Support Allowance ceased, forced to claim Universal Credit; claimant commitment resulted in methadone replacement and support group programme disrupted; started using again and likely to return to prostitution; strongly worded appeal submitted stating catastrophic effect on her health, decision changed within weeks avoiding a possible year long delay in appeal being heard.
- Case Study B – Couple with 11 year old son with dwarfism and little fine motor control in his hands, in need of care with all aspects of living; lost Disability Living Allowance at assessment therefore Carers Allowance (paid to mother) also ceased and tax credits reduced; successfully appealed the decision, Disability Living Allowance awarded, Carers Allowance (to mother) reinstated, tax credits increased, resulted in family income increase by £13,042 per annum.
- Case Study C – Husband in an elderly couple suffering from COPD and Crohn's disease, wife acts as carer, living in rented accommodation and in receipt of state and occupational pensions; following a stroke the wife was left partially sighted and with balance problems; Early Discharge Stroke Nurse referred the couple to Citizens' Advice; successfully applied for Attendance Allowance for husband and wife, switched energy supplier saving approximately £150 per annum, installed new radiators following discussion with landlord and successfully applied for a blue badge.
- Achievements 2018/19 – Merger with Forest of Dean Citizens' Advice; opened outreach at Northway and Churchdown.
- Future Plans 2019/20 – Outreach at Cheltenham Oncology Unit (now opened) funded by Clinical Commissioning Group; extend specialist services; establish Help to Claim service – government-funded service, working with Department for Work and Pensions.
- Definitions:
  - Financial capability – knowledge, skill, motivation, awareness and confidence in relation to money management.
  - Financial exclusion – individuals cannot access the financial products and services they need which means those that could least afford to do so would end up paying more for their basic needs.
  - Financial inclusion – access to appropriate financial products and services allowing people to effectively manage their money, regardless of their level of income or social status.

39.3

A Member queried whether Citizens' Advice did any outreach in rural Parishes. The representative from North and West Gloucestershire Citizens' Advice indicated that outreach was only in the 15 locations specified; however, consideration would be given to new locations provided there was sufficient demand for at least a half day service. He indicated that the outreach at Northway and Churchdown had opened as a result of engagement with Tewkesbury Borough Council Officers who were able to make suggestions as to where need might be. It was noted that Citizens' Advice offered a home visit service if clients were unable to get to one of the offices due to health problems etc. With regard to a query as to whether Trading Standards were responsive to queries, the representative from North and West Gloucestershire Citizens' Advice advised that this was not an organisation Citizens' Advice had a lot of dealings with on a local basis other than referring clients who dealt with them directly.

- 39.4 A Member pointed out that the Ward boundaries in Tewkesbury Borough had recently changed and he questioned whether this would skew the figures in terms of the number of clients seeking advice in different areas. In response, the representative from North and West Gloucestershire Citizens' Advice confirmed that the reporting structure for 2019/20 had been changed to reflect that and they had stopped making comparisons with previous years based on Wards as this now had little meaning due to the changes. He provided assurance that the Economic and Community Development Manager and his team were able to give feedback about where Citizens' Advice activity should be focused so they would react to any reduction or increase in users of the service in different locations as appropriate. The Member questioned whether the Council's Key Performance Indicator in respect of the total number of people assisted within the borough by Citizens' Advice would change going forward and the Economic and Community Development Manager confirmed that the report which had been circulated to Members on quarter one of 2019/20 had reflected the changes and the information included in the Performance Tracker would be updated accordingly going forward.
- 39.5 The Deputy Chief Executive advised that he was joint chair of the Financial Inclusion Partnership, together with the representative from North and West Gloucestershire Citizens' Advice, and they would both be at the Locality and Financial Inclusion Partnership Showcase Event at the Public Services Centre on 3 October 2019 to which all Members had been invited. He encouraged them to drop-in if they had any specific Ward issues or required any additional information. The Chair thanked the representative from North and West Gloucestershire Citizens' Advice for his presentation and it was

**RESOLVED** That the Citizens' Advice presentation be **NOTED**.

#### **OS.40 PERFORMANCE REPORT - QUARTER 1 2019/20**

- 40.1 The report of the Head of Corporate Services, circulated at Pages No. 34-78, attached performance management information for quarter one of 2019/20. The Overview and Scrutiny Committee was asked to review and scrutinise the performance information and, where appropriate, identify any issues to refer to the Executive Committee for clarification or further action to be taken.
- 40.2 Members were advised that this was the first quarterly monitoring report for 2019/20 and progress against delivering the objectives and actions for each of the Council Plan priorities was reported through the Performance Tracker, attached at Appendix 1 to the report. Key actions for the quarter were highlighted at Paragraph 2.3 of the report and included garden waste renewals which were performing strongly and had generated income of £875,780; commencement of a full review of the bulky waste service; roll out of commercial awareness training to senior management and Members; presentation of an options report on Spring Gardens regeneration to Council in July 2019; and refurbishment of the ground floor west wing of the Public Services Centre and occupation by the County Council, which had signed long-term leases for all areas of occupation generating a rental income and securing a valuable partner. A Member noted the income being generated by garden waste and questioned how much the service cost to deliver. In response, the Deputy Chief Executive advised that garden waste generated approximately £450,000 net which was put back into the service. The Head of Corporate Services indicated that, due to the complex nature of the actions being delivered, it was inevitable that some would not progress as smoothly or quickly as envisaged and the details of these were set out at Paragraph 2.4 of the report. Particular reference was made to disposal of the Ministry of Agriculture, Food and Fisheries (MAFF) site which was on hold pending the outcome of the Spring Gardens regeneration project, and the development of Healings Mill which was out of the Council's direct control and would be discussed in more detail at Agenda Item 10.

40.3 In terms of the Key Performance Indicators (KPIs), Members were informed that the status of each indicator was set out at Paragraph 3.2 of the report. Of the 17 indicators with targets, 13 were on target, three were below target but the annual target would be achieved, and one was below target and the target was unlikely to be achieved. Notwithstanding this, it was to be borne in mind that it was only the first quarter of the year and the second quarter data would give a clearer indication of performance. Key areas of interest were included at Paragraph 3.3 of the report and particular reference was made to KPIs 12, 13 and 14 which related to determination of 'major', 'minor' and 'other' planning applications respectively and Members were advised that the figures were relatively small therefore it only took one or two applications to be determined outside of the target dates to impact the overall percentage. It was acknowledged there was a typographical error in relation to KPI 12 – Percentage of 'major' applications determined within 13 weeks or alternative period agreed with the applicant – which should state that the figure was down compared to the outturn of 2018/19 from **93.3%** to 90.91%, as opposed to 90.30% to 90.91%. In terms of KPI 27 – Average number of sick days per full-time equivalent – Members were advised that both long and short term sickness had increased during quarter one which had resulted in an average of 3.7 sick days per full-time equivalent and meant that the target of eight days was unlikely to be achieved by the end of the year. Areas where KPIs were performing particularly well were identified at the top of Page No. 40 and it was noted that the average number of days to process new benefits claims (KPI 21) had been reduced from 22 days in 2018/19 to 10 days as a result of the new ways of working implemented by the Benefits team.

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

**Priority: Finance and Resources**

<p>P44 – Objective 1 – Action a) Deliver the Council's transformation programme to deliver a balanced budget – A Member noted that the commentary stated that these projects had their individual milestones and target dates and were progressing well and he sought clarification as to whether this applied to all projects.</p>	<p>The Deputy Chief Executive explained that all projects were part of the Programme Board agenda and every Council project was subject to that process to ensure they were properly resourced and supported. The milestones and target dates would all be reported to the Programme Board so Members could be made aware of the timescales for specific projects at any point. He confirmed that the majority were progressing well and there were no areas of concern to bring to the Committee's attention.</p>
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### Priority: Promoting and Supporting Economic Growth

- P48 – Objective 1 – Action c) Work with the Local Enterprise Partnership (LEP) and other partners to contribute to the Local Industrial Strategy (LIS) – A Member noted that the target date was December 2019; however, from a presentation he had attended he believed the publication date was March 2020 and he sought some clarification around this.
- The Economic and Community Development Manager indicated that the dates were correct as at the time of writing the report but he would check to see if there had been any changes and would report back to Members following the meeting.
- P50 – Objective 3 – Action b) Work with partners to secure transport infrastructure improvements around the borough, including the all-ways Junction 10, Junction 9 and A46 improvements – A Member noted that it was intended to host an A46 session for MPs in the autumn and he questioned whether this was realistic given the current suspension of Parliament.
- The Deputy Chief Executive provided assurance that the project was on track and it was still intended to hold a meeting in London before the end of the calendar year to promote the work being undertaken to the relevant Ministers; there was no reason at this stage to suggest this would not happen.
- In response to a query regarding the Local Transport Plan, the Deputy Chief Executive undertook to ask the Gloucestershire County Council representative to provide an update to the Committee. Clarification was provided that a bid for funding for the all-ways Junction 10 had passed the first stage and was progressing. This was being led by Highways England and Gloucestershire County Council so the Deputy Chief Executive was not in a position to provide a more detailed update at this stage. The Chair indicated that he had received a presentation at a public meeting of the County Council which may be of interest to Members and he undertook to circulate this to the Committee following the meeting.

### **Key Performance Indicators for Priority: Promoting and Supporting Economic Growth**

P52 – Objective 5 – Action a) Explore with partners – including the Battlefield Society – the potential to increase the heritage offer at the Battlefield site – A Member noted that the revised target date was March 2021 and he raised concern that this would not be achieved in time for the commemoration of the 550<sup>th</sup> anniversary of the Battle of Tewkesbury bearing in mind that Tewkesbury Abbey would be starting its celebrations in January 2021.

The Economic and Community Development Manager explained that the action to increase the heritage offer of the Battlefield area had arisen as a result of a petition to Council regarding the potential sale of the Gaston's field and it had subsequently been agreed that the Council work with the Battlefield Society to make more of the site as a whole. Investigations had been ongoing to understand what could be done and he had been involved in some positive meetings over the last few weeks around utilising the Gupshill Manor so the March 2021 target was a launch date for that. In response to a query regarding what the plans involved, the Economic and Community Development Manager stressed that nothing had been firmed up at this stage but recent discussions had focused on three areas: year round events e.g. medieval banquets; some gateway interpretation, potentially hosted at the Gupshill; and routes into Tewkesbury i.e. using the battle trail as a walking route into the town centre as was promoted during the Tewkesbury Medieval Festival – it was noted that discussions were ongoing with the relevant landowner as any proposals would need to be ratified and endorsed by them. The Chair recognised that the date for this project had slipped on five occasions but this was because the Council had no direct control and he suggested that Officers update the Committee when there was some progress to report. A Member indicated that he would prefer to see a report in 12 months' time and this was agreed as a way forward.

### **Priority: Growing and Supporting Communities**

P55 – Objective 1 – Action e) With partners, explore options for the provision of modular and innovative housing to meet housing needs – A Member queried how many sites had been identified and where they were located.

The Head of Community Services indicated that he did not have the information to hand and would report back outside of the meeting.

P58 – Objective 3 – Action d)  
 Deliver short-term access improvements to the infrastructure around the Ashchurch Housing Zone – A Member sought clarification as to the amount of funding awarded.

The Deputy Chief Executive advised that £8.1M project funding had been awarded and the overall end date was March 2022. The legal conditions of the grant contract were currently being discussed with Homes England with a view to agreeing the contract by the end of September; whilst this was on track, Members should be mindful that it was a Homes England contract, therefore the Council's influence was limited.

P60 – Objective 4 – Action d)  
 Develop a programme to work with landlords to ensure residents have a supply of rented properties to meet their needs – A Member indicated that the wording in the commentary was confusing and he sought an explanation of what was being done.

The Head of Community Services advised that a report had recently been taken to the Executive Committee regarding a successful bid to the Ministry of Housing, Communities and Local Government (MHCLG) to look at how to encourage landlords to accept individuals on lower incomes using a variety of incentives or mechanisms. Funding of £360,000 had been awarded between all of the Gloucestershire authorities and West Oxfordshire District Council and Tewkesbury Borough Council had originally been leading on the project; unfortunately, as a result of Officer sickness and a key Officer leaving the authority, the lead had now been passed to Forest of Dean District Council. This had resulted in some unexpected delays to the project but he was hopeful he would have an update within the next month or two so a report would be brought back to Members in due course.

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

P64 – Objective 1 - Action b)  
 To continue to proactively enforce against enviro-crimes including fly-tipping and dog fouling in accordance with the action plan – A Member expressed the view that Officers were doing an excellent job and he had received very positive feedback from Parish Councils.

The Chair extended his thanks to the Environmental Health team, on behalf of the Committee, and congratulated them on an excellent strategy that was starting to pay dividends.

P67 – Objective 3 – Action b)  
Introduce the option for paperless billing for council tax and business rates – A Member questioned what was being done to progress the digital strategy and move towards paperless meetings following the roll-out of Members' new ICT equipment

The Head of Corporate Services confirmed that paperless billing for council tax and business rates would be ready to roll out by the end of the month. He clarified that the main driver behind the new Members' ICT equipment was to ensure that IT could offer the same level of support to all Members; however, there may be a natural reduction in paper if some Members chose to stop receiving hard copies now they were able to access papers electronically through their tablets. The Deputy Chief Executive agreed that it was for individual Members to decide whether they wished to continue to receive hard copies of papers and there was no reason that could not be championed informally through a pilot group of Members and Officers. Notwithstanding this, there would be a number of implications of moving towards paperless meetings - both positive and negative - so it would be necessary to put together a business case and bring it back to the relevant Committee for consideration.

P68 – Objective 3 – Action e)  
Review our corporate website – A Member raised concern that the Wi-Fi in certain parts of the Public Services Centre was still very slow and he questioned whether this was being addressed.

The Head of Corporate Services confirmed that IT was looking into this and hoped to have a solution in place by the end of the calendar year.

### **Key Performance Indicators for Priority: Customer Focused Services**

P70 – KPI 21 – Average number of days to process new benefits claims – A Member noted that performance had improved considerably due to new ways of working.

The Chair extended his thanks to the Benefits team for their hard work on behalf of the Committee which was very impressed with their achievements.

Page No. 72 - KPI 27 – Average number of sick days per full time equivalent – A Member noted that the financial figures at Page No. 40, Paragraph 4.1 of the report showed substantial savings against employees and he felt there could be a link with the increase in staff sickness due to the amount of pressure on employees.

The Deputy Chief Executive stressed the Council's workforce was extremely valued and the organisation did everything it could to minimise long and short term absence - for instance, running 'Nibblets' sessions for staff on a regular basis which covered issues such as mental health and stress awareness - and Officers were constantly looking for measures to support staff returning from sickness. Notwithstanding this, it was not a clear picture and there were currently some long term absences that had an impact on the overall figures. With regard to the deficit balance on

employees, Members were advised that the reviews of the Community Services and Tourism sections had not yet been completed so some of this money would be for staff in those areas. He explained that there were also opportunities for Heads of Service to look at restructuring in order to do things in a different way to better serve the needs of their communities and the business so there could be delays in recruiting to vacant posts. He indicated that the Corporate Management Team was very supportive of requests to fill posts when they were put forward by the Heads of Service. In response to a query as to the present number of vacancies, the Deputy Chief Executive advised that, as a small authority, the Council could not afford to have numerous vacancies so there were very few currently.

Page No. 73 – KPI 29 – Residual household waste collected per property in kgs – A Member noted that residual waste was slightly higher than it had been in previous years and questioned what steps were being taken to address this.

The Head of Community Services explained that there had been an issue with the quality of recyclate at the end of 2018/19 and during quarter one of 2019/20 and, combined with a change in the processes at the Materials Recovery Facility in Avonmouth, this had resulted in more waste being rejected which had impacted on residual waste levels. He advised that Ubico had been instructed to be more stringent when checking bins and it was intended to launch an educational campaign later in the year. In response to a query regarding repeat offenders, Members were informed that these bins would be stickered to explain why they had not been emptied which tended to resolve the problem; however, if this did continue following written communication, their bins would not be collected.

- 40.5 Turning to the financial information, the Head of Finance and Asset Management indicated that the budget summary for quarter one showed a £71,190 deficit against the profiled budget which was unusual for the Council. The table at Page No. 40, Paragraph 4.1 of the report highlighted the position for the main expenditure types. Two areas had generated a surplus: employees, which was responsible for the majority of savings, and transport, where a smaller saving had been made due to the impact of the car pool pilot. The deficits reported in relation to supplies and services, and to a large extent on payments to third parties, were in relation to expenditure incurred in delivering the European Parliamentary Elections. Members were advised that the Council received a grant to cover the cost of the elections which was shown as an income surplus within Democratic Services; overall the Democratic Services account was in balance. In terms of other areas contributing to the deficit for payments to third parties, there was a small overspend on additional grounds maintenance resources for Ubico. Assurance was provided that there was a contingency reserve to cover these costs should the contract be in deficit at year end. In addition, the allocation of depot-related costs had been reviewed following increased use by Tewkesbury Borough Council as a result of

service changes in 2017 which had led to an increase in vehicles and staff at the site. As such, the cost apportionment to Tewkesbury Borough Council had been increased by £50,000, which was considered to be a fair reflection of usage of the site, and this would now be reviewed annually. The overspend on transfer payments related to housing benefit claimant payment and the recovery of expenditure from the government. It was noted that the Housing Benefit team had identified two significant overpayments as a result of claimant error which dated back several years. The Council only received government subsidy of 40% where claimant error was identified which meant that a loss was being predicted on the budgeted provision; however, the Council was entitled to 100% of the debt if it could be recovered from the claimant, therefore, the deficit could be eradicated in the long run. Members were advised that income was also showing a small deficit at the end of the quarter although Democratic Services had received additional grant for the European Parliamentary Elections, as previously mentioned, and garden waste income was up on the annual target. There was an £80,000 deficit in relation to planning income but it was expected this would be back on track by the end of the financial year. Appendix 2 to the report showed the summary position for each Head of Service. There was a significant budget deficit being shown on investment properties due to not being able to secure another commercial opportunity as expected but that had been offset through savings made on treasury activities. Whilst there was a net deficit, the situation was improving and the financial position was being closely monitored so that corrective action could be taken at the appropriate point in time, if necessary. Appendix 3 to the report showed the capital budget position as at quarter one which was currently showing an underspend as a result of the Council being unable to secure a commercial investment acquisition. Appendix 4 to the report provided a summary of the current usage of available reserves which showed a significant surplus of £104,000 against reserves of £8M; however, this was for the long term benefit of the Council rather than for short term spending and it was expected that the balance would be spent in the future.

- 40.6 A Member noted that, as well as employees, substantial savings were being made on interest costs which was concerning as this was something which was out of the Council's control and he understood that rates were expected to increase in future. The Head of Finance and Asset Management indicated that the forecasts the Council had received from its advisors were that interest rates would remain at a similar level, or reduce further over the coming months, and the medium term projection was for a very low rate which also applied to borrowing. There were ways the Council could borrow cheaply but this did impact on the treasury balance which informed the Medium Term Financial Plan so consideration was given to different ways to invest and borrow in order to deal with outside influences.
- 40.7 A Member noted that the negotiations were being progressed in terms of securing a commercial investment and queried whether this meant the current deficit would be recouped. The Head of Finance and Asset Management explained that although another property had passed the diligence test as set out in the report, unfortunately, this purchase had fallen through as the vendor had withdrawn the property from sale; however, other options had come forward recently and these were beginning to be explored. In response to a query regarding the Ubico overspend, Members were advised that this was due to a number of factors including staff sickness and hire of vehicles as well as the extra resources for grounds maintenance to avoid the issues that had been experienced with grass cutting during the previous year. A Member questioned whether enforcement agencies were used to recover debts in relation to housing benefit and the Head of Finance and Asset Management confirmed that the Council used a variety of means to recover debts; whilst a lot was done in-house by the Revenues and Benefits team, Bristol and Sutor were also used to recover debts where possible. In response to a query regarding the Chancellor's announcement on the settlement for local authorities, the Head of Finance and Asset Management indicated that there

would be significant investment in social care but the main impact for district authorities would be in respect of the 13% increase for funding to address homelessness; notwithstanding this, it would be necessary to wait for the full settlement to understand the individual figures.

40.8 Having considered the information provided, it was

**RESOLVED** That the performance management information for quarter one of 2019/20 be **NOTED**.

#### **OS.41 REVIEW OF WATER SUPPLY OUTAGE MONITORING REPORT**

41.1 Attention was drawn to the report of the Head of Community Services, circulated at Pages No. 79-89, which provided an update on progress against the action plan arising from the Scrutiny Review of Water Supply Outage. Members were asked to consider the report and to determine whether any further action or reports were required on this matter.

41.2 The Head of Community Services explained that the Overview and Scrutiny Committee had conducted a review of the significant water supply outage that had affected the borough in December 2017 which had resulted in a number of recommendations contained within an action plan. The Committee had received a progress update at its meeting in March 2019 where there were six actions outstanding, in progress or complete and a further update had been requested in six months' time. It was noted that the outstanding actions had now all been completed with the exception of the work to the pipes on the Severn Ham which was not due to finish until August 2020. Severn Trent Water had confirmed that operatives would be on site in Spring 2020 with the intention of having the new pipes in place by the target date and had offered to provide a verbal update to the Committee once all works were completed, should Members wish. It was also noted that a business resilience event was being planned for later in the year - although the date had changed from 13 November as stated in the report and was now likely to be 19 November - which would be hosted at the Public Services Centre and would focus on food businesses and producers, including the agricultural sector, who had been particularly impacted by the water outage.

41.3 A Member drew attention to Page No. 87, Recommendation 16 – Work with Town and Parish Councils to develop emergency plans – and raised concern that this was marked as complete, with a target date of April 2019, but the commentary stated that the work was due to be completed over the next 12-18 months. The Head of Community Services gave assurance that a programme had been drawn up to work with individual Town and Parish Councils in relation to their emergency plans but this would extend beyond 2019 so, although the action was marked as complete, work would be ongoing. The Chair indicated that, as there was only one action outstanding which was not due to complete until mid-2020, he felt it would be appropriate to close down the review and for the Committee to receive a presentation from Severn Trent Water once it had finished its work on the Severn Ham. It was subsequently

**RESOLVED**

1. That the progress against the action plan arising from the Scrutiny Review of Water Supply Outage be **NOTED**.
2. That closure of the review be **APPROVED** and that the invitation from Severn Trent Water to give a presentation to the Committee once all works on the Severn Ham had been completed be accepted.

**OS.42 HEALINGS MILL**

- 42.1 Attention was drawn to the report of the Head of Development Services, circulated at Pages No. 90-93, which gave an update on progress being made to secure a suitable development scheme for Healings Mill. Members were asked to consider the report and to note that further reports would be submitted should there be any significant developments of which Members needed to be advised.
- 42.2 The Deputy Chief Executive explained that the Tewkesbury Town Centre Supplementary Planning Document (SPD), which was a joint venture between Tewkesbury Borough and Tewkesbury Town Councils, had now been completed and signed-off. The SPD included direct reference to Healings Mill being a priority in the regeneration proposals which was a step in the right direction and showed the Borough Council's desire to continue to push the boundaries of what it could influence; however, this influence was limited and there was a reliance on developers and agents bringing forward their own solutions. The Environment Agency had previously expressed concern about any regeneration on the site as it was known to flood but, following discussions, a joint letter of support in principle had been produced for developers who were looking to bring forward a scheme. This information was commercially sensitive but he confirmed that conversations were ongoing. He went on to advise that, following an unsuccessful bid for High Street Funding earlier in the year, the Council had submitted a bid for High Street Heritage Funding, which was thought to be more relevant to Tewkesbury, and the Head of Development Services was working closely with Historic England to shape that. The Council viewed the redevelopment of Healings Mill as part of the wider regeneration of the town and this would feed into the work on Spring Gardens and Oldbury Road so, although the Council had no direct influence over the project, Members could be assured that conversations were taking place and it was proposed that a further update be provided once information was available to share with the Committee.
- 42.3 In response to a query regarding the timescales for the High Street Heritage Funding bid, the Deputy Chief Executive indicated that he would report back to Members outside of the meeting. A Member went on to express the view that the regeneration of Healings Mill was a really important issue for Tewkesbury town and had been ongoing for many years. As such, he would be reluctant to effectively take this off the agenda and suggested that a further report be provided in three months' time so that Members could keep abreast of the situation. In response, the Deputy Chief Executive advised that the Committee needed to be confident that Officers were continuing to have conversations and would provide an update as soon as there was meaningful information that could be shared publicly rather than continuing to include it as an item on future meeting agendas when there was nothing further to report. If any Member wished to be updated in the interim, he would be more than happy to speak to them informally. The Member appreciated the work Officers had been doing but he was still uncomfortable with removing this from the Committee Work Programme and would prefer an update in three months. The Head of Corporate Services reminded Members that the regeneration of Healings Mill was an action in the performance tracker and therefore would still be reported to the Committee on a quarterly basis as part of the performance report so it would not be removed from the agenda completely.

- 42.4 The Chair indicated that the recommendation on the papers was for further reports to be submitted should there be any significant developments of which Members needed to be advised and, upon being put to the vote, it was

**RESOLVED**

1. That the update on progress being made to secure a suitable development scheme for Healings Mill be **NOTED**.
2. That it be **AGREED** that further reports be submitted to the Committee should there be any significant developments of which Members needed to be advised.

**OS.43 SUMMARY OF FORMAL COMPLAINTS 2018/19**

- 43.1 The report of the Head of Corporate Services, circulated at Pages No. 94-108, provided a summary of formal complaints received in 2018/19. Members were asked to consider the annual update to gain assurance that complaints were managed effectively and to identify any further action required.
- 43.2 Members were advised that 192 formal complaints had been received within the year, of which 175 related to Council services and 99 of those were in respect of the Council's waste and recycling service which was one of the highest profile services. It was noted that 55% of complaints had been upheld i.e. the Council had agreed they were justified, and 22% were partially justified. The Council aimed to respond to complaints within 20 working days and had achieved 93% against that target in 2018/19. If complainants were unhappy with the response to a complaint, it was referred to an independent Head of Service for investigation. A breakdown by service area, nature of complaint and remedy was attached at Appendix 1 to the report. In comparison to previous years, whilst the number of complaints was slightly higher this was not significant, fewer appeals had been upheld and the response time had remained consistent. Tewkesbury Borough Council performed well compared to other local authorities and remained in the top quartile nationally. Quarter one of 2018/19 had seen a spike in the number of complaints which reflected the increase in grass cutting complaints which Members would be well aware of. This had resulted in the introduction of a Grass Cutting Improvement Plan and it was pleasing to note that only one complaint had been received in relation to grass cutting in 2019/20 so this had made an impact. Once they had reached the end of the Council's complaints process, members of the public also had the option to complain to the Local Government and Social Care Ombudsman and the annual review letter setting out the number of complaints and enquiries received and the decisions made during 2018/19 was attached at Appendix 2 to the report. It was noted that the Local Government and Social Care Ombudsman had received six complaints relating to Tewkesbury Borough Council but only one had been upheld. As the complaints framework had been in place for three years it was now due to be reviewed and it was intended to work with the Overview and Scrutiny Committee to undertake this review over the coming months.
- 43.3 A Member queried how the majority of complaints were reported and was informed that they were mainly received online via the 'Report It' system. In response to a query regarding whether people were able to complain verbally, the Corporate Services Manager explained that it was very rare for anyone to request to make a verbal complaint and people were encouraged to make their complaint online or by email as it was important to have a written record in the complainants' own words; however, she stressed that, if someone was unable to use one of the electronic channels, the team would always support them to ensure they were able to make a complaint. A Member indicated that several residents in his Ward found it difficult to use the 'Report It' system and he questioned if it was possible to produce a simple user guide; for instance, he suggested a short 'You Tube' style video might be helpful. The Corporate Services Manager stressed that the majority of communication methods used were very simple and self-explanatory but she would

be happy to consider what additional guidance could be produced in relation to 'Report It' and she undertook to speak to the company that provided the Council's video support within the next month.

- 43.4 A Member questioned whether comments and concerns were taken into consideration as this could help to prevent formal complaints and the Corporate Services Manager advised that these were generally dealt within the relevant service; however, part of the review would be to look at lessons learnt, for instance, she reiterated that the action taken in response to the grass cutting complaints had made a significant difference. The Head of Corporate Services went on to indicate that the six month Internal Audit Plan for October 2019 to March 2020 allocated a number of days for the Internal Audit team to look at complaints in order to give assurance that service improvements were being made as a result of the complaints that were received.
- 43.5 A Member drew attention to the breakdown of complaints by remedy at Page No. 102 and noted that financial compensation had increased from one in 2016/17 and 2017/18 to seven in 2018/19. The Corporate Services Manager advised that six of these incidents had related to repeat missed collections of garden waste bins and the final one was due to a planning pre-application not being considered in time where a deduction had been made from the cost of the overall planning fee. The total amount of financial compensation awarded in 2018/19 was £87 so none of the compensatory amounts had been significant.
- 43.6 It was  
**RESOLVED** That the summary of formal complaints 2018/19 be **NOTED**.

#### **OS.44 GLOUCESTERSHIRE ECONOMIC GROWTH SCRUTINY COMMITTEE UPDATE**

- 44.1 Members received an update from the Council's representative on the Gloucestershire Economic Growth Scrutiny Committee on matters discussed at the last meeting held on 4 September 2019.
- 44.2 The Council's representative on the Gloucestershire Economic Growth Scrutiny Committee advised that the main aims of the meeting were to gain experience of the Gloucester Growth Hub; to gain an understanding of the Gloucestershire First Local Enterprise Partnership (GFirst LEP); to consider a report on the Local Industrial Strategy (LIS); to receive a report from the Strategic Adviser (Communities and Infrastructure); and to review the Committee's work plan. He indicated that the meeting had commenced with a visit to the Growth Hub situated in the Business School of the University of Gloucestershire's Oxstalls Campus in Gloucester – this was his first visit and he had been very impressed. A presentation was then given by the Chief Executive of GFirst LEP. There were 38 LEPs around the country; the GFirst LEP had started in 2011 and was responsible for driving and arranging funding for many projects. The presentation had provided an overview of several large projects that had been completed in 2018 including a state of the art education and training facility at Gloucester College in the Forest of Dean; opening up a site for development of a hangar at Gloucestershire Airport which had attracted £5M private investment and created 30 jobs which had acted as a catalyst for attracting a further £3.8M funding and 80 additional jobs; a new transport hub for Gloucester; and the Gloucester Growth Hub. The LEPs five key strategic areas were housing; employment land; mis-match skills i.e. helping ensure training establishments provided the skills businesses needed; growing the whole county; and demographics e.g. attracting more young people to the county. The LEP had 10 business groupings: economy and tourism; retail and the High Street; energy; cyber-tech; construction and infrastructure; business and professional services; banking and finance; business membership group; agricultural, food and rural; and advanced manufacturing and engineering. It had an education team that aimed to

create sustainable links between schools and businesses; their programmes reached thousands of young people each year and prepared children across Gloucestershire for a future in business. The LEP delivered mentorships, practice interviews, workplace visits, work simulations, business breakfasts, skills days and careers workshops. At the end of the presentation a GFirst LEP Assurance Framework flowchart had been introduced which provided an overview of the capital projects selection and funding process. An action arising from the presentation was to put in place a framework which complemented the existing Assurance Framework in order to assist with scrutiny.

- 44.3 A further presentation had been given around the Local Industrial Strategy (LIS) which had five priorities: cyber/digital; agri-tech; climate change; opportunity i.e. the City/Region concept; and flexible work time. A report had also been received from the Strategic Adviser (Communities and Infrastructure) on the links that existed between the environment and economic growth which had included updates on highways, strategic infrastructure, community infrastructure and libraries. It was agreed that the reports would be more structured and populated in future to allow for effective scrutiny. The final item of business was agreement of the Committee's work plan.
- 44.4 A Member questioned what input Tewkesbury Borough Council had into the work plan and how it could tap into funding and investment such as the £90M grant for agri-tech. The Chair of the Overview and Scrutiny Committee indicated that he also Chaired the Gloucestershire Economic Growth Scrutiny Committee and he clarified that this was the role of the Gloucestershire Economic Growth Joint Committee which was a statutory Committee made up of representatives from each of the local authorities in the county to co-ordinate their efforts in support of the Strategic Economic Plan and the growth deal. The Gloucestershire Economic Growth Scrutiny Committee was responsible for reviewing decisions made by the Gloucestershire Economic Growth Joint Committee. The Committee had noted on a number of occasions that the GFirst LEP was not being scrutinised and the presentation in September was the first stage of trying to improve that scrutiny; similarly, the report from the Strategic Adviser (Communities and Infrastructure) was an attempt to bring the link between the environment and economy to the fore and to ensure that work was also being properly scrutinised. Should Members wish to feedback on either of these issues, this should be done via the Leader of the Council and the Chief Executive. He suggested that it might be helpful for the GFirst LEP to give a presentation at a future meeting of the Overview and Scrutiny Committee. A Member queried whether it would be more appropriate to hold a presentation for all Councillors and the Deputy Chief Executive explained that a Member briefing had already taken place recently so his view was that the Overview and Scrutiny Committee may have more directly relevant questions, particularly in relation to the Local Industrial Strategy and how that worked.
- 44.5 A Member questioned whether the Gloucester Growth Hub could be used by anyone or whether it was focused on assisting university students, given that it was based on the Oxstalls Campus. In response, the Deputy Chief Executive explained that the Growth Hub within the Public Services Centre was due to a £400,000 contribution from the GFirst LEP and it provided business support for anyone who wanted it, for instance, assistance with tapping into available funding opportunities. The Gloucester Growth Hub operated on the same basis. He felt it might be useful to incorporate a section on the Growth Hub into the presentation from GFirst LEP and it was agreed this should be included in the Committee's Work Programme.

44.6 The Chair thanked the Council's representative for his update, which had been circulated to the Committee prior to the meeting, and it was subsequently

**RESOLVED**

1. That the Gloucestershire Economic Growth Scrutiny Committee Update be **NOTED**.
2. That a joint presentation on the Growth Hub and the GFirst LEP be brought to a future meeting of the Overview and Scrutiny Committee.

**OS.45 GLOUCESTERSHIRE HEALTH OVERVIEW AND SCRUTINY COMMITTEE**

45.1 Members received an update from the Council's representative on the Gloucestershire Health Overview and Scrutiny Committee (HOSC) on matters discussed at the joint meeting with the Adult Social Care and Communities Scrutiny Committee on 30 July 2019.

45.2 The Council's representative on the HOSC explained that the main topic of discussion at the previous meeting of the HOSC had been in relation to the merge of Gloucestershire Care Services with the 2gether Trust and the joint meeting on 30 July 2019 had been arranged to look at the workforce plan and how implementation would affect staff. Members had considered recruitment initiatives and it had been noted there was a national shortage of learning disability nurses so consideration was being given to alternatives in adult social care such as apprenticeships, traineeships or joining a sector routeway. Specific reference had been made to the 'Proud to Care' scheme which was being promoted to raise the profile of the caring sector. It had been emphasised that staff were the major asset to any service and the importance of their health and wellbeing was recognised. She explained that retention of staff was a significant problem with 55% of qualified nurses starting their careers with the NHS but then moving away very quickly. It was also noted that the 'Our Gloucestershire' leadership programme had been commissioned by the Gloucestershire NHS Strategic Transformation Partnership. The programme consisted of four bodies - Gloucestershire Hospital Foundation Trust; 2gether NHS Foundation Trust; Gloucestershire Care Services; and Gloucestershire County Council – and aimed to support leaders to work across all four. The final item of business was in relation to Brexit with particular focus on staff without a British passport who were being asked to have their work status ratified; EU staff were being encouraged to have a "settled" status.

45.3 The Council's representative went on to explain that a HOSC workshop had been held on 4 September 2019 to give an opportunity to learn more about the effects of merging the two trusts and the care for patients; however, this had been very poorly attended which was disappointing given that the request had come from Members. Plans for the merger had first been announced in September 2017 and the new organisation would be formed by 1 October 2019. Benefits to the service user would include improved parity of care, for example, people suffering from bi-polar disorder were likely to die 15-20 years earlier on average largely due to the difficulty in accessing services; an increased understanding of co-morbidity; and increased focus on community health, wellbeing and prevention services. Examples of some of the Trusts' work were shared to illustrate the benefits of the new merged service and presentations were given by the four teams which comprised the Intensive Health Outreach Team: the Perinatal Team (for people with mental health issues around pregnancy) which was working more jointly with midwives and health visitors to establish better communication networks; the Integrated Dementia Team – where all professionals were now co-located to work more proactively with carers and people with dementia to avoid emergency admissions to the Hospitals Trust; and the Rapid Response Team – Integrated Mental Health and Physical Health Services

– which aimed to respond within four hours and provide an advance level of treatment at home.

45.4 A Member queried whether nurses leaving the NHS tended to come back as agency workers and the Council's representative indicated that was the case with many choosing to retire, take their pension and then go back as an agency worker. The Chair thanked the Council's representative for her update, which had been circulated to the Committee prior to the meeting, and it was subsequently

**RESOLVED** That the Gloucestershire Health Overview and Scrutiny Committee Update be **NOTED**.

The meeting closed at 7:00 pm

**EXECUTIVE COMMITTEE FORWARD PLAN 2019/20**

**REGULAR ITEM:**

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

**Addition to 16 October 2019**

- Membership of Tewkesbury Garden Town Member Reference Panel.
- Building Control 101 Renewal.

**Committee Date: 4 November 2019 (Special)**

<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>
West Cheltenham Masterplan (SPD).	To consider approval of the West Cheltenham Masterplan (SPD) for consultation.	Head of Development Services.	Yes – from 16 October 2019 to enable consideration of the item in line with Cheltenham Borough Council.

<b>Committee Date: 27 November 2019</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>
Financial Update – Quarter Two 2019/20.	To consider the quarterly budget position.	Head of Finance and Asset Management.	No.
Digital Strategy.	To approve the Council’s Digital Strategy.	Head of Corporate Services.	No.
ICT Strategy.	To approve the Council’s ICT Strategy.	Head of Corporate Services.	Yes – deferred from 4 September to enable to the ICT Strategy to be brought forward alongside the Digital Strategy.
Review of Council Tax Reduction Scheme and Council Tax Discounts.	To consider following consultation.	Head of Corporate Services.	Yes – deferred from 16 October to allow time for completion of the consultation period.
<b>Community Infrastructure Levy (CIL) Governance and Policy.</b>	<b>To consider the Community Infrastructure Levy (CIL) Governance and Policy.</b>	<b>Head of Development Services.</b>	<b>Yes, deferred to allow further time to consider the options.</b>
Confidential Item: Irrecoverable Debts Write-Off Report (Quarterly).	To consider the write-off of irrecoverable debts.	Head of Corporate Services.	No.
(To be considered in private because of the likely disclosure of exempt information as defined in Paragraph 3 of Part 1 of Schedule 12A to the Local Government Act 1972 – Information relating to the financial or business affairs of any particular person (including the authority holding that information)).			

**Committee Date: 8 January 2020**

<b>Agenda Item</b>	<b>Overview of Agenda Item</b>	<b>Lead Officer</b>	<b>Has agenda item previously been deferred? Details and date of deferment required</b>
Performance Management Report – Quarter Two 2019/20.	To receive and respond to the findings of the Overview and Scrutiny Committee's review of the quarter two performance management information.	Head of Corporate Services.	No.
Medium Term Financial Strategy (Annual).	To recommend to Council the adoption of the five-year MTFS which describes the financial environment the Council is operating in and the pressures it will face in delivering its services and a balanced budget over the period.	Head of Finance and Asset Management.	No.
Housing Strategy Monitoring Report (Year 4) (Annual).	To approve the Housing Strategy Monitoring Report for Year Four.	Housing Services Manager.	No.
Treasury and Capital Management (Annual)	To approve and recommend approval to Council, a range of statutorily required policies and strategies relating to treasury and capital management.	Head of Finance and Asset Management.	No.
West Cheltenham Masterplan.	To consider approval of the West Cheltenham Masterplan.	Head of Development Services.	No.

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<b>Committee Date: 5 February 2020</b>			
<b>Agenda Item</b>	<b>Overview of Agenda Item</b>	<b>Lead Officer</b>	<b>Has agenda item previously been deferred? Details and date of deferment required</b>
Budget 2020/21 (Annual).	To recommend a budget for 2020/21 to the Council.	Head of Finance and Asset Management.	No.
Financial Update - Quarter Three 2019/20.	To consider the quarterly budget position.	Head of Finance and Asset Management.	No.
Confidential Item: Irrecoverable Debts Write-Off Report (Quarterly).	To consider the write-off of irrecoverable debts.	Head of Corporate Services.	No.
(To be considered in private because of the likely disclosure of exempt information as defined in Paragraph 3 of Part 1 of Schedule 12A to the Local Government Act 1972 – Information relating to the financial or business affairs of any particular person (including the authority holding that information)).			

<b>Committee Date: 4 March 2020</b>			
<b>Agenda Item</b>	<b>Overview of Agenda Item</b>	<b>Lead Officer</b>	<b>Has agenda item previously been deferred? Details and date of deferment required</b>
<b>Grounds Maintenance Working Group Report</b>	<b>To consider the recommendation from the Overview and Scrutiny Committee in respect of the work undertaken by the Grounds Maintenance Working Group and to determine whether there is a continuing role for the Group.</b>	<b>Head of Community Services.</b>	<b>No.</b>

**Committee Date: 8 April 2020**

<b>Agenda Item</b>	<b>Overview of Agenda Item</b>	<b>Lead Officer</b>	<b>Has agenda item previously been deferred? Details and date of deferment required</b>
Performance Management Report – Quarter Three 2019/20.	To receive and respond to the findings of the Overview and Scrutiny Committee's review of the quarter three performance management information.	Head of Corporate Services.	No.
Council Plan 2016/20 Refresh (Annual).	To consider the Council Plan and make a recommendation to Council.	Head of Corporate Services.	No.
High Level Service Plan Summaries (Annual).	To consider the key activities of each service grouping during 2018/19.	Head of Corporate Services.	No.

**PENDING ITEMS**

<b>Agenda Item</b>	<b>Overview of Agenda Item</b>
Shopfronts Supplementary Planning Document (SPD).	To agree the document for the purposes of consultation.
Spring Gardens Regeneration Phase 1a report.	To agree the recommendation of the preferred option for the regeneration of Spring Gardens.

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**OVERVIEW AND SCRUTINY COMMITTEE WORK PROGRAMME 2019/20**

**REGULAR ITEMS:**

- **Executive Committee Forward Plan**
- **Overview and Scrutiny Committee Work Programme 2019/20**

**Additions to 22 October 2019**

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**Deletions from 22 October 2019**

- Gloucestershire Joint Waste Committee Update – superseded by report to Council on 1 October 2019.
- Gloucestershire Police and Crime Panel Update – Council’s rep unable to attend O&S update circulated via email.
- Gloucestershire Health Overview and Scrutiny Committee – Council’s rep unable to attend O&S update circulated via email.

**Committee Date: 3 December 2019**

Agenda Item	Overview of Agenda Item	Lead Officer	Has agenda item previously been deferred? Details and date of deferment required
<b>Parking Strategy Report</b>	<del>To consider consultation responses and to adopt the revised Parking Strategy and refer it for consideration by the Executive Committee at its meeting on 8 January 2020.</del>	<del>Head of Development Services</del>	<b>No.</b> – Moved to 14 January 2020 to reflect new timetable as discussed as the Overview and Scrutiny Committee meeting on 10 September 2019.
Performance Report – Quarter 2 2019/20	To review and scrutinise the performance management information and, where appropriate, to require response or action from the Executive Committee – <b><i>this will include a report on the Council’s reserves with a detailed breakdown of spending against commitments and timescales as agreed by the Overview and Scrutiny Committee at its meeting on 18 June 2019.</i></b>	Head of Corporate Services	No.

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Agenda Item 6

NB – Changes from previous work programme highlighted in bold

<b>Committee Date: 3 December 2019</b>			
<b>Agenda Item</b>	<b>Overview of Agenda Item</b>	<b>Lead Officer</b>	<b>Has agenda item previously been deferred? Details and date of deferment required</b>
Gloucestershire Police and Crime Panel Update	To receive an update from the Council's representative on matters considered at the last meeting (12 November 2019).	N/A	No.
Gloucestershire Health Overview and Scrutiny Committee Update	To receive an update from the Council's representative on matters considered at the last meeting (19 November 2019).	N/A	No.
Gloucestershire Economic Growth Scrutiny Committee Update	To receive an update from the Council's representative on matters considered at the last meeting (30 October 2019 PROVISIONAL and 20 November 2019)	N/A	No.

<b>Committee Date: 14 January 2020</b>			
<b>Agenda Item</b>	<b>Overview of Agenda Item</b>	<b>Lead Officer</b>	<b>Has agenda item previously been deferred? Details and date of deferment required</b>
<b>Parking Strategy Review</b>	<b>To endorse the findings of the Parking Strategy Review and approve the draft strategy for public consultation.</b>	<b>Head of Development Services</b>	<b>Yes – deferred from 22 October 2019 to reflect new timetable as discussed as the Overview and Scrutiny Committee meeting on 10 September 2019.</b>
Trade Waste Report	To review progress against the action plan and make a recommendation on the long-term sustainability of a trade waste service going forward.	Head of Community Services	No.
Enviro-Crimes Interim Report	To consider the six month interim report Enviro-Crimes and progress made against the action plan.	Head of Community Services	No.
Safeguarding Policy	To consider the revised Safeguarding Policy.	Head of Community Services.	Yes - Identified for review in the Corporate Policies and Strategies Report and agreed by the Overview and Scrutiny Committee at its meeting on 4 September 2018 – put on hold pending new national guidance and Gloucestershire County Council review.

<b>Committee Date: 11 February 2020</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>
Grounds Maintenance Working Group Report	To consider the progress made by the Working Group and to review the Terms of Reference and make a recommendation to the Executive Committee as to whether there is a continuing role for the Group.	Head of Community Services.	No.
Tewkesbury Borough News Review	To consider the progress made against the recommendations arising from the Tewkesbury Borough News Review.	Corporate Services Manager	No.
Annual review of the effectiveness of the Council's involvement in the Gloucestershire Health Overview and Scrutiny Committee	To conduct the annual review of the effectiveness of the Council's involvement in the Gloucestershire Health Overview and Scrutiny Committee in order to authorise payment of the Council's contribution to the running costs for the forthcoming year.	Head of Corporate Services.	No.
Gloucestershire Health Overview and Scrutiny Committee Update	To receive an update from the Council's representative on matters considered at the last meeting (14 January 2020).	N/A	No.
Gloucestershire Police and Crime Panel Update.	To receive an update from the Council's representative on matters considered at the last meeting (3 February 2020).	N/A	No.

<b>Committee Date: 10 March 2020</b>			
<b>Agenda Item</b>	<b>Overview of Agenda Item</b>	<b>Lead Officer</b>	<b>Has agenda item previously been deferred? Details and date of deferment required</b>
<b>Parking Strategy Review</b>	<b>To review consultation responses and make a recommendation to the Executive Committee.</b>	<b>Head of Development Services</b>	<b>Yes – deferred from 3 December 2019 to reflect new timetable as discussed as the Overview and Scrutiny Committee meeting on 10 September 2019.</b>
Performance Report – Quarter 3 2019/20.	To review and scrutinise the performance management information and, where appropriate, to require response or action from the Executive Committee.	Head of Corporate Services	No.
Flood Risk Management Group Report	To consider the annual summary report of the Flood Risk Management Group and to make a recommendation to the Executive Committee as to whether there is a continuing role for the Group.	Head of Community Services	No
Workforce Development Strategy Review	To consider progress made against delivery of the Workforce Development Strategy.	Head of Corporate Services	No – agreed at Overview and Scrutiny Committee meeting on 9 April 2019.
Gloucestershire Health Overview and Scrutiny Committee Update	To receive an update from the Council's representative on matters considered at the last meeting on 3 March 2020).	N/A	No.

<b>Committee Date: 10 March 2020</b>			
<b>Agenda Item</b>	<b>Overview of Agenda Item</b>	<b>Lead Officer</b>	<b>Has agenda item previously been deferred? Details and date of deferment required</b>
Gloucestershire Economic Growth Scrutiny Committee Update	To receive an update from the Council's representative on matters considered at the last meeting (26 February 2020).	N/A	No.

<b>Committee Date: 14 April 2020</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>
Overview and Scrutiny Committee Work Programme 2020/21	To approve the Overview and Scrutiny Committee Work Programme for the forthcoming year.	Head of Corporate Services	No.
Overview and Scrutiny Committee Annual Report 2019/20	To approve the annual report as required by the Council's Constitution to ensure that the activities of the Overview and Scrutiny Committee are promoted both internally and publicly to reinforce transparency and accountability in the democratic process.	Head of Corporate Services	No.
Community Safety Partnership Update	To consider the report on local arrangements for community safety.	Head of Community Services	No.
Housing Strategy Monitoring Report	To consider the progress made in respect of the outcomes identified in the Housing Strategy Action Plan.	Head of Community Services	No.
Customer Care Strategy	To consider the progress made in relation to the actions contained within the Customer Care Strategy Action Plan 2019/20 and to endorse the action plan for 2020/19.	Corporate Services Manager	No.
Gloucestershire Economic Growth Scrutiny Committee Update	To receive an update from the Council's representative on matters considered at the last meeting (18 March 2020).	N/A	No.

<b>Committee Date: 14 April 2020</b>			
<b>Agenda Item</b>	<b>Overview of Agenda Item</b>	<b>Lead Officer</b>	<b>Has agenda item previously been deferred? Details and date of deferment required</b>
Gloucestershire Police and Crime Panel Update.	To receive an update from the Council's representative on matters considered at the last meeting (27 March 2020).	N/A	No.

**PENDING ITEMS**

<b>Agenda Item</b>	<b>Overview of Agenda Item</b>
Review of Corporate Enforcement Policy	Review by O&S Workshop – agreed by the Overview and Scrutiny Committee at its meeting on 13 June 2017 – March 2019.
Review of Complaints Policy	Identified for review in the Corporate Policies and Strategies Report and agreed by the Overview and Scrutiny Committee at its meeting on 4 September 2018 – <b>Overview and Scrutiny Committee advised at its meeting on 10 September 2019 that this will be via Workshop or Working Group.</b>
Reserves Report	<del>Report on the Council's reserves with a detailed breakdown of spending against commitments and timescales – agreed by the Overview and Scrutiny Committee at its meeting on 18 June 2019 when considering the performance management report.</del> <b>This will be part of the Performance Report Quarter Two 2019/20 at the meeting on 3 December 2019.</b>
Communications Strategy	To consider the new Communications Strategy prior to being taken to the Executive Committee for approval.
<b>Presentation on Growth Hub and GFirst LEP</b>	<b>To receive a joint presentation on the work of the Growth Hub and the GFirst LEP (Growth Hub Manager and representative from GFirst LEP to attend) – agreed by the Overview and Scrutiny Committee at its meeting on 10 September 2019.</b>
<b>Depot Services Working Group Updates</b>	<b>Bi-annual updates to Overview and Scrutiny Committee to be scheduled at appropriate times once the Working Group has agreed its work programme.</b>

<b>ITEMS FOR INCLUSION IN 2020/21 WORK PROGRAMME</b>	
Performance Management – Quarter 4 and Full Year 2019/20	June 2020 - To review and scrutinise the performance management information and, where appropriate, to require response or action from the Executive Committee.
<b>Planning Committee Overturns</b>	<b>To review and scrutinise Planning Committee overturns 2019/20 (to include comparisons with other local authorities; a summary page to set out the trends that Officers had identified; and a Call-in section to include a reason for the application going to Planning Committee e.g. Member call-in, objection from Parish Council) – as agreed by the Overview and Scrutiny Committee at its meeting on 23 July 2019.</b>
<b>Presentation from Severn Trent Water</b>	<b>Date to be agreed once work has finished (August 2020?) - To receive a presentation from Severn Trent Water on the works carried out to the Severn Ham as a result of the Scrutiny Review of Water Supply Outage – as agreed by the Overview and Scrutiny Committee at its meeting on 10 September 2019.</b>
<b>Battlefield Site Project Report</b>	<b>September 2020 - To receive a progress update on the Council Plan action to explore the potential to increase the heritage offer at the Battlefield site - as agreed by the Overview and Scrutiny Committee at its meeting on 10 September 2019.</b>

## TEWKESBURY BOROUGH COUNCIL

<b>Report to:</b>	Overview and Scrutiny Committee
<b>Date of Meeting:</b>	22 October 2019
<b>Subject:</b>	Development Services Review Action Plan
<b>Report of:</b>	Head of Development Services
<b>Corporate Lead:</b>	Deputy Chief Executive
<b>Lead Member:</b>	Lead Member for Built Environment
<b>Number of Appendices:</b>	One

**Executive Summary:**

The Development Services Review was approved by Council on 25 April 2018. This review was supported by an action plan to help improve the service, make it more efficient and look at ways to develop the service in the future including opportunities for future commercialisation. The action plan is a dynamic document, which is being used as a tool to help manage the service improvements. It follows the same format as the regular tracker of performance that is reported to the Overview and Scrutiny Committee. This report demonstrates the progress made in line with the overall aims and objectives of the Development Services Review. The action plan does not detail the work programme of each team - for example, it does not deal with the day-to-day operations of each team such as the production of the Joint Core Strategy or the processing of Planning applications - rather the actions are focused on specific projects over and above the day-to-day operational roles of the teams.

**Recommendation:**

- 1. To CONSIDER the progress made against the actions within the plan.**
- 2. To NOTE that the remaining actions will all be completed by March 2020; should that not be the case, a further report will be brought back to the Overview and Scrutiny Committee.**

**Reasons for Recommendation:**

To comply with the Council's decision for the Overview and Scrutiny Committee to monitor the Development Services Review Action Plan.

**Resource Implications:**

None as a direct result of this report.

**Legal Implications:**

None as a direct result of this report.

**Risk Management Implications:**

None as a direct result of this report.

**Performance Management Follow-up:**

Performance on a number of key performance indicators in relation to planning specifically is reported to the Overview and Scrutiny Committee as a matter of course.

**Environmental Implications:**

None as a direct result of this report.

**1.0 INTRODUCTION/BACKGROUND**

- 1.1** The Development Services Review was approved by Council on 25 April 2018. This review was supported by an action plan to help improve the service, make it more efficient and place it in a position to be able to commercialise, should there be a future business case. The action plan is a dynamic document which is being used as a tool to help manage improvements in the service. It follows the same format as the regular tracker of performance which is reported to the Overview and Scrutiny Committee on a quarterly basis.
- 1.2** Members will be aware that performance of the Planning Service against statutory key indicators is positive with the team exceeding national targets and meeting the stretched local targets. In some quarters, performance on the speed of determination of planning applications can be considered as top quartile. The action plan seeks to sustain this performance. This report demonstrates the early progress already made and provides a context for future work and projects in line with the overall aims and objectives of the Development Services Review.
- 1.3** Considerable progress has been made on the action plan, with the majority of actions completed and targets met. The plan is a dynamic document. It is envisaged that, once efficiencies are made, further progress focusing on greater transformation and commercialising the service can be made to create a resilient service fit for future purposes.
- 1.4** This is the second report detailing the progress made against the targets. Whilst some of the actions will have immediate results, many of the actions are medium-term and results may not be seen straight away. It is also important to note that this is not the Development Services Service Plan which details day-to-day operational functions of the service, but a separate document dealing specifically with service improvement, efficiency and transformation projects.

**2.0 MANAGEMENT AND STRUCTURE**

- 2.1** The previous update report detailed that all Development Services team structural changes and the partnership with Gloucester City Council have been implemented.
- 2.2** Tewkesbury Borough Council's Urban Design Officer continues to undertake work for Gloucester City Council on a regular basis and opportunities for further joint working with Gloucester City to aid service resilience and efficiencies will continue to be explored. Both Councils have benefited from joint working, sharing expertise and processes in a learning from each other model.

### **3.0 DEVELOPMENT MANAGEMENT ACTIONS**

- 3.1** The vast majority of the requirements of the action plan are related to the Development Management Service and these actions have been a priority. Progress on individual projects is set out in the action plan attached at Appendix 1. Those actions that were reported as complete at last Committee have now been removed from this report.
- 3.2** There continues to be progress on actions to maximise the functionality of existing IT systems for planning application/enforcement case management, performance management and more efficient ways of working including trialling paperless householder applications. Following consideration of the Methods Digital review, the business case for further investment in IT will be explored.
- 3.3** To measure service delivery and to track the effectiveness of the interventions that have been made to date, Key Performance Indicators (KPIs) for planning have been agreed and reported to this Committee.
- 3.4** Revised validation checklists have been published and improve opportunities for customers to self-serve to identify the plans and documents required to support a planning application.
- 3.5** Planning Performance Agreements (PPA's) have been implemented for a number of planning applications and discussions are ongoing in relation to a number of other potential PPA's. These assist with fee income projections, resource and case management while providing additional income for the Council. The PPA process has also allowed a number of procedures to be implemented.
- 3.6** Due to other corporate IT priorities, the "tracker" for householder planning applications has been delayed but it is anticipated that will be ready for a pilot implementation in late 2019. The provision of more user-friendly enforcement information for Members has been delayed to allow for the new Enforcement Officers to bed in to their new roles and to focus on priority cases. The intention remains to provide a modern and proactive service which customers expect and should reduce avoidable direct contact to free up case officer resource. A number of high profile cases have been progressed over the past months which had previously stalled.
- 3.7** Through the implementation of the Development Services Action Plan, a number of further small scale proposals to improve service delivery, manage costs and improve capacity for income generation have arisen. These have been incorporated into a Planning Transformation Plan which sits as an operational plan below this action plan. This had been led by the Business Transformation Manager, supported by the Business Transformation Officer, in consultation and engagement with the Lead Member for the Built Environment. In addition to the above, a planning customer satisfaction questionnaire will be launched November 2019 and customer service standards are being prepared. The Duty Planner Service has been changed to improve the customer experience and a number of processes are being revised to improve the speed of service for customers. Alongside this, structural changes to the Technical Administration Team in the Planning Service has led to the realignment of resource to create a Transformation Officer post to support key projects.

#### **4.0 PLANNING POLICY**

4.1 Over the past quarter, work within the Planning Policy Team has focused on progressing the Joint Core Strategy review and the Pre-Submission stage of the Tewkesbury Borough Plan. Given the importance of these two documents to the Borough's Growth Strategy they will be the priority for the team. Once these documents have progressed, greater focus and capacity on the development of the Statement of Community Involvement can be resourced. The team is currently holding one vacancy. In relation to the online mapping, work has been undertaken to progress this without significant outlay or resource through utilising existing software.

#### **5.0 ECONOMIC DEVELOPMENT , THE GROWTH HUB AND TOURISM**

5.1 The Growth Hub has now been operational for a year and continues to go from strength to strength. The integration of the Hub as a service within the Council is thriving, allowing the Council to offer a positive 'one stop shop' to businesses across the services we provide. A number of positive testimonials have been provided on the work we are undertaking. A video will be presented at the meeting showcasing one of these. The Growth Hub surgeries, briefing sessions on the Growth Hub and matters affecting business with Council Officers, is allowing better communication between the services. The three incubator units have been let to local businesses. This Growth Hub activity sits alongside the other economic development services the Council provides.

5.2 Officers have had conversations with key partners in terms of delivery of the tourism role. Current uncertainty over future national funding of tourism and the models and governance to be employed in tourism services will be required to be built into any future decisions on the role, scope and scale of the future of the Tourism Service. Similarly, the use and grant restrictions on the Hat Shop have meant that options for use of the building have to be carefully considered. Officers continue to engage at a strategic level with Cotswold Tourism to ensure the Borough is represented. This review remains a priority for the service.

#### **6.0 COMMUNITY DEVELOPMENT**

6.1 One of the actions in the plan was to hold a 'Place' Workshop session with key Officers. An initial meeting with the Lead Members for Health and Wellbeing and Community has taken place and a Member Workshop has been held to clarify and define the role of the Place Approach. Individual 'Place workshops' have subsequently been hosted by the Community and Place Development Officers with Members in their place areas. Their purpose is to consider the priorities and issues for that area which will lead to an individual place action plan for each area and an overall place strategy. The relationship with Place and Health as priority is being recognised and this will be a priority for the team moving forward with partners.

#### **7.0 OTHER OPTIONS CONSIDERED**

7.1 None.

#### **8.0 CONSULTATION**

8.1 There are various actions within the plan which require consultation, however none required as a direct result of this report.

#### **9.0 RELEVANT COUNCIL POLICIES/STRATEGIES**

9.1 Joint Core Strategy Submission Document [www.gct-ics.org/](http://www.gct-ics.org/)

**10.0 RELEVANT GOVERNMENT POLICIES**

**10.1** National Planning Policy Framework 2012 (NPPF) and Planning Practice Guidance – Updated July 2018 <http://planningguidance.planningportal.gov.uk/>

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

**11.1** None as a direct result of this report albeit projects individually may require new or re-scoped resources to effectively deliver the benefits of service improvements.

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

**12.1** None as a direct result of this report.

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

**13.1** None as a direct result of this report.

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

**14.1** Council Plan approved by Council 25 April 2018 and Development Services Review approved by Council 25 April 2018.

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**Background Papers:** None

**Contact Officer:** Head of Development Services  
01684 272095 [Annette.Roberts@tewkesbury.gov.uk](mailto:Annette.Roberts@tewkesbury.gov.uk)

**Appendices:** Appendix 1 – Development Services Review Action Plan – October 2019

## APPENDIX 1 - DEVELOPMENT SERVICES ACTION PLAN

Ref.	Recommendation / Action	Responsible Officer	Target Date	Status	Progress to Date
<b>A – MANAGEMENT AND STUCTURE</b>					
A.4	Prepare a Training Plan following the Personal and Professional Development (PPD) process and competency framework.	Head of Development Services / Technical Planning Manager / Planning Policy Manager / Economic and Community Development Manager	November 2019	☺	<p>This action has been superseded by a corporate roll out of training required. Development Services requirements arising from PPDs will be fed into this.</p> <p>Training requirements identified through PPDs are being actioned. A number of team members have recently engaged on recognised qualifications. Following PPDs managers will meet in Autumn 2019 to consider common training requirements.</p>

## APPENDIX 1 - DEVELOPMENT SERVICES ACTION PLAN

Ref.	Recommendation / Action	Responsible Officer	Target Date	Status	Progress to Date
<b>B – DEVELOPMENT MANAGEMENT ACTIONS</b>					
B.1	<p>Ensure procedures in place to implement structure:</p> <p>Ensure Senior Officers have skills and expertise to make robust recommendations.</p>	<p>Head of Development Services /</p> <p>Technical Planning Manager /</p> <p>Business Transformation Manager /</p> <p>Team Leaders</p>	<p><del>March 2019</del></p> <p>January 2020</p>		<p>Procedure manual being prepared to reflect practices and processes of both Councils. This is an ongoing project as practices, processes and procedures are currently being reviewed</p> <p>Work on the procedure manual is currently underway. The first step is collating all existing procedures into a single location to ensure a consistent approach.</p> <p>A programme of case reviews and identification of training requirements is also being undertaken.</p>
B.9	<p>Ensure commitment from internal and external consultees</p> <ul style="list-style-type: none"> <li>- Seek improvement commitments on speed of return of consultations.</li> </ul>	<p>Head of Development Services /</p> <p>Technical Planning Manager /</p> <p>Business Transformation Manager /</p> <p>Team leaders</p>	<p><del>June 2018</del></p> <p>December 2018</p> <p>Now ongoing</p>		<p>Ongoing work to ensure that external consultees provide timely comments.</p> <p>The BTM now manages and monitors the information and an email of their response times sent around to consultees on a regular basis.</p>

## APPENDIX 1 - DEVELOPMENT SERVICES ACTION PLAN

Ref.	Recommendation / Action	Responsible Officer	Target Date	Status	Progress to Date
B.12	Review whether to propose Local Development Orders (LDO's) for areas where no permitted development rights.	Head of Development Services / Technical Planning Manager / Business Transformation Manager	<del>October 2018</del> March 2020	☺	Changes to the fee regulations now require a fee for applications resulting from the removal of permitted development rights which reduces the potential benefits of LDO's. Action to be suspended for a year to enable a cost/benefit analysis to be undertaken.  This is now unlikely to be taken forward due to loss of income predicted.
B.13	Review process of agreeing Section 106 spend:  i) Create and publicise S106 templates & standard clauses – web accessible	Head of Development Services / Technical Planning Manager / Business Transformation Manager	<del>July 2018</del> March 2020	☹	This is also an action in the LEP "Barriers to Development" Action Plan for Gloucestershire. Therefore it is recommended that the timetable be aligned with the Barriers Action Plan.  This action is still ongoing with a target date of March 2020.

## APPENDIX 1 - DEVELOPMENT SERVICES ACTION PLAN

Ref.	Recommendation / Action	Responsible Officer	Target Date	Status	Progress to Date
B.15	<p>Ensure more user-friendly enforcement information is available for Members on planning web via Idox</p> <ul style="list-style-type: none"> <li>- Survey of all Members' information                             <ul style="list-style-type: none"> <li>• Requirements</li> <li>• Action</li> <li>• Training</li> </ul> </li> </ul>	<p>Head of Development Services /</p> <p>Senior Planning and Enforcement Officer</p> <p>Technical Planning Manager</p>	<p><del>April 2018</del></p> <p><del>October 2019</del></p> <p>March 2020</p>		<p>This action has been delayed due to vacancies in the Planning Enforcement Team and the focus of the team has been on progressing the backlog of high profile enforcement cases.</p> <p>A questionnaire will be sent to Members to ascertain what information would be helpful.</p> <p>The revised target date is March 2020</p>

## APPENDIX 1 - DEVELOPMENT SERVICES ACTION PLAN

Ref.	Recommendation / Action	Responsible Officer	Target Date	Status	Progress to Date
<b>C – PLANNING POLICY</b>					
C.1	Refresh Statement of Community Involvement to respond to development agenda, to reflect development team approach to aid in community engagement and 'Place Development Strategy – 'From Plan to Place'.	Planning Policy Manager / Development Services Management Team	<del>June 2018</del> <del>March 2019</del> January 2020	☹	This has stalled due to the focus of the work on the Joint Core Strategy and the Tewkesbury Borough Plan and loss of staff resource.
C.2	ii) Produce supplementary planning document to support introduction of JCS and Community Infrastructure Levy (CIL) which set out relationship between CIL and Section 106 (and Section 278 of the Highways Act) and approach to non –plan compliant schemes.		<del>June 2018</del> June 2019 January 2020 commencement date	☹	Following implementation of Community Infrastructure Levy an SPD/Guidance note can be produced to show the relationship with CIL/S106/S278. This will be prepared in line with the discussions on the Countywide Developers Guide.  This has stalled due to the recent changes to the regulations appertaining to CIL.

## APPENDIX 1 - DEVELOPMENT SERVICES ACTION PLAN

Ref.	Recommendation / Action	Responsible Officer	Target Date	Status	Progress to Date
C.3	Implement policy maps online and link to constraints and planning history files and validation requirements.	Planning Policy Manager	<del>July 2018</del> <del>December 2018</del> <del>June 2019</del> December 2019	☹️	This action is linked to the production of the Tewkesbury Borough Plan. Now the plan is at its next substantial stage, the maps associated with it can be subject to this project. A meeting between the Policy manager and the IT Manager has provided a way forward to secure the mapping within current software capabilities.  A draft of an on line map has been produced in line with the draft version of the Borough Plan ready for Submission. This will focus on the Borough Plan only at this stage.
C.4	Prepare conservation technical advice notes – produce project plan.	Planning Policy Manager/ New conservation specialist	<del>February 2019</del> January 2020	☹️	Planning Policy Manager and Conservation Specialist will prepare advice notes. Delayed due to work on the Borough Plan.

## APPENDIX 1 - DEVELOPMENT SERVICES ACTION PLAN

Ref.	Recommendation / Action	Responsible Officer	Target Date	Status	Progress to Date
<b>G – COMMUNITY DEVELOPMENT</b>					
G.1	Hold Operational Managers and Heads of Service workshop on the place approach and prepare timely action plan and roll out	Community & Economic Development Manager	<del>June 2018</del> May 2019 October 2019	✓	<p><del>Prior to holding a session with Heads of Service and Operational Managers a session with the Lead Members for Health and Wellbeing and Community was held to scope the next stages in moving forward with the place approach.</del> All Member seminar held in January 2019 which set out the way forward for Place. This approach is now being implemented. The Place approach ties into the Locality Partnership in engaging partners.</p> <p>A workshop was held with Officers and Members to explain and understand the Place approach. Briefing with each area members has taken place (in all three areas) with members setting out priorities and ways of working for their areas.</p>
G.3	Ensure that Place Development Officers have support from all HOS and operation managers to deliver tasks required.  Hold regular Place meetings with Ops Managers	Community & Economic Development Manager /  All Operational Managers	<del>June 2018</del> December 2019	✓	This will flow from G.1 above.  These meetings will follow the individual area meetings and are scheduled in Quarter 3 of 19/20.

## APPENDIX 1 - DEVELOPMENT SERVICES ACTION PLAN

Ref.	Recommendation / Action	Responsible Officer	Target Date	Status	Progress to Date
G.4	<p>Hold Member session on MAIDeN Place priorities workshop.</p> <p>Roll out Place meetings across three areas.</p>	Community & Economic Development Manager	June 2019	✓	<p>Information was gathered from MAIDeN and helped shape the discussions with key Members on the place approach (see G.1 above). MAIDeN to provide training in the next quarter.</p> <p>Priorities being discussed with key partners including Gloucestershire Association of Town and Parish Councils, Gloucestershire Rural Community Council and Voluntary Community Sector Alliance.</p> <p>As above – complete</p>

**APPENDIX 1 - DEVELOPMENT SERVICES ACTION PLAN**

Ref.	Recommendation / Action	Responsible Officer	Target Date	Status	Progress to Date
<b>H – Tourism</b>					
H.1	Discuss tourism role with Members and partners.	Community & Economic Development Manager	<p>May 2018</p> <p><del>June 2019</del></p> <p>March 2020</p>	☹	<p>Officers have had conversations with key partners in terms of delivery of the tourism role and function. Current uncertainty over funding of tourism and the models and governance to be employed in Tourism services nationally and with Cotswold Tourism will be required to be built into any future decisions on the role, scope and scale of the future of the Tourism Service.</p> <p>A plan is being considered to be presented to members which sets out the enhanced tourism role.</p>

## APPENDIX 1 - DEVELOPMENT SERVICES ACTION PLAN

### STATUS KEY

	Action is progressing well and on target to achieve completion date/within agreed budget (if applicable) etc.
	Action has some issues or delays but is likely to achieve completion date/within agreed budget (if applicable) etc.
	Significant risk to not achieving the action or there has been significant slippage in the timetable.
	Action is complete.
	Action not yet commenced. (may not yet be programmed for action)

## TEWKESBURY BOROUGH COUNCIL

<b>Report to:</b>	Overview and Scrutiny Committee
<b>Date of Meeting:</b>	22 October 2019
<b>Subject:</b>	Review of Planning Enforcement Plan
<b>Report of:</b>	Head of Development Services
<b>Corporate Lead:</b>	Deputy Chief Executive
<b>Lead Member:</b>	Lead Member for Built Environment
<b>Number of Appendices:</b>	2

**Executive Summary:**

Paragraph 207 of the National Planning Policy Framework states that local planning authorities should consider publishing a local enforcement plan setting out how they will monitor the implementation of planning permissions, investigate alleged cases of unauthorised development and take action where it is appropriate to do so.

The Council's Planning Enforcement Plan was formally adopted in July 2018. Preparation of this plan followed a review of the Council's Planning Enforcement Service and a number of operational changes have been implemented. The Planning Enforcement Plan sets out the Council's principles and approaches to delivering the service.

This report provides information on the current service and performance data collected from April – September 2019.

**Recommendation:**

**To CONSIDER the information on performance arising from the adoption of the Planning Enforcement Plan and note that this will be included with the Planning Key Performance Indicators in future.**

**Reasons for Recommendation:**

To advise Members on planning enforcement activity within the borough.

**Resource Implications:**

None as a direct result of this report.

**Legal Implications:**

None as a direct result of this report.

**Risk Management Implications:**

Whilst there is no statutory requirement to prepare a Planning Enforcement Plan, it is considered good practice, and provides justification and support for enforcement decisions. These decisions often have significant implications for the subject of enforcement, or those persons or communities affected by it, and therefore are often open to considerable scrutiny. The Planning Enforcement Plan provides a framework to justify decisions made and defend challenges against the Council.

**Performance Management Follow-up:**

Performance data on the service will continue to be monitored and used to improve the service.

**Environmental Implications:**

None as a direct result of this report.

**1.0 INTRODUCTION/BACKGROUND**

- 1.1** In January 2018, the Executive Committee approved a Planning Enforcement Plan for consultation following consideration by the Overview and Scrutiny Committee. Following consultation, the Plan was formally adopted in July 2018 and a copy is attached at Appendix 1.
- 1.2** The preparation of the Plan followed a review of the Council's enforcement service. The Plan sets out the Council's principles and approaches to delivering the service and is available on the Council's website.

**2.0 STAFFING**

- 2.1** The Enforcement section consists of three members of staff: two Enforcement Officer posts and a Senior Enforcement Officer post.
- 2.2** The Senior Enforcement Officer post was a newly created post and an officer was in post for just under 12 months from May 2017 – May 2018. Since this time the post has been advertised on four occasions without success. A temporary officer was in post for two months between June and July 2018 and then left. There was then a three month period without anyone in post followed by the employment of a further temporary officer since September 2018 but on a priority case basis dealing specifically with the high profile cases.
- 2.3** In addition, during this period both of the Enforcement Officer posts became vacant due to resignations and although applicants have been successfully recruited to these posts, they are inexperienced and need support and guidance, some of which is being provided by the temporary cover in the Senior Enforcement Officer role.
- 2.4** In summary, the section consists of two Enforcement Officers who are growing into the roles and a temporary agency officer in the senior role supporting the Enforcement Officer posts and dealing with the more complex, high profile cases. There is a national shortage of experienced Enforcement Officers and many local authorities are experiencing shortages in this area. A restructure is now being considered to address the vacant senior role.

### **3.0 THE ENFORCEMENT SERVICE**

**3.1** The Planning Enforcement Plan seeks to aid clarity on enforcement making it easier for the lay person to understand. The Enforcement Officers follow an internal protocol which is in essence a procedure manual setting out timescales for investigating cases depending on their severity and there has been increased liaison with the Planning Team Leaders by implementing regular meetings.

**3.2** There is collaboration between the Environmental Health Team and the Enforcement Team on a regular basis and, similarly, data is often used to support the work of the team from the Revenues and Benefits Team to check occupation/last use etc. and the team often work in partnership with the Police. There is also a future ambition to work with the Counter Fraud Unit and initial investigations have commenced for collaborative working to be explored.

### **4.0 ENFORCEMENT STATISTICS**

**4.1** With effect from 1 April 2019, statistics in relation to the service were recorded on the Uniform system and the first six months' data to 30 September 2019 is shown at Appendix 2 in accordance with the service expectations set out in the Plan and the Planning Key Performance Indicators (KPIs) considered by the Overview and Scrutiny Committee in January 2019.

### **5.0 CONCLUSION**

**5.1** There have been no specific corporate complaints relating to enforcement, although by the nature of the service it is not possible for everyone to be satisfied.

**5.2** The service has experienced staffing problems but progress is being made and performance data is being collected and will be used to further improve the service.

### **6.0 OTHER OPTIONS CONSIDERED**

**6.1** N/A

### **7.0 CONSULTATION**

**7.1** The Plan was subject to consultation.

### **8.0 RELEVANT COUNCIL POLICIES/STRATEGIES**

**8.1** Planning Key Performance Indicators

### **9.0 RELEVANT GOVERNMENT POLICIES**

**9.1** National Planning Policy Framework  
National Planning Practice Guidance

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

**10.1** None as a direct result of this report.

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

**11.1** None as a direct result of this report.

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

**12.1** None as a direct result of this report.

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

**13.1** Planning Key Performance Indicators – Overview and Scrutiny Committee 8 January 2019.

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**Background Papers:** Planning Key Performance Indicators.

**Contact Officer:** Head of Development Services  
01684 272095 [Annette.Roberts@teWKesbury.gov.uk](mailto:Annette.Roberts@teWKesbury.gov.uk)

**Appendices:** Appendix 1 – Planning Enforcement Plan  
Appendix 2 – Enforcement Statistics 1 April-30 September 2019

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# Planning Enforcement Plan

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July 2018

## **Executive summary**

Without effective enforcement, confidence in the Council's ability to protect public amenity and the built and natural environment is quickly undermined.

The purpose of this Plan is to explain how the Council carries out its planning enforcement activities. It sets out what those making enquiries, or the subject of these enquiries, should expect and outlines how the Council undertakes planning investigations. A simple flowchart has been appended to this document to give a visual guide as to how enforcement cases are handled and how formal action is taken, and should be read in conjunction with the Enforcement Plan.

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## Introduction

The planning system is designed to regulate development and use of land and buildings in the public interest. Enforcing breaches of planning control is an important and necessary part of the planning system. Without effective enforcement, confidence in the council's ability to protect public amenity and the built and natural environment is quickly undermined.

This commitment to planning enforcement is set out in the Government's National Planning Policy Framework, by paragraph 207:

"Effective enforcement is important as a means of maintaining public confidence in the planning system. Enforcement action is discretionary, and local planning authorities should act proportionately in responding to suspected breaches of planning control. Local planning authorities should consider publishing a local enforcement plan to manage enforcement proactively, in a way that is appropriate to their area. This should set out how they will monitor the implementation of planning permissions, investigate alleged cases of unauthorised development and take action where it is appropriate to do so."

The government has published further advice on planning enforcement within its National Planning Policy Guidance:

<https://www.gov.uk/guidance/ensuring-effective-enforcement>

The council recognises the importance of planning enforcement within the borough to protect amenity, safeguard its built and natural environment, and uphold local planning policy in the quickest and most effective way.

In doing so, the council aims to provide a consistent and comprehensive approach to planning enforcement based on legislative requirements, government guidance, legal judgements and good practice, which through their collective interpretation shape how decisions are made.

This service is provided within the council's Development Services Team, and consists of two planning enforcement officers, with support from the council's senior planning and enforcement officer. The Planning Enforcement team works with a number of other officers within the council or other public agencies.

The most frequent breaches reported relate to residential properties, although the council can investigate breaches relating to all types of development and uses of land.

As well as responding to unauthorised development, the Planning Enforcement Team also enforces against other related breaches under separate controls, including unauthorised advertisements, works affecting listed buildings and other heritage assets, protected trees and untidy land or buildings. Within this document these are collectively referred to as breaches, and unless otherwise stated, this term refers to the wider enforcement role of the team.

The council has published further guidance on its planning function, including some of the options outlined in this Plan, at the following link:  
<https://www.tewkesbury.gov.uk/planning/>

When receiving an enquiry, the council will have regard to the most effective and timely powers available to investigate and where necessary pursue further actions to achieve its desired outcome. The council has other powers of enforcement in relation to other services

such as environmental health, licensing and building control. Our investigations are often co-ordinated with other services so that enquiries can be referred and action carried out under the most appropriate legislation.

The purpose of this plan is to explain how the council carries out its planning enforcement activities. It sets out what those making enquiries, or the subject of these enquiries, should expect and outlines how the council undertakes planning investigations. A simple flowchart has been appended to this document to give a visual guide as to how enforcement cases are handled and how formal action is taken, and should be read in conjunction with the Enforcement Plan. Please note that it is important to remember that this document should be used as a guide only, and may apply differently according to the particular characteristics and location of the development undertaken or proposed. You should always consider seeking independent advice.

Definitions of some of the technical planning terms used in this document are provided in the following glossary:

<https://www.planningportal.co.uk/directory/4/glossary/category/7/categoryInfo/3>

## What is a breach of planning control?

Development carried out without planning permission is often referred to as a breach of planning control. A breach of planning control is defined in the Town and Country Planning Act 1990 as 'the carrying out of a development without the required planning permission, or failure to comply with any condition or limitation subject to which planning permission has been granted'.

Development is defined in the Town and Country Planning Act 1990 as "the carrying out of building, engineering, mining or other operations in, on, over or under land, or the making of any material change in the use of any buildings or other land"

The following are examples of breaches that would be investigated by the Planning Enforcement Team.

- The unauthorised erection of a building/structure (including outbuildings, fences, satellite dishes)
- A 'material' change of in the use of a property/land.
- Development starting before a 'pre-commencement' condition has been complied with, particularly one relating to the submission of further details for consideration by planning officers.
- Development not in accordance with the approved plans of planning permissions.
- Failure to comply fully with the conditions attached to a planning permission, which could sometimes render the whole permission invalid and therefore works unauthorised. Carrying out works to a listed building without listed building consent.
- Unauthorised demolition in a conservation area.
- Engineering operations, such as raising ground levels or earth bunds
- Unauthorised works to trees protected by a Tree Preservation Order (TPO) or in a conservation area.
- Failure to properly maintain land or buildings so that it affects the amenity of the area.
- Displaying a sign or advertisement without advertisement consent.

The following are not usually breaches that the Planning Enforcement team would investigate or have powers to address:

- Operating a business from home where the residential use remains the primary use and there is no adverse impact on residential amenity.
- Boundary, land ownership or trespass disputes, including those issues relating to party walls.
- Breaches of restrictions imposed by deeds and covenants (civil matter).
- Obstruction of a highway or right of way.
- Clearing land of undergrowth, bushes and trees provided they are not subject to planning protection.
- Parking of a caravan within the curtilage of a residential property as long as it is incidental to the enjoyment of the property, and is not being lived in permanently and separately from the main house.
- Temporary structures/fencing associated with building works
- Where planning permission or other consents are not required (see section 4 below)

In addition, some breaches of planning control are dealt with by Gloucestershire County Council's Planning Enforcement team, as they relate to the specific powers and functions of this Council. These include:

- Waste and mineral developments, including failure to comply with any operational or other conditions imposed on an approved site.
- 'Regulation 3' breaches – those relating to and on land used for County Council functions, for example schools and libraries.
- The depositing of waste materials not in connection with other development (eg works to create an access to a property would normally be dealt with by a District Council). This would also depend on the nature and volume of the deposits (eg household fly tipping dealt with District Council Environmental Health teams)

## When is permission required?

Planning permission and/or other consents are not always required for certain works or uses for reasons including:

- They are not considered to be 'development' - as defined by s55 of the Town and Country Planning Act 1990, as amended
- Some works are considered 'de minimus' where they are of insignificant size or scale.
- Some works and uses are 'permitted development' as defined by the Town and Country Planning (General Permitted Development) Order 2015, as amended. Please note that some permitted development rights may be removed by a condition placed on a planning permission e.g. no fences to the front of the house to retain an open aspect to an estate development.
- Some signs are not considered by advertisements, as defined by the Town and Country Planning (Control of Advertisements) (England) Regulations, as amended.
- Some advertisements have 'deemed consent', as defined by the Town and Country Planning (Control of Advertisements) (England) Regulations, as amended.
- Some changes of use are not considered 'material', having no significant impact on amenity.
- Some breaches are deemed to be lawful if no action is taken after a specified passage of time, being four years for substantial completion of building works, four years for change of use of a building to a single dwelling house, or 10 years for other breaches. However, if there has been a deliberate attempt to conceal a breach of planning control, the council may still be able to take enforcement action beyond the specified period by obtaining an order from the Magistrates Court.

Development is lawful where planning permission has been given, but only where the works or use have been undertaken in accordance with that permission, including all conditions attached to that consent. Failure to comply with a condition may render the whole permission invalid.

The above examples depend on a large number of factors including type of operation, size, height and uses and the rules often vary according to the different location and individual circumstances. A number of useful guides are available at through the government's planning portal:

[https://www.planningportal.co.uk/info/200130/common\\_projects](https://www.planningportal.co.uk/info/200130/common_projects)

[https://www.planningportal.co.uk/info/200130/common\\_projects/9/change\\_of\\_use](https://www.planningportal.co.uk/info/200130/common_projects/9/change_of_use)

The council will provide advice as appropriate, however because of its enforcing role in these matters, it must remain impartial. You are therefore advised to seek independent advice should you require further information relating to your own particular case, in order to avoiding committing a breach of planning or other regulations, and being subject to enforcement action.

Should you wish to have a legal determination as whether any use or operations, actual or proposed, are lawful then you can apply to the council for a Certificate of Lawfulness

[https://www.planningportal.co.uk/info/200126/applications/60/consent\\_types/9](https://www.planningportal.co.uk/info/200126/applications/60/consent_types/9)

If works are classed as 'permitted development' or otherwise lawful, and therefore do not need planning permission, the council would always advise that property owners consult with their neighbours and other interested parties to let them know what you are planning to do.

## How do I report a suspected breach?

The assistance of the general public and Parish Councils is crucial to planning enforcement. Due to the amount of development, both authorised and unauthorised, it is extremely difficult for the council to identify all possible breaches of planning control. The council relies on the general public and parishes' vigilance in identifying potential breaches of planning control. Many enforcement investigations commence following an enquiry from the general public or Parish Council.

The council will respond to all suspected breaches of planning control, except anonymous reports, unless they are of a particularly serious nature, requiring immediate attention.

Enquiries can be made by completing our on-line "Planning infringement or unauthorised development report form":

[https://tewkesbury-self.achieveservice.com/service/Planning\\_infringement\\_or\\_unauthorised\\_development](https://tewkesbury-self.achieveservice.com/service/Planning_infringement_or_unauthorised_development)

The more you can help us the easier it will be for us to respond more quickly. When making an enquiry, please provide us with the following information, so the council can obtain a full picture of the situation:

- A clear description of the alleged breach
- Why you think this is a breach of planning
- A description of the 'harm' being caused e.g. noise, traffic, smells.
- The date the activity started, is it happening now, is it getting worse?
- A specific site address (if it is a field, describe the surrounding area to help identify the exact site).
- The name and contact details of the site owner/occupier/builder/agent, where known

- Your name and contact details.
- Any other information you think would be helpful

All enquiries are dealt with in the strictest confidence and details of those making enquiries will not be made known without their agreement. However, the substance of the enquiries themselves is not confidential. In some cases it may be necessary to rely on evidence from those making enquiries in order to take action and you will need to consider whether you are willing to actively assist the council by collecting evidence and acting as a witness at a planning appeal or in court. Please be aware that the council cannot prevent someone correctly guessing who made the enquiry.

## What you can expect from us when you make an enquiry

The council will endeavour to provide the following service to you:

- The council will assign relative priority to all enquiries, as set out in this section of the Enforcement Plan, in order to focus on most urgent matters first, and make best use of resources. The council aims to investigate, resolve or otherwise conclude all enforcement enquiries as soon as it possibly can.
- Where the enquiry does not relate to planning, either wholly or in part, the council will refer the matter to the relevant council department, with your details, and ask them to keep you updated. Where the matter should be dealt with by another organisation than the council, we will advise you. The council will retain and investigate any part of the enquiry relating to planning, working together with colleagues as appropriate.
- The council aims to acknowledge all enquiries within 48 hours of receipt, naming the assigned

officer undertaking the investigation, and their contact details.

- Where existing investigations require monitoring outside of normal working hours (e.g. breach of condition relating to weekend construction works), officers will endeavour to work flexible hours.
- Where an allegation involves activities on land, you should not undertake surveillance on the occupier, but might update the council on any continuing breaches as you notice them.
- The council will inform all parties of the outcome of any investigation, with reasons within 5 days of the outcome being decided.

## What are the council's priorities for action?

It is not possible to investigate every enquiry with equal priority and intensity. Our resource is directed to breaches that cause the greatest harm to the environment or to residential amenity. To allow quicker and more effective focus on the most serious matters, particularly during peak demand on the service, the council will prioritise its planning enforcement work as follows:

**CATEGORY A - Development causing, or likely to cause, irreparable harm or damage. Investigation to take place as soon as possible, and within 24 hours.**

**This will include:**

- o Development causing or likely to cause serious harm to the public, e.g. involving hazardous substances.
- o Works to listed buildings (demolition/alteration/disrepair)
- o Works affecting sites of (likely) archaeological importance.

- o Demolition in a conservation area
- o Works causing immediate/irreparable harm to protected ecology, including trees covered by a Tree Preservation Order or in a conservation area.

**CATEGORY B - Unless prompt action is taken, there is a material risk of further harm being caused which could be reduced or prevented by early intervention. Investigation to commence within 5 working days. This will include:**

- o Allegations of significant and ongoing harm to amenity
- o Development which would be immune from enforcement within six months.
- o Unreasonable noise and disturbance caused by failure to comply with conditions controlling the operation of development sites
- o Unauthorised works under way but not substantially complete
- o Breaches of condition or non-compliance with approved plans that are integral to the acceptability of the scheme and permission given

**CATEGORY C - Unless action is taken, there is a risk of material harm to the environment or undue harm to residential amenity. Investigation to commence within 10 working days. This will include:**

- o Building works likely to be contrary to that set out in the development plan or other material planning guidance.
- o Developments which are contrary to established countryside constraint policies
- o Other unauthorised activities and use of land causing harm to residential amenity
- o Flyposting

**CATEGORY D - Breaches of planning control causing limited material disturbance to local residents or harm to the environment, which do not come within any of the higher categories, and where a delay would not prejudice the council's ability to resolve the matter. Investigation to take place as soon as resources allow, but The council aim to commence within 15 working days. This will include:**

- o Small scale structures, including sheds and other outbuildings, fences and satellite dishes
- o Unauthorised signs and advertisements
- o Untidy land and buildings
- o High hedges
- o Unauthorised shopfronts
- o Breaches of condition/non-compliance with approved plans causing no serious harm to amenity.

## **What you can expect when you are the subject of an enquiry**

- The council recognises the anxiety that is caused by finding out someone has made an enquiry about alleged development or activity on your land or property. Accordingly the council will treat you fairly, not pre-judge any allegation made against you, and give you the opportunity to respond and explain.
- The council will advise you as soon as possible whether or not it considers a breach has occurred, and if so, what the breach is and what your options are.
- If you dispute that a breach has or is taking place, you have the right to apply for a Lawful Development Certificate to determine the matter.

- Any unauthorised works you undertake are at your own risk, and may be subject to demolition or alteration, including those taken after you have been notified of any breach.
- Where a breach has been identified, The council will seek to work with you and any other responsible person(s) to negotiate an outcome suitable to all parties. The council may decide not to require action be taken to remedy the whole of a breach of planning control. This is known as “under enforcement”. The matter will only be deemed concluded once any works or changes to activity agreed as part of negotiations with the council have been carried out
- Negotiations will not be allowed to delay the consideration of enforcement action where the breach of control causes serious harm to amenity.
- You have the right to make a retrospective planning application to ‘regularise’ the development, however, the council will advise you if it thinks consent is unlikely to be given. This option is strictly without prejudice to any decision on an application. Please note that, where deliberate or intentional unauthorised development has taken place, including following the council making the applicant aware of the breach, it may count against the application.
- The council may decline to determine a planning application where an enforcement notice has already been served and proposals relate to the identified breach.
- Where retrospective applications are made, the council will keep the enforcement matter under review until a decision has been made, any (where approved) applicable conditions are complied with, or (where refused) any remedial actions are undertaken.
- It is the responsibility of the landowner/developer to ensure all other requisite consents are in place.
- The council will clearly identify its requirements and give reasonable time and opportunity for them to be undertaken. Should you not respond, decide not to work with the council, provide us with misleading information, or unreasonably and unnecessarily delay any agreed or requisite actions then the council will have no option but to consider the use of formal powers.
- The council will inform all interested parties of the outcome of any investigation, with reasons, within five days of the outcome being decided.

### **What does a planning investigation involve?**

#### Determining the facts

The priority in any enforcement case is to ascertain the facts of the matter, including the nature and degree of any alleged breach. The council will investigate enquiries objectively and with an open mind, and all claims will remain unfounded until such time a breach is witnessed and evidenced. The council has the following powers to seek further information, if necessary:

- Interview under formal caution – Where it is suspected that an offence has taken place
- s330 Notice – to establish ownership and other interests in the land and property
- Planning Contravention Notice – requiring further information about activities and/or works on land or buildings.

There is no right of appeal against these Notices, and failure to respond fully and accurately, or provide misleading information, is a criminal offence.

## Site visit

Planning enforcement officers have a legal Right of Entry to land, without the owner's permission, where a breach of planning control is suspected. The exception is for the inside of domestic properties, where 24 hours prior notice must be given. It will be considered an offence if anyone wilfully obstructs any officer trying to freely enter the land. Visits may be undertaken without prior notice, particularly where the enquiry relates to the use of land.

The council is committed to ensuring that its officers are able to carry out their work safely and without fear or obstruction. Where appropriate, the council will take legal action to prevent and respond to abuse, harassment or assaults on its officers, by members of the public, and animals within their control. Officers whereabouts are known at all times and emergency contact arrangements are in place for immediate response should any danger present itself.

## Assessment

From the established facts the council will determine whether or not a breach has occurred, the degree of harm caused, and what outcome the council seeks as a proportionate response, in the public interest. Each case will be considered on its own merits, and required outcomes or actions may differ in any two cases even if it appears that the same or very similar breach has occurred.

Where powers other than planning are available and more effective, then the matter may be referred to or approached jointly with other council departments or agencies.

## Expediency

The council's planning enforcement powers are discretionary and action will not be taken simply because there has been a breach of planning control.

Enforcement action should only be taken where the council is satisfied that it is 'expedient' to do so when it has carefully considered all relevant planning considerations, including national and local policies. There is no right of appeal against a decision not to take planning enforcement action.

The term expediency in planning enforcement terms means an assessment by the council as to whether the harm caused by a breach of planning control unacceptably affects the public interest. In making this assessment, the council will gather information regarding the nature and scale of the breach and will then determine whether it unacceptably affects public amenity and / or the built or historic environment. Examples of why it would not be 'expedient' to take enforcement action might include:-

- Planning permission would be likely to be given if applied for
- The breach is a minor or technical and causes no harm to public amenity

Enforcement action should be commensurate with the breach of control to which it relates; this is known as the 'proportionality' test.

## Outcome of the investigation

There are various possible outcomes of a planning enforcement investigation:

### **No breach of planning control has been identified:**

The works or use of the land may be demonstrably lawful, or no robust evidence of a planning breach has been established following thorough investigation.

**Certificate of Lawfulness issued:** Following a successful application to the council, in respect of the works or use under investigation

**Retrospective planning application to regularise the breach:** Where the subject of a planning breach has exercised their right to make an application, that application has been approved, and all conditions complied with, the breach is deemed to have been regularised.

**There is a breach of control but it is not expedient and proportionate to pursue:** Section 8 of this Plan identifies some of the circumstances when the council might not at that time take enforcement action against an identified breach of control. The council will, however, make the land owner aware of the breach and give them the opportunity to rectify the matter. Any outstanding breach will be recorded as a 'contravention', and may be viewable on any future land search, including when the land or property is being sold. We will advise those making the enquiry, why, in these particular circumstances, the council considered that it was not 'expedient' to take further action.

**Compliance with the council's requirements:** Actions required to remedy the breach of control, or other agreed alternative actions, are carried out in full and to the satisfaction of the council, including in certain circumstances, by the council itself.

**Formal enforcement action:** If the matter cannot be resolved to the council's satisfaction, or there is a likelihood of further breaches of control, the council has the powers to take formal enforcement action. The nature of the breach will dictate what enforcement action the council considers expedient and proportionate to pursue.

## Formal enforcement action and powers

Where a breach is proven, the degree of damage or

harm caused is demonstrably unacceptable, and it is expedient and possible to do so, then the council is committed to taking a firm line to make those responsible accountable for their actions and for 'making good' any damage or harm caused.

Formal powers will also be considered to best avoid a breach taking place, where it is imminently suspected.

Under planning legislation, the council has the power to issue a number of Notices, usually on all interests in the land, and not just those directly responsible for committing a breach. Failure to comply fully with a Notice or Order could be considered a criminal offence.

**Enforcement/Listed Building Notice** - An Enforcement Notice will specify the reason(s) why it has been served, the steps required to remedy the breach, and the time period for compliance. The Notice carries a right of appeal. Compliance with an Enforcement Notice will not discharge it; its provisions will remain in force and will be valid should the unauthorised use or specified development re-occur. Enforcement Notices will appear on the council's Planning Enforcement Register, and Local Land Charges Register, until such time as its requirements are met.

**Temporary Stop Notice** - Where a breach of planning control is causing serious harm to public amenity and/or the built, natural or heritage environment, and where immediate action is required to stop this harm, the council will issue a Temporary Stop Notice. It will identify what works are to cease, and lasts for 28 days. This Notice will normally be accompanied by an Enforcement Notice, which comes into effect when the Temporary Stop Notice expires. Notices will appear on the council's Planning Enforcement Register, and Local Land Charges Register, until such time as its requirements are met

**Breach of Condition Notice** - Where the breach of planning control relates to non-compliance with a condition(s) or limitation(s) on a planning permission, including where permitted development limitations have been exceeded, the council can issue a Breach of Condition Notice. The Notice will specify the steps required to comply with the condition(s) or limitation(s), and the time period for compliance. There is no right of appeal against this Notice. Notices will appear on the council's Planning Enforcement Register, and Local Land Charges Register, until such time as its requirements are met.

**Section 215 Notice (Untidy Land Notice)** - Where the appearance or condition of land and buildings is adversely affecting the amenity of the neighbourhood, the council can issue a s215 Notice. The notice will specify the steps required to remedy the condition of the land or buildings and the time period for compliance. The right of appeal against a s215 Notice is directly to the Magistrates Court. The Notice may be revealed on a land search.

**Enforcement Order** - Where the local planning authority believes there has been a 'concealed' breach that would otherwise be immune from enforcement action due to the passage of time, it may apply for an Enforcement Order. The order will set out the steps required to remedy the breach, and the timescale in which to do so. Orders will appear on the council's Planning Enforcement Register, and Local Land Charges Register, until such time as its requirements are met.

**S225 (Display of advertisement Notices)** - The display of posters and placards, including for the purposes of 'flyposting' are deemed a criminal offence and must be removed within 48 hours of the local planning authority requiring you to do so. Other signs and advertisements are addressed by a series of notices (depending on the nature of the sign/advertisement) collectively known as s225 notices. Notices will specify

the steps required to comply with its requirements and the time period to do so.

**Hedgerow Replacement Notice** - Where it appears that a protected hedgerow has been removed in contravention of The Hedgerow Regulations 1997, the council may serve a Hedgerow Replacement Notice including specific instructions for the replanting of a hedgerow, with timescales. The flora specified in the noticed is required to be maintained for a period of up to 30 years after the notice has been served. Hedgerow Replacement Notices are effective immediately on service, and usually include a compliance date requiring specified actions to be undertaken before the end of the next available planting season. The right of appeal against a Hedgerow Replacement Notice is directly to the Secretary of State.

**Tree Replacement Notice** - A landowner has a duty to replace a tree which is removed or caused to die, in contravention of a Tree Protection Order (TPO). Where the duty is not complied with, local authorities have powers under section 207 of the Town and Country Act 1990, to issue Tree Replacement Notices (TRNs). These powers are also exercised in a conservation area in contravention of section 211 of the 1990 Act (i.e. without giving the council six weeks' notice) and in circumstances when a condition to plant a replacement tree, on a consent to fell a tree under a TPO, is not complied with. The right of appeal against a Tree Replacement Notice is to The Planning Inspectorate. Serving a TRN does not preclude the council from taking legal action on those responsible for removing or causing a protected tree to die.

**Direct Action (Works in Default)** - Where a Notice has not been complied with, the council has powers to itself undertake the works required by that notice. The council also has powers to undertake action in other circumstances, without a notice being served. The cost of doing so, including a fee for officer and project

management time, would be placed as a charge against the land until such time as fully paid. The council would give the owner of the land an opportunity to undertake works themselves before exercising this option.

Removing the breach does not preclude the council from prosecuting those responsible, where it is appropriate to do so. Further, the council will consider continuing proceedings even when a matter has been resolved prior to court attendance.

**Injunction** – The council may apply to the High or County Court for an injunction to restrain any actual or expected breach of control. This sanction is immediate, and is aimed at avoiding serious breaches before any (further) harm is done, and/or addressing those breaches of control where other powers have not been effective, or where persistent breaches arise. Failure to comply with the requirements of an Injunction will be considered as a contempt of Court, and may result in a custodial sentence.

**Prosecution** – Unauthorised development itself is not usually an offence, however the following breaches of control might be considered to be:

- Failure to comply with the requirements of any notice identified in this plan
- Damage to listed buildings or other heritage assets
- Removal of or damage to trees covered by a Tree Protection Order, all trees within a conservation area, or other protected environmental assets
- The unauthorised display of some signs and advertisements
- Wilful obstruction of, or other offences against, a council officer or appointed representative in the course of his/her duties.
- False or misleading information provided by the recipient of a s330 Notice or a Planning Contravention Notice

For some offences, the council may offer a 'simple

caution' to the responsible parti(es), however should the caution not be accepted the council reserves the right to prosecute. Proceedings may continue even if the breach is latterly resolved, although this would be recognised. The council will apply for costs from the defendant in all successful court proceedings. Where the council suspects that any information provided to the Court by the defendant is false or misleading, including completed means test forms, it will refer the matter to the County Fraud Investigation team for further consideration.

**Proceeds of Crime Act** - Where significant financial gain has or is being accrued as a result of a breach of planning regulations, an application may also be made to the Court for recovery of assets, alongside prosecution. The council would work with a Financial Investigator to identify assets and use powers available to recover these, under the provisions of the Proceeds of Crime Act 2002.

## Information management

The council will request, manage and share its information responsibly, and at all times in line with current and emerging General Data Protection Regulations. Requests for information relating to planning enforcement work will be considered in line with these regulations, including any exemptions laid down under other legislation such as the Data Protection Act.

The council keeps a register of all Enforcement, Breach of Condition, Stop Notices, and Enforcement Orders, providing basic key details, which can be found at the following link: <https://www.tewkesbury.gov.uk/planning>

A copy of all these notices can also be found on line through the Planning Portal, at the following link:

<http://publicaccess.tewkesbury.gov.uk/online-applications/>. Alternatively, a copy can be made available at the council Offices, on prior request. The portal also provides summary details of other enforcement investigations.

The council will work with appropriate media to publicise its work and positive outcomes, to highlight the consequences of failing to comply with planning regulations, to deter others from knowingly doing so.

A report will be presented to Tewkesbury Borough council Planning Committee every month identifying those matters where formal enforcement action has been taken, with an update on progress, as well as outlining general performance and raising any other issues of interest. Officers may also from time to time present reports to committee seeking resolution on particular matters where direction is required. These reports can be found within the planning committee agenda and papers, at the following link: <http://minutes.tewkesbury.gov.uk/mgCommitteeDetails.aspx?ID=249>

## Fairness and equality

The council is committed to ensuring that:

- All persons are treated equally
- Communications with all those involved are in a fair, clear and courteous manner.
- Communications will be in plain English or in the appropriate language or method.
- Any special needs of those involved are met as far as possible, (for example by providing translation services where necessary).
- Help, information and advice will be given where needed.
- Where there are rights of appeal against formal action, advice on the appeal mechanism will be provided.

In carrying out its enforcement activity the council will take into account the interests of all customers, including the general public, business owners, employees and will endeavour to support economic development wherever possible, except where there is significant harm to amenity.

## Conclusion

The latest version of this Enforcement Plan can be found at the following location -

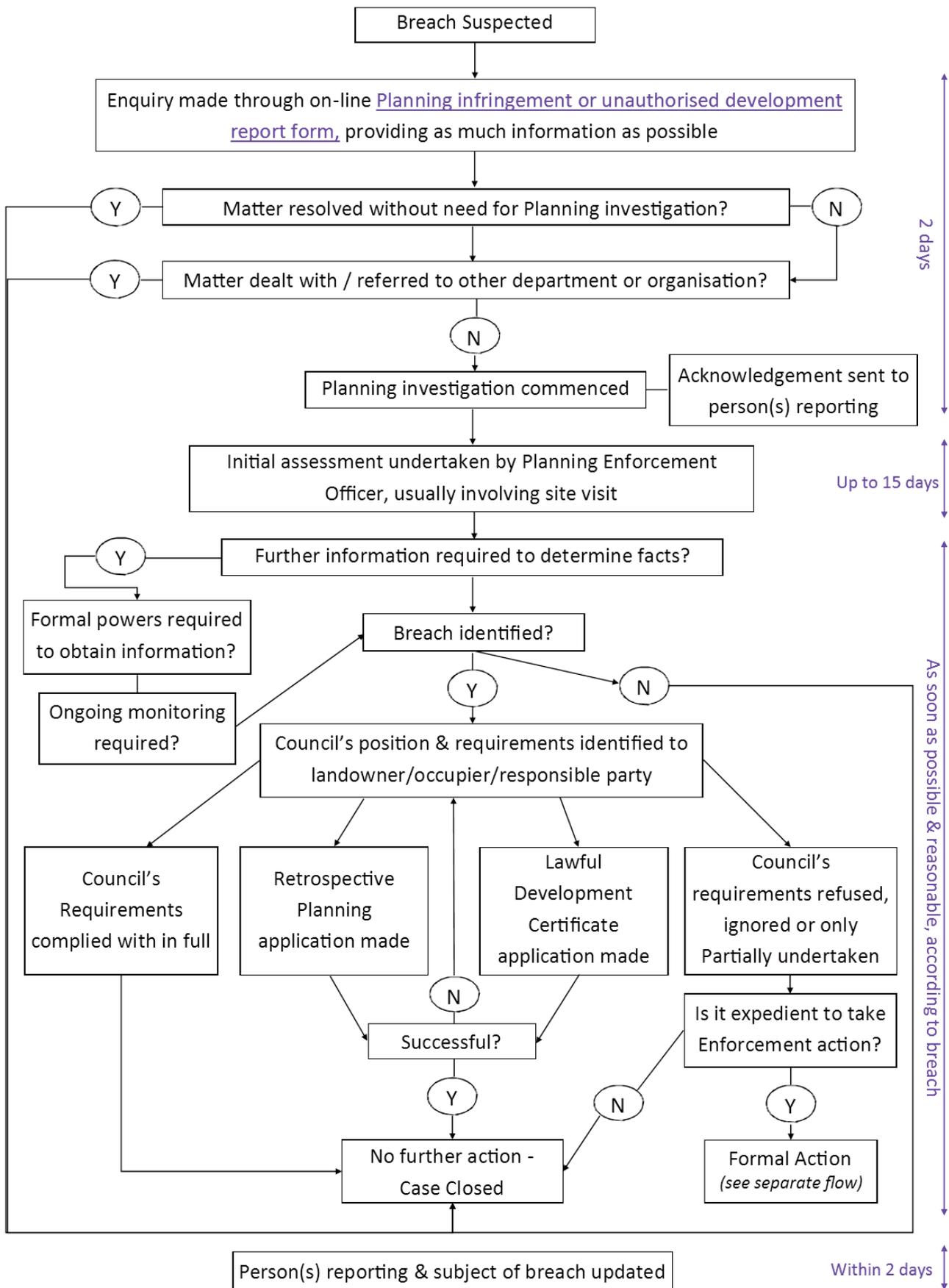
<https://www.tewkesbury.gov.uk/planning> - the plan will be reviewed as and when necessary, either due to changes in the law or any other circumstances which may affect its contents.

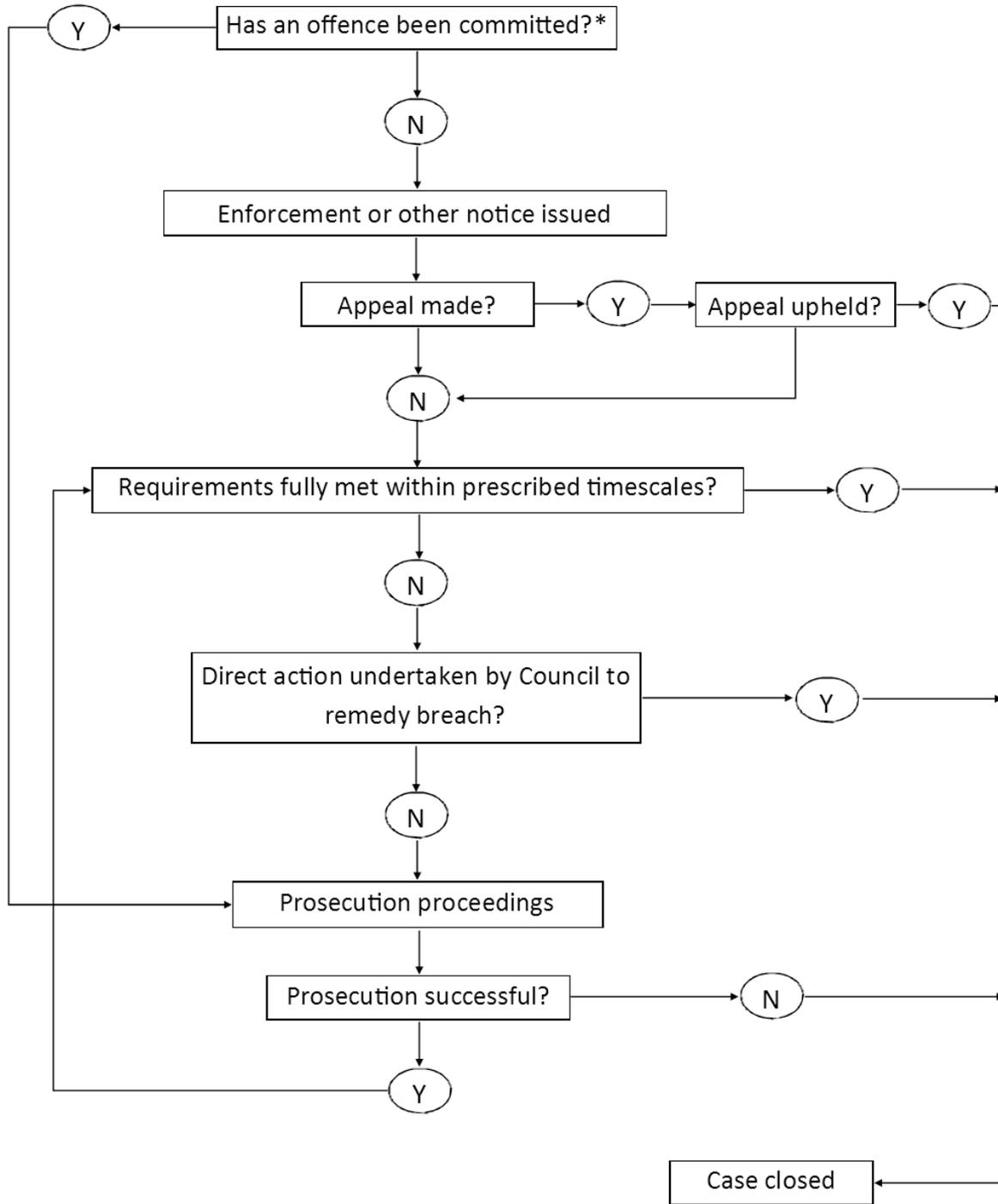
The plan sets out the standards that the council aspires to in responding to reports of breaches of planning and other related controls. The time taken to determine each case will vary depending on the site, the type of breach, and any actions necessary to reach the desired outcome. It also relies in some cases on professional advice and support from other colleagues, including outside of the council. Decisions are made in the context of regularly changing legislation, guidance, and case law. An enforcement investigation can be a lengthy and complex process. However, the council is committed to reaching a conclusion/outcome as soon as reasonably possible.

The council welcomes feedback on our performance, and an opportunity to comment is available by contacting [enforcement@tewkesbury.gov.uk](mailto:enforcement@tewkesbury.gov.uk)

The council are committed to providing an effective and efficient planning enforcement service. However, should you not be satisfied with the handling of your enquiry, in the first instance please contact the council's development manager. If you remain dissatisfied, the council has a formal complaints procedure which can be found on the council's website at:

<http://tewkesbury.gov.uk/index.aspx?articleid=1897>





\* A breach of planning control is not a criminal offence, however failure to comply with an Enforcement Notice is. Some actions, eg damage to a listed building are criminal offences without need to serve a Notice—see Section 10 of the Planning Enforcement Plan

Tewkesbury Borough Council  
Tel: 01684 295010



## Appendix 2 - Enforcement Data Between 01/04/2019 – 30/09/2019

Total Breaches Reported (cases opened on uniform) = 73

Number of Breaches Acknowledged Within 48 Hours = 61 (83.6%)

### Complainant Breakdown

Type	No.
Parish Council (Including Chair/Clerk/Councillor)	6
Borough Councillor	4
Neighbour	43
Member of the Public	5
Planning Officer	7
Member of Parliament	1
Other	5
Anonymous	2
<b>Total</b>	<b>73</b>

### % of Investigations Commenced Within Enforcement Plan Timescales

Breach Category	No. of Cases	% Investigations Commenced Within Timescale (%Timescale in Plan)
Category A	3	100% (90%)
Category B	3	66.67% (90%)
Category C	54	72.2% (80%)
Category D	13	76.9% (70%)
<b>Total</b>	<b>73</b>	

### No. of Cases Closed

Closed Reason	No. Closed
Enforcement Not Expedient	2
No Breach	2
Work Complete	0
<b>Total</b>	<b>4</b>

**Appendix 2 - Enforcement Data Between 01/04/2019 –  
30/09/2019**

**No. Cases Recommended for Closure**

<b>Recommended Closure Reason</b>	<b>No. Recommended</b>
Enforcement Not Expedient	0
No Breach	5
Work Complete	1
Retrospective Permission Given	3
<b>Total</b>	<b>9</b>

\* The above recommendations do not populate Enterprise and closures are agreed by taking cases to an arranged meeting with a line manager.

## TEWKESBURY BOROUGH COUNCIL

<b>Report to:</b>	Overview and Scrutiny Committee
<b>Date of Meeting:</b>	22 October 2019
<b>Subject:</b>	Housing Strategy Monitoring Report
<b>Report of:</b>	Head of Community Services
<b>Corporate Lead:</b>	Deputy Chief Executive
<b>Lead Member:</b>	Lead Member for Housing
<b>Number of Appendices:</b>	2

**Executive Summary:**

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

The Strategy contains four key priorities to meet the housing needs of the borough. These are:

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

Annual action plans are agreed by Executive Committee with regular reporting to Overview and Scrutiny Committee for review of achievements and future challenges. The action plan priorities focus on developments in the service rather than service performance which is outlined in the performance tracking. The decision was taken at the Executive Committee to align the Housing Strategy with the financial year with effect from April 2019.

This report presents Committee with a summary of the key activities during 2018/19 to date, and the changes in activity for year three of the 2017-21 Strategy. A more comprehensive update of actions achieved against each of the action plan targets can be found at Appendix 1.

**Recommendation:**

**To CONSIDER the progress made in respect of the outcomes identified in the Housing Strategy Action Plan.**

**Reasons for Recommendation:**

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

**Resource Implications:**

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

**Legal Implications:**

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

The Homelessness Reduction Act 2017 has been effective from April 2018 and further actions are likely to be added as the new legislation is implemented. The action plan is renewed annually to enable the strategy to flexibly respond to legislative change, and the strategy incorporates the Homelessness Reduction Act.

**Risk Management Implications:**

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

**Performance Management Follow-up:**

The Housing Strategy 2017-2021 and associated action plan is reviewed annually by the Executive Committee. The last review in January 2019 introduced updated activities to ensure that our activities in year three continue to meet current challenge. This will be reviewed again in January 2020 to ensure that it continues to be fit for purpose in the future.

**Environmental Implications:**

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

**1.0 INTRODUCTION/BACKGROUND**

- 1.1 The Housing Act 1996 (as amended) and Local Government Act 2003 require all district councils to develop a strategy which sets out the Council's policies, commitments and programme for a wide range of housing matters. The Housing Strategy 2017-21 was developed by an Overview and Scrutiny Working Group and was adopted by Tewkesbury Borough Council in January 2017. A review of the activities against the strategy action plan is undertaken six monthly as requested by the Overview and Scrutiny Committee Working Group.
- 1.2 The Housing Strategy Action Plan for 2019-20 (year 3) was reviewed in January 2019. The action plan includes coordinated activities within the Development Services, Environmental Health and Benefit services as well as those of the Housing Services Team to meet the wide range of objectives within the strategy.

## **2.0 UPDATE AND KEY ACTIVITIES**

**2.1** The following is a summary of the key activities, identified within the Housing Strategy 2017-21 which have been achieved April-Sep 2019 (although at the time of writing the second quarter activities had not yet concluded therefore statistical data for this period is not up to date).

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

**2.2.1** P1.2 & P1.3 Whilst future major development in Tewkesbury Borough will deliver all types of housing, there is still much work to be done to support the supply of housing in the district. The activities identified are particularly important for rural communities where smaller sites can be supported through commuted sums funding and Registered Providers have greater flexibility to deliver Modern Methods of Construction on these sites.

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

#### **2.3.1 P2.1 Continue to improve the proactive Homelessness Prevention programme following the successful implementation of the Homeless Reduction Act.**

We are participating in a partnership project to liaise with private landlords to offer their properties to our housing need customers in return for 12 months' National Landlords Association membership and help and support with tenancy legislation and checks, focussed on maintaining the tenancy. This is a Ministry of Housing, Communities and Local Government (MHCLG) funded pilot project and we are looking to launch a local scheme towards the end of this year or in the New Year. This is likely to be a small-scale pilot scheme to assess local interest and refine the procedures with a small group of landlords, improving and expanding the scheme using their input and feedback.

#### **2.3.2 P2.1a Improve advice process incorporating action plans which include customer actions**

We are currently in the process of updating and revising the Personal Housing Plans (PHP's) in our new database. These are being adapted to be based around SMART actions for clients, jointly agreed with regular and frequent check-ins with applicants on their progress.

Officers have been given initial training in coaching techniques and this approach is now being taken for developing agreed PHP's with customers.

New templates are being developed for specific types of housing situations typically faced by our customers such as Domestic Violence, s21 Notices to Quit, financial difficulties and family evictions.

We are currently working on a programme of service improvement within the Housing Team looking at:

- Shadowing visits to other local authorities to learn about good practice.
- Developing outreach services so that housing advice is available closer to where our customers actually live, based on heat mapping data and delivered in tandem with other services such as support services, financial advice, where this is already being delivered directly to local residents.
- Developing a home visit service, to interview more clients in their own homes. This increases our understanding of a customer's situation and is less intimidating for customers. Co-creating a PHP is also more effective when done in a home setting.

### **2.3.3 P2.1b Reduce full statutory homeless acceptance and increase statutory homelessness preventions and reliefs**

*Note: we should not aim to reduce homelessness as a de facto target if that means avoiding our duty where it applies. We do need to be mindful of not interpreting it in that way. A full duty can help us to prevent or end homelessness through a lawful offer of accommodation.*

The number of cases being opened is rising, albeit slowly, from 36 a month in 2017, 48 in 2018, 52 in 2019 to date.

For the period April 2018-March 2019:

- Total approaches: 632 (123 of these are 'duplicate cases', where an applicant approached twice or had a prevention case, then a relief case and possibly a homeless case opened)
- Total prevention cases opened/prevented: 133/96
- Total relief cases opened/relieved: 99/65
- Total homeless cases: 119
- Total homeless cases accepted: 66

Out of 632 approaches for assistance, 535 were enabled to stay where they were or where assisted in to further accommodation in the private or public sector. This is an increase from the previous report (2017-18) of 224 households assisted to sustain or find housing, which is likely the result of different duties placed on the services by the HRA.

For Quarter 1 2019/20:

- Total approaches: 117
- Total prevention cases opened/successfully resolved: 26/17
- Total relief cases opened/successfully resolved:21/11
- Total homeless cases opened 21
- Total homeless cases accepted: 10

These numbers are likely to change by next quarter as cases opened towards the end of quarter 1 are resolved in quarter 2.

### **2.3.4 P2.1c Develop solutions for homeowners with special housing needs in mortgage difficulty.**

No change. Presentations remain very low. We do get referrals from lenders when repossessing - often our first notice, but it is rare that an applicant responds.

**2.3.5 P2.1d Work with partners to find solutions for high risk/high support/ multiple needs homeless households.**

a) Rough Sleeping

Tewkesbury Borough joint commissions the homeless outreach service for rough sleepers in Gloucestershire through the P3 organisation.

A rough sleeper count has been agreed for 6th November as a spot count and estimate (particularly given our low numbers). This will be verified by Homeless Link.

No: of rough sleepers worked with per district in 2019:

	Gloucester	Cheltenham	Stroud	Tewkesbury	Cotswold	Forest of Dean	Out of County	Total
<b>January</b>	35	4	6	1	4	0	0	50
<b>February</b>	41	3	2	1	4	0	1	52
<b>March</b>	34	3	4	2	4	1	1	49
<b>April</b>	25	7	2	1	5	0	0	40
<b>May</b>	21	8	6	1	4	11	1	52
<b>June</b>	23	11	4	2	6	1	1	48
<b>July</b>	21	16	3	1	5	4	3	53
<b>Monthly Average</b>	28	7	4	1	4	2	1	49

\* Envisage new report starting

The average number of Rough sleepers in the County has remained consistent throughout the first half of 2019.

Anyone seeing a person sleeping rough can report this online or via an app (streelink.org.uk). This is sent immediately to the local street outreach team managed by P3 who will make contact with that person as quickly as possible.

b) Somewhere Safe to Stay

The hub highlighted in the previous report is now up and running to work with vulnerable people 24/7. They are located in Cheltenham and Gloucester.

The total approaches from February to July are 180. The average length of stay is 14 nights (varying from 8-19).

72 approaches ended with a positive outcome, such as temporary accommodation, settled accommodation or a reconnection.

c) SIB Project

We are part of the SIB funded Housing First project – GlosFirst which houses chaotic rough sleepers. The project has been closed to new referrals since January 2019 but the project itself continues.

There are 126 individuals being supported. MCHLG recently completed a spot-check and found no concerns.

d) Places of Safety

We are leading on the countywide Places of Safety dispersed refuge project for residents fleeing domestic abuse.

In the year 18/19, 19 individuals/families in total including 2 from Tewkesbury, were placed into an anonymous tenancy away from where they were experiencing abuse or threats. In the current year to date, 12 individuals/families have been accommodated, with one from Tewkesbury.

e) Sanctuary and Target Hardening Scheme

We co-commission the sanctuary scheme to target harden homes of those experiencing domestic abuse. The figures for the use of this are as follows:

**Quarter 1 2018/19: 1st Aug - 31st Oct 2018**

<i>District</i>	<i>Target Hardening</i>	<i>Cost (net)</i>	<i>Sanctuary</i>	<i>Cost (net)</i>
Tewkesbury	5	£1,237	0	0

**Quarter 2 2018/19: 1st Nov 2018 - 31st Jan 2019**

<i>District</i>	<i>Target Hardening</i>	<i>Cost (net)</i>	<i>Sanctuary</i>	<i>Cost (net)</i>
Tewkesbury	4	£785	0	0

**Quarter 3 2018/19: 1st Feb 2019 - 30th April 2019**

<i>District</i>	<i>Target Hardening</i>	<i>Cost (net)</i>	<i>Sanctuary</i>	<i>Cost (net)</i>
Tewkesbury	3	£667	0	0

**Quarter 4 2018/19: 1st May 2019 - 31st July 2019**

<i>District</i>	<i>Target Hardening</i>	<i>Cost (net)</i>	<i>Sanctuary</i>	<i>Cost (net)</i>
Tewkesbury	4	£740	0	0

**2.3.6 P2.3a Evaluate the implications of the introduction of Universal Credit and other forms of welfare reform on housing costs.**

This was a new action in year 2 to monitor the effects of welfare reform on residents, in particular on homelessness.

It is difficult to isolate the effect of Universal Credit on housing applicants as it is rarely the single causative factor. Financial disempowerment generally is one of the strongest reasons for applicants to struggle to find accommodation.

Benefit-capped larger households remain problematic whilst homeless as registered providers are reluctant to accept the large households who cannot afford their rents and this applies also to their ability to access accommodation in the private sector. The 2019 Spending Round to Parliament on 4 September 2019 included £40m additional funding for DHPs to tackle affordability pressures in the private rented sector in England and Wales.

In June this year, the Supreme Court ruled on a case *Samuels v Birmingham City Council*. The judgement overturned a decision that a person was intentionally homeless due to rent arrears and ruled that where there is a Housing Benefit shortfall (or Universal Credit Housing Element shortfall), such that the person could only pay their rent if they used money from their other benefits, then that property is unaffordable and the person is therefore homeless and not intentionally homeless should they be evicted for rent arrears. Subsistence benefits are to live on and are not for meeting rental obligations.

This case has tremendous implications for all residents where there is a shortfall between the housing benefit or housing allowance and the actual rent. This will apply to both private and social tenancies.

Applicants who approach us will not be able to be required to make reasonable adjustments to spending to free up income to put towards rental payments. Applicants must also now search longer and harder for the small number of properties which might be offered at the Local Housing Authority rates or look out of the area.

The primary route of exit to this situation is for applicants to enter employment to increase their income. This is something which we are discussing with clients although Department for Work and Pensions shoulder the primary responsibility for this work. Discretionary Housing Payments can also continue to be used to make up this shortfall.

Practically, this has not had any noticeable impact in this area as yet. Areas with more active legal representation may be experiencing more of a 'push' around this decision.

### **2.3.7 P2.3 Establish options to minimise the risk of homelessness and costs associated with welfare reform**

Regular meetings with Bromford have now been established. These are used to discuss cases and the impact of any working practices on the service for both organisations.

The focus of housing options is on developing greater prevention activity, closer to where customers live to and to develop joint plans to resolve their housing situation.

### **2.3.8 P2.4 Procure cost effective temporary accommodation within Tewkesbury Borough for accepted households with poor tenancy histories who are difficult to rehouse including properties suitable for households with mobility needs.**

See action plan

### **2.3.9 P2.5 Stop the use of private bed and breakfast accommodation except in emergencies.**

Use of bed and breakfast accommodation has remained within normal variability over the last 18 months quarters. We are doing well on keeping placements of families under six weeks. Difficult situations are large families, those with substantial rent arrears or behavioural issues and those under offer where their property does not become available for a number of weeks.

38 placements have been needed in bed and breakfast accommodation this calendar year. Only eight involved applicants with children and only four stayed more than six weeks. Of these, one was under review and three are/were under offer and waiting for their property.

The average length of time in bed and breakfast accommodation each quarter is:

Average length of stay Quarter 1 18/19: 18 days

Average length of stay Quarter 2 18/19: 28 days

Average length of stay Quarter 3 18/19: 21 days

Average length of stay Quarter 4 18/19: 6 days

Average length of stay Quarter 1 19/20: 40 days

Average length of stay Quarter 2 to date 19/20: 21 days

The number of applicants requiring emergency accommodation in each quarter:

Number in Quarter 1 18/19: 14

Number in Quarter 2 18/19: 27

Number in Quarter 3 18/19: 15

Number in Quarter 4 18/19: 21

Number in Quarter 1 19/20: 11

Number in Quarter 2 to date 19/20: 18

**2.4 Priority 3 Meeting the housing needs of those who need it most (for full details see action plan)**

**2.4.1 P3.1 Support the completion, along with the other district councils in Gloucestershire and other partners as appropriate, a Local Housing Needs Assessment (LHNA)**

The Local Housing Needs Assessment is close to completion. An initial draft has been issued to get comments from districts. Further consultation work will be done before a final version being released in November.

**2.4.2 P3.2 Maintain strategic approach to identifying Housing Needs which ensures rural affordable housing development, via rural exception, is prioritised for the needs of the local community.**

Delivery of affordable housing in rural areas is often not possible without an identified local need so this has been a new focus to support our strategic aims. Housing Needs Surveys are conducted by Gloucestershire Rural Communities Council (GRCC) on behalf of Tewkesbury Borough and the other three rural Gloucestershire District Councils. A programme of surveys has begun and 12 Parishes will have Housing Needs Reports by the end of this calendar year.

This work has been enabled by a change in approach to working with a Parish Council/Meeting. They were previously approached to discuss the Housing Needs Survey process but this work was only progressed when there was support from the Parish. It was felt that one local group should not have an option to potentially stop delivery of affordable housing by not supporting a survey. GRCC will still attempt to engage with a Parish but they will no longer be able to stop a survey happening.

A bid has been made to Homes England's Community Led Housing fund to accelerate this activity by increasing the capacity within GRCC.

**2.5 Priority 4 Improving the health and well-being of local people (for full details see action plan)**

**2.5.1** Through the Community Service review it was identified that extra resource was required in order to develop private sector housing policy and strategy and deliver on the action plan. Attempts were made to both recruit to the position and develop a shared post with neighbouring authorities. However, there appears to be a relative shortage of suitable candidates with the relevant experience. As such this has delayed fully implementing some of the actions set out in the Housing Strategy Action Plan.

Alternative options to providing this resource within Environmental Health are currently being explored with a view to confirming by 31 December 2019.

**2.5.2 P4.1a Maintain and promote the "Fit to Rent" Landlord Accreditation Scheme for landlords wanting to work with the council and be better trained to provide quality accommodation and management.**

The existing "Fit To Rent" scheme has been in place for a number of years and does not reflect the current challenges faced by landlords. It is the intention to carry out a wholesale review of this scheme in conjunction with landlords. It is intended that this review will take place during quarter four of 2019/20 and quarter one of 2020/21.

**2.5.3 P4.1b Work with registered providers and partners to offer advice and assistance with grants, loans and support services (e.g. handyman services) to vulnerable and older people to help insulate, adapt and maintain homes.**

Officers continue to provide assistance and guidance to applicants applying for disabled facility grants. A comprehensive review of the Disabled Facilities Grants (DFGs) process is currently being carried out. This review is countywide and includes neighbouring District Councils, the Clinical Commissioning Group and Occupational Therapists. The aim of the review is to process map the DFG procedure from referral through to sign-off of completed works. It is intended that this will identify any waste in the system and allow it to be streamlined.

**2.5.4 P4.1c Monitor levels of private sector housing complaints.**

Monthly reports of private sector housing complaints are currently produced with a view to monitoring the number and types of housing complaints that are received.

The number of complaints that are received are relatively low which is reflective of the overall housing stock within the Borough.

A breakdown of the housing complaints received in quarter 1 and quarter 2 of 2019/20 is as follows:

Filthy and Verminous – 10

Housing Association – 4

Owner Occupier – 5

Private Tennant – 7

*Please note that these figures relate to housing condition and do not include noise complaints.*

**2.5.5 P4.1d Identify existing Houses of Multiple Occupation (HMOs) and implement new regulations concerning HMOs.**

On 1 October 2018 changes were made to the definition of a mandatory licensable HMOs. The main changes were to extend the definition of HMOs from those properties that were three stories and over to now cover properties that were two stories and over.

There are now five properties licensed as HMOs across the Borough. It is thought that there are likely to be more and all efforts including working with partner organisations such the Police, Fire and Rescue services and social services are being undertaken to try and identify potential HMOs.

As a result of a joint initiative with Police and Fire and Rescue services, an HMO was identified and attempts made to licence the property. Despite considerable efforts the landlord did not engage with Officers and has so far refused to licence the property. A prosecution file has been sent to One Legal.

Identification of potential HMOs is intelligence-led and Environmental Health would welcome any information that may suggest a potential licensable property. The definition of a licensable HMO is any property occupied by five or more persons, from two or more households that share facilities such as kitchens and bathrooms.

Should Members be aware of any such properties then please forward any information to Environmental Health who will carry out an investigation to establish whether the property requires to be licensed.

**2.5.6 P4.2 Reduce poor quality housing by taking appropriate action to deal with identified Housing Health and Safety Rating System Category 1 hazards.**

Officers continue to respond to housing complaints and apply the Housing, Health and Safety Rating System where applicable. A number of new Officers have recently been recruited, several of whom require HHSRS training; this training has been programmed in for quarter four of 2019/20 and will be delivered at the Council Offices.

Officers have also been developing strategic partnerships across the Council and with external partners such as social services, the Police and Fire and Rescue services, with a view to promoting the actions available to Environmental Health to deal with poor housing and how concerns can be reported.

**2.5.7 P4.2a Carry out the actions within the Strategy for Gloucestershire and South Gloucestershire Action for Affordable Warmth 2013-2018.**

The original Gloucestershire and South Gloucestershire Action for Affordable Warmth Plan 2013-18 is currently under review as some of the original actions and commitments are no longer appropriate. The plan contained a provision to extend it on a one year rolling basis. The consensus of the countywide group is to continue with a countywide plan as this is not only an efficient method of tackling fuel poverty, but also allows for consistent messaging across the county.

The Council continue to work in partnership with Severn Wye Energy to deliver the Councils "Warm and Well" scheme. This scheme seeks to tackle fuel poverty across the County.

**3.0 OTHER OPTIONS CONSIDERED**

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

**4.0 CONSULTATION**

4.1 None arising out of this report

**5.0 RELEVANT COUNCIL POLICIES/STRATEGIES**

5.1 Housing Strategy 2017-21

**6.0 RELEVANT GOVERNMENT POLICIES**

6.1 None arising out of this report

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

7.1 None arising out of this report

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

8.1 None arising out of this report

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

9.1 None arising out of this report

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

**10.1** None arising out of this report

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**Background Papers:** Housing Strategy 2017-21

**Contact Officer:** Strategic Housing & Enabling Officer  
01684 272039 [john.bryant@teWKesbury.gov.uk](mailto:john.bryant@teWKesbury.gov.uk)

**Appendices:** Appendix 1 - Housing Strategy Action Plan  
Appendix 2 - Lifetimes Homes Note

**APPENDIX 1 - HOUSING STRATEGY 2017-21 ■ YEAR 2 into 3 / ACTION PLAN PROGRESS**

***Priority 1 – Increase the supply of housing***

<b>Actions linked to Strategy Priorities</b>	<b>Responsible Officer</b>	<b>Target Date</b>	<b>Status</b>	<b>Planned activity progress</b>
<p>P1.1 Implement JCS housing policies through the development management process.</p>	<p>Strategic Housing &amp; Enabling Officer (SHEO), Planning Policy Manager (PPM) + Development Manager (DM)</p>	<p>Ongoing through JCS period</p>	<p align="center">☺</p>	<p>Progress to date –</p> <p>Local authority partners have selected preferred affordable housing providers for the JCS area and discussions are ongoing to agree common lettings policies and good practice.</p> <p>Lettings plan is yet to be agreed due to opposition in some areas by Registered Providers.</p> <p>Homeseeker Plus system has been updated to support joint-district lettings.</p> <p>An Affordable Housing Supplementary Planning Document (SPD, to sit below JCS policies) is being developed to give direction for delivery of future JCS allocated sites.</p>

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<b>Actions linked to Strategy Priorities</b>	<b>Responsible Officer</b>	<b>Target Date</b>	<b>Status</b>	<b>Planned activity progress</b>
<p>P1.2 Identify TBC owned land suitable for future Affordable Housing development and consider use of modular/MMC housing where suitable.</p>	<p>SHEO + PPM</p>	<p>Dec 2019</p>	<p>☹️</p>	<p>Progress to date:                      Land identified, Property Services hold portfolio.                      Drafting policy/statement of intent for sites.                      Property Services to determine whether to dispose of sites and present to Executive Committee.                      Projects commenced on two former garage sites at Staverton &amp; Winchcombe. Both these sites are using modern build methods.  <b>Activity so far for year 3</b>                      Staverton – Work on site commenced early Sept. MMC units were delivered 11/09/19. Rooftop hope to allocate the properties in November.                      Winchcombe – SVHS to Bromford change has delayed action on this site. Bromford are hoping to submit an application this quarter.</p>
<p>P1.3 Year 3 Action                      Use commuted sums to fund the building of more specialist and affordable homes</p>	<p>SHEO + DM</p>	<p>March 2020</p>	<p>😊</p>	<p>Progress to date:  <b>Activity for year 3</b>  <b>Engage with Registered Providers regarding working together to maximise opportunities for commuted sums.</b>                      Commuted sums guidance document and bid framework form are complete. Proposal to use current s106 Member Panel to consider Commuted Sums spend.                      Meetings with RPs have begun to inform them of intention/process to commit funds.</p>

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Actions linked to Strategy Priorities	Responsible Officer	Target Date	Status	Planned activity progress
<p>P1.4 Identify long-term empty homes and use a range of enforcement and incentive options to bring vacant homes back into use; where possible evaluating and encouraging their use to benefit the council's housing services</p>	<p>Environmental Health Manager (EHM)</p>	<p>Sep 2019</p>	<p align="center"></p>	<p>Following the decision to introduce Council Tax Empty Homes Premium all affected council taxpayers were written to advising that a premium would be charged from 1 April 2018. The letter advised the recipient to contact the Environmental Health team for advice on bringing the empty property back into use. Based on the discussions with those that contacted the Council, a general questionnaire will be produced which will be sent out to those paying additional Council Tax due to being liable for a long term empty home. As part of the Community Services review additional resource required to implement the Housing Strategy was identified. Attempts have been made to both recruit to this post and to share the post with neighbouring authorities. There appears to be a shortage of suitably experienced housing officers and it has not been possible to recruit. Discussions with neighbouring authorities have indicated that they have had similar issues recruiting. Alternative options are currently being considered and it is anticipated that an alternative option will be in place by 31 December 2019.</p> <p><b>Planned activity for year 3:</b></p> <p><b>Produce Empty Homes Action Plan.</b></p> <p><b>Maintain up to date list of Empty Homes.</b></p> <p><b>Develop a methodology for assessing and prioritising the feasibility of bringing empty homes back into use.</b></p> <p><b>Identify tools available to the Council that can be used to bring homes back into use and resources and support to utilise these tools; Confirm which tools will be used by seeking relevant approval.</b></p> <p><b>Carry out analysis of the effectiveness of these tools, how they are being applied and the overall contribution they are making to the Boroughs housing needs.</b></p> <p><b>Apply feasibility methodology to prioritise properties and produce rolling program of bringing properties back into use.</b></p>

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<b>Actions linked to Strategy Priorities</b>	<b>Responsible Officer</b>	<b>Target Date</b>	<b>Status</b>	<b>Planned activity progress</b>
<p>P1.5 Evaluate potential for additional promotional activities with private sector landlords to boost availability of homes in the Borough.</p>	<p>EHM + Housing Services Manager (HSM)</p>	<p>April 2020</p>	<p align="center">☹</p>	<p>ACHIEVED/INPROGRESS</p> <p>Working with surrounding housing services to launch a small, pilot private sector project. This offers landlords 12 months NLA membership as well as dedicated help and support for managing their tenants in exchange for accepting applicants who have approached our service.</p> <p>Tewkesbury gained the initial funding for this project and the pilot scheme is now being coordinated by the Publica Group working with seven local housing services.</p> <p>Progress has been slower than anticipated due to staff changes and set up delays but is now being managed and coordinated in a stable fashion.</p> <p>PLANNED</p> <p>Development of an in-house scheme to support local residents into private sector accommodation after the pilot scheme has completed and the lessons learnt from across the partnership have been confirmed and can be fed into a new scheme.</p> <p>This is linked to p2.1</p>

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*Priority 2 – Homelessness and Homelessness Prevention*

Actions linked to Strategy Priorities	Responsible Officer	Target Date	Status	Planned activity
<p>68 P2.1 Continue to improve the proactive Homelessness Prevention programme following the successful implementation of the Homelessness Reduction Bill</p>	<p>HSM</p>	<p>March 2020</p>	<p>☹️</p>	<p>ACHIEVED/ IN PROGRESS: See P1.5</p> <p>PLANNED</p> <p>We are currently working on a programme of service improvement within the housing team, including:</p> <ul style="list-style-type: none"> <li>• Shadowing visits to other LA's to learn about &amp; bring back good practice.</li> <li>• Developing outreach services based on data heat maps so that housing advice is available closer to where our customers live and delivered in tandem with other services such as support services, financial advice, where this is already being delivered directly to local residents.</li> </ul> <p>Continually review effectiveness and impact of service improvements and adapt accordingly.</p>

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Actions linked to Strategy Priorities	Responsible Officer	Target Date	Status	Planned activity progress
<p>06 P2.1a Improve advice process incorporating action plans which include customer actions</p>	<p>HSM</p>	<p>March 2020</p>	<p align="center">☺</p>	<p>ACHIEVED/ IN PROGRESS:</p> <p>We are currently in the process of updating and revising the Personal Housing Plans (PHP's) in our new database. These are being adapted to be based around SMART actions for clients, jointly agreed with regular and frequent check-ins with applicants on their progress.</p> <p>PLANNED</p> <ul style="list-style-type: none"> <li>• Developing a home visit service, to interview more clients in their own homes. This increases our understanding of a customer's situation and is less intimidating for customers. Co-creating a PHP is also more effective when done in a home setting.</li> <li>• Officers have been given initial training in coaching techniques and this approach is now being taken for developing agreed PHP's with customers in interviews.</li> <li>• New templates are being developed for specific types of housing situations typically faced by our customers such as Domestic Violence, s21 Notices to Quit, financial difficulties and family evictions.</li> </ul>

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Actions linked to Strategy Priorities	Responsible Officer	Target Date	Status	Planned activity
<p>91 P2.1b Reduce full statutory homeless acceptances and increase statutory homelessness preventions and reliefs</p>	<p>HSM</p>	<p>March 2020</p>	<p align="center">☺</p>	<p>Note: we shouldn't aim to reduce homelessness as a de factor target if that means avoiding our duty where it applies. We do need to be mindful of not interpreting it in that way. A full duty can help us to prevent or end homelessness through a lawful offer of accommodation.</p> <p>ACHIEVED/ IN PROGRESS:</p> <p>The number of cases being opened is rising, albeit slowly, from 36 a month in 2017, 48 in 2018, 52 in 2019 to date.</p> <p>For the period April 2018-March 2019 the service dealt with 632 approaches for advice and assistance. Of these, 535 were enabled to stay where they were or where assisted in further accommodation in the private or public sector.</p> <p>This is an increase from the previous report (17-18) of 224 households assisted to sustain or find housing, which is likely the result of different duties placed on the services by the HRA.</p> <p>PLANNED:</p> <p>Continue to monitor the demand on the service and the level of successful and non successful outcomes.</p>

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Actions linked to Strategy Priorities	Responsible Officer	Target Date	Status	Planned activity
92 P2.1c Develop solutions for homeowners with special housing needs in mortgage difficulty	HSM	March 2020		<p>ACHIEVED/ IN PROGRESS:</p> <p>This action point has seen little progression due to the lack of demand. Presentations for this reason remain very low. We do get referrals from lenders when repossessing - often our first notice, but it is rare that an applicant responds to our offers of assistance.</p> <p>PLANNED:</p> <ul style="list-style-type: none"> <li>• <b>To identify solutions – establish if this work can be linked to s106 working group on commuted sums</b></li> </ul>

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Actions linked to Strategy Priorities	Responsible Officer	Target Date	Status	Planned activity
<p>93</p> <p>P2.1d Work with county local authority partners to find solutions for high risk/high support/multiple needs homeless households</p>	HSM	March 2020	☺	<p>ACHIEVED/ IN PROGRESS:</p> <p><b>Rough Sleeping</b> - A rough sleeper count has been agreed for 6th November as a spot count and estimate (particularly given our low numbers). This will be verified by Homeless Link. Tewkesbury have had an average of one rough sleeper recorded each month this year.</p> <p><b>Somewhere Safe to Stay</b> - The hub highlighted in the previous report is now up and running to work with vulnerable people 24/7. They are located in Cheltenham and Gloucester. The total approaches from February to July are 180. The average length of stay is 14 nights (varying from 8-19). 72 approaches ended with a positive outcome, such as temporary accommodation, settled accommodation or a reconnection.</p> <p><b>SIB Hubs</b> - We are part of the SIB funded Housing First project – GlosFirst which houses chaotic rough sleepers. This project continues, currently assisting 126 individuals.</p> <p><b>Places of Safety</b> - We lead on the countywide Places of Safety dispersed refuge project for residents fleeing domestic abuse. Four Tewkesbury applicants accommodated over this and the previous year.</p> <p><b>Sanctuary Scheme</b> - We co-commission the sanctuary scheme to target harden homes of those experiencing domestic abuse. Since August 2018 – July 2019 16 target hardening exercises have been carried out, enabling these households to remain in their existing accommodation.</p> <p><b>Ongoing activity for year 3: Monitor delivery from above projects and rough sleeping in the borough; Continue to collectively pursue government funding opportunities for these groups</b></p>

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Actions linked to Strategy Priorities	Responsible Officer	Target Date	Status	Planned activity
<p>94</p> <p>P2.3a Evaluate the implications of the introduction of universal credit and other forms of welfare reform on housing costs.</p>	<p>HSM + Revs and Bens Manager</p>	<p>April 2019</p>	<p>☹</p>	<p>ACHIEVED/ IN PROGRESS:</p> <p>This was a new action in year 2 to monitor the effects of welfare reform on residents – and in particular on homelessness.</p> <p>It is difficult to isolate the effect of UC on housing applicants as it is rarely the single causative factor. Financial disempowerment generally is one of the strongest reasons for applicants to struggle to find accommodation.</p> <p>Benefit capped larger households remain problematic whilst homeless as registered providers are reluctant to accept the large households who cannot afford their rents and this applies also to their ability to access accommodation in the private sector. The 2019 Spending Round to Parliament on 4 September 2019 included £40m additional funding for DHPs to tackle affordability pressures in the private rented sector in England and Wales.</p> <p>Recent case law now means that residents are not required to meet any rental shortfall with other ‘subsistence’ benefits if their housing benefit or housing element of UC does not cover the rent. DHP can still be used to make up the shortfall.</p> <p>PLANNED:</p> <p><b>Activity for year 3:</b></p> <p><b>Continue to monitor effects of benefit changes on the authority</b></p> <p><b>This action is linked to p2.3</b></p>

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Actions linked to Strategy Priorities	Responsible Officer	Target Date	Status	Planned activity
<p>P2.3 Establish options to minimise the risk of homelessness and costs associated with welfare reform.</p>	<p>HSM + Group Manager Revenues &amp; Benefits</p>	<p>April 2018 Sep 2018</p>	<p>☺</p>	<p>ACHIEVED/ IN PROGRESS:</p> <p>Regular meetings with Bromford have now been established. These are used to discuss cases and the impact of any working practices on the service for both organisations.</p> <p>The focus of housing options is on developing greater prevention activity, closer to where customers live to and to develop joint plans to resolve their housing situation.</p> <p>PLANNED:</p> <p>Monitor the effectiveness of regular meetings with our largest provider regarding the types of cases and issues brought to discuss and the outcomes.</p> <p>Continue with active development of housing advice and prevention of homelessness as the most cost effective option.</p> <p>Development of links with landlords to facilitate greater placement of applicants into private sector tenancies at affordable rates.</p>

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Actions linked to Strategy Priorities	Responsible Officer	Target Date	Status	Planned activity
<p>P2.4 Procure cost effective temporary accommodation within Tewkesbury Borough for accepted households with poor tenancy histories who are difficult to rehouse including properties suitable for households with mobility needs</p>	<p>HSM</p>	<p>April 2019</p>	<p></p>	<p>ACHIEVED/ IN PROGRESS:                      PLANNED:                      Progress to date:                      There has been little progress on this action – largely because there was uncertainty about the delivery of revenue funding in temporary accommodation post universal credit (via district authorities or county council). This is now resolved and will be delivered via districts.                      Bromford Housing have confirmed they are not currently in a position to assist with our temporary accommodation needs as they are focussing on embedding the changes following their merge with Severn Vale.                      Other Registered Providers will be contacted to discuss their capacity to assist. A working group of Property, Finance and Housing are considering the option of managing the accommodation we currently have ourselves.  <b>This activity is directly linked to P2.5</b></p>

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Actions linked to Strategy Priorities	Responsible Officer	Target Date	Status	Planned activity
<p>97 P2.5 Stop the use of private bed and breakfast accommodation except in emergencies</p>	<p>HSM</p>	<p>April 2020</p>	<p>☺</p>	<p>ACHIEVED/ IN PROGRESS:</p> <p>Use of B&amp;B has remained within normal variability over the last 5-6 quarters. We are doing well on keeping placements of families under 6 weeks. Difficult situations are large families, those with substantial rent arrears or behavioural issues and those under offer where their property does not become available for a number of weeks.</p> <p>38 placements have been needed into B&amp;B this calendar year. Only 8 involved applicants with children and only 4 stayed more than 6 weeks. Of these, 1 was under review and 3 are/were under offer and waiting for their property.</p> <p>The average length of time in B&amp;B each quarter in days:</p> <p>Average length of stay Quarter 1 18/19: 18</p> <p>Average length of stay Quarter 2 18/19: 28</p> <p>Average length of stay Quarter 3 18/19: 21</p> <p>Average length of stay Quarter 4 18/19: 6</p> <p>Average length of stay Quarter 1 19/20:40</p> <p>Average length of stay Quarter 2 to date 19/20: 21</p> <p>PLANNED:</p> <p>Continue to monitor cases in B&amp;B weekly and develop action plans for those cases with the officers concerned.</p> <p>Previous action to be retained:</p> <ul style="list-style-type: none"> <li>• Monitor use of b and b</li> </ul>

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***Priority 3 – Meeting the housing needs of those who need it most***

<b>Actions linked to Strategy Priorities</b>	<b>Responsible Officer</b>	<b>Target Date</b>	<b>Status</b>	<b>Planned activity</b>
<p>P3.1 Support the completion, along with the other district councils in Gloucestershire and other partners as appropriate, a Local Housing Needs Assessment (LHNA)</p>	<p>PPM + SHEO</p>	<p>December 2019</p>	<p align="center">☺</p>	<p>First draft version has been reviewed by LAs and feedback provided to ORS who conducted the assessment. Amendments to the report will be made along with stakeholder consultations through Registered Providers, developers, GCC/NHS commissioners etc.</p> <p>Final report due in November which will provide an evidence base for future Affordable Housing delivery.</p>
<p>P3.2 Maintain strategic approach to identifying Housing Needs which ensures rural affordable housing development, via rural exception, is prioritised for the needs of the local community.</p>	<p>SHEO, PPM + HSM</p>	<p>April 2020</p>	<p align="center">☺</p>	<p>As the policies around rural housing will be developed through the Local Plan and possibly the future JCS review work focus has turned towards identifying local housing need.</p> <p>Housing Needs Surveys have been conducted in Snowhill, Stanton, Stanway &amp; Buckland. Further work at Snowhill has identified a number of potential sites that have been passed to planning for comment. The same process will be carried out in the other 3 areas.</p> <p>The next phase will cover Alderton, Dumbleton, Teddington, Toddington, Gretton, Prescott, Gotherington &amp; Oxenton. Gloucestershire Rural Communities Council have made contact with each Parish to introduce the survey process and surveys will be posted in October.</p>

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<b>Actions linked to Strategy Priorities</b>	<b>Responsible Officer</b>	<b>Target Date</b>	<b>Status</b>	<b>Planned activity</b>
<p>P3 Work with the health and social care sectors to provide effective housing related support for vulnerable people. Evaluate the accommodation based support for specific groups.</p>	<p>HSM</p>	<p>March 2019</p>	<p align="center">☺</p>	<p>The Housing with Care Strategy continues to be supported by LAs to sense-check assessments and provide local knowledge.</p> <p>The NHS/GCC commissioning team are also assisting as consultees on development sites to provide comment of schemes involving elements of care.</p> <p>LAs have facilitated the joint work between the LHNA and Housing with Care Strategy authors to ensure alignment in approach.</p> <p>Allocations processes to the only 'extra care' scheme in Tewkesbury Borough, Marina Court, have been considered between NHS/GCC, Anchor Hanover and ourselves. The aim is to ensure the scheme is fit for purpose and maintaining a balance between providing suitable accommodation and meeting new applicants housing needs.</p>

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*Priority 4 – Improving the health and wellbeing of local people*

Actions linked to Strategy Priorities	Responsible Officer	Target Date	Status	Planned activity
<p>4.1a Maintain and promote the “Fit to Rent” Landlord Accreditation Scheme for landlords wanting to work with the council and be better trained to provide quality accommodation and management.</p>	<p>EHM</p>	<p>April 2020</p>	<p>☹</p>	<p>Progress to date: The bid for additional funding by housing services includes incentivising a refreshed Fit to Rent scheme for landlords willing to rent to Homeless households which is likely to re-stimulate the scheme. Attempts have been made to recruit a suitably qualified private sector housing liaison officer. No suitable candidates applied. The possibility of sharing a post with neighbouring authorities has also been explored, but the lack of suitable candidate’s in the market place also impacts on this option. Further options are currently being considered and it is anticipated agreeing an alternative option by 31 December 2020.</p> <p>A review of the Fit to Rent scheme is currently being carried out.</p> <p><b>Activity for year 3:</b>  <b>Revise and refresh Fit To Rent Scheme</b>  <b>Promote revised Fit To rent Scheme</b>  <b>Set up and promote Private Sector Housing Landlords Forum</b></p>

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Actions linked to Strategy Priorities	Responsible Officer	Target Date	Status	Planned activity
<p>4.1b Work with RP's and partners to offer advice and assistance with grants, loans and support services (e.g. handyman services) to vulnerable and older people to help insulate, adapt and maintain homes.</p>	<p>EHM</p>	<p>Ongoing</p>	<p>☹</p>	<p>Progress To Date</p> <p>Continue to provide help, assistance and advice to Disabled Facility Grant applicants.</p> <p>EH Officers continue to work closely with Occupational Therapists to ensure that Grant applications are processed expeditiously.</p> <p>A countywide project is currently underway where district councils, the clinical commissioning group, and occupational therapists are process mapping the entire DFG process, with a view to streamlining it.</p> <p>Consideration has been given to utilising technological solutions in order to streamline the application process. A review of available options has indicated that there are no obvious solutions which would make administration more efficient.</p> <p>A pilot project is currently underway relating to improving the energy efficiency of park homes. This project will be reported on in the next Housing Strategy update.</p> <p><b>Activity for year 3</b></p> <p><b>Continue to administer Disabled Facilities Grants application process</b></p> <p><b>Explore ways such as online forms that could make the DFG application process simpler and quicker.</b></p> <p><b>Identify the schemes that offer support to vulnerable and older people that still exist. Engage with these schemes and explore ways of publicising them to ensure that customers are aware of the schemes and able to access them.</b></p>

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Actions linked to Strategy Priorities	Responsible Officer	Target Date	Status	Planned activity
4.1c Monitor levels of private sector housing complaints.	EHM	April 2019	☺	<p>Progress To Date</p> <p>Monthly reports are currently being run with a view to tracking any trends relating to private sector housing.</p> <p>The geographical area model set out in the Community Services review has now been fully implemented and all posts within the Teams filled. The Private Sector Housing Liaison Officer identified within the review has proved difficult to recruit to as there appears to be a scarcity of suitably qualified/experienced officers in the marketplace. Alternative options of providing private sector housing resource are currently being considered.</p> <p><b>Activity For Year 3</b></p> <p><b>Produce monthly reports detailing numbers of housing complaints, nature of complaint, response time and action taken.</b></p>

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Actions linked to Strategy Priorities	Responsible Officer	Target Date	Status	Planned activity
<p>4.1d Identify existing Houses of Multiple Occupation (HMOs) and implement new regulations concerning HMOs.</p>	<p>EHM</p>	<p>April 2019</p>	<p>☺</p>	<p>Progress To Date</p> <p>Of the 11 properties that were originally identified as potential HMO, 5 have been confirmed and are licensed. The other 6 have either ceased to operate or do not fall within the definition of a mandatory HMO.</p> <p>As a result of a joint operation with the Police, and Fire and Rescue Services, a further unlicensed HMO has been identified. Despite attempts by Officers to engage with the landlord, no application for a licence has been received. A prosecution file has been forwarded to One Legal.</p> <p><b>Activity for year 3</b>  <b>HMOs that require to be licensed but have failed to apply for a licence will be targeted and enforcement action taken where necessary to ensure that they are licensed.</b>  <b>A publicity campaign will be carried targeted at those HMOs that remain unlicensed.</b></p>

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Actions linked to Strategy Priorities	Responsible Officer	Target Date	Status	Planned activity
<p>104</p> <p>4.2 Reduce poor quality housing by taking appropriate action to deal with identified Housing Health and Safety Rating System Category 1 hazards.</p>	<p>EHM</p>	<p>April 2020</p>	<p>☹</p>	<p>Progress To Date</p> <p>Environmental Health continue to respond to housing complaints within 3 working days.</p> <p>All posts within the Teams identified in the Community Services review have now been recruited to. There have been difficulties recruiting a suitably experienced/qualified private sector housing liaison officer due to scarcity within the market place. Alternative options are currently being considered. In order to ensure that all relevant officers are suitable trained an external training provider is scheduled to deliver training in Q1 2020.</p> <p>Given the difficulty recruiting to the Private Sector Housing Liaison Officer role through which the landlord's forum and workshops were to be delivered, an alternative method of delivering this is currently being considered. It is now intended that the landlords forum and workshops will be programmed into Q1 and Q2 2020/21</p> <p><b>Activity for year 3:</b></p> <p><b>Ensure all officers are Housing Health and Safety Rating System trained (HHSRS)</b></p> <p><b>Implement the Landlords forum</b></p> <p><b>Organise and host a workshop for private sector landlords providing advice and guidance relating to range of housing issues including the HHSRS</b></p>

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Actions linked to Strategy Priorities	Responsible Officer	Target Date	Status	Planned activity
<p>4.2a Carry out the actions within the Strategy for Gloucestershire and South Gloucestershire Action for Affordable Warmth 2013-2018.</p>	<p>EHM</p>	<p>April 2019</p>	<p>☺</p>	<p>Progress To Date Continue to work in partnership with Severn Wye Energy to deliver the Warm and Well Scheme.</p> <p>The Countywide park homes project has begun. This project is targeted at improving energy efficiency.</p> <p>A review of the existing strategy is currently being undertaken to assess how relevant it is, given current policy.</p> <p><b>Activity for year 3</b> <b>Review effectiveness of the Strategy for Gloucestershire and South Gloucestershire Action of Affordable Warmth 2013-18</b> <b>Either extend existing strategy or replace with an alternative strategy.</b></p>

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<b>Actions linked to Strategy Priorities</b>	<b>Responsible Officer</b>	<b>Target Date</b>	<b>Status</b>	<b>Planned activity</b>
4.3 Work with our partners to actively encourage individuals to take up education, employment or other activities to support independence and create a sense of worth.	HSM	April 2020	☺	<p>Also see 2.1.</p> <p>These aims will be intrinsic to our new approach to working with applicants in housing need. A 'person not process' approach will ensure a more rounded set of goals will be discussed to improve sustainability of future accommodation options.</p> <p>By having a more collaborative way of providing our Housing Advice service we will be able to deliver better outcomes for applicants. We will continue to do this with the help of partner agencies such as Registered Providers, CAB, Greensquare etc.</p>

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STATUS KEY

😊	Action is progressing well and on target to achieve completion date/within agreed budget (if applicable) etc.
😐	Action has some issues or delays but is likely to achieve completion date/within agreed budget (if applicable) etc.
😞	Significant risk to not achieving the action or there has been significant slippage in the timetable.
✓	Action is complete.
	Action not yet commenced. (may not yet be programmed for action)

## Appendix 2 - Lifetime Homes

*'The concept of Lifetime Homes was developed in the early 1990s by a group of housing experts, including Habinteg Housing Association and the Joseph Rowntree Foundation. The group was formed because of concerns about how inaccessible and inconvenient many homes were for large sections of the population. Lifetime Homes was developed to ensure that homes are accessible and inclusive.*

*Lifetime Homes are ordinary homes designed to incorporate 16 Design Criteria (see below) that can be universally applied to new homes at minimal cost. Each design feature adds to the comfort and convenience of the home and supports the changing needs of individuals and families at different stages of life.*

*Lifetime Homes are all about flexibility and adaptability; they are not 'special', but are thoughtfully designed to create and encourage better living environments for everyone. From raising small children to coping with illness or dealing with reduced mobility in later life, Lifetime Homes make the ups and downs of daily living easier to manage.'*

From the Lifetime Homes website - <http://www.lifetimehomes.org.uk/pages/lifetime-homes.html>

### 16 Design Criteria

- |   |  |
|---|--|
| <i>1. Car parking width</i>                         | <i>9. Convenient bed-space</i>   |
| <i>2. Moving from the parking space to the home</i> | <i>10. Accessible WC and potential shower</i>  |
| <i>3. Approach to the home</i>                      | <i>11. Bathroom walls</i>  |
| <i>4. Entrances</i>                                 | <i>12. Getting upstairs - possibility for stair lift and future through floor lift</i> |
| <i>5. Communal stairs and lifts</i>                 | <i>13. Getting between bedroom and bathroom - potential hoist</i>                      |
| <i>6. Doorways &amp; hallways</i>                   | <i>14. Bathroom layout</i>   |
| <i>7. Space to turn and move around</i>             | <i>15. Windows</i>   |
| <i>8. Living room</i>                               | <i>16. Sockets and controls</i>  |

Lifetime Homes can be looked at as one model or approach to delivering 'accessible and adaptable' (comparable with Building regs M4(2) or 'Cat 2') and 'wheelchair user' dwellings (known as M4(3) or 'Cat 3'). They are seen as benefiting our whole society from those with medical or mobility issues to others who may develop them over time. The idea is that the more homes that are built to these standards, the longer they will meet the needs of the occupants. This is of interest on a wider social level with less need for hospital admittance, costly adaptations or moves into residential care. Social isolation is also reduced as more properties are also 'visitable' by those with particular needs.

As these requirements ask for certain sizes/layouts they are seen to add an extra burden on developers. Increased costs can affect the viability of a site and numbers of affordable housing are usually one of the first things that get looked at for savings. We haven't had clear, recent evidence to support the delivery of Cat 2/Cat 3 properties but it is something we are trying to resolve across the County as well as engaging with the joint NHS/GCC commissioning work on Housing with Care to influence development.

Our Local Plan initially included a requirement for 50% Cat 2 but this was removed following consultation feedback. There was a challenge from developers as they felt the increased costs involved with delivering certain standards would affect the viability of development. Viability modelling for the emerging Local Plan proved this to be the case in some instances. There was also a lack of specific evidence available to support the policy position on the standards however it is hoped that the forthcoming Local Housing Needs Assessment (LHNA or 'Lorna') conducted across the County on behalf of the 6 districts will provide some direction.

## TEWKESBURY BOROUGH COUNCIL

<b>Report to:</b>	Overview and Scrutiny Committee
<b>Date of Meeting:</b>	22 October 2019
<b>Subject:</b>	Warm and Well Scheme Update
<b>Report of:</b>	Head of Community Services
<b>Corporate Lead:</b>	Deputy Chief Executive
<b>Lead Member:</b>	Lead Member for Housing
<b>Number of Appendices:</b>	1

**Executive Summary:**

Tewkesbury Borough Council is committed to achieving affordable warmth and tackling fuel poverty. To achieve these aims the Council has formed partnerships with the other Councils within the county and with South Gloucestershire Council to deliver the “Warm and Well Scheme”. The scheme is available to eligible households and is targeted at vulnerable people allowing them to live affordably and in comfort in their own homes.

The report is a review of how the scheme performed for the period 2018/19. During this period the scheme achieved the following:

**Recommendation:**

**To CONSIDER the achievements made to date through the Warm and Well Scheme.**

**Reasons for Recommendation:**

To provide an update to Members on the performance of the Warm and Well Scheme for 2018/19 illustrating the significant benefits to both vulnerable households and the environment from a relatively modest investment of £20,000.

**Resource Implications:**

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

**Legal Implications:**

The Warm and Well Scheme is part of the Council’s commitment to improving the health and wellbeing of local people under Tewkesbury Borough Council’s Housing Strategy 2017-21. This report provides an update in relation to the scheme.

**Risk Management Implications:**

There are no risks identified arising from this report.

**Performance Management Follow-up:**

Quarterly performance meetings are held with Severn Wye Energy Agency, partner authorities and the Clinical Commissioning Group. A quarterly report is produced and progressed assessed against the specified objectives.

**Environmental Implications:**

There are positive environmental implications in the delivery of the scheme e.g. improving the energy efficiency in the existing housing stock across the borough reducing carbon emissions

**1.0 INTRODUCTION/BACKGROUND**

- 1.1** The Council is committed to achieving affordable warmth and tackling fuel poverty across the Borough. The effect of this is to reduce winter deaths and allow people to live independently in their properties for longer. This has not only been proven to result in overall better health outcomes but it also reduces social care costs.
- 1.2** In order to achieve the affordable warmth and fuel poverty objectives, since 2001 the Council has been working in partnership with the other Gloucestershire Councils, South Gloucestershire Council and the Clinical Commissioning Group. This partnership allows for more efficient use of resources due to economies of scale, shared and consistent messaging and shared knowledge and expertise.
- 1.3** The Warm and Well Scheme is currently delivered on behalf of the Councils by Severn Wye Energy Agency which is a not for profit, charity that provides expert advice on energy efficiency and available funding streams.
- 1.4** Each Council contributes £20,000 annually, to pay for the services provided by Severn Wye Energy Agency as follows:
- Raises public awareness regarding fuel poverty and energy efficiency.
  - Provides specific and appropriate advice by telephone, referrals from partner organisations and engagement at events.
  - Delivers home visits to vulnerable customers that include an energy survey and bespoke advice report.
  - Makes referrals into grant and discount schemes.
  - Liaises with installers to negotiate best value.
  - Gathers statistics and produces quarterly performance reports.
- 1.5** There are a number of funding sources that can be accessed in order to assist with home insulation, efficient heating systems and efficient lighting. Energy companies have an obligation referred to as the Energy Company Obligation which they discharge in part through the provision of funding for energy efficient solutions. The eligibility for access to such funds and what funds are available can vary from year to year. Severn Wye Energy Agency as an expert in this field continually monitors this, in order that any referrals to them are accurately considered and appropriate funding is accessed by eligible applicants.
- 1.6** As stated above a key driver of the Warm and Well Scheme is to ensure better health outcomes and reduce social care costs. As such, the Clinical Commissioning Group is also a source of public health funding.

- 1.7** Also, eligibility to the scheme can vary and is dependent upon national agreements and targets. In general, however, eligibility is determined by the following criteria:
- Low income, High Costs but not in receipt of benefits.
  - Low income, High Costs and Vulnerability to Cold.
  - Living in areas of high deprivation, but not in receipt of benefits.
  - Solid Wall insulation (SWI) 'in-fill'.
- 1.8** All parties that are part of the scheme meet quarterly to review the quarterly performance reports.
- 2.0 2018/19 ACHIEVEMENTS**
- 2.1** A detailed breakdown of the targets and achievements for 2018/19 is set out in the Q4 report attached as Appendix 1. The main achievements are highlighted below.
- 2.2** A total of 3,543 enquiries were received, of these 310 were from households within Tewkesbury Borough. This represents approximately 10% of the overall number of enquiries received. Taking into account the relative number of households across Gloucestershire and South Gloucestershire, and the number of households within Tewkesbury, this is representative. Key to success of the scheme is ensuring that communities are aware of its existence as this will generate enquiries. In this regard every opportunity is taken to promote the scheme. This involves targeted publicity campaigns and ensuring that other Council services and partner organisations that are likely to come into contact with vulnerable people are aware of the scheme and know how to signpost to it.
- 2.3** Advice was given to a total of 2,548 households, of this 209 were to households within Tewkesbury. This again is representative of the number of households within the borough. The annual target for 2018/19 was 2,530, therefore, this target is being met. It is also a significant increase from 1,646 households given advice in 2017/18 indicating that the routes for referral are more efficient and there is a growing awareness of the scheme.
- 2.4** A total of 337 home visits were carried out, with 26 of these being within Tewkesbury Borough. The number of visits within Tewkesbury Borough is, statistically, slightly lower than expected; however, with relatively low numbers it would only take a few more visits to reach the expected number. The annual target for home visits is 255 so as a whole the scheme is performing significantly beyond the target. There does not appear to be an obvious reason for the slightly lower number of visits in Tewkesbury Borough, it may simply be a reflection of the type of enquiries that were received.
- 2.5** A total of 638 energy efficiency measures were installed across 556 properties of which 114 measures were installed to 64 properties within the borough. The target number of installed measures was 586 indicating that the scheme is delivering to and beyond that target. The number of measures installed, specifically in the borough, as a proportion of the overall total is as expected. The number of measures is significantly up from the 478 installed in 2018/19.
- 2.6** A total of 304 training places were delivered over 28 sessions. Due to trainer availability there were no training sessions in Tewkesbury Borough in 2018/19. It is the intended to run specific training sessions for both staff and Members in 2019/20. The training session lasts two hours and suitable dates are currently being explored. Further information will be provided once dates have been confirmed.

- 2.7** There have been a total of 243 referrals to other agencies; the target for this is 337, indicating there is a significant shortfall in the number of referrals. Analysis of the data and procedures does not indicate that there are any obvious barriers to making referrals. Referrals can only be made with the explicit permission of the individual. Consideration has been given to the initial engagement with the individual in order to determine how to establish whether further referral is required and, where it is, how best to gain sufficient trust in order to facilitate a referral. This is ongoing work and conversations about what information is exchanged is kept under review.
- 2.8** A total of 96 marketing events have taken place to promote the scheme across the county and South Gloucestershire. A number of these events have been common across all parties, using consistent messaging. The target number of marketing events was 94 so the scheme is delivering to target.
- 2.9** As a whole, the scheme has led to an overall annual carbon saving of 265 tonnes of CO<sub>2</sub> which equates to an approximate lifetime carbon saving of 10600 tonnes.
- 2.10** Through the utilisation of the expertise of the Severn Wye Energy Agency, a total of £555,670 of Energy Company Obligation funding has been secured, with a further £141,000 being provided by the Clinical Commissioning Group. This represents a significant leverage of the £20,000 contribution from the Warm and Well scheme members.
- 2.11** The Council received additional Disabled Facilities Grant (DFG) funding of £141,363 in December 2018. The restrictions on use of this money were broader than the main DFG funding. Park Homes, due to their construction, are not currently covered by the Warm and Well Scheme; however, they do house a disproportionate number of vulnerable residents. This additional funding was directed to a project tackling fuel poverty in Park Homes. The project is currently being carried out in partnership with Severn Wye and will be reported on once it has been completed at the end of this financial year.

### **3.0 SAFEGUARDING**

- 3.1** As stated above the scheme is primarily directed at vulnerable adults, many of whom are elderly. Reports have been received that there are companies masquerading as the Warm and Well Scheme, even using similar graphics and marketing messages and claiming to represent the Council. Members should be aware that the Council works only with the Severn Wye Energy Agency. Severn Wye use particular contractors and marketing agents. Details of these are available from either Severn Wye directly or Environmental Health. Where it is intended to carry out a specific marketing campaign then the relevant Members will be informed and information will be available on the Council's website.
- 3.2** One of the barriers to the scheme, given the demographics and vulnerability of those eligible, is the belief by those who are eligible that a scheme exists where a replacement central heating system is actually free. The paradox here being that those masquerading as the Warm and Well Scheme, claiming to offer free energy efficient measures, may well have hidden costs and are seeking to exploit the scheme to take advantage of those most vulnerable. Should Members become aware of any such concerns of offers that appear to be too good to be true, then please refer to Environmental Health for clarification.

### **4.0 CONSULTATION**

- 4.1** None arising out of this report

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

- 5.1** The Housing Strategy 2017-21

- 6.0 RELEVANT GOVERNMENT POLICIES**
- 6.1 None arising out of this report
- 7.0 RESOURCE IMPLICATIONS (Human/Property)**
- 7.1 None arising out of this report
- 8.0 SUSTAINABILITY IMPLICATIONS (Social/Community Safety/Cultural/ Economic/ Environment)**
- 8.1 This Warm and Well Scheme while not only delivering better health outcomes also has an impact upon reducing carbon emissions.
- 9.0 IMPACT UPON (Value For Money/Equalities/E-Government/Human Rights/Health And Safety)**
- 9.1 None arising out of this report.
- 10.0 RELATED DECISIONS AND ANY OTHER RELEVANT FACTS**
- 10.1 None arising out of this report

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**Background Papers:** Housing Strategy 2017-2021

**Contact Officer:** Environmental Health Manager  
01684 272117 [gordon.buchanan@tewkesbury.gov.uk](mailto:gordon.buchanan@tewkesbury.gov.uk)

**Appendices:** Appendix 1 - Warm and Well Scheme 2018/19 Quarter 4 Report



## **Warm and Well**

2018/19 Quarter 4 Report

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# 1 Introduction

## 1.1 Warm & Well Overview

The Warm & Well scheme aims to improve energy efficiency in the home and reduce the risk of fuel poverty and associated health problems by:

- Raising public awareness
- Providing specific and appropriate advice by telephone, referrals from partner organisations and engagement at events
- Delivering home visits to vulnerable customers that includes an energy survey and bespoke advice report
- Making referrals into grant and discount schemes

## 1.2 Headline Figures for 2018/19

- **3543** enquiries received by Warm and Well advising **2548** households
- **337** home visits completed identifying **£84,780.21** of savings
- **638** energy efficiency measures installed across **556** properties
- **185** central heating installs completed
- **304** CPD training places delivered over **23** sessions

## 1.3 Current Funding sources

All eligibility criteria have been aligned as much as possible across funding sources to simplify processes.

- Energy Company Obligation
  - ECO Flex – Measures funded by energy suppliers where the eligibility criteria is determined by the local authority
  - Home Heating Cost Reduction Obligation (HHCRO)
- Local Authority Health funding<sup>1</sup> – available as a top-up to clients who meet ECO Flex or HHCRO criteria and also have a health condition
- Warm Homes Fund – First time central heating can be installed for all clients who meet the HHCRO or ECO Flex criteria. Health funding to be used as a contribution where the client has a health condition.

Referral fees from installers: 3% for referrals from W&W, 2% for self-generated leads. An additional £25 is charged per ECO flex declaration which is provided to installers.

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<sup>1</sup> Gloucestershire Clinical Commissioning Group (Gloucestershire), GEEG (South Gloucestershire), Public Health (South Gloucestershire)

## 2 Warm and Well Advice Hub Enquiries

The tables below represent the total number of enquiries received by the Warm and Well advice hub between April 1<sup>st</sup> 2018 and March 31<sup>st</sup> 2019.

### 2.1 Enquiries by local authority

**Table 1 Enquiries received by the Warm and Well advice hub split by local authority**

Local authority	Number of enquiries Q4	18/19
Cheltenham	69	388
Cotswold	55	197
Forest of Dean	131	397
Gloucester	264	656
South Glos	272	726
Stroud	133	510
Tewkesbury	66	310
Other/Unknown	144	359
<b>Total</b>	<b>1,134</b>	<b>3,543</b>

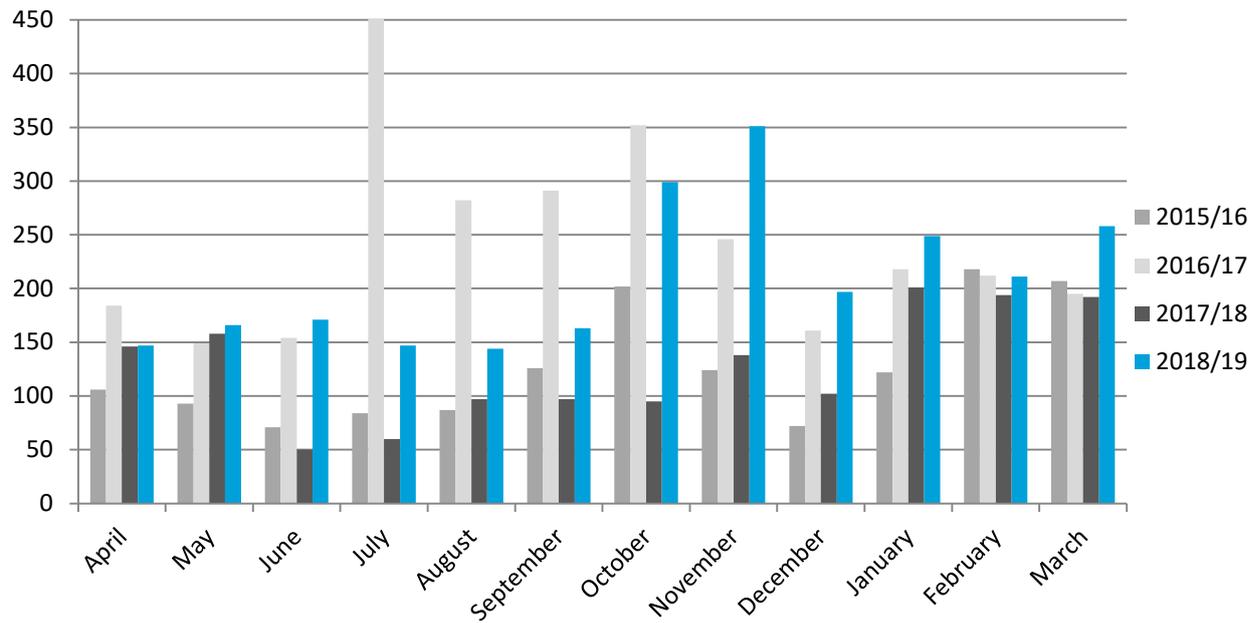
### 2.2 Total number of households receiving advice

**Table 2 Total no. households receiving advice this quarter and total 18/19**

Local authority	Q4	18/19	% with health conditions	% over 60	% receiving benefits	% with child at property
Cheltenham	51	271	59.9%	44.1%	20.5%	16.9%
Cotswold	37	145	66.2%	64.1%	7.7%	12.3%
Forest of Dean	81	261	66.7%	57.6%	20.0%	13.2%
Gloucester	159	454	56.3%	37.0%	18.4%	21.6%
South Glos	167	520	60.1%	52.8%	11.7%	21.5%
Stroud	81	350	57.9%	44.8%	17.1%	19.7%
Tewkesbury	46	209	72.6%	50.8%	16.1%	16.4%
Unknown <sup>2</sup>	141	338				
<b>Total</b>	<b>763</b>	<b>2548</b>	<b>62.8%</b>	<b>50.2%</b>	<b>15.9%</b>	<b>17.4%</b>

<sup>2</sup> Callers who do not what information recorded to the database – may have been signposted to other agencies or just have received advice over the phone

**Figure 1 Households receiving advice across the year compared with previous 3 years.**



### 2.3 Health conditions

**Table 3 Main health conditions of clients receiving advice from Advice Line**

Health Condition	Count
Arthritis	517
Autoimmune and Immunodeficiency Diseases	42
Cancer	130
Cardiovascular Disease	180
COPD	189
Dementia	63
Diabetes	333
Limited Mobility	389
Moderate to Severe Mental Illness	181
Neurobiological and Related Diseases	120
Other	430
Respiratory Disease (other)	36
Severe Asthma	183
Severe Learning Disabilities	31
Substance Misuse	9
<b>Total</b>	<b>2833</b>

## 2.4 Source of enquiries

**Table 4 Source of enquiries received by the Warm and Well advice hub**

Source of Warm and Well enquiry	Gloucestershire	South Gloucestershire	Total
Local Authority	174	50	<b>224</b>
Google / Websearch	115	14	<b>129</b>
Word of Mouth	126	21	<b>147</b>
Other organisation	212	27	<b>239</b>
Previous contact	839	222	<b>1061</b>
Partner Referral	66	3	<b>69</b>
Installer	230	146	<b>376</b>
Other Energy advice line	25	8	<b>33</b>
Warm & Well Flyer	25	6	<b>31</b>
Direct mail	55	6	<b>61</b>
Social Media	10	3	<b>13</b>
W&W Marketing	145	51	<b>196</b>
Not specified	750	169	<b>919</b>
<b>Total</b>	<b>2022</b>	<b>557</b>	<b>2579</b>

### 3 Home Visits

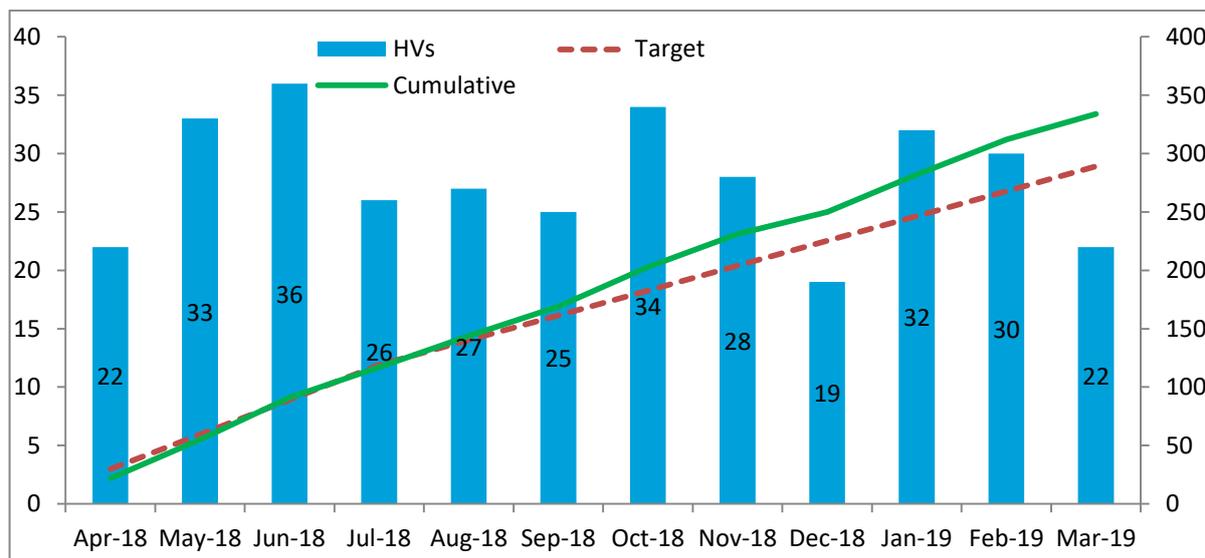
In 2018/19, there is a target of visiting 255 households. We are able to offer home visits to vulnerable clients in Gloucestershire and South Gloucestershire. The aim is to help people stay in their homes for longer by helping to understand their heating systems and access help where it is available so that they are able to stay warm.

**Table 5 Warm and Well home visits completed**

Local authority	Q4	18/19	% with health conditions
Cheltenham	9	49	69%
Cotswold	6	22	70%
Forest of Dean	17	53	88%
Gloucester	15	65	64%
South Glos	15	68	77%
Stroud	18	54	73%
Tewkesbury	7	26	79%
<b>Total</b>	<b>87</b>	<b>337</b>	<b>75%</b>

In total 75% of those that had a home visit also had health conditions.

**Figure 2 Number of Home Visits delivered per month vs the target.**



Home visits offer the opportunity to provide bespoke advice for vulnerable clients with a high level of support. Typically following a brief visual survey of the property to identify key savings, advisors discuss in detail the client’s circumstances and individual needs. Advice can range from efficient use of heating controls, supporting clients to find and switch to a better fuel tariff or identifying any fuel discounts or rebates that they may be entitled to.

**Table 6 Identified annual savings from the home visits in Q4 totalling £34,366.96**

**Table 7 Identified annual savings from the home visits in 18/19 totalling £115,951.96**

Local authority	Insulation	Benefits/ Discounts	Heating	Lighting	Tariff Switching	Total
Cheltenham	£729.00	£420.00	£1,866.00	£398.00	£623.77	<b>£3,951.77</b>
Cotswold	£115.00	£140.00	£959.00	£90.00	£397.00	<b>£1,701.00</b>
Forest of Dean	£366.00	£840.00	£563.00	£329.00	£1,994.62	<b>£3,010.22</b>
Gloucester	£683.00	£840.00	£3,314.00	£247.00	£1,785.42	<b>£6,869.42</b>
South Glos	£2,805.00	£420.00	£4,495.00	£353.00	£2,180.13	<b>£10,253.13</b>
Stroud	£618.00	£560.00	£1,807.00	£145.00	£1,075.00	<b>£4,205.00</b>
Tewkesbury	£636.00	£280.00	£2,601.00	£113.00	£746.42	<b>£4,376.42</b>
<b>Total</b>	<b>£5,952.00</b>	<b>£3,500.00</b>	<b>£15,605.00</b>	<b>£1,675.00</b>	<b>£8,802.36</b>	<b>£34,366.96</b>

Local authority	Insulation	Benefits/Disc ounts	Heating	Lighting	Tariff Switching	Total
Cheltenham	£1,633.00	£2,153.00	£3,733.00	£897.00	£2,328.25	£10,744.25
Cotswold	£581.00	£1,680.00	£9,414.00	£417.00	£1,931.90	£14,023.90
Forest of Dean	£1,318.00	£1,820.00	£8,084.00	£807.00	£3,874.70	£15,903.70
Gloucester	£2,428.00	£1,960.00	£8,843.00	£899.00	£6,524.98	£20,654.98
South Glos	£3,691.00	£1,540.00	£11,693.00	£1,133.00	£6,900.31	£24,957.31
Stroud	£2,146.00	£1,900.00	£6,968.00	£503.00	£4,425.00	£15,942.00
Tewkesbury	£986.00	£840.00	£9,734.00	£635.00	£1,530.82	£13,725.82
<b>Total</b>	<b>£12,783.00</b>	<b>£11,893.00</b>	<b>£58,469.00</b>	<b>£5,291.00</b>	<b>£27,515.96</b>	<b>£115,951.96</b>

## 4 Measures Installed

Warm and Well has installed energy efficiency measures using a variety of different mechanisms including: HHCRO, ECO Flex and LA health funding.

The tables show the number of measures that have been installed by Warm and Well in 18/19

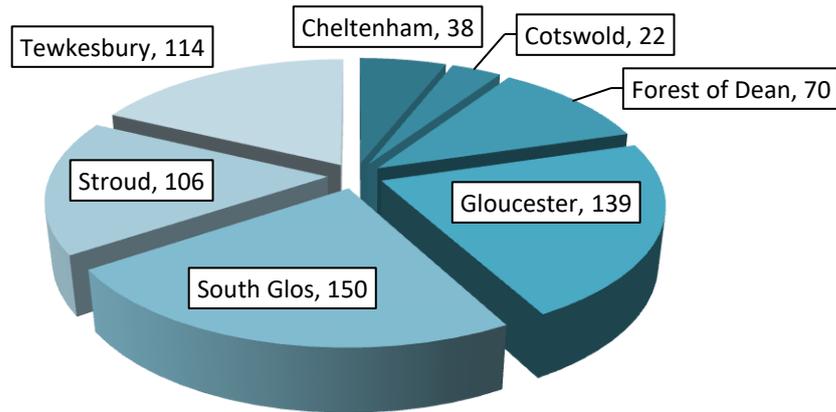
**Table 8 Number of measures installed through Warm & Well in Q4 18/19**

Local Authority	CWI	LI	Park Home insulation	Gas Boiler	Oil/ LPG Boiler	Solid Wall Insulation	Other	Total	properties improved
Cheltenham	4	7	0	2	0	0	0	13	9
Cotswold	1	2	0	1	0	1	0	5	5
Forest of Dean	6	12	0	4	1	0	1	24	22
Gloucester	17	35	0	3	0	42	7	104	92
South Gos	30	6	0	8	0	0	0	44	43
Stroud	6	13	0	0	0	0	0	19	22
Tewkesbury	34	16	0	3	0	0	1	54	25
<b>Total</b>	<b>98</b>	<b>91</b>	<b>0</b>	<b>21</b>	<b>1</b>	<b>43</b>	<b>9</b>	<b>263</b>	<b>218</b>

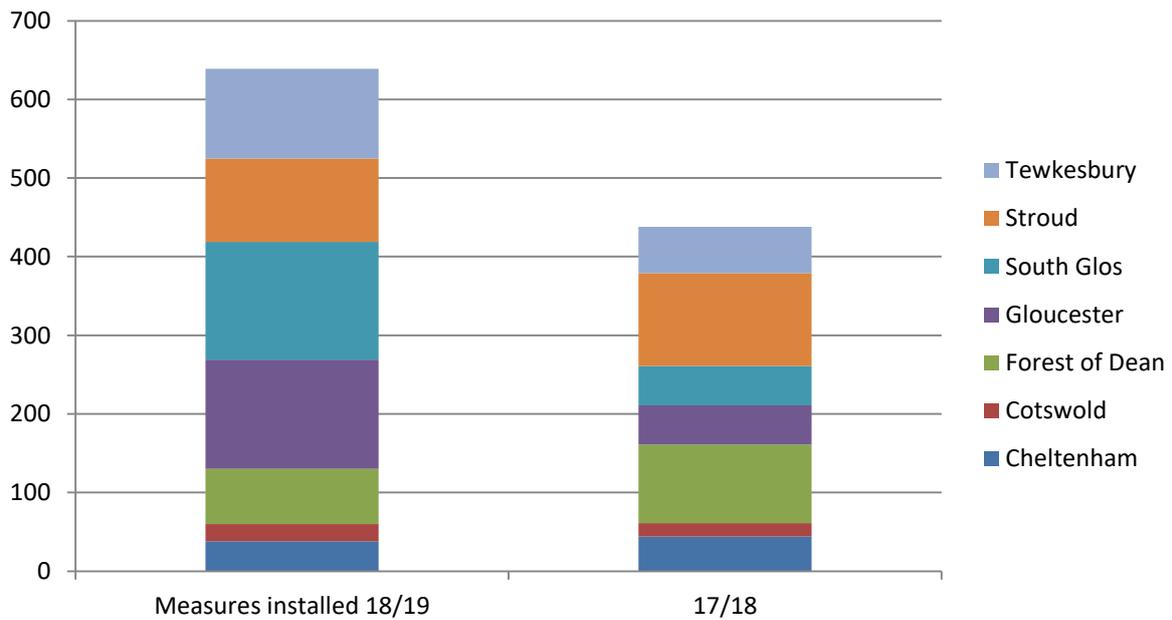
**Table 9: Total number of measures installed through Warm & Well in 18/19**

Local Authority	CWI	LI	Park Home insulation	Gas Boiler	Oil/ LPG Boiler	Solid Wall Insulation	Other	Measures installed 18/19	properties improved
Cheltenham	16	13		9	0	0	0	38	33
Cotswold	2	3	8	5	3	1	0	22	22
Forest of Dean	13	18	5	13	19	0	2	70	66
Gloucester	40	45		10	1	42	1	139	125
South Gos	76	46		22	5	0	1	150	135
Stroud	37	62		3	4	0	0	106	111
Tewkesbury	71	34		8	0	0	1	114	64
<b>Total</b>	<b>255</b>	<b>221</b>	<b>13</b>	<b>70</b>	<b>32</b>	<b>43</b>	<b>5</b>	<b>639</b>	<b>556</b>

**Figure 3: Total number of measures installed through Warm and Well this year = 639**



**Figure 4 Number of measures installed this year, compared with 17/18, showing breakdown of Local Authority. Increases due to increased marketing activities (more enquiries) and closer working with contractors who are able to canvass for work.**



**Table 10 Spend of different funding sources in Q4 18/19 on Warm and Well measures (not including central heating – WHF)**

Local Authority	ECO	CCG	SGC GEEG / Public Health	Total
Cheltenham	£8,666.36	£3,316.80		<b>£11,983.16</b>
Cotswold	£14,114.98	£1,575.00		<b>£15,689.98</b>
Forest of Dean	£21,377.73	£8,384.28		<b>£29,762.01</b>
Gloucester	£110,823.99	£5,902.36		<b>£116,726.35</b>
South Gos	£54,852.25		£7,773.18	<b>£62,625.43</b>
Stroud	£22,273.64	£11,913.34		<b>£34,186.98</b>
Tewkesbury	£17,677.47	£8,562.94		<b>£26,240.41</b>
<b>Total</b>	<b>£249,786.42</b>	<b>£39,654.72</b>	<b>£7,773.18</b>	<b>£297,214.32</b>

**Table 11 Spend of different funding sources overall in 18/19 on Warm and Well measures (not including central heating – WHF)**

Local Authority	ECO	CCG	SGC GEEG / Public Health	Total
Cheltenham	£30,257.45	£13,491.97		<b>£43,749.42</b>
Cotswold	£25,568.32	£9,646.32		<b>£35,214.64</b>
Forest of Dean	£72,681.99	£30,131.58		<b>£102,813.57</b>
Gloucester	£150,962.59	£18,918.33		<b>£169,880.92</b>
South Gos	£153,135.61		£29,795.62	<b>£182,931.23</b>
Stroud	£74,076.24	£43,815.66		<b>£117,891.90</b>
Tewkesbury	£48,988.22	£25,021.34		<b>£74,009.56</b>
<b>Total</b>	<b>£555,670.42</b>	<b>£141,025.20</b>	<b>£29,795.62</b>	<b>£726,491.24</b>

**Figure 5 Shows the amount of Local Authority health money used to leverage in ECO funding**



A total of £73,525.12 has also been brought in through our emergency boiler replacement referral partner Agility ECO. (South Gos – 5 installs = £10,075.14) (Glos – 28 installs = £63,449.98)

## 4.1 Central Heating Installs

We have been working on Warm Homes Fund since December 2017. The target is to install 1175 central heating systems by March 2020. The project is broken down in to 2 Categories – Urban and rural homes.

Total number of Warm Homes fund installs is currently at 185. Number of installs allocated is 445 - total = 630.

### 4.1.1 Private Housing

Figure 6 Status of private central heating referrals in the process (since Dec 2017)

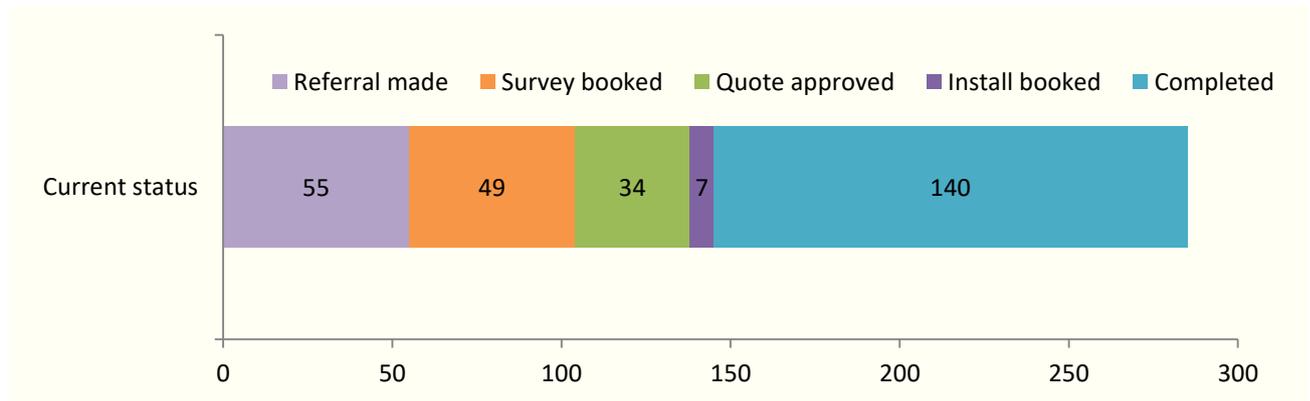
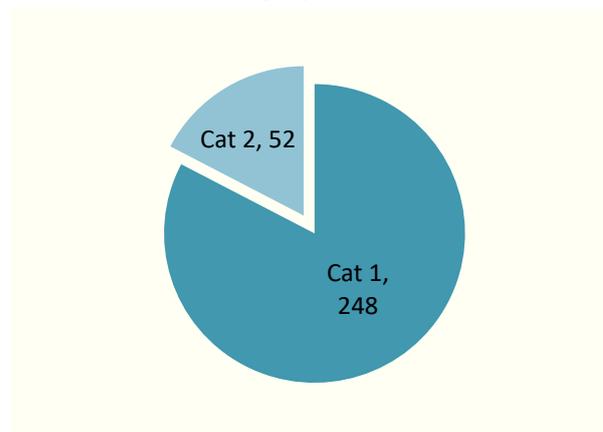


Table 12 Breakdown of private central heating referrals and installations by Local Authority

Local Authority	Referred	Installed	Total
Cheltenham	14	16	30
Cotswold	14	14	28
Forest of Dean	15	17	32
Gloucester	45	31	76
South Glos	26	24	50
Stroud	29	21	50
Tewkesbury	16	17	33
<b>Total</b>	<b>159</b>	<b>140</b>	<b>299</b>

Figure 7 Breakdown of private central heating referrals by Category. CAT 1 – Urban properties, CAT 2 – rural, off gas properties



### 4.1.2 Projects in Progress

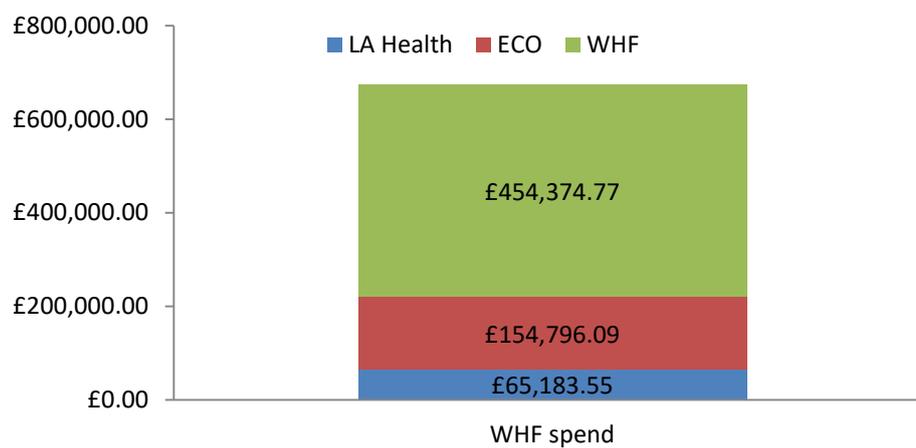
There are an additional 52 WHF referrals in 3 areas which have not yet been referred to an installer and are not included in the above numbers.

**Kempton Grove, Cheltenham.** 42 properties signed up (potential of 121). WWU currently putting together scope of works and tendering for the road works to take place.

**Brimley, Stroud.** 10 properties signed up. WWU quote has been accepted and works will start in the next few months

**Kingshill, Stroud.** 10 properties registered interest but 42 required for gas connection to be viable. We are hoping to work with Stroud Housing team as some properties are council owned.

Figure 8 Shows the breakdown of the different funding sources on the Warm Homes Fund installs completed so far. Through WHF, every £1 of LA Health funding has leveraged in £9.34 from external sources.



### 4.1.3 Social Housing

Table 13 Total number of Social Housing installs identified, in progress and installed

Local Authority	Allocated	Installed
Cheltenham	19	4
Cotswold	39	19
Forest of Dean	0	0
Gloucester	0	0
South Glos	118	17
Stroud	48	3
Tewkesbury	0	0
<b>Total</b>	<b>224</b>	<b>43</b>

## 4.2 Carbon Saving

**Table 14** The installation of insulation has led to an approximate carbon saving of 265 tonnes of CO<sub>2</sub> per annum

Measure	Q4			18/19		
	Gloucestershire	South Gos	Total	Gloucestershire	South Gos	Total
Cavity Wall Insulation	20.96	20.31	41.27	73.47	47.05	120.53
Cavity Wall Insulation, Loft Insulation	19.25	0.88	20.13	36.58	7.79	44.37
Loft Insulation	16.28	1.10	17.38	33.20	9.36	42.55
Park Homes Insulation				4.88		4.88
Solid Wall Insulation	51.93		51.93	51.93		51.93
Other insulation	0.75		0.75	0.75		0.75
<b>Total</b>	<b>109.17</b>	<b>22.28</b>	<b>131.45</b>	<b>200.81</b>	<b>64.20</b>	<b>265.00</b>

**Table 15** The installation of insulation has led to an approximate lifetime carbon saving of 10600.15 tonnes of CO<sub>2</sub>

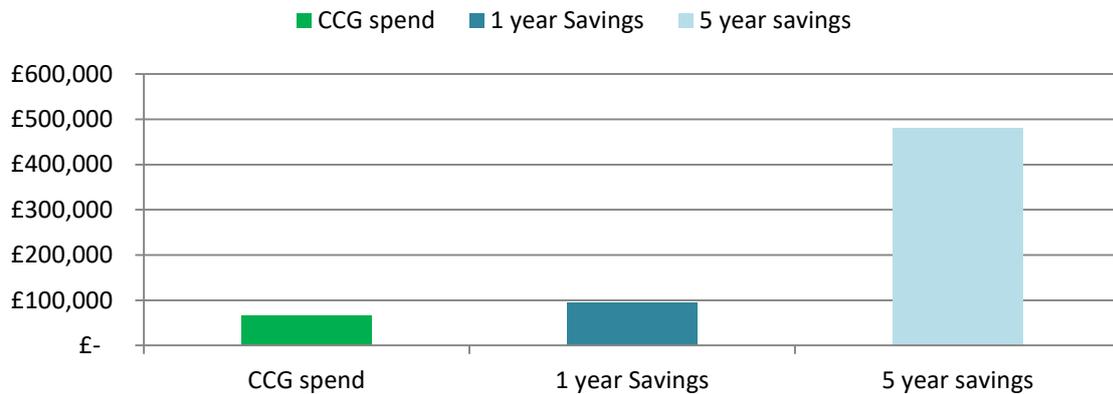
Measure	Q4			18/19		
	Gloucestershire	South Gos	Total	Gloucestershire	South Gos	Total
Cavity Wall Insulation	838.40	812.20	1650.60	2938.96	1882.13	4821.08
Cavity Wall Insulation, Loft Insulation	770.00	35.00	805.00	1463.40	311.48	1774.87
Loft Insulation	651.20	44.00	695.20	1327.95	374.25	1702.20
Park Homes Insulation				195.00		195.00
Solid Wall Insulation	2077.00		2077.00	2077.00		2077.00
Other insulation	30.00		30.00	30.00		30.00
<b>Total</b>	<b>4366.60</b>	<b>891.20</b>	<b>5257.80</b>	<b>8032.30</b>	<b>2567.85</b>	<b>10600.15</b>

### 4.3 Health Impact Monitoring and Evaluation

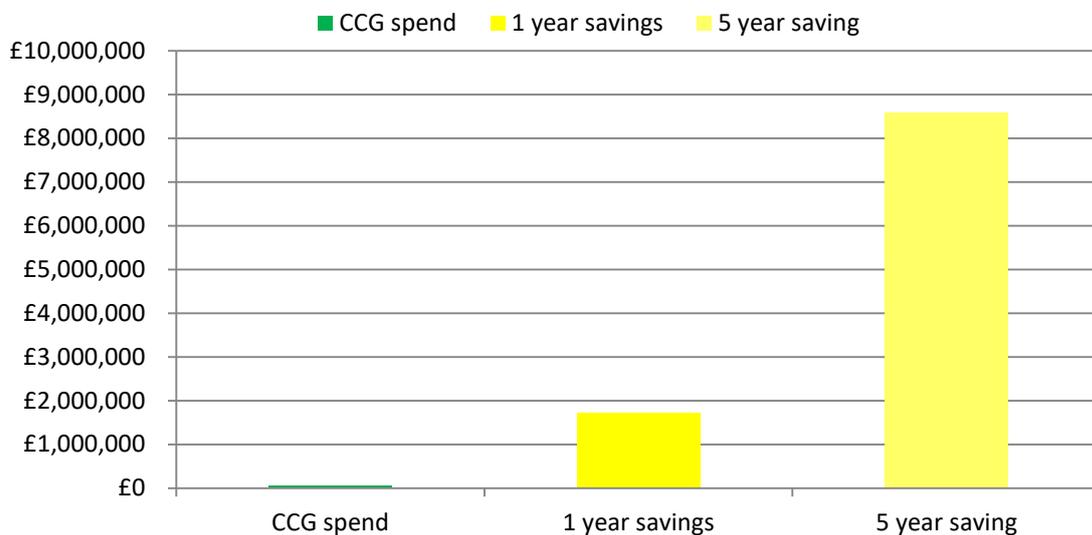
BRE are able to provide us with health savings using SAP scores pre and post installs. This is something that we record for WHF already so we are able to calculate the savings to the NHS and to society.

We are now working on a way to establish pre and post SAP scores for all Warm & Well measures so that the savings can be calculated for all the work we have supported.

**Figure 9 Shows the health savings, based on 129 central heating installs where pre and post EPCs have been completed. £65,000 of CCG funding has led to an estimated £95,835 annual saving to the NHS, nearly £500,000 over 5 years.**



**Figure 10 The same CCG funding has led to an estimated annual saving of £1,714,794 to wider society (£8.5M over 5 years)**



## 5 Signposting and Referrals

Warm and Well has a target of 325 referrals to other agencies and funding streams.

### 5.1 Signposting to partner organisations

**Table 16 Signposts made by Warm and Well to other organisations in 18/19**

Organisation	Gloucestershire	South Gloucestershire	Total
Fuel Supplier	5	1	6
Tariff Switching	2	1	3
Link to Energy	39	3	42
LA private housing team	2	0	2
Wessex Home improvement loan	0	2	2
Barnwood Trust	2	0	2
Turn2us	3	0	3
<b>Total</b>	<b>51</b>	<b>7</b>	<b>58</b>

### 5.2 Referrals to Partner organisations

Data sharing agreements with:

- Fire service (Gloucestershire and Avon)
- Citizens Advice Healthy Homes
- Npower Health through Warmth
- Age UK
- UK Power (Tariff comparison)
- Agility ECO – ECHO (Emergency boiler replacement)
- Centre for Sustainable Energy
- Community Wellbeing Service

**Table 17 Referrals made by Warm and Well to partner organisations. Despite a slow start to the year, in both Q3 and Q4 the quarterly target (84) was met.**

Organisation	Q4			2018/19		
	Gloucestershire	South Gloucestershire	Total	Gloucestershire	South Gloucestershire	Total
Health through Warmth	2	2	4	31	9	40
Fire and Rescue Service	64	8	72	127	17	144
Tariff Comparison	0	0	0	11	4	15
CAB (Healthy Homes)	0	0	0	4	1	5
Agility ECO - ECHO scheme	23	3	26	31	5	36
Age UK	1	0	1	3	0	3
<b>Total</b>	<b>90</b>	<b>13</b>	<b>103</b>	<b>207</b>	<b>36</b>	<b>243</b>

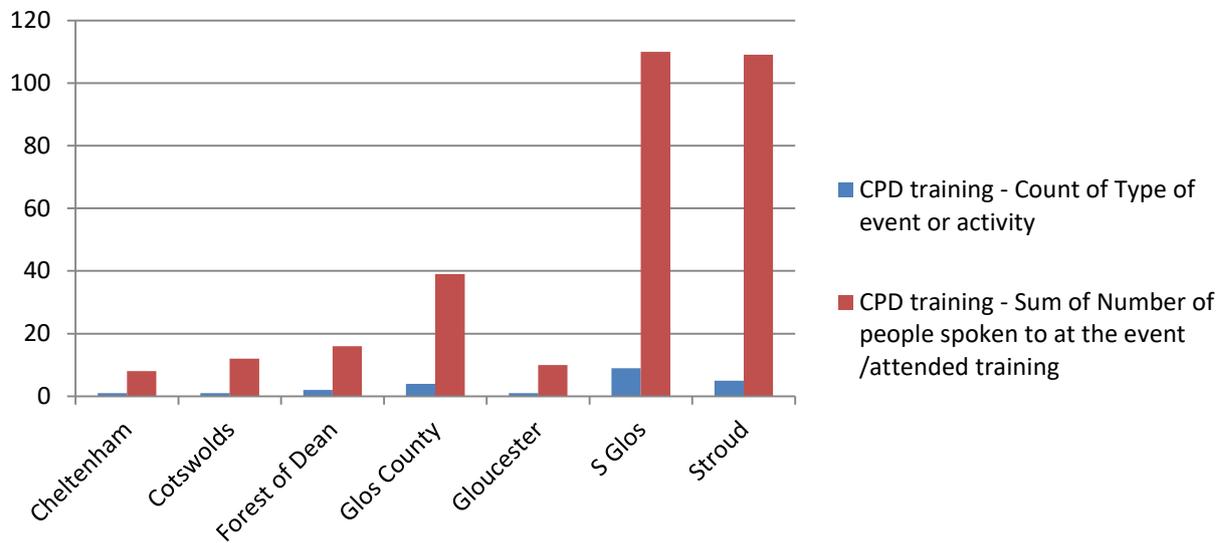
# 6 Marketing highlights

## 6.1 CPD

Warm and Well’s CPD programme titled: ‘An introduction to Energy use in the home and fuel poverty’ provides an introduction to energy use in the home and gives fuel poverty awareness training to frontline staff that deal with vulnerable clients. Using the feedback received from last year, we have redesigned the presentation to ensure that the information delivered is concise and informative.

23 sessions have taken place so far training 304 delegates. The training has been primarily focussed at students studying Health and Social Care and Plumbing and Heating engineering.

**Figure 11 Shows the number of CPD sessions delivered per LA and the number of delegates trained.**



## 6.2 The Warm and Well website and Social Media

Overall, traffic to our website grew significantly this quarter, with the most valuable contributors to this being:

1. Facebook advertising
2. Google searches
3. Direct traffic (people typing in warmandwell.co.uk, or unclear referral routes)
4. South Gloucestershire web pages
5. Bus shelter advertising

**Table 18: Results from Quarters 1 - 3 from [www.warmandwell.co.uk](http://www.warmandwell.co.uk)**

Activity	Number
Page views	19388
Sessions	8899
Users	6653
Average duration (minutes:seconds)	01:16
Average pages per session	2.18
Popular pages	Grants and funding – central heating
Updates	5
No. enquiries to Warm and well via website	200

The number of Warm and Well followers on Twitter has remained steady at 1065

Alongside ongoing day-to-day marketing activities, the last quarter offered opportunities to explore additional channels and establish new promotional materials.

## 6.3 Advertising

### 6.3.1 Bus shelter advertising

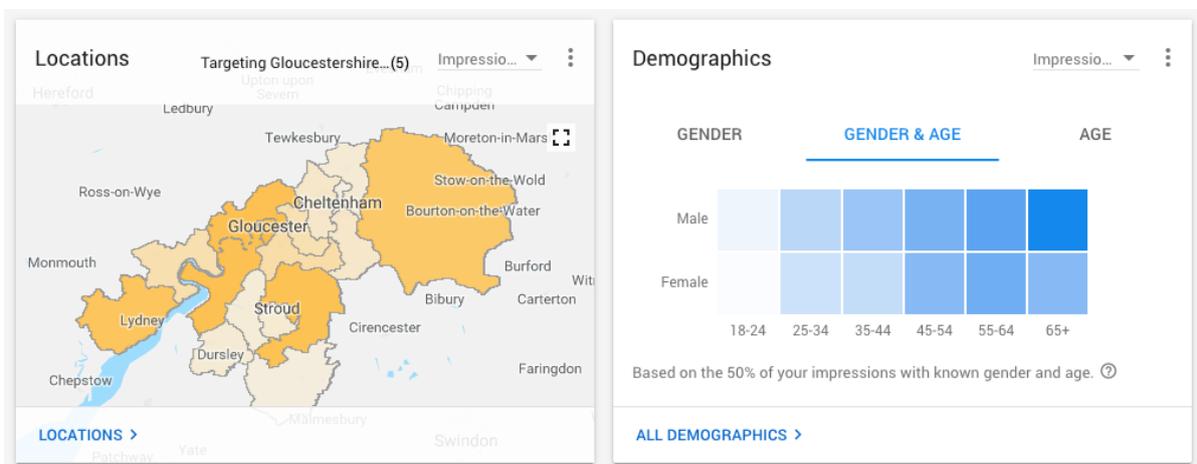
In mid-February, we ran the second half of a bus shelter ‘Adshel’ advertising campaign we had begun in the autumn. Simplifying the messaging and call-to-action, we were able to run the adverts at bus stops across Gloucester (Barton Street, Finlay Road, Matson Avenue, Chatsworth Ave, Barnwood Road, Brunswick Road), Cheltenham (Priors Road, Princess Elizabeth Way), Kingswood in South Gloucestershire (Hanham Road) and Tewkesbury (Ashchurch Road), in priority IMD indexed areas. This activity was the fifth biggest driver of traffic to the website this quarter, but suffered from the unseasonably warm weather in February that arrived in the final days of the campaign.



### 6.3.2 Digital advertising

Our geographically targeted digital advertising on Google for a number of months (ensuring that we are placing prominently in relevant searches within our local authority areas), and our click-through rates have improved steadily (5.7% overall up from 4%; and 11.3% up from 8.7% for our most fruitful search terms). The cold temperatures in January were reflected in high search traffic early in the quarter, but the heatwave that arrived in late February led to a sharp dip in performance in the middle of the period, and an unseasonably early end to the winter interest levels we are used to.

The heatmaps relating to the geography and demographics of Google searches and click-throughs suggest that such searches continue to be made more by rural residents, and by over 50s – particularly men.



Following the promising results of last quarter’s Facebook advertising, we ran a variety of advertising campaigns during this period.

	Campaign name	Results	Reach	Impressions	Cost per result	Amount spent	Ends	Frequency	Unique link clicks
<input type="checkbox"/>	WHF Messaging	19 Messaging ...	20,898	37,651	£10.53 Per messaging...	£200.00	31 Mar 2019	1.80	119
<input type="checkbox"/>	WHF_Spring	672 Link Clicks	14,457	26,093	£0.17 Per link click	£111.95	19 Mar 2019	1.80	604
<input type="checkbox"/>	WHF - JAN 2019	653 Link Clicks	22,831	44,492	£0.26 Per link click	£167.93	13 Feb 2019	1.95	579
<input type="checkbox"/>	WHF	— Link Click	—	—	— Per link click	£0.00	17 Nov 2018	—	—
	Results from 4 campaigns	—	50,049 People	108,236 Total	—	£479.88 Total Spent		2.16 Per Person	1,225 Total

While most of the campaigns were run in order to generate click-throughs to the Warm and Well website, we also piloted a campaign to initiate conversations with clients over Facebook’s Messenger app. This experiment was designed to run both as a precursor to developing an online chat function for the Warm and Well website to enable a variety of engagement tools; as well as explore the advantages and disadvantages of engaging with new clients on a platform familiar to them.

The results from this campaign were mixed. Advisors were able to hold conversations with new clients over a period of hours or days (rather than in a brief phone call), and those conversations were able to happen at more convenient times for the client – with messages being left at weekends to be followed up by advisors during the working week and then responded to when the client was available. Conversations are a far greater level of engagement than mere click-throughs. However, it was also observed that conversations were regularly started accidentally, or by ineligible customers, or by people just slightly outside the area of operations – owing to Facebook’s imperfect geographic targeting system. For future messaging campaigns, lessons will be drawn from the pilot scheme to perfect the conversation process, clarity of messaging and targeting.

Fuel Poverty Awareness Day was a national social media event on 15 February, and Warm and Well conducted a campaign throughout the day to celebrate the successes of the programme and draw attention to the challenge that we continue to address in Gloucestershire. The communications teams across the local authorities and CCG were very supportive throughout the day and helped to drive traffic to the scheme’s social profiles.

### 6.3.3 Hospital Energy Advice

Our marketing across Gloucestershire Royal Hospital and Cheltenham General Hospital continued through the distribution of posters, referral leaflets, flyers and a banner that is permanently visible in the Atrium at GRH.

Every day radio adverts for the Warm & Well advice line continue to run up to five times on Cotswold Hospital Radio.

### 6.3.4 Community Energy Champion

With the start of our Community Energy Champion work, we were able to take a direct marketing approach to pre-empt home visits and communicate to target customers what to expect by creating a suite of materials to support the work.

Ahead of the CEC visiting an area of houses, each resident receives a letter and an introduction to the Community Energy Champion that communicates the partnership with the local authority, the meaning of the visit, and the person they should expect to arrive. This is designed to put vulnerable residents at ease, and to give them an opportunity to contact the advice line or read more on the website ahead of the visit. We received a good number of website visits off the back of these initial mailings, which gives us reason to explore direct marketing more fully moving forward.

When there is nobody in at the point of an attempted visit, a 'sorry we missed you' card is left to encourage follow-up over the phone via the advice line.



## 6.4 Partnership development

The Warm & Well team have continued to attend events and meetings in the past quarter, targeting frontline staff who will then be able to signpost members of the public to the advice line and the website. These events have been spread across a range of different geographic areas as well as a broad range of organisations, both in the public and voluntary sectors.

**Table 19: Total number of events, briefings, network forums and meetings attended by Warm and Well in 2018/19**

Local authority	Networking events	Stand	Public Talk	Total
Cheltenham	3	1	2	6
Cotswold	1	1	3	5
Forest of Dean	1	1	0	2
Gloucester	2	4	1	6
South Glos	1	4	14	19
Stroud	3	8	2	13
Tewkesbury	0	1	0	1
<b>Total</b>	<b>9</b>	<b>23</b>	<b>22</b>	<b>57</b>

## 6.5 Total no. of marketing activities undertaken

There have been a total of 96 marketing activities this quarter.

**Table 20: Marketing activity during 18/19**

Marketing Activity	Total
Events	45
Forums and meetings	9
Emails to partners	15
Emails/letters to clients	10
Promotional materials	17
<b>Total</b>	<b>96</b>

## 7 Warm and Well Targets

Activity	Annual Target	Actual		17/18
No. households receiving advice	2530*	<b>2548</b>		1646
No. referrals to other agencies and funding streams	337	<b>243</b>		17
No. installed measures by type	586	<b>639 +185 WHF</b>		478
No. of marketing activities undertaken	94	<b>96</b>		106
No. home visits	255	<b>337</b>		151
No. training places delivered	350	<b>304</b>		370

\*target reduced by 170 to account for the businesses no longer included