

8 October 2019

Committee	Executive
Date	Wednesday, 16 October 2019
Time of Meeting	2:00 pm
Venue	Tewkesbury Borough Council Offices, Severn 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.



	Item	Page(s)
4.	MINUTES	1 - 9
	To approve the Minutes of the meeting held on 4 September 2019.	
5.	ITEMS FROM MEMBERS OF THE PUBLIC	
	To receive any questions, deputations or petitions submitted under Rule of Procedure 12.	
	<i>(The deadline for public participation submissions for this meeting is 10 October 2019)</i>	
6.	EXECUTIVE COMMITTEE FORWARD PLAN	10 - 14
	To consider the Committee's Forward Plan.	
7.	PERFORMANCE MANAGEMENT REPORT - QUARTER ONE 2019/20	15 - 68
	To receive and respond to the findings of the Overview and Scrutiny Committee's review of the quarter one performance management information.	
8.	HOMESEAKER PLUS SUB-REGIONAL CHOICE-BASED LETTINGS ALLOCATION POLICY	69 - 114
	To approve the Homeseaker Plus Sub-Regional Choice-Based Lettings Allocation Policy for consultation.	
9.	ANTI-FRAUD AND CORRUPTION POLICY	115 - 132
	To approve the Anti-Fraud and Corruption Policy following recommendation from Audit and Governance Committee.	
10.	BUILDING CONTROL SHARED SERVICE	133 - 139
	To consider the continuation of the Building Control shared services arrangement for a further 10 years.	
11.	MEMBERSHIP OF TEWKESBURY GARDEN TOWN MEMBER REFERENCE PANEL	
	One of the Ward Member's for Tewkesbury South is unable to participate in the Tewkesbury Town Garden Town Member Reference Panel as a consequence of a Code of Conduct interest. Members are asked to nominate a Member to replace the Ward Member for Tewkesbury South during the period that the interest maintains.	
12.	SEPARATE BUSINESS	
	The Chairman will move the adoption of the following resolution:	
	That under Section 100(A)(4) Local Government Act 1972, the public be excluded for the following items on the grounds that they involve the likely disclosure of exempt information as defined in Part 1 of Schedule 12A of the Act.	

13. SEPARATE MINUTES

140 - 142

To approve the separate Minutes of the meeting of the Committee held on 4 September 2019.

DATE OF NEXT MEETING**MONDAY, 4 NOVEMBER 2019****COUNCILLORS CONSTITUTING COMMITTEE**

Councillors: R A Bird (Chair), G F Blackwell, M Dean, L A Gerrard, M A Gore, E J MacTiernan, J R Mason (Vice-Chair), C Softley, R J Stanley, M G Sztymiak and R J E Vines

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 Chairman 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 Executive Committee held at the Council Offices,
Gloucester Road, Tewkesbury on Wednesday, 4 September 2019 commencing at
2:00 pm**

Present:

Chair	Councillor R A Bird
Vice Chair	Councillor J R Mason

and Councillors:

M Dean, L A Gerrard, M A Gore, E J MacTiernan, C Softley, M G Sztymiak and R J E Vines

EX.22 ANNOUNCEMENTS

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

EX.23 APOLOGIES FOR ABSENCE AND SUBSTITUTIONS

23.1 Apologies for absence were received from Councillors G F Blackwell and R J Stanley. There were no substitutions on this occasion.

EX.24 DECLARATIONS OF INTEREST

24.1 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.

24.2 The following declaration was made:

Councillor	Application No./Item	Nature of Interest (where disclosed)	Declared Action in respect of Disclosure
C Softley	Item 8 – Review of Council Tax Reduction Scheme and Council Tax Discounts.	Interest declared in accordance with Section 106 of the Local Government Finance Act 1992.	Would not speak or vote but would remain in the room in accordance with that legislation.

24.3 There were no further declarations of interest made on this occasion.

EX.25 MINUTES

- 25.1 The Minutes of the meeting held on 17 July 2019, copies of which had been circulated, were approved as a correct record and signed by the Chair.

EX.26 ITEMS FROM MEMBERS OF THE PUBLIC

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

EX.27 EXECUTIVE COMMITTEE FORWARD PLAN

- 27.1 Attention was drawn to the Committee's Forward Plan, circulated at Pages No. 6-11. Members were asked to consider the Plan.

- 27.2 Accordingly, it was

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

EX.28 FINANCIAL UPDATE - QUARTER ONE 2019/20

- 28.1 The report of the Head of Finance and Asset Management, circulated at Pages No. 12-20, highlighted a quarter one deficit on the revenue budget and detailed the expenditure to date against both the capital programme and the approved reserves. Members were asked to consider the financial performance information for the first quarter of 2019/20.

- 28.2 Members were advised that the financial position for the first three months of the year was showing a deficit of £71,190; this was unusual at this stage and the variances were highlighted for Members' information at Paragraph 2.1. There was a surplus of £67,966 on vacant positions and of £5,839 on transport which was encouraging. However, in terms of the deficit, the depot costs had increased as a consequence of the depot review undertaken in 2017 which had seen Tewkesbury's usage increase due to the food waste collection service being delivered through separate vehicles; Officers had reviewed that cost apportionment and agreed it reflected the current usage of the site. Transfer payments for the benefit service were in deficit by £29,557 due to two significant overpayments which the Council was in the process of recouping; around 40% could be claimed in government subsidy but the Council was also able to recover 100% from the claimant so it was actually possible to recoup 140%. Finally, income was showing a small deficit at the end of quarter one with planning income being below target by £80,000 – although the Development Team had predicted it would recover and achieve the budgeted level of income by the end of the financial year. It was important to note that the way the financial position was reported meant that, whilst some expenditure was outside of the budget, there would be some income to recoup e.g. the European elections would be paid for by the government and, whilst Ubico was currently showing a £24,000 deficit which was largely in relation to grounds maintenance, there was a contingency to cover that spending should it remain in deficit at year-end. In terms of corporate codes, there was a significant budget deficit being shown on investment properties due to the Council not being able to secure another commercial property; this had meant income expected to be received in rent had not been achieved. The Council's advisors continued to search for suitable quality acquisitions.

- 28.3 The Head of Finance and Asset Management indicated that the reported deficit at this stage was disappointing; however, with service areas still expecting to deliver full year income levels, there was no corrective action suggested at this stage. The position would be kept under review by the management team and it may need to consider some action in the future. He felt that, having just benefited from a year of significant surplus, the revenue budget for the current year could not be allowed to return a deficit which would necessitate having to utilise the reserves set aside for specific projects and future financial sustainability. The reserves position was attached to the report at Appendix C which set out a summary of the current usage of available reserves but did not take account of those that had been committed but not yet paid; whilst the quarter one position showed a significant balance, the expectation was that this would be spent in the future.
- 28.4 Referring to the benefits overpayments, a Member questioned how likely it was that the Council would successfully get the money back from the claimant. In response, the Head of Finance and Asset Management advised that this would be difficult given the circumstances, and could take a long time, but the Council had made provision so if it was re-claimed that was a bonus. Over time the money may have to be written-off but at the outset the Council would do as much as it could to recover the money. Another Member questioned whether there had been anything in the Chancellor's recent speech for local authorities and, in response, he was advised that there had been one or two matters to give the Council some hope, e.g. 13% increase in budget for tackling homelessness and a statement that "all departments would see an increase in expenditure levels" but, unfortunately, at this stage, the detail was not clear.
- 28.5 Accordingly, it was

RESOLVED: That the financial performance information for the first quarter of 2019/20 be **NOTED**.

EX.29 REVIEW OF COUNCIL TAX REDUCTION SCHEME AND COUNCIL TAX DISCOUNTS

- 29.1 The report of the Head of Corporate Services, circulated at Pages No. 21-33, asked the Committee to endorse public consultation on a Council Tax Reduction Scheme for 2020/21.
- 29.2 The Revenues and Benefits Manager explained that the Council Tax Reduction Scheme had replaced Council Tax Benefit from April 2013 and, since that time, Councils had been required to set their own scheme which related to working age claimants. In structuring a scheme, the Council had key duties around mobility and the protection of vulnerable residents. Possible options had been presented to Members at a meeting of the Transform Working Group and the preferred options for investigation were agreed as keeping the scheme as it was; introducing a scheme where all working age claimants paid a percentage of their Council Tax; and to consider an income banded scheme.
- 29.3 Members were advised that, by law, the Council was required to consult with the major precepting authorities along with anyone else it considered likely to have an interest in the operation of the scheme. The proposed consultation would ask a number of questions to seek views on a new scheme based on income bands, whether the Council should ask all working age claimants to pay something or if it should remain on the default scheme. A banded scheme would mean the level of Council Tax reduction awarded would only need to change if income went above or below the band threshold which consequently would reduce the number of revised Council Tax bills that were issued. The proposed consultation would be available on the Council's website for a six week period from 16 September to 25

October with a paper copy being available to anyone that required one. In addition, visitors to reception would be made aware of the consultation and a flyer would be issued with correspondence to Council Tax and Council Tax reduction customers. Once the results of the consultation had been analysed a report would be taken to the Executive Committee with recommendations on a revised scheme for 2020/21 along with detailed financial information.

29.4 During the discussion which ensued, a Member referred to consultation question 4 and indicated that, whilst the responses were not 'yes' or 'no' answers, the second part of the question referred to whether or not the respondent had answered 'yes'. The Revenues and Benefits Manager undertook to amend this to ensure the question was clearer. In terms of people who may not be able to look at the website, Members were advised that the consultation would also be promoted through the Financial Inclusion Partnership, at Parish Offices and at the Area Information Centres. The intention was to direct as much of the information as possible electronically, as well as to engage people as part of the day to day business of the Council, but it was accepted that this was not possible for all residents. In addition, an article had been included in the last edition of the Borough News to tell people to look out for the consultation.

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

RESOLVED: That the proposed public consultation on a Council Tax Reduction Scheme for 2020/21 be undertaken during the period 16 September to 25 October 2019, as set out in Appendix 1 to the report, subject to the amendment of consultation question 4 which currently offers the responses 'strongly agree'; 'agree'; 'neutral'; 'disagree'; and 'strongly disagree' but then asks for further information if the respondent has answered 'yes'.

EX.30 ECONOMIC DEVELOPMENT AND TOURISM STRATEGY 2017-21

30.1 The report of the Head of Development Services, circulated at Pages No. 34-58, outlined progress to date on the year two action plan in respect of the Economic Development and Tourism Strategy 2017-21, as well as outlining the actions for 2019/20. The progress and actions had been considered by the Overview and Scrutiny Committee on 18 June 2019 and that Committee had made a recommendation to the Executive Committee which Members were asked to consider.

30.2 The Economic and Community Development Manager advised that the Strategy had originally been written in 2017 and had been due to be reviewed in 2021 in line with the new Council Plan; however, there were some amendments that were required now and the Executive Committee was asked to authorise the Deputy Chief Executive and Head of Development Services, in consultation with the Lead Member for Economic Development/Promotion, to make such amendments.

30.3 The Economic Development and Tourism Strategy covered five key priorities: employment land planning; transport infrastructure improvement; business growth support; promoting Tewkesbury Borough; and employability, education and training. Under each of those headings were a number of objectives and annual actions were outlined under those objectives. Over the last 12 months, several key actions had been fulfilled including: the launch and operation of Tewkesbury Growth Hub; the launch of Hub surgery sessions for businesses with a planning champion; a successful bid to establish a Countywide Inward Investment Service with local authority partners and GFirst Local Enterprise Partnership (LEP); launch of the 'Uncover the Cotswolds' project to attract more visitors from European

markets; successful business engagement events; ongoing delivery of the Small Business Grant Scheme; LEADER funds allocated to businesses within Tewkesbury Borough; and the submission of the future High Streets fund expression of interest. The action plan for 2019/20 set out positive interventions to facilitate and encourage economic growth including: delivery of year two Growth Hub support; exploration of Growth Hub extension plans; delivery of annual business engagement, courses and training; delivery of the countywide Inward Investment Service working with key partners; establishing a J9 Business Group to support delivery of the masterplan and Garden Town; working with GFirst LEP to develop and shape the Local Industrial Strategy; and increasing the heritage offer of Tewkesbury Battlefield. In terms of amendments, the Committee was advised that, due to a focus on growth and a number of changes in the economic development field, the Strategy would benefit from updates in respect of initiatives and policies such as the Garden Town, the High Street Fund, potential airport growth and the Local Industrial Strategy.

30.4 During the brief discussion which ensued, a Member noted that tourism was vital for the Borough, as it supplied jobs and strengthened the economy, and he questioned what was being done in that regard as he did not see it mentioned within the Strategy. In response, the Economic and Community Development Manager offered reassurance that tourism was reflected throughout the Strategy. It was acknowledged that the way people accessed tourism had changed, for example, people rarely booked accommodation through the local Tourist Information Centres anymore. Officers had been researching digital options with the understanding that there was still a place for more traditional options as well. Officers were also looking at funding opportunities for people accessing information through electronic devices, such as consoles, in addition to all the existing access visitors could currently make through social media, apps and websites. The Member felt that planning for the future needed to commence now to ensure the Borough was not left behind and that tourist areas needed to be engaged and encouraged to invest in new technology.

30.5 A Member drew attention to Paragraph 2.1 of the report and felt that it needed to be acknowledged within the Strategy that the Cotswolds Area of Outstanding Natural Beauty (AONB) Board was involved/consulted. In response, the Economic and Community Development Manager confirmed that Cotswold Tourism included the AONB Board so the Council did work with the organisation and met with it regularly. The Member felt that a link needed to be included in the Strategy to the Cotswolds AONB website as it enabled people to download walks etc. meaning they did not need to pay for Ordnance Survey (OS) maps.

30.6 Accordingly, it was

RESOLVED: That authority be delegated to the Deputy Chief Executive and the Head of Development Services, in consultation with the Lead Member for Economic Development/Promotion, to make amendments to the Economic Development and Tourism Strategy 2017-21.

EX.31 WAIVER TO CONTRACT PROCEDURE RULES

31.1 The report of the Head of Community Services, circulated at Pages No. 59-61, described a contract waiver in respect of the purchase of a 12 tonne narrow access vehicle which had been agreed in line with the Council's Contract Procedure Rules. The waiver had been agreed by the Head of Paid Service, in consultation with the Leader of the Council, and the Committee was asked to note the waiver.

31.2 The Head of Community Services explained that the report was for information only and was submitted in line with the Council's Contract Procedure Rules which required that the use of an urgent waiver must be reported to the Executive Committee. He advised that on 4 December 2018, the Council had agreed to the purchase of a 12 tonne narrow access refuse and recycling collection vehicle and Tewkesbury Borough Council Officers, along with the fleet teams at Ubico, had subsequently carried out the initial stages of a procurement exercise to identify a suitable replacement. From the date of ordering a new vehicle built to the Council's specification, it would normally take 45 weeks to build and deliver; however, Dennis Eagle had a vehicle which would be available within 17 weeks of ordering so placing an order with that company would significantly reduce the waiting time for the vehicle and therefore the associated costs of continuing to hire the current vehicle. It was on that basis that the contract waiver had been the preferred option.

31.3 Accordingly, it was

RESOLVED: That the use of a contract waiver in respect of the purchase of a 12 tonne narrow access vehicle be **NOTED**.

EX.32 GARDEN TOWN PROGRAMME

32.1 The report of the Garden Town Programme Director, circulated at Pages No. 62-73, updated the Committee on the status of the Garden Town Programme and provided information about the recent success of the West Cheltenham Garden Village bid which had been made jointly with Cheltenham Borough Council. Members were asked to note the progress made on the Tewkesbury Garden Town Programme; to disband the J9 Area Member Reference Panel; to approve the creation of a new Tewkesbury Garden Town Member Reference Panel with the draft Terms of Reference as attached to the report; to note the progress made to date on the West Cheltenham (Cyber Central) programme, including the award of Garden Village status; and to delegate authority to the Chief Executive, in consultation with the Lead Members for Built Environment and Finance and Asset Management and the Head of Finance and Asset Management, to agree and enter into appropriate arrangements and other partnership documentation to progress the West Cheltenham Garden Village programme on terms approved by the Borough Solicitor.

32.2 The Garden Town Programme Director explained that the Tewkesbury Garden Town included approximately 10,195 homes and 100 hectares of employment land with delivery up to 2050. The opportunities from that would include consideration of technological advances/smart homes in terms of digital infrastructure and how that would benefit the wider Tewkesbury area. In terms of resources, the Garden Town Programme would have a Programme Director, a Programme Manager – with a focus on the Ashchurch bridge - a Community Officer and a Programme Assistant. The governance would include the new Garden Town Member Reference Panel and Officers would work with that group to define the programme and advisory groups etc. It was noted that, to date, a more ad-hoc arrangement had been in place, and a formal structure would be critical to the success of the programme.

32.3 Members received an update on the projects which were ongoing in the area including: J9/A46 – a Pre-Strategic Outline Business Case had been submitted for funding via the 'Large Local Majors' scheme through the Department for Transport (DfT) this was still in the early stages but it demonstrated to the DfT how important the scheme was; Rail – discussions had been held with franchisees - the Council could not drive the timetable changes but it was hopeful to get more stops - and the County Council in regard to the Gloucestershire Wide Rail Strategy; Masterplanning – BDP was completing phase 1 of its work and had been

commissioned to embed the Garden Town principles. In terms of communications, the programme had its own website with regular updates via electronic media, masterplanning engagement and community engagement – the ‘branding’ for the Garden Town would be implemented soon and would ensure the programme was separate from the Joint Core Strategy and Tewkesbury Borough Council. The team was considering how best to get formal engagement with the community through the governance structure. The Council had a good relationship with Homes England which would be critical to the success of the programme. In terms of the Ashchurch Bridge project, the grant funding agreement with Homes England included conditions which were split into two phases; design/planning permission/transport modelling drawdown - £466,000; and the construction phase which was scheduled to start at the end of 2020 with completion due in March 2022. The key risks which needed to be understood included: Homes England - had passed its risks onto the local authorities; land – there were ongoing discussions with Homes England as to the preferred option; overall cost – part of Atkins phase 1; National Rail support – opportunity to close the level crossing; delivery by March 2022 – discussions ongoing with Network Rail in respect of line access; recovery mechanism – any income from Community Infrastructure Levy (CIL) / Section 106 would be used to fund further housing delivery in the area; and wider project delivery - the homes actually being built. In terms of the West Cheltenham Cyber Central site, this included an allocation of 1,100 homes across 45 hectares; Cheltenham Borough Council had made a land acquisition of 107 acres; the project had received Garden Village status; a masterplanning/Supplementary Planning Document (SPD) had been commissioned; community engagement was scheduled for 11 / 19 September; and there were discussions ongoing with Homes England about how best to bring the safeguarded land forward. The Chair reminded Members that there was a special meeting of the Executive Committee on 4 November 2019 to approve that SPD for consultation.

- 32.4 In response to a query regarding the land acquisition made by Cheltenham Borough Council, the Garden Town Programme Director confirmed that this had been a sole purchase by that Council; there were still parcels of land owned by other individual landowners, but it was anticipated that Cheltenham Borough Council being in control of a large piece of the land would be able to bring the project forward in a timely manner. The Chief Executive confirmed that the land in Cheltenham Borough Council’s ownership was for the commercial element and was intended to ensure GCHQ could get on site with the cyber park as soon as possible. Much of the housing element of the area was likely to be within Tewkesbury Borough but this was still under discussion and was part of the masterplanning work. In addition, the safeguarded land to the west would most likely be predominantly housing but there was a lot of work ongoing to look at the options.
- 32.5 A Member noted that the consultation and discussions between Homes England and others in respect of the Ashchurch bridge had been ongoing for quite some time and she questioned whether Homes England was going to sign the agreement and whether National Rail was on board with the project. In response, the Garden Town Programme Director indicated that one of the conditions in the Homes England grant funding agreement was a written commitment from National Rail and that had been satisfied so nothing else was required from that organisation before the agreement was signed. The signatories were Tewkesbury Borough Council and Homes England. Work would continue with National Rail in respect of design and location etc. but Homes England wanted to complete the contracts by the end of September so the final terms etc. needed to be agreed prior to that deadline. The Member noted that Atkins had been doing the design work for the approach roads to the bridge via the County Council and she questioned whether Tewkesbury Borough Council now knew where the bridge

would be. She also questioned whether the Garden Town would have a Supplementary Planning Document (SPD) like the Garden Village at West Cheltenham. In response, the Garden Town Programme Director explained that the site needed to be allocated to have an SPD and this was not the case with the Garden Town; the team was looking to address that with the Joint Core Strategy (JCS) review. There was also a need to assess the policies involved and all of that would be considered through the next phase of the masterplan. The Council's consultants would be undertaking further work on the masterplan as, when BDP had been commissioned, the Garden Town had not been on the agenda so there was now a need to consider the wider area of development.

32.6 The Chief Executive explained that the current update was not intended to provide the detailed information. When the governance arrangements were established, the Garden Town Member Reference Panel would go through the details so Members were fully aware of the risks involved in the project etc. There was an extremely large work plan running at the moment and the current report was designed to give an overview of how it was working. In terms of the funding of infrastructure, the justification for the A46 offline solution was the development in the whole area. Through the Garden Town programme, there was an opportunity to look at the infrastructure needed to bring development forward in the right way; a long term vision meant the Council could argue for funding. In response to a query regarding the name of the new Garden Town, the Garden Town Programme Director advised that, one of the key points was the transformation of Tewkesbury, and the risk in renaming the Garden Town was that it would not have the backing of being an area that people knew and understood. In addition, the new development needed to integrate with Tewkesbury town to the benefit of both areas and it was felt this would be difficult if it had a different name.

32.7 In respect of the proposed Terms of Reference for the Garden Town Member Reference Panel, a Member suggested that the quorum should be a minimum of four or five and there was some discussion as to whether that should include one of the Ward Members. The Borough Solicitor agreed that this could be added to the Terms of Reference should the Committee so wish. There was also a discussion as to whether the Deputy Leader of the Council should be involved in the Panel, but Members agreed this was not necessary given the involvement of the relevant Lead Members and Ward Members.

32.8 Accordingly, it was

RESOLVED:

1. That the progress made to date on the Tewkesbury Garden Town Programme be **NOTED**.
2. That the Junction 9 Area Member Reference Panel be **DISBANDED**.
3. That the creation of a new Tewkesbury Garden Town Member Reference Panel, together with the Terms of Reference attached at Appendix 2 to the report, be **APPROVED**, subject to the following amendments to those Terms of Reference:
 - under 'Constitution and Powers' add the word 'Ward' to 'Members for Tewkesbury South';
 - the quorum of the Panel shall be five Members of which at least one will be a Ward Member.
4. That the progress to date on the West Cheltenham (Cyber Central) Programme, including the award of Garden Village status, be **NOTED**.

5. That authority be delegated to the Chief Executive, in consultation with the Lead Members for Built Environment and Finance and Asset Management and the Head of Finance and Asset Management, to agree and enter into appropriate arrangements and other partnership documentation to progress the West Cheltenham Garden Village Programme on terms approved by the Borough Solicitor.

EX.33 SEPARATE BUSINESS

33.1 The Chair proposed, and it was

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

EX.34 SEPARATE MINUTES

34.1 The separate Minutes of the meeting held on 17 July 2019, copies of which had been circulated, were approved as a correct record and signed by the Chair.

EX.35 USE OF URGENCY POWERS - ROSES THEATRE

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

35.1 The use of urgency powers taken in respect of the offer of financial assistance, and the amendment of the terms of a grant to the Roses Theatre, Tewkesbury was noted.

EX.36 FUTURE COUNTYWIDE WASTE PARTNERSHIP - JOINT WASTE COMMITTEE AND JOINT WASTE TEAM

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

36.1 The Committee considered the way forward in respect of the Joint Waste Committee and Joint Waste Team and, accordingly, made a recommendation to Council on the future of the Countywide Waste Partnership.

The meeting closed at 4:00 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)

Agenda Item	Overview of Agenda Item	Lead Officer	Has agenda item previously been deferred? Details and date of deferment required
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.

Committee Date: 27 November 2019

Agenda Item	Overview of Agenda Item	Lead Officer	Has agenda item previously been deferred? Details and date of deferment required
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.
Community Infrastructure Levy (CIL) Governance and Policy.	To consider the Community Infrastructure Levy (CIL) Governance and Policy.	Head of Development Services.	Yes, deferred to allow further time to consider the options.
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)).

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Committee Date: 8 January 2020

Agenda Item	Overview of Agenda Item	Lead Officer	Has agenda item previously been deferred? Details and date of deferment required
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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Committee Date: 5 February 2020			
Agenda Item	Overview of Agenda Item	Lead Officer	Has agenda item previously been deferred? Details and date of deferment required
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)).			

Committee Date: 4 March 2020			
Agenda Item	Overview of Agenda Item	Lead Officer	Has agenda item previously been deferred? Details and date of deferment required
Grounds Maintenance Working Group Report	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.	Head of Community Services.	No.

Committee Date: 8 April 2020

Agenda Item	Overview of Agenda Item	Lead Officer	Has agenda item previously been deferred? Details and date of deferment required
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

Agenda Item	Overview of Agenda Item
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.

14

TEWKESBURY BOROUGH COUNCIL

Report to:	Executive Committee
Date of Meeting:	16 October 2019
Subject:	Performance Management – Quarter 1 2019/20
Report of:	Chair of Overview and Scrutiny Committee
Corporate Lead:	Chief Executive
Lead Members:	Lead Member for Commercial Transformation
Number of Appendices:	Five

Executive Summary:	<p>New Council Plan priorities (2016-20) were approved by Council on 25 April 2018. Supporting the priorities is a set of objectives and actions. Progress in delivering the objectives and actions are reported through a Council Plan Performance Tracker (Appendix 2). The tracker is a combined document which also includes a key set of performance indicators. The report also includes the Revenue Budget Summary Statement (Appendix 3), the Capital Monitoring Statement (Appendix 4) and the Reserves Position Summary (Appendix 5). This performance information is reported to the Overview and Scrutiny Committee on a quarterly basis and the outcome is then reported to the Executive Committee by the Chair of the Overview and Scrutiny Committee.</p> <p>At Overview and Scrutiny Committee on 10 September 2019, consideration was given to the 2019/20 quarter one of performance management information. The observations made by the Committee can be found in Appendix 1. The performance management documents presented at Overview and Scrutiny Committee can be found in Appendices 2-5.</p>
Recommendation:	<p>To scrutinise the performance management information and, where appropriate, require action or response from the Executive Committee.</p>
Reasons for Recommendation:	<p>The Overview and Scrutiny Committee Terms of Reference require it to review and scrutinise the decisions and performance of the Council and its Committees.</p>

Resource Implications:	None directly associated with this report.
Legal Implications:	None directly associated with this report.
Risk Management Implications:	If delivery of the Council's priorities is not effectively monitored then it cannot identify where it is performing strongly or where improvement in performance is necessary.

Performance Management Follow-up:

Performance management information is reported to Overview and Scrutiny Committee on a quarterly basis. The outcome of each quarterly review is then reported to Executive Committee.

Environmental Implications:

None directly associated with this report.

1.0 INTRODUCTION/BACKGROUND

- 1.1** New Council Plan priorities (2016-20) were approved by Council on 25 April 2018. Supporting the priorities is a set of objectives and actions. Progress in delivering the objectives and actions are reported through a Council Plan Performance Tracker (Appendix 2). The tracker is a combined document which also includes a key set of performance indicators. The report also includes the Revenue Budget Summary Statement (Appendix 3), the Capital Monitoring Statement (Appendix 4) and the Reserves Position Summary (Appendix 5). This performance information is reported to the Overview and Scrutiny Committee on a quarterly basis and the outcome is then reported to the Executive Committee by the Chair of the Overview and Scrutiny Committee.
- 1.2** At Overview and Scrutiny Committee on 10 September 2019, consideration was given to the first monitoring report for 2019/20. The observations made by the Committee can be found in Appendix 1. The majority of information within the performance tracker reflects the progress of Council Plan actions as at the time of writing the report. The key performance indicator information is of a statistical nature so represents the position as at the end of June 2019 (Qtr 1). The tracker includes actions that have been refreshed to ensure the Council Plan is a 'live' document. The refreshed plan was approved by Council on 16 April 2019. This is the last year of the four year plan and work will start in the Autumn to develop a new plan and priorities.

2.0 COUNCIL PLAN PERFORMANCE TRACKER

- 2.1** The Council Plan (2016-20) has four priorities which contribute to the overall Council Plan vision "*Tewkesbury Borough, a place where a good quality of life is open to all*". The priorities are:
- Finance and resources.
 - Promoting and supporting economic growth.
 - Growing and supporting communities.
 - Customer focused services.

Each of the four priorities is supported by a number of objectives and actions which will focus activity on delivery of the priorities. The tracker has been developed and contains a set of key performance measures to monitor delivery of each Council Plan action. The actions are reviewed and where appropriate refreshed on an annual basis.

2.2 For monitoring the progress of the Council Plan actions, the following symbols are used:

☺ – action progressing well.

☹ – the action has some issues or delay by there is no significant slippage in the delivery of the action.

☹ – significant risk to not achieving the action or there has been significant slippage in the timetable or performance is below target.

Grey – project has not yet commenced.

✓ – action complete or annual target achieved.

For monitoring of key performance indicators, the following symbols are used:

↑ - PI is showing improved performance on previous year.

↔ - PI is on par with previous year performance.

↓ - PI is showing performance is not as good as previous year.

2.3 This report presents the first quarter of the final year of the current Plan. Key successful activities to bring to Members' attention since the last performance report include:

- Garden waste renewals continue to perform strongly. The sale of 18,335 stickers has generated £875,780. (£820,000 reported to Committee in July 2019).
- A full review of the bulky waste service has commenced.
- Commercial awareness training has been rolled out to senior management and Members.
- An options report on the regeneration of Spring Gardens was presented at Council on 30 July 2019.
- The ground floor west wing of the Public Services Centre including vacant space has been refurbished and occupied by the County Council, which has signed long term leases for all areas of occupation.
- The Growth Hub has already achieved its target of 1,000 visitors in advance of the annual year end.
- The pre-submission of the Tewkesbury Borough Plan was approved at Council on 30 July 2019.
- Local Enterprise Partnership (LEP) approval obtained for the business case for improvements to the A40 at Longford.
- Appointment of Programme Director for the delivery of the Garden Town project.
- Approval at Executive Committee on 12 June 2019 of a Private Rented Housing Sector Accommodation Fund Pilot.

2.4 Due to the complex nature of the actions being delivered, inevitably some may not progress as smoothly or quickly as envisaged. Actions with either a 😞 or 😊 are highlighted below:

Action	Status and reason for status
Disposal of the Ministry of Agriculture, Food and Fisheries (MAFF) site.	😞 Disposal is on hold pending the outcome of the Spring Gardens regeneration project and parking strategy review to understand any potential requirements arising from the projects.
Develop a programme with partners to progress Healings Mill and other key development opportunity sites to support the regeneration of Tewkesbury.	😞 Date has been amended from September 2019 to March 2020 to allow time to explore options for an acceptable development proposal for the site. A progress report will be presented to this meeting. The date for this action has been amended six times, due to various constraints arising such as; flooding and heritage issues.
Explore with partners- including the Battlefield Society- the potential to increase the heritage offer at the Battlefield site.	😞 Date has been amended from March 2019 to March 2021. The target date has been amended five times previously to reflect the ongoing discussions with land owners and stakeholders. The new date takes into account the work anticipated to develop the heritage offer and concept for the Battlefield as part of the 2021 celebrations.
Develop a programme to work with landlords to ensure residents have a supply of rented properties to meet their needs.	😞 Due to the requirement to transfer responsibility to deliver the private rented scheme, the implementation date slipped and has been amended from June 2019 to September 2019. Target date was previously changed in Q4 2018/19 to factor the private rented housing sector accommodation fund pilot going to Executive Committee.
Implement the One Legal business review and associated case management system replacement.	😞 Testing of the proposed new case system is being carried out but will achieve the target date of April 2020. The target date has been amended twice previously. This was due to the project being on hold whilst the Public Sector Network security compliance was completed.

Introduce the option for paperless billing for Council Tax and business rates.	☹️ Project has been delayed due to GDPR and a software integration issue which has been resolved. This caused the target date to slip from June 2019 to September 2019. The target date has been amended twice previously.
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3.0 KEY PERFORMANCE INDICATORS (KPIs)

3.1 The set of Key Performance Indicators (KPIs) are a combination of contextual indicators and target related indicators. The set of KPIs must remain flexible to ensure they meet our needs. The data reported is the position at end of June 2019.

3.2 Of the **17** indicators with targets, their status as at the end of quarter one is:

😊 (on target)	☹️ (below target but confident annual target will be achieved)	☹️ (below target and target unlikely to be achieved)
13	3	1

In terms of the direction of travel i.e. performance compared to last year, for all indicators (not all indicators have a target e.g. crime) the status is:

↑ (better performance than last year)	↓ (not as good as last year)	↔️ (on par with previous year performance)
10	5	4

3.3 KPI's where the direction of travel is down and/ or KPI is either a ☹️ or ☹️ are highlighted below:

KPI No.	KPI description	Reason for ☹️ or ☹️
12	Percentage of 'major' applications determined within 13 weeks or alternative period agreed with the applicant.	↓ Figure is down compared to the outturn of 2018/19, from 93.3% to 90.91%. This is a result of one major application missing the target timescale. However, the overall target of 85% was achieved.
13	Percentage of 'minor' applications determined within 8 weeks or alternative period agreed with the applicant.	↓ ☹️ Due to the complexity of the issues needed to address some of the 'minor' applications, it has taken longer for 15 minor applications to be determined within the agreed timescale.
14	Percentage of 'other' applications determined within 8 weeks or alternative period agreed with the applicant.	☹️ The Q1 figure, 87.23% did not meet the 2019/20 target of 90%, due to 18 applications being answered outside of the agreed timescale.

27	Average number of sick days per Full Time Equivalent (FTE).	↓ 😞 Both long term (>28 days) and short term sickness has increased during Q1 which has had an impact on the average number of days per FTE, totalling at 3.7days. It is unlikely the KPI will achieve its 2019/20 target of eight days.
29	Residual household waste collected per property in kgs.	😊 The increase to residual waste tonnage is up slightly from both kerbside collections and rejects from the MRF. Steps are to be taken to reduce this.
31	Percentage of Freedom of information (FOI) requests answered on time.	↓ Whilst the target of 80% has been achieved, the quarterly figure has dropped when compared to the outturn (92%) for 2018-19. This is due to the number of requests not meeting the 20 working day timescale.
32	Percentage of formal complaints answered on time.	↓ The Q1 figure compared to last year's outturn has slightly decreased as a result of high number of complaints received during this quarter not being answered within the 20 working day timescale. Total of seven complaints were answered late, during this quarter.

Areas where key indicators are performing particularly well, include:

- KPI 7: 358 visitors entered the Growth Hub during this quarter which is on track to meet the 1000 target.
- KPI 12: 90.91% of 'major' planning applications were determined within time which is above the councils target of 85% and considerably above the nation target of 60%.
- KPI 21: with the benefits team putting in place new ways of working, it has improved the average number of days to process new benefit claims, from 22 days (Q4 2018/19 figure) to 10 days.
- KPI 22: The number of days to process change in circumstances has also improved as a result of new ways of working from five days to three days

4.0 FINANCIAL SUMMARY - REVENUE POSITION

4.1 The financial budget summary for Q1 shows a £71,190 deficit against the profiled budget. Below is a summary of the expenditure position for the council split out between the main expenditure types.

4.2 Services expenditure	Budget	Budget Q1	Actual Q1	Variance
	£	£	£	£
Employees	9,822,531	2,314,616	2,246,650	67,966
Premises	640,349	298,046	302,496	(4,450)
Transport	157,779	35,535	29,696	5,839
Supplies & Services	1,985,608	388,247	422,243	(33,995)
Payments to Third Parties	5,539,444	1,619,759	1,672,122	(52,363)
Transfer Payments - Benefits Service	13,611,266	4,188,186	4,217,743	(29,557)
Income	(20,478,721)	(2,326,328)	(2,320,647)	(5,681)
	11,278,256	6,518,060	6,570,303	(52,242)

Corporate Codes

Interest costs	255,678	63,920	17,574	46,346
Investment Properties	(2,753,605)	(874,018)	(803,121)	(70,897)
Corporate Savings Targets	(7,500)	0	0	0
RSG and other grant funding	(36,565)	(5,700)	(6,152)	452
New Homes Bonus	(3,273,399)	(818,350)	(818,350)	0
Business rates	(2,497,557)	0	(5,152)	5,152
	2,965,308	4,883,912	4,955,102	(71,190)

Note: With regards to savings and deficits, items in brackets and red are overspends

4.3 Surplus on service expenditure

The budget position in relation to Service expenditure shows an overall budget deficit of £52,242 as at the end of June 2019.

Whilst an overall deficit position is reported, there are two areas that report a surplus. As can be seen from the table the majority of the savings, £67,966, are related to employee cost. These savings are being generated mainly through staff vacancies, across most services, with Community Services generating the most savings at £13,000. Services have managed vacancies during the period by utilising current staff to cover work in the short term and limiting, where possible, use of agency staff.

Initial savings are also being delivered through the car pool pilot. This is encouraging given the council is only three months into the pilot and a full review of the success of the pilot is due to take place after six months.

4.4 Deficit on service expenditure

Deficits reported on supplies and services and to a large extent on payments to third parties are in relation to expenditure incurred on delivering the European elections. The council receives grant income to cover the cost of the elections and therefore an income surplus within Democratic Services matches off this expenditure. The Borough election expenditure is also contained within Democratic Services and this is matched off through one off funding from reserves and New Homes Bonus. Overall, Democratic Services is in a cost neutral position.

In terms of other areas contributing to the deficit reported for payments to third parties, Community Services are reporting a first quarter deficit of £12,817. Whilst savings have been accumulated on the disposal of recyclate collected, the Ubico contract sum is showing an increase in resources consumed of circa £24,000 at the first quarter. Additional resources have been deployed on the grounds maintenance rounds to ensure issues with grass cutting are minimised during the growing season and a contingency reserve exists to cover these costs should the contract be in deficit at year end.

In addition, the allocation of depot related costs has been reviewed following changes of use at Swindon Road depot, most pertinently Tewkesbury's increased usage following its delivery review in 2017 which saw the food waste collection service being delivered through separate vehicles. As a result, the cost apportionment to Tewkesbury has increased by £50,000 on an annual basis. Officers have reviewed the cost apportionment basis and agreed it reflects current use of the site. The apportionment basis will now be reviewed annually in the Autumn so that any variations can be incorporated within the budget.

The overspend on transfer payments relates to Housing Benefit claimant payments and recovery of expenditure from the Government. The Q1 monitoring reported that the Housing Benefits team have identified two significant overpayments as a result of claimant error, which go back over several years, one of which is for over £20,000 and included a fraud investigation. The Council only receives government subsidy of 40% where claimant error is identified and as a result we are predicting a loss on the budgeted provision of £29,000. However, the Council is entitled to 100% of the debt if it can be reclaimed from the claimant and therefore in the long run the deficit on the Housing Benefit claim could be eradicated.

Income is showing a small deficit at the end of Q1, although this is the net position for all services. Per the analysis above Democratic services has received an additional £86,000 of grant to cover the cost of the European elections. Also, in Community services the Garden Waste service is £12,000 up on the annual target of income of £842,000. However, this is being offset by a current deficit on planning income of £80,000. The Development team has predicted that it will recover this current deficit and achieve the budgeted level of income by the end of the financial year

- 4.5** Attached at Appendix 3 is a summary of the position for each Head of Service, which shows the current variance against their budget. Where the main types of expenditure headings within the Head of Service's responsibility have a variance over £10,000, a short explanation for the reason for the variance has been provided.

4.6 Corporate codes

The Corporate codes include the other sources of financing which are needed to balance the budget.

There is a significant budget deficit being shown on investment properties, which is due to not being able to secure another commercial opportunity as expected at the end of the current year. Paragraphs 5.2 and 5.3 provide more information on this. This has meant that the income expected to be received in rent has not been achieved. However, this loss has been mitigated to an extent as treasury management costs have been reduced through reduced borrowing and no minimum revenue provision being made. The net result is a £25,000 deficit.

5.0 CAPITAL BUDGET POSITION

- 5.1** Appendix 4 shows the capital budget position as at Q1. This is currently showing a deficit against the profiled budget of £6.14m.
- 5.2** This deficit is as a result of the Council being unable to secure a commercial investment acquisition in the first few months of the financial year. Although the Council has reviewed several potential acquisitions in the last few months, it has not proceeded to bid on these. Only in the last month of the quarter has a property passed the due diligence tests and the Council entered into negotiations for its purchase. At the time of writing, this acquisition is still being progressed.
- 5.3** The market for investment properties, specifically in the industrial or alternative sector which the Council requires for a balanced portfolio, has become increasingly competitive with less high quality investments coming to the market. The Council continues to work with its advisors to source and secure new property and hopes to conclude a suitable investment within the calendar year.
- 5.4** Other capital schemes are progressing in line with budgets.

6.0 RESERVES POSITION

- 6.1** Appendix 5 provides a summary of the current usage of available reserves.
- 6.2** Reserves have been set aside from previous years to fund known future costs and the strategic planning of the authority's operation. The information in the appendix does not take account of reserves which have been committed, but not yet paid.
- 6.3** Whilst the Q1 position shows that there remains a significant balance on the reserves, the expectation is that the balances will be spent in the future. Finance has asked for updates from all departments about their plans to ensure that earmarked reserves are either used for their intended purpose or released back to the general fund.

7.0 OTHER OPTIONS CONSIDERED

- 7.1** None.

8.0 CONSULTATION

- 8.1** None.

9.0 RELEVANT COUNCIL POLICIES/STRATEGIES

- 9.1** Council Plan 2016-20.

10.0 RELEVANT GOVERNMENT POLICIES

- 10.1** None directly.

11.0 RESOURCE IMPLICATIONS (Human/Property)

- 11.1** None directly.

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

12.1 Linked to individual Council Plan actions.

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

13.1 Linked to individual Council Plan actions.

14.0 RELATED DECISIONS AND ANY OTHER RELEVANT FACTS

14.1 Council Plan 2016-20 approved by Council 25 April 2018.

Background Papers: None

Contact Officer: Head of Corporate Services (Appendix 1-2)
Tel: 01684 272002 email: Graeme.simpson@tewkesbury.gov.uk

Head of Finance and Asset Management (Appendix 3-5)
Tel: 01684 272005 email: simon.dix@tewkesbury.gov.uk

Appendices: Appendix 1 –Overview and Scrutiny Committee Review.
Appendix 2- Council Plan Performance Tracker Qtr 1 2019/20.
Appendix 3 - Revenue Budget.
Appendix 4 - Capital Budget.
Appendix 5 – Reserves.

Questions raised by Overview and Scrutiny Committee at meeting held on 10 September 2019

Questions raised by Overview and Scrutiny	Response from officers
Performance Tracker - Priority: Finance and Resources	
<p>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>
Performance Tracker – Priority: Promoting and Supporting Economic Growth	
<p>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.</p>	<p>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.</p>

<p>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.</p>	<p>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.</p> <p>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.</p>
<p>Key Performance Indicators for Priority: Promoting and Supporting Economic Growth</p>	

<p>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 550th anniversary of the Battle of Tewkesbury bearing in mind that Tewkesbury Abbey would be starting its celebrations in January 2021.</p>	<p>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.</p>
<p>Performance Tracker – Priority: Growing and Supporting Communities</p>	
<p>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.</p>	<p>The Head of Community Services indicated that he did not have the information to hand and would report back outside of the meeting.</p>

<p>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.</p>	<p>The Deputy Chief Executive advised that £8.1million 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.</p>
<p>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.</p>	<p>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.</p>

Performance Tracker – Priority: Customer-focused services	
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.
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.
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 financial year.

Key Performance Indicators for Priority: Customer Focused Services	
<p>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.</p>	<p>The Chair extended his thanks to the Benefits team for its hard work on behalf of the Committee which was very impressed with their achievements.</p>
<p>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.</p>	<p>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.</p>

<p>KPI 29 – Residual household waste collected per property in kilograms – 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.</p>	<p>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.</p>
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Appendix 1 - Council Plan Performance Tracker and Key Performance Indicators 2019-20 Progress Report

Council Plan tracker actions/ KPI progress key:		KPI direction of travel key:	
😊	Action progressing well/ PI on or above target	↑	PI is showing improved performance on previous year
😐	Action has some issues/delay but not significant slippage/ PI below target but likely to achieve end of year target	↔	PI is on par with previous year performance
😞	Significant risk to not achieving the action or there has been significant slippage in the timetable, or performance is below target/ PI significantly below target and unlikely to achieve target	↓	PI is showing performance is not as good as previous year
	Project has not yet commenced/ date not available or required to report		
✓	Tracker action is complete or annual target achieved		

PRIORITY: FINANCE AND RESOURCES

Actions	Target date	Responsible Officer/Group	Progress to date	Comment
Objective 1. Seek to be financially independent of the government's core grants.				
a) Deliver the council's transformation programme to deliver a balanced budget.	Target date: March 2020	Corporate Leadership Team (CLT) Lead Member for Commercial Transformation	😊	<p>Current projects in the Transform programme include:</p> <ul style="list-style-type: none"> • Garden waste phase 2 • Bulky waste service review • Pool car pilot • Installation of electric charging points • Paperless billing for council tax and business rates • Implementation of the council's commercial strategy • Spring Gardens regeneration project. <p>These projects have their individual milestones and target dates, and are progressing.</p>

PRIORITY: FINANCE AND RESOURCES

Actions	Target date	Responsible Officer/Group	Progress to date	Comment
Objective 1. Seek to be financially independent of the government's core grants.				
b) Maximise retention around business rates.	Target date: 31 March 2020	Head of Finance & Asset Management Lead Member for Finance and Asset Management		Outturn figures for 2018/19 highlight an overall retention of business rates totalling £1.18m for the year. This is an exceptional year boosted by the fact that the council were in a 100% retention pilot for the year. Whilst we are not in a pilot this year following our unsuccessful bid, we are in the county wide pool which will allow us to retain higher amounts than if we acted as an individual authority. We are currently awaiting Q1 pool performance but the base position at Tewkesbury shows that we are on target to deliver our budgeted position for growth retention. We still await confirmation from the Government about the transition to a 75% retention scheme, originally planned for April 2020.
c) Work to reduce the council's deficits, outlined in the Medium Term Financial Strategy (MTFS).	Target date: 18 Feb 2020	Head of Finance and Asset Management Lead Member for Finance and Asset Management		New MTFS due to be produced in early Winter. There is currently uncertainty on how local government will be funded beyond March 2020. Without this information it is difficult to project the deficits the council will face in the medium term. The deficit highlighted in the previous MTFS for the current year has been met through additional income, internal service restructure savings and an increase in the council tax.
Objective 2. Maintain a low council tax.				
a) Produce a Medium Term Financial Strategy which ensures that council tax remains in the lowest quartile nationally.	Target date: 31 January 2020	Head of Finance & Asset Management Lead Member for Finance and Asset Management		Current MTFS suggests the potential for £5 annual council tax increases over the medium term. This would mean that Tewkesbury's council tax, which at £119.36 is currently the fifth lowest in the country, would remain within the lowest quartile even without allowing for likely increases in the threshold. A new MTFS will be produced in early Winter for Council approval.

PRIORITY: FINANCE AND RESOURCES

Actions	Target date	Responsible Officer/Group	Progress to date	Comment
Objective 3. Investigate and take appropriate commercial opportunities.				
a) Deliver the aims and objectives of the commercial property investment strategy.	Target date: 31 March 2020	Head of Finance & Asset Management Lead Member for Finance and Asset Management	☺	The council now has a commercial property portfolio of £39.5m producing an annual gross income of £2.4m. A further £6.7m is available within the capital programme to support the portfolio and officers continue to look for suitable opportunities to acquire high quality assets.
34 b) Undertake a review of the discretionary trade waste service to ensure it is operating on a viable commercial level.	Target date: April 2017 July 2017 August 2017 April 2018 April 2019 December 2019 (date reported to O&S 12 February 2018)	Head of Community Services Lead Member for Clean and Green Environment	☺	As an interim measure, a marketing campaign is currently underway to increase the customer base. As reported to O&S committee in February 2019, a wider strategic review of the service is also currently being undertaken. As agreed with the O&S committee, a report will be brought back in January 2020 with the outcomes of the review.
c) Increase commercial activity in all services in line with our commercial strategy.	Target date: March 2020	Heads of service Deputy Chief Executive / Lead member for Finance and Asset Management.	☺	To increase awareness of what commercialisation means to the council, a range of workshops has been held for senior management and members. A communications plan is also currently being developed to embed a commercial culture across the council. There are a number of projects currently in progress with a commercial element to them, e.g. garden waste, bulky waste, trade waste, reviewing the tourism and information centre and paperless billing.

PRIORITY: FINANCE AND RESOURCES

Actions	Target date	Responsible Officer/Group	Progress to date	Comment
Objective 4. Use our assets to provide maximum financial return.				
a) Explore options for the regeneration of Spring Gardens.	Target date: June 2019 July 2019-March 2020 (new date to reflect new milestone). (revised date reported to O&S 12 March 2019)	Head of Finance and Asset Management Lead Member for Finance and Asset Management	☺	Council have received and approved a report on the progress made to date and the recommendation to short list four options. This phase of the project is now complete. The project will now be taken forward through the next phase of due diligence which will result in a further report to Council recommending one preferred option. This is likely to be in the final quarter of the financial year and the tracker will be updated to reflect this next phase at the next opportunity.
39 Disposal of the Ministry of Agriculture, Food and Fisheries (MAFF) site.	Target date: 31 March 2020	Head of Finance & Asset Management Lead Member for Finance and Asset Management	☹	Disposal on hold pending the outcome of both the Spring Gardens regeneration and the parking strategy review to understand any potential requirements arising from the projects. This site potentially offers flexibility to the council to meet any emerging requirements. Should there be no requirements, the council will proceed with a disposal.
c) Investigate the potential use of remaining vacant areas in the Public Services Centre (PSC).	Target date: December 2019	Head of Finance & Asset Management Lead Member for Finance and Asset Management	☺	Works nearing completion to refurbish vacant ground floor space at the rear of the west wing. Upon completion, the county council will occupy the larger area and have signed new long term leases for all areas of occupation. The Public Services Centre will effectively be operating at full capacity at this time with a small area retained to flexibly meet the council's ongoing needs.

PRIORITY: PROMOTING AND SUPPORTING ECONOMIC GROWTH

Actions	Target date	Reporting Officer/Group	Progress to date	Comment
Objective 1. Deliver our strategic plans.				
a) Deliver year three of our Economic Development and Tourism Strategy.	Target date: June 2020	Head of Development Services Lead Member for Economic Development/ Promotion	☺	Year three of the strategy commenced in June 2019. Work achieved includes: <ul style="list-style-type: none"> • Heritage Action Zone expression of interests submitted for both Tewkesbury and Winchcombe. Results expected in the autumn. • Garden Town Business Event • Support and promotion for the Tewkesbury Food and Drink Festival and inaugural 2021 Beer Festival • Delivery of inward investment programme with Local Enterprise Partnership (LEP).
b) Deliver growth hub services in the Public Services Centre.	Target date: April 2020	Head of Development Services Lead Member for Economic Development/ Promotion	☺	Ongoing successful delivery of hub services – following launch in November 2018: <ul style="list-style-type: none"> • Growth Hub Tenant, Janina Neumann Design, announced as top ‘30 under 30’ young entrepreneurs • Successful launch and delivery of Planning Surgery for businesses in the Hub. • In partnership with Job Centre Plus – delivery of 6-week course supporting people back to work and self-employment. • Achieved annual target of 1000 visitors - well advance of year one end. • Delivery of eight business workshops and 1-2-1 events in this quarter – including social media marketing, sales techniques and health and wellbeing for the workforce.
c) Work with the Local Enterprise Partnership (LEP) and other partners to contribute to the Local Industrial Strategy (LIS).	Target date: December 2019	Head of Development Services Lead Member for Economic Development/ Promotion	☺	Officers are engaged with the LEP to help deliver the strategic action required through the Local Industrial Strategy (LIS) in the Economic Development and Tourism Strategy. This work is also tying into the review of the Joint Core Strategy. The LIS is expected to be finalised in December 2019. Various meetings with Management Team are occurring and the task is to ensure that the LIS reflects the aspirations of the council and can be complementary to the Economic Development and Tourism Strategy. The council is currently promoting youth survey as part of the LIS.

PRIORITY: PROMOTING AND SUPPORTING ECONOMIC GROWTH

Actions	Target date	Reporting Officer/Group	Progress to date	Comment
Objective 2. Deliver employment land.				
a) Deliver employment land through the Joint Core Strategy (JCS) and Tewkesbury Borough Plan (TBP).	JCS target date: Autumn 2019 (Draft JCS Consultation)	Head of Development Services Lead Member for the Built Environment		Following adoption of the JCS, which includes 112ha of employment land, planning and economic development officers are working to promote employment land in the borough. The take up of employment land will be monitored in the Authority Monitoring Report (AMR) which government planning guidance requires the council to publish. The JCS review is underway which will consider future employment land needs. The initial Issues and Options consultation was completed on 11 January 2018. Responses to the consultation are now being considered in order to progress the review to Draft Plan stage. This will include further evidence gathering on employment needs. Two new officers have been appointed to ensure that the plan can be prepared in the most expedient manner to achieve the strategic direction in the strategic plan.
	Borough plan target date: Spring/Summer 2019 December 2019 (reported to O&S 4 Sept)			

PRIORITY: PROMOTING AND SUPPORTING ECONOMIC GROWTH

Actions	Target date	Reporting Officer/Group	Progress to date	Comment
Objective 3. Maximise the growth potential of the M5 junctions.				
a) Produce a detailed strategy for the delivery of growth at Junction 9.	Target date: Project Delivery Plan- September 2019 Masterplan produced: June 2021	Head of Development Services Lead Member for Economic Development/ Promotion	☺	The Ashchurch area has now been awarded Garden Town status. Officers are working with Homes England to produce a Project Delivery Plan which will set out the key components to deliver the Garden Town. A team of officers is being created to deliver the Garden Town with the first appointment of the Programme Director secured in August 2019.
38 b) Work with partners to secure transport infrastructure improvements around the borough, including the all-ways Junction 10, Junction 9 and A46 improvements.	Target date: 2021 (approved business case)	Head of Development Services Lead Member for Economic Development/ Promotion	☺	<p><u>All-ways Junction 10</u> Led by Gloucestershire County Council with district council support, the business case for all – ways J10 was been submitted in March. Subject to Government’s review, it is expected that the outcome will be made available in the Autumn. This consists of an all-ways motorway junction and associated link roads to the development sites, notably the Cyber Park and based upon the funding criteria is to be delivered by 2023. The council, working with partners Cheltenham Borough Council and Gloucestershire County Council, is responding to questions from Government on the submission to ensure that the case is made to achieve the funding.</p> <p><u>J9 and A46</u> Tewkesbury Borough Council continues to be actively engaged in both the A46 Partnership and Midlands Connect to promote the development opportunities at Ashchurch and hence the need for an off-line solution. The council hopes to host an A46 session for MPs in the Autumn, possibly in London in conjunction with Midlands Connect, which will allow the showcasing of the J9 A46 area and the areas importance to be highlighted. The J9/A46 area has been submitted by GCC with support from Tewkesbury Borough Council as an early Expression of Interest (EOI) to the Western Gateway Sub National transport Body for improvements to J9/A46 and this is seen as a priority for the transport body.</p>

PRIORITY: PROMOTING AND SUPPORTING ECONOMIC GROWTH

Actions	Target date	Reporting Officer/Group	Progress to date	Comment
Objective 4. Deliver regeneration for Tewkesbury town.				
a) Prepare and adopt a supplementary planning document for the regeneration of Tewkesbury Town.	Target date: April 2018 September 2018 October 2018 November 2018 April 2019 (revised date reported to O&S 12 March 2019)	Head of Development Services Lead Member for Built Environment		The Supplementary Planning Document (SPD) was approved for adoption at a meeting of the Council on 16 April 2019.
39 b) Develop a programme with partners to progress Healings Mill and other key development opportunity sites to support the regeneration of Tewkesbury.	Target date: September 2017 January 2018 March 2018 September 2018 March 2019 (reported to O&S 4 Sept) September 2019 (reported to O&S 18 June 2019) March 2020 (reported to O&S on 10 Sept 2019)	Head of Development Services Lead Member for Economic Development/ Promotion		Discussions are being held with the developer and agencies to explore what options may exist to try and bring forward an acceptable development proposal. However, this site remains very difficult due to a number of constraints, for example flooding and heritage issues, which are incorporated in the discussions. The site is referenced as an opportunity site in the recently adopted Tewkesbury Town Supplementary Planning Document and was referenced in the recently submitted High Streets Bid. The site is also identified as a site in the Tewkesbury Borough Plan. The site has recently been designated as a grade II listed building which brings with it further challenges. Officers have met with the owners to discuss the opportunities and constraints with this designation in place. Officers have also submitted a bid for high street heritage funds which focuses on the Mill as a catalyst. A six monthly update report will be presented to this meeting.

PRIORITY: PROMOTING AND SUPPORTING ECONOMIC GROWTH

Actions	Target date	Reporting Officer/Group	Progress to date	Comment
Objective 5. Promote the borough as a visitor attraction.				
<p>a) Explore with partners- including the Battlefield Society- the potential to increase the heritage offer at the Battlefield site.</p> <p>40</p>	<p>Target date: Complete feasibility - December 2017- April 2018 September 2018 December 2018 March 2019 (reported at O&S committee 12 March 2019)</p> <p>New revised date: March 2021 (as reported to O&S on 10 September).</p>	<p>Head of Development Services</p> <p>Lead Member for Economic Development/ Promotion</p>	<p>☹</p>	<p>Productive meetings have recently been held with representatives from the Battlefield Society and other partners.</p> <p>A project plan has been produced outlining the key milestones and potential council involvement.</p> <p>The plans have also been shared with the 2021 Group with the aim that this celebration will also act as a catalyst for the Battlefield.</p> <p>In 2021 Tewkesbury will be celebrating 550 years since the Battle of Tewkesbury, as well as 900 years since the consecration of Tewkesbury Abbey. This year will mark a number of celebrations and events. The anticipation is that the development of the heritage offer and concept for the Battlefield will be part of the 2021 celebrations.</p>
<p>b) Review the tourism resources to maximise the tourist provisions in the borough.</p>	<p>Target date: April 2019 June 2019</p> <p>New revised date: October 2019</p> <p>(revised date reported to O&S committee 18 June 2019)</p>	<p>Head of Development Services</p> <p>Lead Member for Economic Development/ Promotion</p>	<p>☺</p>	<p>Partnering options with regard to the Old Hat Shop are currently underway with one particular organisation interested and discussing with their board. A members' update will be provided as soon as an option has been progressed.</p> <p>Plans for future tourism provision will shortly be firmed up and shared with members.</p> <p>Discussions are ongoing with Winchcombe Town Trust regarding the Tourist Information Centre provision as a result of their successful LEADER European bid, which is to develop a new heritage centre. A planning application has been submitted for this. In addition the Heritage Centre is at the heart of a Heritage Action Zone expression of interest which was submitted in July. This was a joint venture between Winchcombe Town Council and Tewkesbury Town Council.</p>

Key performance indicators for priority: Economic development

KPI no.	KPI description	Outturn 2018-19	Target 2019-20	Outturn Q1 2019-20	Outturn Q2 2019-20	Outturn Q3 2019-20	Outturn Q4 2019-20	Direction of travel	Traffic light icon	Comment	Portfolio Lead / Head of service
1	Employment rate 16-64 year olds.	84.7%		81.8%						81.8% relates to 45,900 people within the borough. This is above the national rate of 75.4% (Source ONS April 2018 – March 2019 current figures)	Leader Member Economic Development/ Head of Development Services
2	Claimant unemployment rate.	1.5%		1.5%						1.5% relates to 850 people within the borough. This rate is below the county rate of 1.8% and national rate 2.7% (Source: ONS)	Leader Member Economic Development/ Head of Development Services
3	Number of business births.	415 (2017 figure)									Leader Member Economic Development/ Head of Development Services
4	Number of business deaths	405 (2017 figure)									
5	Number of visitors to Tewkesbury Tourist Information Centre (TIC)	27,697	28,000	7,578				↑	😊	Easter was slightly later in April this year which has an effect on the numbers at the beginning of the month. May had also seen a drop in visitors, reasons for this is unknown. June experienced bad weather which always has an effect on the visitor numbers. It has been reported across	Leader Member Economic Development/ Head of Development Services
6	Number of visitors to Winchcombe Tourist	9,456	7,500	3,648				↑	😊		Leader Member Economic Development/ Head of

	Information Centre (TIC)									all of the Gloucestershire TICS there has been a drop in numbers for the first quarter. This years target has been reduced	Development Services
7	Number of visitors entering the Growth Hub	751 (Q3 & Q4)	1000	358				↑	😊	Footfall is high due to ongoing success of the growth hub and the service provided to businesses. Several events took place in Q1 such as Social media event for businesses and a Sales cycle – ‘how to sell more’.	Leader Member Economic Development/ Head of Development Services

PRIORITY: GROWING AND SUPPORTING COMMUNITIES

Actions	Target date	Reporting Officer/Group	Progress to date	Comment
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Objective 1. Increase the supply of suitable housing across the borough to support growth and meet the needs of our communities.

a) Work with partners to undertake the required reviews to the JCS.	Target date: Autumn 2019 (Draft JCS Consultation)	Head of Development Services Lead Member for the Built Environment	😊	<p>All three councils adopted the JCS in December 2017.</p> <p>The JCS Review and the initial Issues and Options consultation was completed on 11 January 2018. Responses to the consultation are now being considered in order to progress the review to Draft Plan stage.</p> <p>The review will consider future growth requirements in the area, including addressing the shortfalls identified in the adopted JCS.</p> <p>The Draft JCS is expected to be published in Autumn 2019.</p> <p>Key pieces of evidence for the review are being commissioned, including the exploration of development potential in the area.</p> <p>Two dedicated JCS staff have also now been appointed to progress the plan towards a Draft for consultation.</p>
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<p>b) Prepare and adopt the Tewkesbury Borough Plan.</p>	<p>Target date: Winter 2018 / Spring / Summer 2019 Autumn 2019 December 2019 (revised date reported to O&S 10 September 2019)</p>	<p>Head of Development Services Lead Member for the Built Environment</p>	<p>☺</p>	<p>The Pre-Submission Borough Plan was approved for consultation in July 2019 and to submit the plan for its independent examination.</p>
<p>c) Support communities in the preparation of the Neighbourhood Development Plans (NDP), where they are brought forward.</p> <p>43</p>	<p>Target date: March 2020</p>	<p>Head of Development Services Lead Member for the Built Environment</p>	<p>☺</p>	<p>A total of 15 neighbourhood areas have now been designated across 20 parishes. A further application has been received from Deerhurst PC.</p> <p>We have six 'made' NDPs:</p> <ul style="list-style-type: none"> • Winchcombe & Sudeley • Highnam • Gotherington • Twyning • Alderton • Down Hatherley, Norton and Twigworth <p>The Churchdown and Innsworth NDP has been submitted to the borough council to undertake consultation in June to August 2019. Following this, the plan will be submitted for an independent examination.</p> <p>The Ashchurch Rural NDP is being progressed and the group is working towards submitting the plan to Tewkesbury Borough Council to undertake its consultation prior.</p> <p>Highnam has already got a 'made' NDP but has now started the process of reviewing the plan.</p>
<p>d) Ensure land is allocated for housing as part of the Junction 9 masterplan.</p>	<p>Target date: December 2019</p>	<p>Head of Development Services Lead Member for the Built Environment</p>	<p>☺</p>	<p>Following designation of the Garden Towns Programme for Tewkesbury at Ashchurch, a number of meetings have been held with Homes England to ascertain the best way to deliver the project and secure planning status. Similarly, work is ongoing to ensure appropriate capacity is in place to deliver the necessary governance to deliver a project of this magnitude.</p>

e) With partners, explore options for the provision of modular and innovative housing to meet housing needs.	Target date: December 2018 December 2019 (Revised date reported to O&S 12 March 2019)	Head of Development Services Lead Member for the Built Environment	☺	There are ongoing meetings with our registered providers exploring options of modular development on a number of sites in the borough. Options are being drawn up but this is in the hands of developers rather than Tewkesbury Borough Council. Officers are looking at the options of using S.106 funds to support the development of affordable modular housing. A number of planning applications have been approved which allow for the delivery of modular housing. Officers are working across housing associations to deliver opportunities in a multi-disciplinary manner. The Garden Town at Tewkesbury offers the opportunity to deliver modular homes and seeks methods of delivering modular homes at pace.
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PRIORITY: GROWING AND SUPPORTING COMMUNITIES

Actions	Target date	Reporting Officer/Group	Progress to date	Comment
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Objective 2. Ensure a supply of land to accommodate a five year requirement.

44 a) Ensure adequate land is allocated within the JCS and Tewkesbury Borough Plan to meet housing need.	Target date: Autumn 2019 (Draft JCS Consultation)	Head of Development Services Lead Member for the Built Environment	☺	The JCS Review and the initial Issues and Options consultation was completed on 11 January 2018. Responses to the consultation are now being considered in order to progress the review to Draft Plan stage. The review will consider future growth requirements in the area, including addressing the shortfalls identified in the adopted JCS as well as planning for the long term. A key piece of ongoing work is an assessment of the potential options for growth in the area. The Draft JCS is expected to be published in Autumn 2019.
	Target date: Spring/ summer 2019 (TBP) December 2019		☺	The Pre-Submission Borough Plan was approved by Council for consultation in July 2019 and to submit the plan for its independent examination. The Pre-Submission plan proposes to allocate sites that would deliver over 1100 homes.

b) Work with developers and stakeholders to deliver sustainable sites to meet housing needs.	Target date: March 2020	Head of Development Services Lead Member for the Built Environment	☺	The JCS was adopted on 11 December 2017. The JCS sets out the overall housing requirement for the borough and sets the spatial strategy for meeting development needs. In undertaking strategic duties with the planning authority, officers are working to deliver housing needs. The JCS Review will further consider development needs and the identification of additional sites to meet growth requirements going forward. This will involve further work with developers and stakeholders to progress sustainable site options.
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PRIORITY: GROWING AND SUPPORTING COMMUNITIES

Actions	Target date	Reporting Officer/Group	Progress to date	Comment
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Objective 3. Deliver the homes and necessary infrastructure to create new sustainable communities in key locations.

45 a) Monitor annually the delivery of homes within the borough.	Target date: August 2019	Head of Development Services Lead Member for the Built Environment	✓	The 2018/19 housing monitoring has been completed. The data is being analysed and put together into the report which will be available in August. This report provides information on how many homes have been delivered within the previous year.
b) Work with partners, infrastructure providers and developers to progress the delivery of key sites.	Target date: March 2020	Head of Development Services Lead Member for the Built Environment	☺	<u>Innsworth</u> – Reserved matters applications are being submitted, with phase one approved. <u>Twigworth</u> – Conditions applications being resolved following outline permission for 725 dwellings. Further outline permission granted for 74 dwellings on separate parcel. Reserved matters application received and approved for the infrastructure on this site – vehicular access off the A38. <u>South Churchdown</u> - first phase of 425 homes has outline planning permission. Further applications are anticipated and the reserved matters for the initial 425 has been submitted. <u>Brockworth</u> - two reserved matters applications on first phases of the development (for circa 450 dwellings) received and awaiting decision. <u>North West Cheltenham</u> - officers continuing to work with the developers on transport issues, expecting a planning application late 2019. <u>West Cheltenham</u> - related to above, officers are working on transport

				<p>matters as well as other master planning/development issues and a masterplan contract has been let.</p> <p><u>Ashchurch</u> - the concept masterplan has been issued as part of the JCS Issues and Options process, and work is now continuing to complete a detailed phase one masterplan. The council has also successfully won the bid for Garden Town status for the Tewkesbury Ashchurch area and are actively working with Homes England to bring this forward through a Project Delivery Plan.</p>
c) Produce a business case for improvements to the A40 at Longford, including improvements to Longford roundabout.	<p>Target date: April 2019</p> <p>July 2019</p> <p>(Revised date reported to- O&S 12 March 2019)</p>	<p>Head of Development Services</p> <p>Lead Member for the Built Environment</p>	✓	<p>A number of public council events have been held in the relation to the development of the business case, which is scheduled for submission for LEP. LEP board approval was obtained in July.</p>

PRIORITY: GROWING AND SUPPORTING COMMUNITIES

Actions	Target date	Reporting Officer/Group	Progress to date	Comment
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Objective 3. Deliver the homes and necessary infrastructure to create new sustainable communities in key locations.

d) Deliver short- term access improvements to the infrastructure around the Ashchurch Housing Zone.	<p>Target date: March 2019</p> <p>March 2022</p> <p>(Revised date reported to- O&S 12 March 2019)</p>	<p>Head of Development Services</p> <p>Lead Member for the Built Environment</p>	☺	<p>The new railway bridge at Ashchurch is nearing the stage of funding agreement with Homes England. This is expected to be finalised by the end of August 2019 and work is now being undertaken to review the delivery mechanism. Due to the time taken to progress contracts (Homes England) the overall programme delivery was extended to March 2022. This action is heavily reliant on other parties.</p> <p>Legal conditions are now being agreed with Homes England for the funding agreement and regular discussions are taking place with Homes England. Gloucestershire County Council, through Atkins, is supporting with feasibility work.</p>
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e) Integrate Community Infrastructure Levy (CIL) into community planning processes.	Target date: Dec 2019	Head of Development Services Lead Member for the Built Environment	☺	Community Infrastructure Levy (CIL) was approved in October 2018 and brought into effect in January 2019. Since January 2019, all three JCS authorities have been levying CIL on all liable schemes. A software system has been purchased to enable this and this is being rolled out across all three authorities. The Governance arrangements for the spending of CIL is due to be considered by all three authorities in the Autumn/Winter of 2019.
Objective 4. Deliver affordable homes to meet local need.				
47 a) Continue to improve the proactive Homelessness Prevention programme.	Target date: December 2019	Head of Community Services Lead Member for Housing	☺	Changes to the service offering have already been made around how the rota is structured, providing more and shorter appointments, time for workshop type meetings and quiet time for officer case work. Planned initiatives include: - Review of internal letters, procedures and standards to ensure all applicants receive a consistent service level. - Carrying out home visits to improve validate applicants' circumstances. - Improving Personalised Housing Plans to carry more focussed, practical and measurable actions for both the service and applicants to carry out to solve their housing problem. - Widening the service to hold surgeries in venues local to where applicant demand is highest, based on heatmaps of previous applicant origins. - Visiting programme to other local authorities to witness and bring back good practice.
b) Achieve the council's affordable homes target by working with local housing providers.	Target date: March 2020	Head of Community Services Lead Member for Housing	☺	Q1 had 73 Affordable Housing properties delivered. They came through in Bishops Cleeve, Brockworth, Churchdown, Longford, Shurdington & Wheatpieces. 17 social rent, 40 affordable rent and 14 shared ownership (2 waiting for data). The councils 2019/20 affordable homes target is 220.

<p>c) Work in partnership to deliver the council's housing and homeless strategy.</p>	<p>Target date: March 2020</p>	<p>Head of Community Services Lead Member for Housing</p>	<p>😊</p>	<p>The Private Rented Sector Access Fund is now being coordinated by Forest of Dean Council. Meetings recommenced in July and local landlord events are now being planned in each local authority for September.</p> <p>Stroud District Council is compiling a bid to the Move on Fund to increase the supply of suitable move on accommodation, helping people to recover by meeting the needs of those leaving rough sleeping, homelessness, and domestic violence. The fund aims to free up hostel and refuge spaces and provide accommodation that people can move straight into from the streets to avoid having to stay in a hostel or refuge all together. Various discussions are taking place at a county wide level to complete the bid. The bidding window is open until September 2020.</p> <p>A Local Housing Needs Assessment has been commissioned working with the other Gloucestershire local authorities. This will identify property and tenure types required to be delivered in Tewkesbury Borough and will be used for five years.</p> <p>We have continued to work in partnership to commission schemes such as homeless outreach work, target hardening and out of hour's service.</p> <p>An update to the Homeseeker Plus (housing register) policy is close to being agreed. It will be release for consultation by stakeholders and public.</p>
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PRIORITY: GROWING AND SUPPORTING COMMUNITIES

Actions	Target date	Reporting Officer/Group	Progress to date	Comment
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Objective 4. Deliver affordable homes to meet local need.

<p>d) Develop a programme to work with landlords to ensure residents have a supply of rented properties to meet their needs.</p>	<p>Target date: March 2019 June 2019 Revised target date: September 2019 (reported to O&S 10 September 2019)</p>	<p>Head of Community Services Lead Member for Housing</p>	<p>☹️</p>	<p>We have recruited an additional post within Housing Services to assist with the additional workload associated with the new legal duties. Part of this post is to develop a private rented scheme for those in housing need. The local offer for private rented sector landlords has been drafted and was presented to Executive Committee in June 2019 for approval and the Ministry of Housing, Communities and Local Government (MHCLG) grant funded initiative is currently being finalised.</p>
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				<p>Due to the requirement to transfer responsibility for delivery of this scheme implementation has been delayed. Work has now recommenced and landlord events are now being planned for each district area in September. Marketing will focus on Facebook and reporting structures in currently being finalised.</p> <p>Relevant staff locally are now returning to post from the end of July to pick up implementation of this scheme within this district.</p>
e) Carry out housing needs assessments in parish areas with a view to delivering affordable housing in rural areas.	Target date: March 2020	Head of Community Services Lead Member for Housing	😊	<p>Working in partnership with Gloucestershire Rural Communities Council, a programme of Housing Needs Surveys has begun to identify rural housing needs.</p> <p>A rolling programme will aim to ensure that every rural parish has an up to date (within five years) survey completed.</p> <p>We will always attempt to do this with engagement through the parish council/ meeting however the survey activity will not be contingent on this.</p>

Key performance indicators for priority: Growing and supporting communities

KPI no.	KPI description	Outturn 2018-19	Target 2019-20	Outturn Q1 2019-20	Outturn Q2 2019-20	Outturn Q3 2019-20	Outturn Q4 2019-20	Direction of travel	Traffic light icon	Comment	Portfolio Lead / Head of service
8	Total number of homeless applications presented	620		173						This is 173 total including 84 triage cases, as an indication of total service demand.	Lead member for Housing Head of Community Services

9	Total number of homeless applications accepted	334		19						<p>Following the changes in legislation a statutory homeless duty is accepted to all applicants likely to be homeless within 56 days.</p> <p>There are three distinct duties (Q4 figure in brackets):</p> <ul style="list-style-type: none"> • Prevention duty which lasts 56 days: 45 • Relief duty for homeless households which lasts 56 days: 35 • Full statutory homeless duty, this is similar to the old duty: 19 	<p>Lead member for Housing</p> <p>Head of Community Services</p>
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Key performance indicators for priority: Growing and supporting communities

KPI no.	KPI description	Outturn 2018-2019	Target 2019-20	Outturn Q1 2019-20	Outturn Q2 2019-20	Outturn Q3 2019-20	Outturn Q4 2019-20	Direction of travel	Traffic light icon	Comment	Portfolio Lead / Head of service
10 51	Total number of active applications on the housing register	2214 1143 – 1 bed 664 – 2 bed 284 – 3 bed 93 – 4 bed 26 - 5 bed 3 – 6 bed		1973 One bed – 978 Two bed – 610 Three bed – 263 Four bed – 96 Five bed – 21 Six bed - 5						The breakdown of bands is: Emergency – 38 Gold – 82 Silver – 586 Bronze - 1242	Lead member for Housing Head of Community Services
11	Total number of homeless prevention, relief and legacy prevention cases	189		89						This is 173 total cases minus 84 triage	Lead member for Housing Head of Community Services

Key performance indicators for priority: Growing and supporting communities

KPI no.	KPI description	Outturn 2018-2019	Target 2019-20	Outturn Q1 2019-20	Outturn Q2 2019-20	Outturn Q3 2019-20	Outturn Q4 2019-20	Direction of travel	Traffic light icon	Comment	Portfolio Lead / Head of service
12	Percentage of 'major' applications determined within 13 weeks or alternative period agreed with the applicant.	93.3%	85%	90.91%				↓	☺	<p>During Q1 11 major decisions were issued, 10 decisions were issued within the target timescales.</p> <p>90.91% of decisions were within the target timescales, this demonstrates excellent performance, exceeding the local target of 85%. Performance is also considerably above the national target of 60%.</p>	Lead Member Built Environment/ Head of Development Services
52 13	Percentage of 'minor' applications determined within 8 weeks or alternative period agreed with the applicant.	86.05%	80%	72.73%				↓	☹	<p>72.73% (40 of the 55 decisions issued) were within agreed timescales. This is a reflection in part of the complexity of the issues to be addressed for some minor applications (includes 1-9 dwellings and commercial developments up to 999sqm).</p> <p>Please note 80% target is a local target, the national target is 70%.</p>	Lead Member Built Environment/ Head of Development Services

14	Percentage of 'other' applications determined within 8 weeks or alternative period agreed with the applicant.	86.17%	90%	87.23%				↑	😊	<p>87.23% of other applications were within agreed timescales (123 out of 141 decisions issued).</p> <p>This was slightly below the target of 90% but is demonstrates an improvement in the outturn of 86.17% for 2018-19.</p> <p>Please note 90% target is a local target the national target is 70%.</p>	Lead Member Built Environment/ Head of Development Services
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PRIORITY: CUSTOMER FOCUSED SERVICES

Actions	Target date	Reporting Line	Progress to date	Comment
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Objective 1. Maintain and improve our culture of continuous service improvement.

a) Implement the One Legal business review and associated case management system replacement.	<p>Target date: March 2019 June 2019</p> <p>New revised date: April 2020 (reported to O&S 18 June 2019)</p>	<p>Head of Law</p> <p>Lead member for the Corporate Governance</p>	😊	<p>Pre- contract integration and testing of the proposed new case management system has commenced to demonstrate that the system meets One Legal's requirements. A formal proposal is due to be submitted to One Legal by September 2019 to enable implementation to commence.</p>
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b) To continue to proactively enforce against enviro-crimes including fly-tipping and dog fouling in accordance with the action plan.	Target date: March 2020	Head of Community Services Lead Member for the Clean and Green Environment	😊	An annual enviro-crime report was produced and presented to Overview and Scrutiny committee in June 2019. This report contained an updated action plan. Officers have begun proactive patrols of dog fouling hotspots, and have also been attending Parish Council meetings to publicise the public space protection order, provide general information on enviro-crimes and identify opportunities for working with local communities.
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PRIORITY: CUSTOMER FOCUSED SERVICES

Actions	Target date	Reporting Line	Progress to date	Comment
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Objective 1. Maintain and improve our culture of continuous service improvement.

c) Deliver our Place Approach.	Target date: March 2020	Head of Development Lead Member for Community	😊	Member Induction on place approach held in June 2019. Three area meetings have been set to meet with the Members in each area to discuss priorities and ways of working. Two of these meetings have taken place and another is scheduled. The principle objectives being to use council resources effectively, enable communities to help themselves and others and for the Council to act in an enabling role utilising the strengths of our communities.
d) Review our Advice and Information Centres (AICs)	Target date: April 2020	Head of Corporate Services Lead Member for Customer Focus	😊	We are currently gathering customer feedback via direct contact with users, through the website and with the Citizen's panel to establish the types of visit and general awareness of the four centres. Once baseline data has been collected it is the intention to use an Overview and Scrutiny working group to review the overall effectiveness of the centres. It is anticipated a report will be brought in the Autumn to request the setting up of this group.

Objective 2. Maximise partnership working within the Public Services Centre.

<p>55</p> <p>a) Develop a programme to create partnerships within Public Services Centre.</p>	<p>Target date: December 2019</p>	<p>Deputy Chief Executive Lead Member for Finance and Asset Management</p>	<p>☺</p>	<p>The council has a well-developed Locality Partnership (focussed on partner organisations based within the public service centre – detailed as follows; Police, Department of Work and Pensions (DWP), Gloucestershire Care Services – adult health and children’s services, Early Help Families First, Clinical commissioning group, Children's Centre, Tewkesbury School, Severn Vale Housing Society and Gloucestershire Fire and Rescue.</p> <p>As well as a Financial Inclusion partnership. This partnership developed from major improvement work within the Council’s Revenues and Benefits service which highlighted the need to be more proactive around supporting vulnerable people around welfare reform changes.</p> <p>It has grown well over the last two years and is well attended by a range of public and voluntary organisations with an interest in ‘welfare’ as detailed below: DWP, Gloucestershire County Council – Customer Services, Food Bank, Citizen Advice Bureau, Credit Union, Registered Providers, Severn Trent Water, Fire and Rescue and Families First.</p> <p>Following conversations with both groups, the next step in enhancing partnership working, will be to merge the two groups and increase the potential for joint working and networking between all parties.</p> <p>In addition, an ‘open afternoon’ will be held on 3 October to which councillors will be invited, as an informal opportunity to meet and discuss key projects and work streams with partner agencies.</p>
<p>b) To work with health and well-being partners to support the development of a Local Integrated Health Partnership (LIHP)</p>	<p>Target date: December 2019</p>	<p>Head of Development Lead Member for Health and Wellbeing</p>	<p>☺</p>	<p>The council has a well-developed multi-sector and organisational Tewkesbury Locality Partnership. At the same time, our health colleagues are also working in a new way to create an 'Integrated Care System'. In this context, there is real scope to work together at a more senior and strategic level to seek how we can achieve even better community health and wellbeing outcomes, leading to a healthier and happier local population – achieving far more by working better together.</p>

				A workshop hosted jointly by the council and Gloucestershire Clinical Commissioning Group will be held in October, to bring together local senior strategic leaders to discuss plans and priorities with a view to considering where working better together would add value to each organisations' existing plans and priorities. The aim to form these into a new Strategic Integrated Locality Partnership Plan.
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PRIORITY: CUSTOMER FOCUSED SERVICES

Actions	Target date	Reporting Line	Progress to date	Comment
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Objective 3. To improve customer access to our services and service delivery through digital methods.

56	a) Explore options to provide online public access to interactive planning policy information maps.	Target date: March 2019 June 2019 New revised date: March 2020 (revised date reported to O&S 18 June 2019)	Head of Development Services Lead Member for the Built Environment	☺	Web based online mapping is being developed using the council's existing Geographic Information System providers. The mapping information is being uploaded to the online system for testing. This testing period is expected to be completed in Autumn 2019 and ready for the Tewkesbury Borough Plan Pre-Submission consultation. The next stage will be to publish the information by March 2020 and pilot it on the website once the Tewkesbury Borough Plan policies have been adopted.
	b) Introduce the option for paperless billing for council tax and business rates.	Target date: February 2019 June 2019 Revised date: September 2019 (Revised date reported to O&S on 10 September 2019)	Head of Corporate Services Lead Member for Customer Focus	☹	Project delays relating to GDPR and a software integration issue have now been resolved. The project will have a soft launch end of September and customers are being encouraged to register their interest.

c)	Explore options for a corporate-wide customer relationship management (CRM) system.	Target date: March 2019 New revised date: September 2019 (revised date reported to O&S 18 June 2019)	Head of Corporate Services Lead Member for Customer Focus	☺	Options have been considered and the conclusion is that the council should retain a low-code approach. Our current low code solution is a product called Firmstep and is used for on-line forms, 'report it' issues etc. As a council we want to push our digital aspirations further and we are looking at other alternatives to Firmstep to meet our future needs. To achieve this we have visited other councils (both Firmstep and non-Firmstep users) and now have a proposal for submission to corporate management team.
d)	Investigate digital methods to improve customer engagement.	Target date: March 2020	Head of Corporate Services Lead Member for Customer Focus	☺	A new digital strategy is currently in the process of being written for presentation at Executive Committee in October 2019. This will set out the digital aspirations of the council. Programmed work around digital includes paperless billing for our council tax payers, digitisation of the licensing function, proving a suitable alternative to the current Firmstep platform and a review of the council's website.
e)	Review our corporate website.	Revised date: March 2020	Head of Corporate Services Lead Member for Customer Focus		The project will commence once the new intranet project is completed. The new intranet goes live in October 2019.

Key performance indicators for priority: Customer focused services

KPI no.	KPI description	Outturn 2018-19	Target 2019-20	Outturn Q1 2019-20	Outturn Q2 2019-20	Outturn Q3 2019-20	Outturn Q4 2019-20	Direction of travel	Traffic light icon	Comment	Portfolio Lead / Head of service
15	Total enquiries logged by the Area Information Centre (AIC).	985		256						Bishops Cleeve 56 Brockworth 100 Churchdown 48 Winchcombe 52 <hr/> Total 256	Lead Member Customer Focus/ Head of Corporate Services

16	Total number of people assisted within the borough by Citizens Advice Bureau (CAB).	1593		415						<p>928 issues raised during quarter one, which is relatively consistent with the previous years. With 82% (761) of the issued raised being represented by the following:</p> <p>Benefits 40% Debt 20% Employment 10% Relationships 8% Housing 5%</p> <p>Of the 415 clients seen, this year the heaviest demand was Tewkesbury South with 53 (12.7%). The following six wards represent 225 (54%) of all clients seen:</p> <p>Tewkesbury South 53, Northway 49, Churchown St Johns 36, Brockworth West 31, Brockworth East 28, Innsworth 28</p>	Lead Member Economic Development/ Promotion / Head of Development Services
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Key performance indicators for priority: Customer focused services

KPI no.	KPI description	Outturn 2018-19	Target 2019-20	Outturn Q1 2018-19	Outturn Q2 2018-19	Outturn Q3 2018-19	Outturn Q4 2018-19	Direction of travel	Traffic light icon	Comment	Portfolio Lead / Head of service
17	Financial gain to clients resulting from CAB advice	£374,207		£540,285						During the first quarter clients have benefitted from £540,285 of financial gains. (2018/19 quarter one was £131,165).	Lead Member Economic Development/ Promotion / Head of Development Services

18	Number of reported enviro crimes	1089	1000	281					↔	😊	<p>Enviro-Crime figures for Q1. Figures in brackets Q4 2018/19:</p> <ul style="list-style-type: none"> • fly tips- 125 (143) • littering-4 (8) • dog fouling-8 (11) • abandoned vehicles- 56 (33) • noise- 88 (62) • Total for Q1 – 281 (257) <p>Overall Q1 figures are broadly in line with those of Q4 from 2018/19.</p>	Lead Member Clean and Green Environment/ Head of Community Services
50 19	Community groups assisted with funding advice	193		35							<p>In Q1 the council supported groups to raise £54,430 in external grants.</p> <p>Since July 2015 community groups have been supported by the borough to receive £1,970,667 in grants from external funders.</p>	Lead Member Economic Development/Promotion / Head of Development Services

Key performance indicators for priority: Customer focused services

KPI no.	KPI description	Outturn 2018-19	Target 2019-20	Outturn Q1 2019-20	Outturn Q2 2019-20	Outturn Q3 2019-20	Outturn Q4 2019-20	Direction of travel	Traffic light icon	Comment	Portfolio Lead / Head of service
20	Benefits caseload: a) Housing Benefit b) Council Tax Support	3,169 4,399		3,004 4,390						The housing benefit caseload continues to fall due to the migration of claimants to Universal Credit, however still not to the extent estimated previously and delays in managed migration means that we will continue to deal with some claim types until at least 2022.	Lead Member Finance and Asset Management/ Head of Corporate Services
21	Average number of days to process new benefit claims	22	15	10				↑	😊	The performance measures and new ways of working put in place in the latter quarters of 2018/19 have resulted in improved performance well above the national average.	Lead Member Finance and Asset Management/ Head of Corporate Services
22	Average number of days to process change in circumstances	5	4	3				↑	😊	The performance measures and new ways of working put in place in the latter quarters of 2018/19 have resulted in improved performance above the national average.	Lead Member Finance and Asset Management/ Head of Corporate Services

Key performance indicators for priority: Customer focused services

KPI no.	KPI description	Outturn 2018-19	Target 2019-20	Outturn Q1 2019-20	Outturn Q2 2019-20	Outturn Q3 2019-20	Outturn Q4 2019-20	Direction of travel	Traffic light icon	Comment	Portfolio Lead / Head of service
23	Percentage of council tax collected	98.1%	98.3%	29.9%				↑	☺	Council tax collection is slightly below the Q1 target of 30%. There continues to be considerable growth in the borough and a further 150 dwellings were added to the valuation list in Q1. This impacts on the profile of payments however we are still on track to meet the collection target by the end of the year.	Lead Member Finance and Asset Management/ Head of Corporate Services
61 24	Percentage of NNDR collected	99.3%	98.5%	33.1%				↑	☺	Business rates collection is well above the Q1 target of 31% following changes to historic payment plans whereby certain public sector ratepayers were given a different payment date. This has been changed for 2019/20 and all ratepayers are now on the statutory instalment scheme.	Lead Member Finance and Asset Management/ Head of Corporate Services

25	Number of anti-social behaviour incidents	1937		501					↑		Over a rolling 12 month period there has been a decrease in incidents of 10.1%.	Lead Member Community/ Head of Community Services
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Key performance indicators for priority: Customer focused services

KPI no.	KPI description	Outturn 2018-19	Target 2019-20	Outturn Q1 2019-20	Outturn Q2 2019-20	Outturn Q3 2019-20	Outturn Q4 2019-20	Direction of travel	Traffic light icon	Comment	Portfolio Lead / Head of service
26	Number of overall crime incidents	3305		798				↑		Over a rolling 12 month period there has been a decrease in incidents of 5.17%.	Lead Member Community/ Head of Community Services
62 27	Average number of sick days per full time equivalent	10.2	8.0	3.7				↓	☹️	<p>Total number of sick days lost in Q1 is 638 days (413 Q1 2018/19) This comprises;</p> <ul style="list-style-type: none"> - 407 long term (>28 days) (222 Q1 2018/19) - 231 short term (192 Q1 2018/19) <p>Total number of sick days in total for 2018/19 was 1723 days comprising;</p> <ul style="list-style-type: none"> - 1063 long term - 660 short term 	Lead Member Organisational Development/ Head of Corporate Services

28	Percentage of waste recycled or composted.	52.59%	52%	54.11%					↔	😊	Although above target for the year's outturn, it always tends to be higher for Q1 as the garden waste tonnages in the spring months boost the recycling performance. Garden waste tonnage for Q1 in the borough and countywide has been high. As the residual waste tonnage is up slightly, it has impacted this KPI and KPI29. Work towards reducing the residual waste tonnage both at the kerbside and higher residual from the MRF will be carried out in Q2 and 3 to aim to improve this KPI.	Lead Member Clean and Green Environment/ Head of Community Services
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Key performance indicators for priority: Customer focused services

KPI no.	KPI description	Outturn 2018-19	Target 2019-20	Outturn Q1 2019-20	Outturn Q2 2019-20	Outturn Q3 2019-20	Outturn Q4 2019-20	Direction of travel	Traffic light icon	Comment	Portfolio Lead / Head of service
29	Residual household waste collected per property in kgs.	401kg	430kg	104kg				↔	😐	As mentioned in KPI 28, there is slightly higher residual waste than in previous years, both at the kerbside and as rejects from the MRF. Steps will be taken to attempt to reduce this during Q2 and Q3 with both Ubico and Suez.	Lead Member Clean and Green Environment/ Head of Community Services

30	Food establishments hygiene ratings.	3.3%	5% With a food hygiene rating Under three	3.9					↔	😊	There are 711 registered food compared with 745 in the last quarter of 2018/19. Of these, 28 are below a food hygiene rating of 3 compared with 25 being below 3 in the last quarter of 2018/19. This remains below the target of no more than 5% of food business having a food hygiene rating of less than 3.	Lead Member Clean and Green Environment/ Head of Community Services
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Key performance indicators for priority: Customer focused services

KPI no.	KPI description	Outturn 2018-19	Target 2019-20	Outturn Q1 2019-20	Outturn Q2 2019-20	Outturn Q3 2019-20	Outturn Q4 2019-20	Direction of travel	Traffic light icon	Comment	Portfolio Lead / Head of service
64 31	Percentage of Freedom of information (FOI) requests answered on time.	92%	80%	87%				↓	😊	Total number of FOIs received in Q1 was 117. 79 of these were answered within the 20 working days deadline.	Lead Member Customer Focus/ Head of Corporate Services
32	Percentage of formal complaints answered on time.	92%	90%	90%				↓	😊	67 complaints were received in Q1. 60 were answered within the 20 working days deadline.	Lead Member Customer Focus/ Head of Corporate Services

Quarter 1 Budget Report

Appendix 3

Chief Executive

	Full Year Budget	Budget	Actual	Savings / (Deficit)	Note
	£	£	£	£	
Employees	251,670	62,859	57,422	5,437	
Transport	2,308	579	597	(18)	
Supplies & Services	8,132	1,362	1,140	222	
TOTAL	262,110	64,800	59,159	5,641	

Community Services

	Full Year Budget	Budget	Actual	Savings / (Deficit)	Note
	£	£	£	£	
Employees	1,188,811	297,284	284,149	13,135	1
Premises	5,000	250	258	(8)	
Transport	36,213	9,069	5,389	3,680	
Supplies & Services	122,602	6,784	4,447	2,337	
Payments to Third Parties	4,721,382	1,504,171	1,516,987	(12,817)	2
Income	(2,219,088)	(1,377,641)	(1,372,323)	(5,318)	
TOTAL	3,854,920	439,917	438,907	1,009	

1. Savings are being generated in community services in the Environmental Health section. This is mostly due to implementation of a new establishment structure, where not all the posts have been appointed too and vacancies created due to movements within the team.

2. Deficit on Payments to third parties is mainly due to the Q1 position on the Ubico contract. Ubico are currently showing a £24k overspend for the first 3 months of the year. This deficit is being offset by savings against budget on the MRF recycling costs.

Corporate Services

	Full Year Budget	Budget	Actual	Savings / (Deficit)	Note
	£	£	£	£	
Employees	1,828,851	473,246	453,459	19,787	3
Transport	10,785	2,766	2,359	407	
Supplies & Services	574,926	105,597	96,809	8,788	
Payments to Third Parties	124,629	13,164	7,482	5,682	
Transfer Payments - Benefits Service	13,611,266	4,188,186	4,217,743	(29,557)	4
Income	(14,113,610)	(157,683)	(149,674)	(8,009)	
TOTAL	2,036,847	4,625,275	4,628,177	(2,902)	

3. The Revenues and Benefits have two long term sickness cases which are being covered through agency staff and an acting up arrangement respectively. This has led to a £5k overspend against budget however this expenditure has been necessary to maintain high levels of performance and customer satisfaction. There are savings been generated in Policy and Communications team of £9k, through a combination of maternity leave and part time working by individuals that have a full time budget. There is also an £8k saving being generated from Youth Training budget which covers the Apprenticeship Scheme. There are currently three vacancies all of which are going through the recruitment process and these will be filled shortly.

4. This is the net position on housing benefits. The under recovery against costs is due to two cases where significant prior year housing benefit overpayments have been identified. These cases, which resulted from joint fraud investigations with DWP, mean that we are not able to claim subsidy against the expenditure, however the benefits team is actively pursuing recovery of the amounts identified.

Democratic Services

	Full Year Budget	Budget	Actual	Savings / (Deficit)	Note
	£	£	£	£	
Employees	261,197	155,284	146,381	8,903	
Premises	0	0	9,993	(9,993)	
Transport	16,000	4,002	5,318	(1,316)	
Supplies & Services	439,457	146,779	197,430	(50,651)	5
Payments to Third Parties	132,600	11,223	44,764	(33,541)	6
Income	(2,000)	0	(86,597)	86,597	7
TOTAL	847,254	317,288	317,288	(0)	

5. Variance due to two elections in Q1 (Borough & Parish Elections on 2nd May and European Parliamentary Election on 23rd May). Expenditure includes that of Postages, Printing and Equipment. European Election is externally funded so income is included in Income figure below, Borough Elections are paid for from reserves and this has been included in the budget to offset costs.

6. Variance due to payments to external bodies for the costs of elections as above, eg hire of buildings as polling station.

7. External funding to offset European Election expenditure above.

Deputy Chief Executive

	Full Year Budget	Budget	Actual	Savings / (Deficit)
	£	£	£	£
Employees	117,497	29,685	29,521	164
Transport	2,730	687	688	(1)
Supplies & Services	2,650	422	89	333
TOTAL	122,877	30,794	30,298	496

Development Services

	Full Year Budget	Budget	Actual	Savings / (Deficit)
	£	£	£	£
Employees	1,958,850	489,912	482,259	7,653
Premises	44,572	8,764	8,809	(45)
Transport	55,006	13,773	10,194	3,579
Supplies & Services	209,977	78,290	75,199	3,091
Payments to Third Parties	231,721	5,752	12,299	(6,546)
Income	(1,557,752)	(375,096)	(295,419)	(79,677)
TOTAL	942,374	221,395	293,340	(71,945)

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8. The planning income estimate is partially based on a number of specific major applications with significant fees. The majority of these major applications have yet to be received but are anticipated this financial year.

Finance and Asset

	Full Year Budget	Budget	Actual	Savings / (Deficit)
	£	£	£	£
Employees	2,850,154	711,750	701,814	9,936
Premises	590,777	289,032	283,436	5,596
Transport	14,330	3,593	4,440	(847)
Supplies & Services	493,160	48,100	45,943	2,157
Payments to Third Parties	312,552	67,286	65,650	1,636
Precept	6,100	6,100	6,654	(554)
Income	(1,363,497)	(398,160)	(399,138)	978
TOTAL	2,903,576	727,700	708,799	18,901

One Legal

	Full Year Budget	Budget	Actual	Savings / (Deficit)
	£	£	£	£
Employees	1,365,501	94,596	£91,644	2,952
Transport	20,407	1,066	712	354
Supplies & Services	134,704	914	1,187	(273)
Payments to Third Parties	10,460	12,063	18,286	(6,223)
Income	(1,222,774)	(17,748)	(17,496)	(252)
TOTAL	308,298	90,891	94,333	(3,442)

Appendix 4 - Analysis of Capital Budget

	Q1 Budget Position £	Q1 Actual Position £	(Over) / Under spend £	% Slippage	Comments
Council Land & Buildings	10,000	8,504	1,496	15	Payments in Q1 are in line with expectations.
Equipment	10,000	9,870	130	1	Payments in Q1 are in line with expectations.
Capital Investment Fund	6,000,000	0	6,000,000	100	No investment properties acquired in Q1. The Council continues to source high quality commercial opportunities.
Community Grants	0	0	0	0	No expenditure expected in Q1
Housing & Business Grants	125,000	87,688	37,312	30	We've received fewer applications for Disabled Facilities Grants than we originally predicted for Q1 of this financial year.
	6,145,000	106,062	6,038,938	98	

Appendix 5 - Revenue Reserves for 19/20

Reserve	Balance 31st March 2018	Spent in Reserve Quarter 1	Reserve Remaining	Note
Service Reserves				
Asset Management Reserve	1,188,731	11,592	1,177,139	1
Borough Growth Reserve	500,000	-	500,000	
Borough Regeneration Reserve	1,537	-	1,537	
Business Rates Reserve	500,000	-	500,000	
Business Support Reserve	182,339	20,457	161,882	2
Business Transformation Reserve	692,837	27,922	664,914	3
Community Support Reserve	80,057	-	80,057	
Development Management Reserve	254,687	13,660	241,026	4
Development Policy Reserve	600,936	2,935	598,001	
Elections Reserve	85,348	4,500	80,848	
Flood Support and Protection Reserve	10,196	550	9,646	
Health & Leisure development reserve	1,989	-	1,989	
Housing & Homeless Reserve	522,842	-	540,404	5
IT Reserve	84,500	18,989	65,511	6
MTFS Equalisation Reserve	1,000,000	-	1,000,000	
Open Space & watercourse Reserve	678,720	20,100	658,620	7
Organisational Development Reserve	137,072	725	136,347	
Risk Management Reserve	5,000	-	5,000	
Transport Initiatives Reserves	395,110	-	395,110	
Waste & Recycling development Reserve	1,090,835	807	1,090,028	
	8,012,736	104,675	7,908,061	

Totals

- 1 Delivery of the Spring Gardens regeneration project
- 2 Payment of business support grants
- 3 Purchase of procurement system / Council Tax Reduction Scheme review costs
- 4 Cost of planning appeals
- 5 Homeless prevention expenditure
- 6 Provision of ipads
- 7 New equipment to support grounds maintenance

TEWKESBURY BOROUGH COUNCIL

Report to:	Executive Committee
Date of Meeting:	16 October 2019
Subject:	Homeseeker Plus Sub-Regional Choice Based Lettings Allocation Policy
Report of:	Head of Community Services
Corporate Lead:	Deputy Chief Executive
Lead Member:	Lead Member for Housing
Number of Appendices:	Two

Executive Summary:

Homeseeker Plus is a choice based lettings (CBL) scheme run by the seven local authorities in partnership with social housing landlords operating within Gloucestershire and West Oxfordshire.

The seven local authorities are Tewkesbury Borough Council, Gloucester City Council, Cheltenham Borough Council, Stroud District Council, Forest of Dean District Council, Cotswold District Council and West Oxfordshire District Council.

Demand for affordable social housing within the Homeseeker Plus area is very high and cannot be met from the available social housing resources. Only those in the highest housing need, with a local connection to the area are likely to obtain housing through the Homeseeker Plus scheme. Each district's Housing Advice Service will be able to advise on a range of housing options including the private rented sector.

The policy explains who is eligible and qualifies to apply on Homeseeker Plus and sets out how applications will be assessed based on housing need.

Due to legislative and other changes the policy is in need of a refresh. It is considered good practice for the partnership to consult the public and associated stakeholders on the new policy.

This appendices to this report contain the proposed policy and details the proposed changes to be consulted upon.

Recommendation:

The Committee is recommended to APPROVE the draft policy for public consultation.

Reasons for Recommendation:

To ensure an open, transparent and fair process to changes in Policy.

Resource Implications:

The consultation and implementation of the new policy will be met within current resources.

Legal Implications:

As a local housing authority the authority has a statutory duty in respect of the allocation of housing to applicants with the Borough. These duties are contained in Part VI and VII of the Housing Act 1996 (as amended) and the Homelessness Reduction Act 2017.

In addition to these duties, the authority has a duty to ensure that it operates in accordance with its duties under the Equalities Act 2010.

When considering changes to the policy the authority must undertake a fair, reasonable and transparent consultation and consider any responses to that consultation before determining whether or not to make changes to the policy.

Risk Management Implications:

Not consulting on the proposed policy would be denying the public and other stakeholders the opportunity to input into the policy.

Not approving the policy consultation would mean that Tewkesbury Borough Council would be out of step with the rest of the Homeseeker Plus partnership and would be treating its clients in a different way to other partners.

Performance Management Follow-up:

The final policy will be brought back to this Committee for final approval along with any comments resulting from the public consultation.

Environmental Implications:

None arising directly from this report.

1.0 BACKGROUND

- 1.1 Homeseeker Plus is a choice based lettings (CBL) scheme run by seven local authorities in partnership with the majority of Social Housing Landlords operating within Gloucestershire and West Oxfordshire which enables Social Housing Landlords to advertise their homes and for applicants to bid for properties they are interested in.
- 1.2 To compliment the scheme, and ensure compliance with legislation, local strategies and policies and the Statutory Code of Guidance on the Allocation of Accommodation a Homeseeker Plus Policy has been implemented.
- 1.3 Other than a major change to the Homeseeker Policy in 2016 to include West Oxfordshire District Council into the partnership and a name change to "Homeseeker Plus" there have only been minor tweaks to the policy.
- 1.4 This has led to policy drift with it being interpreted and applied differently across the partnership. Therefore, to remove ambiguity, add clarity and also include the provision for accredited private landlords to advertise their properties a new Policy is being proposed as attached at Appendix A.

2.0 PROPOSED CHANGES

- 2.1 The proposed major changes to the policy are set out in Appendix B.
- 2.2 There are a number of other minor changes to the policy which are predominantly housekeeping changes.

3.0 OTHER OPTIONS CONSIDERED

- 3.1 In order to ensure an open, transparent and fair process to changes in Policy there are no other alternative options.

4.0 CONSULTATION

- 4.1 It is proposed to consult the public on the Policy for eight weeks early in 2020. The Forest of Dean District Council will coordinate the consultations on behalf of the partnership.

5.0 RELEVANT COUNCIL POLICIES/STRATEGIES

- 5.1 Tewkesbury Borough Council Housing Strategy 2017-21.

6.0 RELEVANT GOVERNMENT POLICIES

- 6.1 Laying the foundations: a housing strategy for England 2011.

7.0 RESOURCE IMPLICATIONS (Human/Property)

- 7.1 The consultation and implementation of the new policy will be met within current resources.

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

- 8.1 None arising directly from this report.

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

- 9.1 None arising directly from this report.

10.0 RELATED DECISIONS AND ANY OTHER RELEVANT FACTS

- 10.1 None arising directly from this report.

Background Papers: None.

Contact Officer: Homeseekerplus Coordinator

01684 272133 luke.shervey@tewkesbury.gov.uk

Appendices:

Appendix A(i) – Homeseeker Plus Policy.

Appendix A(ii) – Homeseeker Plus Policy (additional document).

Appendix B – Detail of proposed changes to the Homeseeker Plus Policy.

June 2019 Edition

Homeseekerplus

Common Allocations Policy Document



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DRAFT DO NOT USE

Introduction and policy statement

Introduction

Homeseekerplus is a choice based lettings (CBL) scheme run by the seven local authorities in partnership with social housing landlords and Blenheim Palace Estates operating within Gloucestershire and West Oxfordshire.

The seven local authorities are Tewkesbury Borough Council, Gloucester City Council, Cheltenham Borough Council, Stroud District Council, Forest of Dean District Council, Cotswold District Council and West Oxfordshire District Council.

Demand for affordable social housing within the Homeseekerplus area is very high and cannot be met from the available social housing resources. Only those in the highest housing need, with a local connection to the area are likely to obtain housing through the homeseekerplus scheme. Each district's Housing Advice Service will be able to advise on a range of housing options including the private rented sector.

The policy explains who is eligible and qualifying to apply on Homeseekerplus and sets out how applications will be assessed based on housing need.

Homeseekerplus aims to allocate social housing in their area in a fair and transparent way while complying with all legal requirements.

Overview of how the partnership functions

Homeseekerplus enables social housing landlords and Blenheim Palace Estates to advertise their homes and applicants are able to express an interest in them. This is known as a "bid" for a property. Once a bid is placed the system will generate a shortlist placing applicants in order of band, band start date and whether they meet the criteria of the advert. Priority for properties goes to those who have a local connection with the local authority in which the property is located, then to those who have a local connection with any of the other Homeseekerplus districts and finally to anyone else.

All applicants seeking social housing across Gloucestershire and West Oxfordshire will complete the same application process and will be assessed against the same clear set of criteria. Depending on their circumstances, applicants will be placed into one of four bands Emergency, Gold, Silver or Bronze subject to final verification by a Homeseekerplus partner.

Once an application has been made, applicants are advised of their banding and banding start date, together with details of how to access the system. This enables applicants to bid for suitable social housing vacancies being advertised across the whole of Gloucestershire and West Oxfordshire.

Once the Bid deadline has passed, the successful applicant is the highest priority household at the point of shortlisting. This is assessed against the criteria for the property, including where local connection applies and any local letting plans.

Responsibility for letting each available property lies with the social housing landlord. The appropriate landlord must confirm that the details on the application are still correct and may undertake their own assessment to ensure the property is right for the applicant before making an offer. Incorrect information will result in the offer being withdrawn and the applicant circumstances being re-assessed.

Application for sheltered and extra care housing schemes may need an assessment of the support needs, prior to an offer being made.

Policy statement

This policy aims to:

- Assist in building sustainable communities.
- Enable informed choice of housing/ housing options and improve levels of customer satisfaction.
- Operate a common selection system that offers realistic, informed choice for all applicants.
- Ensure that those who have the greatest need for housing have the greatest opportunity to secure it.
- Ensure that less able applicants are involved in the lettings process and they have choices offering equality of opportunity for all.
- Make best use of available housing resources to meet local need.
- Minimise the refusal of offers of accommodation and reduce rent loss by allowing people to choose where they live thereby supporting sustainable communities.
- Where possible, give people with a local connection to a district priority in the letting of housing within that district.
- Enable mobility within social housing in Gloucestershire and West Oxfordshire.
- Enable the authorities to meet their statutory duties including where duties are owed to homeless Applicants under Part VII of the Housing Act 1996, as amended and the homelessness reduction act 2017.
- Contribute towards tackling discrimination.
- Use a common eligibility criteria and housing application process.
- Ensure fairness, simplicity and transparency with a system that is easily understood.
- Promote a feeling of ownership and commitment to their area as they have chosen to live there.
- Assess applications according to the applicant's needs under the framework of the policy.

Equal opportunities and social inclusion

All partners of Homeseekerplus agree that applicants should be given every possible assistance to access the housing register and search for suitable properties. Applicants who are identified as potentially disadvantaged by the scheme maybe contacted to discuss alternative options.

All partners of Homeseekerplus are committed to the elimination of discrimination. They promote equality of opportunity for all and work towards this goal in the provision of services.

We are committed to:

- Eliminating discrimination, harassment, victimisation and any other conduct prohibited by the Equalities Act 2010.
- Advance equality of opportunity between persons who share a relevant protected characteristic and others who do not share it.
- Foster good relations between people who share a protected characteristic and those who do not share it
- Removing or minimising disadvantages suffered by people who share a relevant protected characteristic that are connected to that characteristic
- Taking steps to meet the needs of people who share a relevant protected characteristic that are different from the needs of people who do not share it
- Encouraging those people who share a relevant protected characteristic to participate in public life or in any other activity in which participation by such persons is disproportionately low
- Making the best possible use of the existing and potential workforce and resources by enabling cross boundary moves.

Applicants should be given every assistance to access the housing register and search for suitable properties.

Applicants potentially disadvantaged by the scheme will initially be identified from the application process and they may be offered a home visit or interview. Staff will seek to establish what the support needs are and identify ways of enabling the applicants to participate in Homeseekerplus. This may include sending copies of the adverts in large print to an applicant or simply providing advice. Translation services may be provided where appropriate.

Disadvantaged applicants are able to nominate a person (including family members, friends or a professional worker) to help them bid or bid on their behalf for suitable properties. Signed consent will be required if requests are made by a 3rd party.

The local authority may bid for suitable vacancies on a vulnerable applicant's behalf if they are at risk of being disadvantaged by the scheme and have no support to enable them to do so. This may include the use of the Autobid function.

Any supporting agencies should be able to provide their clients with help on housing issues including the application and bidding process.

Legal

Legal Framework

The Homeseekerplus complies with the local authority's statutory duties under Part VI and VII of the Housing Act 1996 as amended and the Homelessness Reduction Act 2017, in addition to any other relevant legal duties and has regard to the following:

- Allocation of accommodation: guidance for local housing authorities in England 2012
- Equalities Act 2010
- Public Sector Equality Act 2010
- Data Protection Act 2018
- Localism Act 2011
- Immigration Act 2014
- Local letting plans
- S.106 agreements

Data retention

As part of the application process, personal data is required to support any housing application. We will comply with all data protection legislation. This includes:

- For active applications, data is stored for as long as your application is active.
- For housed applications, data is stored for 3 years
- If you do not use Homeseekerplus for a period of 1 year, then your case will be set to removed and removed after 6 months.
- Homeless applications are kept for 3 years.

Definition of social housing providers for Homeseekerplus

Affordable housing is social rented and affordable rented provided to eligible households who otherwise would be unable to secure alternative provisions and have been assessed under this policy. For this policy, housing providers who operate within the Homeseekerplus boundaries are registered providers, arm's length management organisations or Council owned stock, eligibility and qualifying criteria is set by this policy.

All partners have a common goal to provide homes for local people in housing need with eligibility determined within this policy framework.

Types of tenancies

Depending on the landlord and applicants circumstances, an applicant may be offered either an introductory; secure; starter; assured; fixed term; assured short hold; or flexible tenancy.

Who is eligible to register?

Homeseekerplus is open to anyone in housing need who is not subject to immigration rules which would otherwise exclude them. This may include but not is limited to existing tenants looking to transfer to another property, homeless families looking for a permanent home and other households who either rent in the private sector or lodging with family and friends. A household may include anyone that may reasonably be expected to live with them as part of their application.

Who is not eligible to register?

Consistent with Right to Rent regulations within the Immigration Act 2014, persons from abroad who do not have leave to remain are ineligible this includes those who are:

- Subject to immigration control and has over stayed their visa or is a visitor
- Illegal entrants
- Asylum seekers
- People in the UK on condition that they have no recourse to public funds
- A person from abroad who is in breach of the European community right of residence directive
- A person whose only right to reside in the UK arises under European law based on their status as a job seeker or an initial 3 months right of residence
- A person from abroad who has been the subject of a sponsorship agreement for less than five years and whose sponsor is still alive
- A person with limited leave not granted as a result of a claim for asylum

If the local authority decides that an applicant is not eligible to register under any of these criteria, they will notify the person of the decision in writing including the reason.

Persons who are ineligible for a tenancy in their own right may still be included within a household application and for determining the bedroom need of the household.

Applicants under 16 years of age at the date they apply.

Scheme conditions

Who does not qualify?

Homeseekerplus has been established under the terms of the Housing Act 1996, as amended and the Localism Act 2011. This gives local authorities the right to decide who will not qualify for social housing.

Some applicants may be eligible to register on Homeseekerplus but subsequently do not qualify and are excluded to be included. Others may be eligible and qualify to be included but are subsequently suspended from bidding.

The following are persons who do not qualify for Homeseekerplus.

An applicant may not hold two tenancies at one time, applicants must be able to end their current tenancy within a reasonable period from being made an offer.

An applicant will be non-qualifying for social housing if the local authority has undertaken an affordability check which has shown that they have sufficient financial resources to adequately resolve their own particular housing need through outright purchase, lease or mortgage. This check will consider the type of accommodation needed to meet these needs to resolve their own housing need within their district.

Homeowners who own or part own a property which is suitable for their needs or where those needs can be resolved through adaptation and where it is safe to remain.

If the local authority decides that an applicant does not qualify, they will notify the applicant of their decision in writing and the reasons for it.

Applicants who do not qualify will need to reapply in full if they feel their circumstances have changed where they may now qualify.

Suspending and demoting an application

If an applicant has rent arrears or other housing debt with a social landlord or Blenheim Palace Estates, which accrued less than 6 years ago, the applicant will be given the opportunity to clear the debt before a decision to suspend is made. If the applicant is unable to do this, they may be suspended for a period as required to reduce the debt to below 8 weeks arrears and have a repayment plan in place and in payment before they can bid for other properties.

Each case will be considered on their own merits, for example if the rent arrears arose directly due to domestic abuse, an application would not be suspended.

Existing social housing tenants who may be suspended because of rent arrears will be considered as an exception on an individual basis if proved that they cannot afford to stay in their current tenancy as a result of Welfare Reform Act changes.

If a partner landlord becomes aware of such a debt they will advise the relevant local authority when arrears are reduced. The local authority may suspend the application or advise the applicant to undertake a change of circumstances for their application to be reassessed.

Applicants who have been awarded time limited bands are expected to bid on all suitable property types across all areas if no suitable properties are available within their local connection area. Failure to do so may result in suspension or demotion for a period the local authority deem fit.

Whilst Homeseekerplus aims to give applicants choice, it also needs to help social landlords let their available homes in an efficient way. If an applicant refuses 3 properties that the local authority considers were suitable, the application will be demoted or suspended for a period of 6 months from the time of their last offer. This provision does not apply to final offers of accommodation made in order to discharge homeless duties under part VII of the housing act 1996 (as amended) or homelessness reduction act 2017.

Applicants who have unreasonably disposed of financial resources that could have enabled them to purchase/obtain their own accommodation.

An applicant will not be non-qualifying if the applicant, or a member of their household, has been responsible for unacceptable behaviour serious enough to make them unsuitable to be a tenant of the local authority or a social housing landlord at the time of application.

Behaviour that may be regarded as unacceptable is as follows: -

- Criminal activity in the vicinity of the property
- History of anti-social behaviour or disruptive nuisance to neighbours
- Racial harassment
- Drug use or dealing
- Any other breach of the tenancy agreement such that the landlord would be likely to apply for and obtain a possession order.

As part of the assessment consideration will be given to the household's personal circumstances, the level of the debt, the household's history of arrears and any other factors that may be relevant.

Such applicants will be informed of the actions required from them to demonstrate that there has been a change in their behaviour such that they will become qualifying e.g. obtaining a satisfactory landlord reference for a period of 6 months or where regular repayments are made without fail against an agreed repayment plan for a period of 6 months.

Exceptions to these qualifying criteria include:

- Those people fleeing harassment or violence where the Police, Independent Domestic Violence Advocates (IDVA) or MultiAgency Risk Assessment Conference (MARAC) support a move
- proven social or medical/welfare needs

In exceptional circumstances where the applicant has an urgent need to move, the local authority may waive this qualification and suspension criteria.

An immediate review of an application will be undertaken if an applicant is found to have acted (or failed to act) in a way which deliberately worsened their housing situation. This could lead to the applicant being suspended, or being demoted to a lower band, for a minimum of 6 months.

Applicants will be advised as to what action/s will be necessary to lift the suspension or demotion.

Applicants who are suspended will need to reapply in full if they feel their circumstances have changed and their application will be reassessed.

Providing false information and change of circumstances

Any applicant who knowingly or recklessly gives false information or knowingly withholds information in order to secure a home to which they are not entitled may lose any home provided to them and may also be prosecuted. Where false information is given and the applicant becomes non-qualifying or not eligible, the application will be removed. Where false information is given and the applicant still qualifies, the application will be suspended for a period of 3 months and the applicant will have to reapply with correct information. The law imposes severe penalties, including substantial fines up to £5000 or imprisonment, when an offence is proven.

Local Connections

Due to the exceptional demand for housing across the Homeseekerplus area and the difficulty in solving local housing need, preference will usually be given to applicants with a local connection to the appropriate district.

Homeseekerplus local connection is defined by any of the following:

- Those who are, or were in the past, normally resident there, and that residence was of their own choice during 6 out of the past 12 months or during 3 out of the past 5 years.
- those who are employed in the local authority area
- Those who have immediate family connections in the local authority area for 5 years
- Members of the armed forces

- Other special circumstances

Local connection will be award by the lead authority only.

Local connection clarification

‘Normal residence’ is to be understood as meaning ‘the place where at the relevant time the person in fact resides.’ Residence in temporary accommodation provided by a housing authority will not constitute normal residence of choice and will not contribute towards a local connection. In the case of a person who is street homeless or insecurely accommodated (‘sofa surfing’) within their district, the housing authority will need to satisfy themselves that applicant has no settled accommodation elsewhere, and if from inquiries the authority is satisfied that they do in fact reside in the district, then they will be considered normally residence.

Where the applicant raises family associations, this may extend beyond partners, parents, adult children or siblings. They may include associations with other family members such as step-parents, grandparents, grandchildren, aunts or uncles provided there are sufficiently close links in the form of frequent contact, commitment or dependency. Family associations should be determined with regard to the fact-specific circumstances of the individual case.

For the purposes of employment, a member of the application should work in the district they are applying too: it would not be sufficient that their employer’s head office was located there but their place of work was not. In the case of self-employment, local connection would be classified by the address their business is registered. For agency, casual or other types of employment, you must be able to prove that the employment contract is not short-term, casual, ancillary or voluntary.

Special circumstances would include but are not limited to the need to be near special medical or support services which are available only in a particular district and where transport links would not suffice in the ability to meet those needs. Special circumstances will be assessed on their own individual merits.

In cases of care leavers who are owed a leaving care duty, they will have a local connection to all districts within the area of the children services authority. For care leavers who have been placed in accommodation in a different district to that of the children’s services authority, and they have lived in the other district for at least 2 years, including some time before they turned 16, they will also have the same local connection until they are 21.

Local connection will not be awarded if your accommodation was not of your own choice, this includes but not limited to:

- Approved premises
- Rehabilitation units

Members of the armed forces will have a local connection to a district of their choice. This will be the same for those currently serving, served within the immediately preceding 5 years. Bereaved spouse or civil partner who has recently or will cease to be entitled to Ministry of Defence accommodation

following the death of their service spouse and the death was wholly or partly attributable to their service. Existing or former members of the reserve forces who are suffering from a serious injury, illness or disability which is wholly or partly attributable to their service. local connection will also be awarded for divorced or separated spouses or civil partners of Service personnel who are required to move out of accommodation provided by the Ministry of Defence will also be awarded.

If an applicant has been subject to immigration control where they would not have been deemed eligible and subsequently become eligible, the date of where a local connection would apply would be from the date they have lived in the area. Refugees would have a local connection outside of this criteria to the last area they were housed in by the Home Office under asylum support.

Decisions on local connection must be made based on the facts at the date of the decision and not the date of application.

Assessment of applications

How to register

The applicant will be able to register for social housing through the Homeseekerplus website at www.Homeseekerplus.co.uk. Homeseekerplus is an online application only and has been designed to be accessible to all with easy speech, reading and translation tools. If an applicant needs advice and assistance with their application, they will need to contact the authority they are applying to.

When an applicant applies through the Homeseekerplus website and has registered their household, they will then complete an application for Social Housing explaining their housing situation. If, after completion of the application and provision of any necessary proof or further information, the applicant is eligible, they will be given a band start date and placed in a local housing band.

The applicant should make sure that they include all relevant details on the application so that proper consideration can be given to the application. Homeseekerplus may consult any of the applicants' previous landlords or agencies to check the details they have given.

All applicants will be given unique login details which can be updated from their account.

Applicants will be informed if further information or clarification is required. Failure to complete the online application form will result in this being deleted from the system.

Assessment of an application

By registering to join Homeseekerplus, the applicant will need to freely give their consent for enquiries to be made to verify their circumstances. Applicants will have to confirm that the information they have given is true and accurate.

The information the applicant has provided will guide the decision on which band they will be placed in. Applicants will be required to provide the lead authority with documentation to evidence their housing need stated.

Bedroom need assessment

The bedroom need for a household is assessed to match Housing costs guidance to ensure suitability and affordability for low income households.

One bedroom is required for:

- An adult couple
- A person aged 16 or over
- 2 children aged up to 16 years of age of the same sex
- 2 children aged up to 10 years of age of different sexes

When a child is born, the applicant must provide evidence of the birth as soon as possible and the bedroom need will then be re-assessed. This may not change your bedroom need or banding and any additional award will not be given until evidence of the birth is provided.

Visiting children will not normally be counted in this assessment.

Verification

Applicants will be able to bid for properties advertised, but no tenancy will be offered until verification has been completed by the local authorities. The purpose of the verification is to establish the accuracy or validity of your application.

Documents requested for verification will depend on your individual circumstances. These documents must be provided to verify your medical needs, eligibility and qualifying status.

As standard, verification of key documents will remain valid for 6 months or the validity of the document, whichever is longer.

Key standard documents are as follows, but not limited to:

- Identification of all members of the application
- 2 months bank statements of all members over the age of 18
- Child benefit or an appropriate court order
- Proof of residency to support right to rent checks

Banding reasons

Applicants need to meet the criteria in one box to be assessed in that band in the table below. Applicants will be awarded two bands – one for their “local” band (lead authority) and one for their “global” band (other 6 authorities). In some cases, these maybe with same depending on your circumstances, however, having a local connection to another authority would not automatically deem you to have a higher banding in that district.

Applicants banding maybe time limited due to the type of housing need they have, therefore, they would be expected to bid for and accept any suitable property offered to them during their time limit. Failure to do so may lead to a direct match or demotion.

Right to move

Right to Move is for social housing tenants who need to move to another District in order to take up a job or live closer to employment or training.

In order to qualify, social housing tenants must demonstrate that the job/apprenticeship will alleviate significant hardship and that there are no other options available to them.

- To determine qualification, the following detail will need to be established:
- The distance and/or time taken to travel between work and home
- The availability of transport, taking into account level of earnings
- The nature of the work and whether similar opportunities are available closer to home
- Other personal factors, such as medical conditions and child care, which would be affected if the tenant could not move
- Whether failure to move would result in the loss of an opportunity to improve their employment circumstances or prospects, for example, by taking up a better job, a promotion or apprenticeship

Those who qualify for Right to Move will get a local banding preference of Silver, identifying that there is a “Significant welfare need that would be alleviated by a move to more suitable accommodation”.

Property size

Emergency Band

Existing Gloucestershire and West Oxfordshire social housing tenants willing to move from family accommodation to non-family social housing property within the partnership area.

Gold Band

Existing Gloucestershire and West Oxfordshire social housing tenants willing to move to smaller family sized accommodation if this has been agreed with your local authority to release a property of higher demand or limited availability.

or

There is major overcrowding in the current property - lacking 2 or more bedrooms (this will not apply if the applicant has unreasonably allowed one or more people to move in to the property, this is called deliberately worsening your own situation).

or

Environmental Health has inspected the property and has served a Prohibition Notice (or suspended Prohibition Licence) on the landlord due to overcrowding - subject also to the applicant not deliberately worsening your own situation.

Silver Band

There is overcrowding in the current property - lacking 1 bedroom - (this will not apply if the applicant has unreasonably allowed one or more people to move in to the property, this is called deliberately worsening your own situation).

Property condition

Emergency band

Where Environmental Health has inspected the property and requires immediate vacation of the property because of an imminent risk of harm due to disrepair, major defects or grossly inadequate facilities. They could serve an Emergency Prohibition Order on the landlord in these circumstances.

This award is time limited for 1 month when it will be reviewed. It can be extended if no suitable properties have become available in this time scale or a direct match can be made.

Gold band

Where Environmental Health has inspected the property and has served a Prohibition Order or Suspended Prohibition Order on the landlord that repairs have to be undertaken but the landlord is unable/unwilling to comply. In most cases the landlord will be required to undertake repairs to remedy the problem and when completed this should resolve the issue. These only apply to the Local band so only when bidding for properties in the home/lead local authority area.

Homelessness

Gold banding

The applicant has made a homelessness application under part VII of the housing act 1996, as amended to one of the Homesekerplus local authorities and the full s193 statutory homeless duty to secure accommodation for the applicant has been accepted by that authority.

This is time limited for 1 month when it will be reviewed. It can be extended if no suitable properties have become available in this time scale. A suitable tenancy in the private sector or a direct match into social housing may be made to end the homelessness duty at any time.

Silver banding

The applicant has made a homeless application to one of the Homeseekerplus local authorities and either:

- A Prevention of Homelessness duty has been accepted
- A Relief of Homelessness duty has been accepted

or

The applicant has made a homeless application under part VII of the housing act 1996, as amended to one of the Homeseekerplus local authorities and remains assessed as eligible for assistance and homeless but has either has been found either non-priority or intentionally homeless.

Medical Need

None of the below refer to having a medical condition in its own right. It is only when the current housing is directly affecting that medical condition that priority is awarded. In other words even when a member of the applicant's household has a very severe set of medical conditions, if their housing has little or no bearing on their health then no priority will be awarded.

Emergency band

The applicant assessed as immediate need of re-housing on medical grounds. This may be when they have had a major incident, are in hospital or another emergency provision and unable to return to the existing home because of their medical condition and immediate adaptations are not available.

This award is time limited for 1 month when it will be reviewed. It can be extended if no suitable properties have become available in this time scale or a direct match can be made.

These are time limited for 1 month when they will be reviewed. It can be extended if no suitable properties have become available in this time scale or a direct match can be made.

Gold band

Urgent medical need or long-term disability that would be alleviated by a move to more suitable accommodation. This would apply when the situation is so serious that it would not be reasonable to expect the applicant to continue to live at the property for any length of time,

given their particular medical circumstances but not a life-threatening emergency.

Proof of the situation would be required from Social Care services, NHS or other medical specialists.

A member of the household seeking accommodation is disabled and re-housing will enable that person to overcome physical barriers created by current accommodation and it has been established that the home cannot be adapted to meet needs e.g. steps and stairs.

Silver band

Significant medical need that would be alleviated by a move to more suitable accommodation. This could be situations/medical conditions that could apply to one or more members of the household which because of the particular household circumstances significant distress is caused. Proof of the situation would be required from Social Care services, NHS or other medical specialists.

Depression and asthma are the most commonly quoted medical conditions. Where these are mild and not directly related to the current property priority is unlikely to be awarded.

Welfare Need

Emergency band

The applicant assessed as immediate need of re-housing on welfare grounds where there has been a major incident and there is proven threat to life or limb. This would normally be based on information provided by the Police or other specialists.

Gold banding

Exceptional circumstances where the current property has a critical long-term detrimental effect on their welfare. This would normally be based on information provided by multi agency meetings or Social Care services.

Silver banding

Significant welfare need that would be alleviated by a move to more suitable accommodation. Proof of the situation would be required from Social Care services, housing association or other specialists to establish that a management move would not be appropriate.

This banding would only be used if the housing provider is unable to provide a management move.

Move on/care leavers

Gold band

A young person owed leaving care duties under section 23C of the Children Act 1989 and in a housing need will be awarded gold banding to the area of the children services authority that owes them the duties. Homeseekerplus comprises of Gloucestershire and West Oxfordshire which have different children services authorities, therefore gold will only be awarded to housing authority districts falling within the area of the children services authority.

Move-on from supported accommodation funded County Council commissioned services and where a local connection was agreed at point of referral by the relevant local housing authority.

When someone is placed in accommodation based supported housing and is not in their home/lead authority area there is a presumption that they will be reconnected back to their home area when ready to move-on from the supported accommodation.

There are 2 requirements for this priority:

- that the supported accommodation provider has confirmed that the resident is ready for independent living by completing the standard move-on form detailing the work they have completed with the resident and assessment of any remaining support needs.;
- that the local authority has been involved in the move-on planning and accepts that they are the appropriate local authority to re-house this applicant by awarding this priority.
- The accommodation is not low support, temporary or emergency provision or intensive housing management (unless subject to local individual arrangements).

General

Gold band

As a result of a multi-agency decision agreed by the relevant housing authority. Where multi agencies including the local housing authority are involved with a particular household and meet to agree a way forward to resolve an urgent housing situation this priority can be awarded to better protect the public/local neighbourhood.

BANDING TABLE

Additional bedroom needs criteria

Households will also be assessed to consider the need for one additional bedroom for each of the following if they are assessed as being included as part of the household:

- A tenant requiring a non-resident overnight carer
- Disabled child who cannot share a bedroom with their sibling due to their disability
- An adult child who is serving away with the armed forces
- A room for a foster child or children

You can include someone on your application if they need to live with you in order to give or receive care or support and no one in your immediate household is able to care for you. You will need to evidence on your application the reason why an additional person or a carer needs to live with you and demonstrate:

- they or you need to be supported or cared for and are dependent upon this
- that other satisfactory arrangements cannot be made
- that the arrangement is 'permanent'

We will also require you to provide evidence such as that the person requires your support or care; for example, proof that you/they are providing care, are in receipt of care allowances and are able meet any costs associated with the additional bedroom either through benefits, income or savings.

We will not include family members currently living abroad on your application and therefore they cannot be re-housed with you until such a time that they return to the UK and the Council is satisfied that they are reasonably expected to reside with you.

In cases where two parents or guardians have joint access to children, bedroom eligibility will be awarded to the main care provider. You will need to demonstrate:

- you are the main care provider (children live with you for more than half the week -four nights or more) and you are in receipt of child benefit and if applicable child tax credits
- that the arrangement is 'permanent'

The protections afforded by the Equality Act 2010 are intended to be available to all, including children and adolescents. Any required additional bedroom need will be awarded on case by case basis inline with housing benefit rules and affordability.

Time limited bands

Certain categories have a time limit of one month or more. This is given to recognise an urgent need. It is therefore important that applicants in this category are bidding for all suitable properties each week and in a wide range of locations.

At the end of the period the case will be reviewed by the Lead Authority.

If the applicant is in a time limited band and has either not bid for suitable properties advertised within the 1 month or has been unsuccessful in obtaining an offer of a tenancy within the limit, a direct match of a property may be considered. Where a private sector tenancy is available, suitable and affordable at the time the Local authority or its agents may look to secure a tenancy in the private rented sector.

Demotion

The Lead Authority may however decide to demote an applicant to the band below at the end of the time-limited period if it is obvious that the applicant is choosing to wait for a particular type of property or immediate location and not treating their circumstance as urgent.

Applicants are encouraged to make full use of their bids and seek all housing options available to them. Applicants will be assessed by a senior officer if they have unreasonably refused a property or to bid in a reasonable time if the following criteria have been met:

- they deliberately do or fail to do anything in consequence of which they missed out on suitable properties
- it would have been reasonable for them to do so and there is no other good reason why they have not

The demotion period will be what the local authority deems reasonable up to 12 months and will be considered on a case by case basis.

Global banding criteria

Global banding will be awarded to those on bandings where it would be unduly burdening another authority where the duty to house the household should remain with the lead authority.

Applications will be awarded a global band equal to that of their local banding in all but the below cases:

Where the lead authority has accepted a full statutory homeless duty to secure accommodation for the applicant. Your global banding in this circumstance will be silver.

Where the lead authority has a gold move on agreement from support accommodation, your global banding will be bronze.

Where the lead authority has assessed your property as having a prohibition notice then your global band will be bronze.

Where the lead authority has awarded you a downsizing band, your global band will be silver.

Scheme Details

Completed applications

Once the applicant has been assessed and accepted on to the Homeseekerplus scheme, they will receive, where possible within 28 days, notification, confirming their application details.

This will include;

- a) The band in which the applicant has been placed
- b) The property size for which the applicant is eligible
- c) The registration date
- d) Band start date
- e) reminder about the importance of notifying any change in circumstances
- f) A unique reference
- g) Details of the verification documents required
- h) Details of the appeal procedure

Annual renewal process

Where an applicant has not made any bid on any property, nor updated their application in any way within the previous twelve months, they will be contacted to see if they still wish to remain on the Homeseekerplus Register. If there is no response within 28 days from the date of notification, the application will be removed. If the applicant contacts the Local Authority within 28 days of their application being cancelled and indicates that they still wish to be considered for housing, the application will be reinstated.

Applicants must renew their application if requested to do so by Homeseekerplus.

Reapplying

Any former applicant will need to make a new application, which will be dated from when it was received.

Removing applications

An application will be cancelled from Homeseekerplus:-

- At the request of the applicant
- Where an applicant does not respond to an application review within the specified

time limit

- Where the applicant moves and does not provide a contact address
- Where the applicant has died
- Where an applicant ceases to be eligible

Bidding

Once applicants have been registered as active on Homeseekerplus and notified of banding and log in details, they can start to look and bid for a suitable property of their choice subject to the terms and conditions of their banding.

Applicants may bid for eligible properties within the deadline given. It makes no difference to the final shortlist what time during the week the bid was placed. Property details and information should be carefully read as some properties will have additional requirements that make the property unsuitable for the applicant e.g. the number of people the property is suitable for – some have only single bedrooms.

Applicants may have up to a maximum of three bids in any given bidding cycle. Until a decision has been made as to who will receive the offer, a bid will remain live. The applicant can withdraw their bid if they wish to bid for another property during the same cycle.

At the time the bid is placed, the applicant will be given their current position on the shortlist. This is only an indication, as the position can change, as other people bid, or bids are withdrawn. All shortlists are live and subject to change.

Advertisements

All partner landlords are committed to advertising their available properties as widely as possible. Properties will be advertised in several ways on a weekly basis.

- A dedicated website for Homeseekerplus is accessible to anyone with Internet access. The website will allow applicants to view all available properties across the whole of Gloucestershire and West Oxfordshire and bid 'on-line' for properties of their choice.
- Adverts displayed in a number of localities across the Homeseekerplus partnership including local authority offices.
- By post in a number of formats to aid those in line with the public sector equality act.

Property descriptions

Properties advertised will carry (where possible) a photograph of the property location and a full description which will include:

- Type of property and eligibility criteria
- Number of bedrooms and eligible household size appropriate
- Location of property
- Any adaptations and therefore restriction on those who may apply
- Services provided
- Heating type
- Rent/service charges
- Local connection requirement
- Additional features, marketing information and pet restrictions
- Details on those who will be given priority
- Where rural settlement or local letting policies apply
- If a Social Housing Landlord's allocation policy applies
- Void start date or new build when it's expected to be ready
- Any rent in advance payable
- Floor level of property

Rural settlements and local letting plans

Additional local connection criteria will apply for properties in rural villages where there are particular shortages of housing sites with planning conditions (Section 106 agreements and rural exception sites) attached to them. In these cases, priority will be given to Applicants who are unable to live in their community due to the lack of affordable housing, who have a local connection to the parish or surrounding parishes by means of living in the parish, working in the parish or having immediate family connections to the parish. Where this applies the details will be explained in the property advertisement.

The Homeseekerplus Partnership is committed to creating balanced communities. For new developments and in areas where there are known problems, such as antisocial behaviour or abandoned properties, a local lettings plan may be applied. The plan will take into account the needs of the current and new residents and the makeup of the block, street or cluster of streets, to ensure a responsible letting is made. The local authorities will review each letting plan periodically with landlords.

Allocations

Shortlisting

Once the advert deadline has passed, a shortlist will be produced for each advertised property showing all the applicants who have bid. For each property advertised, the successful applicant will generally be the applicant who has the highest band and the oldest band start date that is eligible to bid (i.e. who best meets the criteria in the advert and the policy)

The system will produce a shortlist based the applicants banding, banding start date, local connection and any other criteria stipulated in the advert.

Each Social Housing Landlord is responsible for checking to ensure there has been no change of circumstances including eligibility for social housing to the housing need assessment of the applicant since originally verified. This is to ensure that social housing is not allocated incorrectly to applicants who no longer match the criteria.

Each applicant will be given the opportunity to view the property before signing for a tenancy.

Should an applicant be at the top of the shortlist for more than one property, one of the Social Housing Landlords of the properties will contact the applicant as quickly as possible to ask them to decide which property they wish to be considered for. Once they have made their decision, their other bids will become invalid. In this circumstance, viewing of any of the properties before a decision is taken is unlikely to be available and will be at the Social Housing Landlord's discretion.

If an applicant is direct matched for a property, any other bids they have made will become invalid.

Any applicant who has a propriety interest in a property must be able and willing to dispose of that interest in a reasonable period.

By-passing

A by-pass is where an applicant has bid for a property but is not offered the tenancy.

The appropriate Social Housing Landlord will inform the household of the by-pass and of any steps needed to prevent further by-passes for the same reason.

By-passing will be carried out inline with social housing landlords lettings policy, local letting plans and homeseekerplus policy and inform you where reasonable.

Applicants will be required to match the requirements of this policy and match the criteria of the individual property as detailed in the advert. The advert includes details of both the type of applicant that is eligible for the property and any further restriction due to the Social Housing Landlord's own published allocation policy. If the applicant is at the top of the shortlist but does not meet all these criteria, the Social Housing Landlord may not consider the applicant.

Where an offer is being made to a current tenant of a Social Housing Landlord within the partnership, it is made subject to the satisfactory conduct of the present tenancy and approval of that Social Housing Landlord (which may include a home inspection).

If there is an occasion where two or more applicants have the same band start date and application date, the Social Housing Landlord will make a decision which applicant best meets the aims and objectives of Homeseekerplus.

Withdrawal

A shortlist maybe withdrawn at any stage during advertising or shortlisting.

An offer of a tenancy may be withdrawn at any stage up to the signing of the tenancy agreement.

This may happen in certain circumstances, such as the tenant of that particular property has failed to vacate the property or the property has been incorrectly labelled on the advert.

If this happens, the Social Housing Landlord will inform the successful applicant that the property is no longer available. If the property is not ready for occupation following a successful bid and the applicant is likely to wait some considerable time before being able to sign the tenancy agreement, the Social Housing Landlord will inform the applicant and give them the option to withdraw their bid so they can bid for any other suitable properties. If the property was mis-labelled on the advert it will be re-advertised.

Refusals

Applicants are expected to take reasonable care when bidding for a property to ensure it meets their needs. If however an applicant decides to refuse an offer of accommodation, the property will be offered to the next suitable applicant on the shortlist. An application will be reviewed if an applicant refuses 3 offers of accommodation which the local authority or its agents deem suitable. This could lead to the applicant being suspended for a minimum of 6 months or being placed in a lower band.

If an applicant in a time limited band refuses an offer of accommodation the application will be reviewed and may be suspended for a minimum of 6 months or placed in a lower band.

Homelessness

The local authority or its agents will normally expect an applicant to whom it has accepted a full homeless duty to bid for a wide range of suitable properties within the time limit in the Gold Band.

If the main homeless duty is accepted, you will be placed onto autobid from the start of this duty.

At the same time the local authority or its agents may be looking to discharge the homeless duty into an affordable and suitable private sector tenancy. If one is identified, the Homeseekerplus application will be reviewed and any homeless banding priority awarded will be removed whether or not the applicant accepts the private sector property found which will still be subject to the statutory review process.

If a homeless applicant has not been actively bidding for all suitable properties or a suitable private sector property is not available at the end of the one month time limit, the local authority or its agents will secure an offer of suitable, affordable settled accommodation for the household subject to availability.

Due to limited resources, high demand, and duties to provide accommodation to some groups of applicants in urgent housing need the degree of choice that the local authority is able to offer may be limited.

Applicants will be able to express a preference over the area in which they would like to live and the property type they would like, but should be aware that the local authority ability to satisfy a preference will be limited. Expressing a preference over where an applicant would like to live does not mean that this preference can be met, or that the local authority will not offer suitable accommodation outside of a preferred area. The local authority will consider whether the property is suitable for you and is a reasonable offer in order to meet its duties under Section 189B (2) relief of homelessness duty or the main section 193 (2) duty under Part VII of the Housing Act 1996.

Not all properties that become available will be advertised and offered through the Band and date order procedure

Direct matching

A direct match is a property which is not available through Homeseekerplus. All the partner social housing landlords are committed to advertising as many of their vacant properties as possible through Homeseekerplus. There will be occasions when certain properties will not be advertised and the reasons for these exclusions will be monitored. Some examples are: -

- Over-riding social reason to move the household for safety reasons, as recommended by the Police, partner organisations, or as agreed through multiagency need and risk assessment panels.
- Those let to discharge statutory duties to Homeless applicants in certain circumstances.
- Properties required for existing tenants whose properties are subject to major works requiring them to vacate their own properties (either on a temporary or permanent basis).
- Extra-care vacancies and any supported accommodation where there is an applicant with a Care package that needs a specific property.
- Applicants who have succeeded to a tenancy or, in certain circumstances such as following the death of a family member, left in occupation but who need to move to alternative accommodation.
- Where a property has been adapted and meets the specific needs of a client.
- Applications subject to the Rent (Agriculture) Act 1976.

There will be circumstances where for urgent operational reasons there is a need to make direct offers of housing outside of the normal policy banding and date order criteria.

This may also restrict the time an applicant is able to bid for accommodation. The offer of accommodation would be in any area of the district that is considered reasonable and the property is suitable and safe for the applicant to live in.

A decision to make a direct match offer could be where:

- An applicant is not being realistic in the areas they are bidding for accommodation and as a result they may be occupying accommodation provided as homeless longer than they need to.

or

- To assist the local authority in effective management (including financial) of its homeless accommodation

Monitoring and review

Review/appeal procedure

All applicants have the right to request a review of any Homeseekerplus decisions. The review/appeal should include the reason why the applicant believes the decision is incorrect, together with any additional information.

Stage One – Internal Review

If you disagree with the way we have assessed your application for housing, or with the housing need band in which we have placed your application, you may request a review which will be decided by a senior housing officer who was not involved in the original decision from the local authority or the agent dealing with your application. To request a review:

- You must complete a Stage 1 - Internal Review Request Form which can be downloaded from the Homeseekerplus website www.Homeseekerplus.co.uk and when completed in full, send to the council you applied to within 14 days of receiving your letter or notification.
- We will deal with your request within 14 days or let you know if we will require additional time.
- We will write to you with the outcome of the review within a further 7 days of being determined.

Stage Two – Homeseekerplus Appeal Panel

If you disagree with the outcome of the stage 1 internal review, you can request that your case be taken to the Homeseekerplus Appeal Panel. The Homeseeker Panel is made up of 3 or more Senior Housing Officers from 3 of the Partner Councils. These Officers will not have been involved in the original decision or the Officer decision on internal review. The applicant must submit a request for an appeal in writing and send to Homeseekerplus Co-ordinator within 14 days of the review notification letter. The local authority or its agent will acknowledge receipt of the request for an appeal within 14 days and provide the applicant with contact details of the officer dealing with the request and the time it will take to reply to the applicant. If the review cannot be completed within 56 days, the applicant will be informed and the timescales for the review set out.

The panel will be made up of senior housing officers from three or more of the other local authorities. The appeal will consider the facts surrounding the case and your request should specify whether there are additional facts the Panel should take into consideration or whether you feel that the original facts you submitted with your application have not been fully taken into account. If you have additional evidence, such as additional medical reports, then these should also be submitted up to one week before the panel meet.

The Panel will consider the review on the papers submitted by the applicant and the housing officer from the local authority involved in the case. If determined by the Homeseekerplus Co-ordinator the applicant or the relevant Housing Officer maybe asked to attend this review hearing if requiring additional information from either party and, should this be the case, the applicant and the relevant Housing Officer will be asked to personally attend a further review Hearing. The applicant can bring a representative.

The Homeseekerplus Co-ordinator will chair this panel and a nominated representative will be present at the Hearing to ensure that all relevant information has been presented and is dealt with correctly.

The panel must come to a majority decision, should this not be the case, the Homeseekerplus Co-ordinator and chair of the panel will arbitrate.

Once the appeal has been determined, or if the Panel require the applicant to attend a further Hearing, the Homeseekerplus Co-ordinator will write to the applicant giving full details within 14 days or as soon as reasonably practicable thereafter.

Local Authority Complaints Procedure

If you feel that you have been treated unfairly or you believe the process has not been carried out as described above you can use your Local Authority's (or its agents) Complaints Procedure to make a formal complaint.

The complaint must be made in writing to the appropriate authority within 14 days of the date of the written notification of the decision of the Homeseekerplus Appeal Panel.

If the applicant is still dissatisfied, they may complain directly to the Local Government Ombudsman.

Subject access requests

Applicants are entitled under the Data Protection Act 2018 or any superseding legislation to request details of their personal data held by the seven local authorities. A charge will be made for providing this information.

Use of statistical information

The information supplied by Applicants on their housing application may also be used for housing management and research purposes within legal guidelines (such as identifying what size and where new housing is required). No individual will be identified in collating such information.

Policy management

The Homeseekerplus Co-ordinator will run regular reports to monitor performance of the scheme in meeting the aims of the policy.

The Homeseekerplus policy will be regularly reviewed and at least annually to ensure that it takes into account change in demand and need within the district, that it continues to meet its aims and objectives and that it complies with any legislative changes.

Any changes to the Homeseekerplus Policy will be implemented only with the majority agreement of the members of the Partnership. An interested party may contact any of the local authority partners to make observations to be considered at the next review.

	Property Size etc.	Property conditions (this only applies to the district where the Notice is made)	Homelessness (this only applies to the district where any duty is owed)	Medical needs	Welfare needs	General
EMERGENCY BAND	Existing Gloucestershire and West Oxfordshire social housing tenants willing to move from family accommodation to non-family social housing property within the partnership area.	Where Environmental Health has inspected the property and requires immediate vacation of the property because of an imminent risk of harm due to disrepair, major defects or grossly inadequate facilities.		The applicant assessed as immediate need of re-housing on medical grounds.	The applicant assessed as immediate need of re-housing on welfare grounds where there has been a major incident and there is proven threat to life or limb.	
GOLD BAND	Existing Gloucestershire and West Oxfordshire social housing tenants willing to move to smaller family sized accommodation if this has been agreed with your local authority to release a property of higher demand or limited availability. or There is major overcrowding in the current property - lacking 2 or more bedrooms or Environmental Health has inspected the property and has served a Prohibition Notice	Where Environmental Health has inspected the property and has served a Prohibition Order or Suspended Prohibition Order on the landlord that repairs have to be undertaken but the landlord is unable/unwilling to comply.	The applicant has made a homelessness application under part VII of the housing act 1996, as amended to one of the Homeseekerplus local authorities and the full s193 statutory homeless duty to secure accommodation for the applicant has been accepted by that authority.	Urgent medical need or long-term disability that would be alleviated by a move to more suitable accommodation.	Exceptional circumstances where the current property has a critical long-term detrimental effect on their welfare.	A young person owed leaving care duties under section 23C of the Children Act 1989 and in a housing need or Move-on from supported accommodation funded County Council commissioned services and where a local connection was agreed at point of referral
SILVER BAND	There is overcrowding in the current property - lacking 1 bedroom		A Prevention or relief duty has been accepted or The applicant remains assessed as eligible for assistance and homeless but has either has been found either Non-priority, Intentionally homeless.	Significant medical need that would be alleviated by a move to more suitable accommodation.	Significant welfare need that would be alleviated by a move to more suitable accommodation.	Right to move
BRONZE BAND	All other Applicants					

Appendix B - Summary of Proposed Changes

Reason for policy change

In 2009 the Gloucestershire homeseeker partnership was formed, since then there have been tweaks to the policy and in 2016 the partnership and policy had a major change to include West Oxfordshire and changed names to homeseekerplus. Other than minor tweaks to include new legislation such as the Homeless Reduction Act there has been no major rewrite and clarification of the policy undertaken.

This has led to the common allocation policy being interpreted differently across the partnership, therefore this new policy aims to remove ambiguity and add clarification.

Introduction and policy statement

This section was the key change that forced the rewrite to include Blenheim Palace Estates as a private landlord. The previous policy only allowed for social housing landlords. The Council has also added in other private landlords to include the separate Private Rented Sector scheme.

Old policy

I Introduction.

I.1. Homeseeker Plus is a choice based lettings (CBL) scheme run by the seven local authorities in partnership with the majority of Social Housing Landlords operating within Gloucestershire and West Oxfordshire.

I.2. It must be recognised that the demand for affordable social housing within the Homeseeker Plus area is very high and cannot be met from the available resources. Only those in the highest housing need, with a local connection to the area are likely to obtain housing through the scheme. Each district's Housing Advice Service will be able to discuss a range of housing options.

I.3 The policy takes into account the Localism Act 2012, Welfare Reform Act 2012 and the Statutory Code of Guidance on the Allocation of Accommodation 2012. It also has regard to the Councils' Homelessness, Tenancy Strategies and Housing Policy.

Proposed change

Homeseekerplus is a choice based lettings (CBL) scheme run by the seven local authorities in partnership with social housing landlords, Blenheim Palace Estates and accredited private rented properties operating within Gloucestershire and West Oxfordshire.

The seven local authorities are Tewkesbury Borough Council, Gloucester City Council, Cheltenham Borough Council, Stroud District Council, Forest of Dean District Council, Cotswold District Council and West Oxfordshire District Council.

Demand for affordable social housing within the Homeseekerplus area is very high and cannot be met from the available social housing resources. Only those in the highest housing need, with a local connection to the area are likely to obtain housing through the homeseekerplus scheme. Each district's Housing Advice Service will be able to advise on a range of housing options including the private rented sector.

The policy explains who is eligible and qualifying to apply on Homeseekerplus and sets out how applications will be assessed based on housing need.

Homeseekerplus aims to allocate social housing in their area in a fair and transparent way while complying with all legal requirements.

Overview of how the partnership functions

Homeseeker Plus enables social housing landlords, Blenheim Palace Estates and accredited private landlords to advertise their homes and applicants are able to express an interest in them. This is known as a “bid” for a property. Once a bid is placed the system will generate a shortlist placing applicants in order of band, band start date and whether they meet the criteria of the advert. Priority for properties goes to those who have a local connection with the local authority in which the property is located, then to those who have a local connection with any of the other Homeseekerplus districts and finally to anyone else.

Private landlords that advertise properties within homeseekerplus must be accredited by being part of the private sector access fund.

Legal section

This section has been expanded as there was no current legal section, this is a catch all section as previously certain sections were expanded to talk in detail of each act which needs to be complied with instead of just stating that we comply with them. We also added in data protection and definitions of what we offer.

Old policy

No current section

Proposed change

The Homeseekerplus complies with the local authority's statutory duties under Part VI and VII of the Housing Act 1996 as amended and the Homelessness Reduction Act 2017, in addition to any other relevant legal duties and has regard to the following:

- Allocation of accommodation: guidance for local housing authorities in England 2012
- Equalities Act 2010
- Public Sector Equality Act 2010
- Data Protection Act 2018
- Localism Act 2011
- Immigration Act 2014
- Local letting plans
- S.106 agreements

Data retention

As part of the application process, personal data is required to support any housing application. The Council will comply with all data protection legislation. This includes:

- For active applications, data is stored for as long as your application is active.
- For housed applications, data is stored for 3 years
- If you do not use Homeseekerplus for a period of 1 year, then your case will be set to removed and removed after 6 months.
- Homeless applications are kept for 3 years.

Definition of social housing providers for Homeseekerplus

Affordable housing is social rented and affordable rented provided to eligible households who otherwise would be unable to secure alternative provisions and have been assessed under this policy. For this policy, housing providers who operate within the Homeseekerplus boundaries are registered providers, arm's length management organisations or Council owned stock, eligibility and qualifying criteria is set by this policy. All partners have a common goal to provide homes for local people in housing need with eligibility determined within this policy framework.

Types of tenancies

Depending on the landlord and applicants circumstances, an applicant may be offered either an introductory; secure; starter; assured; fixed term; assured short hold; or flexible tenancy.

Who does not qualify?

Added in clarification for the need of an affordability check and to recognise that we would look at adaptations if they owned a property.

Old policy

An applicant will not be accepted for social housing if we are satisfied that: -

- a) They have sufficient financial resources to resolve their own housing need.
- b) Where they have unreasonably disposed of financial resources that could have enabled them to purchase/obtain their own accommodation.
- c) They own or part own a property which is suitable for their needs, or where those needs can be resolved through adaptation, sale or where, if they sold it, they could afford to buy another property. We may make exceptions to this rule in the case of proven social or medical needs.
- d) The applicant, or a member of their household, has been responsible for unacceptable behaviour serious enough to make them unsuitable to be a tenant of the Authority or a Social Housing Landlord at the time of application. Each case would be considered upon its own merits and subject to the spirit of the Rehabilitation of Offenders Act 1974 according to individual circumstances.

Proposed change

An applicant will be non-qualifying for social housing if the local authority has undertaken an affordability check which has shown that they have sufficient financial resources to adequately resolve their own particular housing need through outright purchase, lease or mortgage. This check will consider the type of accommodation needed to meet these needs to resolve their own housing need within their district.

Homeowners who own or part own a property which is suitable for their needs or where those needs can be resolved through adaptation and where it is safe to remain.

Suspending and demoting

Re written to add in clarity to make it clearer as to at what stage we can suspend or reasonably demote.

Old policy

If we become aware that a household has rent arrears or other housing debt accrued after an application has been registered the applicant will be given the opportunity to clear the debt before an offer proceeds. If the applicant is unable to do this, they may be suspended for a period as required to clear the debt before they can bid for other properties but each case will be considered upon its own merits. If a partner landlord becomes aware of such a debt they will advise the relevant local authority who may suspend or cancel the application as non-qualifying depending on the circumstances.

9.2 Applicants who have been awarded time limited bands are expected to bid on all suitable property types in a reasonably wide range of areas. Failure to do so may result in suspension or demotion for a period.

9.3 Whilst Homeseeker Plus aims to give applicants choice for good reason it also needs to help social landlords let their available homes in an efficient way. If an applicant refuses 3 properties that the local authority considers were suitable, the application may be demoted or suspended for a period.

9.4 An immediate review of an application will be undertaken if an applicant is found to have acted (or failed to act) in a way which deliberately worsened their housing situation. This could lead to the applicant being suspended, or being demoted to a lower band, for a minimum of 6 months.

9.5 Applicants will be advised as to what action/s will be necessary to lift the suspension or demotion.

Proposed change

If an applicant has rent arrears or other housing debt with a social landlord or Blenheim Palace Estates, which accrued less than 6 years ago, the applicant will be given the opportunity to clear the debt before a decision to suspend is made. If the applicant is unable to do this, they may be suspended for a period as required to reduce the debt to below 8 weeks arrears and have a repayment plan in place and in payment before they can bid for other properties.

Each case will be considered on their own merits, for example if the rent arrears arose directly due to domestic abuse, an application would not be suspended.

Existing social housing tenants who may be suspended because of rent arrears will be considered as an exception on an individual basis if proved that they cannot afford to stay in their current tenancy as a result of Welfare Reform Act changes.

If a partner landlord becomes aware of such a debt they will advise the relevant local authority when arrears are reduced. The local authority may suspend the application or advise the applicant to undertake a change of circumstances for their application to be

reassessed.

Applicants who have been awarded time limited bands are expected to bid on all suitable property types across all areas if no suitable properties are available within their local connection area. Failure to do so may result in suspension or demotion for a period the local authority deem fit.

Whilst Homeseekerplus aims to give applicants choice, it also needs to help social landlords let their available homes in an efficient way. If an applicant refuses 3 properties that the local authority considers were suitable, the application will be demoted or suspended for a period of 6 months from the time of their last offer. This provision does not apply to final offers of accommodation made in order to discharge homeless duties under part VII of the housing act 1996 (as amended) or homelessness reduction act 2017.

Applicants who have unreasonably disposed of financial resources that could have enabled them to purchase/obtain their own accommodation.

Local connection

This was the biggest section that we wanted to add clarity to, the wording in the old policy was confusing, such as family connections, who does that include and employment, does it include part time temping etc.

Old policy

Local Connection is defined in Part VII of the Housing Act 1996 as:

- Those who are normally resident in the local authority area, and that residence is or was of their own choice. (Local Authority Agreement guidelines suggest this as having resided in the area for six of the last twelve months, or three of the last five years, where residence has been out of choice);
- Those who are employed in the local authority area. (Local Authority Agreement guidelines suggest this as employment other than of a casual nature);
- Those that have family connections in the local authority area. (Local Authority Agreement guidelines suggest this as immediate family members who have themselves lived in the area for five years).
- Members of the armed forces have a local connection to the district of their choice (Those currently serving, served within the immediate preceding 5 years; bereaved spouse or civil partner who has recently or will cease to be entitled to Ministry of Defence accommodation following the death of their service spouse and the death was wholly or partly attributable to their service; existing or former members of the reserve forces who are suffering from a serious injury, illness or disability which is wholly or partly attributable to their service).
- Other special circumstances.

Proposed change

Local connection clarification

'Normal residence' is to be understood as meaning 'the place where at the relevant time the person in fact resides.' Residence in temporary accommodation provided by a housing authority will not constitute normal residence of choice and will not contribute towards a local connection. In the case of a person who is street homeless or insecurely accommodated ('sofa surfing') within their district, the housing authority will need to satisfy themselves that applicant has no settled accommodation elsewhere, and if from inquiries the authority is satisfied that they do in fact reside in the district, then they will be considered normally residence.

Where the applicant raises family associations, this may extend beyond partners, parents, adult children or siblings. They may include associations with other family members such as step-parents, grandparents, grandchildren, aunts or uncles provided there are sufficiently close links in the form of frequent contact, commitment or dependency. Family associations should be determined with regard to the fact-specific circumstances of the individual case.

For the purposes of employment, a member of the application should work in the district they are applying too: it would not be sufficient that their employer's head office was located there but their place of work was not. In the case of self-employment, local connection would be classified by the address their business is registered. For agency, casual or other types of employment, you must be able to prove that the employment contract is not less than 6 months casual or ancillary.

Special circumstances would include but are not limited to the need to be near special medical or support services which are available only in a particular district and where transport links would not suffice in the ability to meet those needs. Special circumstances will be assessed on their own individual merits.

In cases of care leavers who are owed a leaving care duty, they will have a local connection to all districts within the area of the children services authority. For care leavers who have been placed in accommodation in a different district to that of the children's services authority, and they have lived in the other district for at least 2 years, including some time before they turned 16, they will also have the same local connection until they are 21.

Local connection will not be awarded if your accommodation was not of your own choice, this includes but not limited to:

- Approved premises
- Rehabilitation units

Members of the armed forces will have a local connection to a district of their choice. This will be the same for those currently serving, served within the immediately preceding 5 years. Bereaved spouse or civil partner who has recently or will cease to be entitled to Ministry of Defence accommodation following the death of their service spouse and the death was wholly or partly attributable to their service. Existing or former members of the reserve forces who are suffering from a serious injury, illness or disability which is wholly or partly attributable to their service. Local connection will also be awarded for divorced or separated spouses or civil partners of Service personnel who are required to move out of accommodation provided by the Ministry of Defence will also be awarded. If an applicant has been subject to immigration control where they would not have been

deemed eligible and subsequently become eligible, the date of where a local connection would apply would be from the date they have lived in the area. Refugees would have a local connection outside of this criterion to the last area they were housed in by the Home Office under asylum support.

Decisions on local connection must be made based on the facts at the date of the decision and not the date of application.

Verification

This section was vague, and each council verified in different ways and at different times, some RP's have been housing them unverified. To have a more comprehensive verification we have added in what documents are needed and what verification is. This also works in with the new style form so applications can upload these when they apply which they currently can't do.

Old policy

Applicants will be able to bid for properties advertised, but no tenancy will be offered until verification has been completed.

Proposed change

Applicants will be able to bid for properties advertised, but no tenancy will be offered until verification has been completed by the local authorities. The purpose of the verification is to establish the accuracy or validity of your application.

Documents requested for verification will depend on your individual circumstances. These documents must be provided to verify your medical needs, eligibility and qualifying status. As standard, verification of key documents will remain valid for 6 months or the validity of the document, whichever is longer.

Key standard documents are as follows, but not limited to:

- Identification of all members of the application
- 2 months bank statements of all members over the age of 18
- Child benefit or an appropriate court order
- Proof of residency to support right to rent checks

Medical and welfare banding

This section is mostly the same, but we have split medical and welfare into two new bands instead of a joint band. The wording has stayed mostly the same. This will be the only change that will affect people as they will need to be rebanded into separate bands, this shouldn't change their bands unless their circumstance have changed.

Old policy

See page 14

Proposed change

See page 16-18

Move on/care leavers

This section was expanded to include the new care leaver duty.

Old policy

Move-on from supported accommodation where a planned move is agreed by the relevant local housing authority. When someone is placed in accommodation based supported housing and is not in their home/lead authority area there is a presumption that they will be reconnected back to their home area when ready to move-on from the supported accommodation. The support provider will also discuss other housing options before putting them forward for social housing.

There are 2 requirements for this priority:-

1. that the supported accommodation provider has confirmed that the resident is ready for independent living by completing the standard move- on form detailing the work they have completed with the resident and assessment of any remaining support needs.;
2. that the local authority has been involved in the move-on planning and accepts that they are the appropriate local authority to re-house this applicant by awarding this priority.

Proposed change

A young person owed leaving care duties under section 23C of the Children Act 1989 and in a housing need (who is deemed ready for independent living as assessed by the local authority) will be awarded gold banding to the area of the children services authority that owes them the duties. Homeseekerplus comprises of Gloucestershire and West Oxfordshire which has different children services authorities, therefore gold will only be awarded to housing authority districts falling within the area of the children services authority.

Move-on from supported accommodation where a local connection was agreed at point of referral by the relevant local housing authority.

When someone is placed in accommodation based supported housing and is not in their home/lead authority area they will be reconnected back to their home area when ready to move-on from the supported accommodation in line with the reconnection policy.

There are 2 requirements for this priority:

- that the supported accommodation provider has confirmed that the resident is ready for independent living by completing the standard move-on form detailing the work they have completed with the resident and assessment of any remaining support needs.;
- that the local authority has been involved in the move-on planning and accepts that they are the appropriate local authority to re-house this applicant by awarding this priority.

Bedroom need criteria

This section was tweaked to include equality of transgender and clarification of shared custody.

Old policy

The bedroom need for a household is assessed to match Housing Benefit rules because from April 2013 the same rules apply to all renting households including social housing.

One bedroom is required for:-

- An adult couple,
- A person aged 16 or over.
- 2 children aged up to 16 years of age of the same sex.
- 2 children aged up to 10 years of age of different sexes.

19.2 When a child is born, the applicant must provide evidence of the birth as soon as possible and the bedroom need will then be re-assessed to ensure it is still correct.

19.3 An extra bedroom will be considered where the following applies:

- A carer who provides the applicant or their partner with regular overnight care, who is not normally living with you. Evidence will be required to substantiate any claim which may include the care component of DLA (Disability Living Allowance), PIP (Personal Independent Payment) or attendance allowance, or details of a care package from a care providing agency funded by Social Services.
- An independent medical adviser has confirmed the need for an extra bedroom.

In all cases an assessment of affordability will be undertaken, with discretion for the final decision being with the relevant local authority and social housing landlord.

19.4 Potential children of foster or adoptive carers will be considered in the bedroom need assessment on an individual basis once they have been accepted by the appropriate Social Care Panel.

19.5. No visiting children should be included on the application and they will not be included in the bed room need assessment.

Proposed change

Households will also be assessed to consider the need for one additional bedroom for each of the following if they are assessed as being included as part of the household:

- A tenant requiring a non-resident overnight carer
- Disabled child who cannot share a bedroom with their sibling due to their disability
- An adult child who is serving away with the armed forces
- A room for a foster child or children

You can include someone on your application if they need to live with you in order to give or receive care or support and no one in your immediate household is able to care for you. You will need to evidence on your application the reason why an additional person or a carer needs to live with you and demonstrate:

- they or you need to be supported or cared for and are dependent upon this
- that other satisfactory arrangements cannot be made
- that the arrangement is 'permanent'

The Council will also require you to provide evidence such as that the person requires your support or care; for example, proof that you/they are providing care, are in receipt of care allowances and are able to meet any costs associated with the additional bedroom either through benefits, income or savings.

The Council will not include family members currently living abroad on your application and therefore they cannot be re-housed with you until such a time that they return to the UK and the Council is satisfied that they are reasonably expected to reside with you.

In cases where two parents or guardians have joint access to children, bedroom eligibility will be awarded to the main care provider. You will need to demonstrate:

- you are the main care provider (children live with you for more than half the week -four nights or more) and you are in receipt of child benefit and if applicable child tax credits
- that the arrangement is 'permanent'

The protections afforded by the Equality Act 2010 are intended to be available to all, including children and adolescents. Any required additional bedroom need will be awarded on a case by case basis in line with housing benefit rules and affordability.

Demotion

New section not previously clarified. It was only written in general terms.

Old policy

No current defined section

Proposed change

The Lead Authority may however decide to demote an applicant to the band below at the end of the time-limited period if it is obvious that the applicant is choosing to wait for a particular type of property or immediate location and not treating their circumstance as urgent.

Applicants are encouraged to make full use of their bids and seek all housing options available to them. Applicants will be assessed by a senior officer if they have unreasonably

refused a property or to bid in a reasonable time if the following criteria have been met:

- they deliberately do or fail to do anything in consequence of which they missed out on suitable properties
- it would have been reasonable for them to do so and there is no other good reason why they have not

The demotion period will be what the local authority deems reasonable up to 12 months and will be considered on a case by case basis.

Global banding criteria

This section has always been missing from the policy even though we have always had a global band.

Old policy

No current section

Proposed change

Global banding will be awarded to those on bandings where it would be unduly burdening another authority where the duty to house the household should remain with the lead authority.

Applications will be awarded a global band equal to that of their local banding in all but the below cases:

- Where the lead authority has accepted a full statutory homeless duty to secure accommodation for the applicant. Your global banding in this circumstance will be silver.
- Where the lead authority has a gold move on agreement from support accommodation, your global banding will be bronze.
- Where the lead authority has assessed your property as having a prohibition notice then your global band will be bronze.
- **Where the lead authority has awarded you a downsizing band, your global band will be bronze.**

TEWKESBURY BOROUGH COUNCIL

Report to:	Executive Committee
Date of Meeting:	16 October 2019
Subject:	Counter Fraud and Anti-Corruption Policy
Report of:	Head of Finance and Asset Management
Corporate Lead:	Deputy Chief Executive
Lead Member:	Lead Member for Corporate Governance
Number of Appendices:	One

Executive Summary:

The Audit and Governance Committee was presented with an updated Counter Fraud and Anti-Corruption Policy at its September meeting.

The Policy has been reviewed following the changes brought about by data protection legislation/regulations. The changes are very minor in relation to content.

The Audit and Governance Committee was happy with the minor amendments to the Policy and therefore recommended it to Executive Committee for approval.

The Policy was previously considered by Audit Committee in September 2016 and approved by Executive Committee in October 2016.

Recommendation:

That the Executive Committee APPROVES and ADOPTS the updated Counter Fraud and Anti-Corruption Policy.

Reasons for Recommendation:

To update and replace the existing Counter Fraud and Anti-Corruption Policy to reflect the position in relation to counter fraud provision within the authority and legislative changes.

In administering its responsibilities, this Council has a duty to prevent fraud and corruption, whether it is attempted by someone outside or within the Council such as another organisation, a resident, an employee or Councillor.

The Council is committed to an effective counter fraud and corruption culture, by promoting high ethical standards and encouraging the prevention and detection of fraudulent activities, thus supporting corporate and community plans.

Resource Implications:

There are no direct financial implications as a result of this report.

The support of the Counter Fraud and Anti-Corruption Policy will help to support the prevention and detection of misuse of public funds and fraud therefore reducing potential financial loss to the Council.

Legal Implications:

In general terms, the existence and application of an effective fraud risk management regime assists the Council in effective financial governance which is less susceptible to legal challenge.

The legislation utilised by the Counter Fraud Unit and other service areas within the Council is identified within the Policy and the Council must comply with all legislative requirements.

The Council must also ensure that authorisations obtained under the Regulation of Investigatory Powers Act 2000 or the Investigatory Powers Act 2016 are appropriately logged, maintained and updated on the central register.

Risk Management Implications:

If the Council does not have effective counter fraud and corruption controls it risks both assets and reputation.

The Council is required to have an effective Counter Fraud and Anti-Corruption Policy to enable Officers to proactively tackle fraudulent activity against the Council or other public sector bodies. Failure to undertake such activity would accordingly not be compliant and expose the authority to greater risk of fraud and/or corruption.

If the Council does not have effective counter fraud and corruption controls it risks both assets and reputation.

Performance Management Follow-up:

None directly arising from the report.

Environmental Implications:

None directly arising from the report.

1.0 INTRODUCTION/BACKGROUND

1.1 The Council's existing Counter Fraud and Anti-Corruption Policy was developed to reflect (i) latest legislation and (ii) the changes from the creation of the Single Fraud Investigation Services (operated by the Department for Work and Pensions) which subsumed the Council's responsibilities for investigating Housing Benefit Fraud.

1.2 It is recommended good practice that the Policy is updated at least every few years and in line with data protection legislative changes, it has been reviewed.

2.0 UPDATED POLICY

2.1 The Policy highlights the key legislation and roles and responsibilities of Members, Officers and other parties.

2.2 The promotion of effective counter fraud controls and a zero tolerance approach to internal misconduct promotes a positive work environment.

2.3 The Audit Committee considered the Policy in September 2016 when it replaced the existing Policy.

2.4 Audit and Governance Committee considered an update to the report at its meeting in September 2019 and has therefore recommended to Executive Committee the approval of the updated Counter Fraud and Anti-Corruption Policy.

3.0 OTHER OPTIONS CONSIDERED

3.1 None.

4.0 CONSULTATION

4.1 The Policy has been reviewed and agreed by the Head of Finance and Asset Management and One Legal.

5.0 RELEVANT COUNCIL POLICIES/STRATEGIES

5.1 Counter Fraud and Anti-Corruption Policy September 2016.

6.0 RELEVANT GOVERNMENT POLICIES

6.1 None.

7.0 RESOURCE IMPLICATIONS (Human/Property)

7.1 Council staff will be made aware of the updated Policy.

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

8.1 None.

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

9.1 None.

10.0 RELATED DECISIONS AND ANY OTHER RELEVANT FACTS

10.1 Counter Fraud and Anti-Corruption Policy approved at Executive Committee in October 2016.

Background Papers: Counter Fraud and Anti-Corruption Policy September 2016.

Contact Officer: Counter Fraud Manager Tel: 01285 623356

Appendices: 1. Counter Fraud and Anti-Corruption Policy August 2019.

Counter Fraud and Anti-Corruption Policy

Version Control:	
Document Name:	Counter Fraud and Anti-Corruption Policy
Version:	1.1
Responsible Officer:	Emma Cathcart, Counter Fraud Unit
Approved by:	Executive Head of Finance and Asset Management
Date First Approved:	October 2016
Next Review Date	August 2022
Retention Period:	N/A

Revision History

Revision date	Version	Description
August 2019	1.1	Update following changes to data protection legislation

Consultees

Internal	External
Head of Finance and Asset Management	
One Legal	

Distribution

Name	

Counter Fraud and Anti-Corruption Policy

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Counter Fraud and Anti-Corruption Policy

1. INTRODUCTION AND PURPOSE OF THE POLICY

- 1.1. In administering its responsibilities; this Council has a duty to prevent fraud and corruption, whether it is attempted by someone outside or within the Council such as another organisation, a resident, an employee or Member. The Council is committed to an effective Counter Fraud and Anti-Corruption culture, by promoting high ethical standards and encouraging the prevention, detection and investigation of fraudulent activities.
- 1.2. The Section 151 Officer has a statutory responsibility under Section 151 of the Local Government Act 1972 to ensure the proper arrangements for the Council's financial affairs to include the development of financial codes of practice and accounting instructions. Through delegation of duties, the Officer ensures appropriate controls are in place.
- 1.3. The Monitoring Officer has a statutory responsibility to advise the Council on the legality of its decisions and to ensure that the Council's actions do not give rise to illegality or maladministration. It is therefore essential for employees to follow the Council's policies and procedures to demonstrate that the Council is acting in an open and transparent manner.
- 1.4. The Council has a statutory duty to undertake an adequate and effective internal audit of its accounting records and its system of internal controls. The Council's Financial Rules state that 'whenever a matter arises which involves, or is thought to involve irregularities concerning cash, stores or other property of the Council, or any suspected irregularity in the exercise of the functions of the Council, the Director, Head of Service or equivalent Senior Officer has a duty to immediately notify the Section 151 Officer and the Monitoring Officer, who shall take steps as the consider necessary by way of investigation and report'. Furthermore the Financial Rules also state that each Director, Head of Service or equivalent Senior Officer is responsible for 'notifying the Section 151 Officer and the Chief Audit Executive immediately of any suspected fraud, theft, irregularity, improper use or misappropriation of the Council's property or resources.
- 1.5. The Council has a zero tolerance approach to fraud committed or attempted by any person against the organisation or any of its partner agencies. The Council will thoroughly investigate all suggestions of fraud, corruption or theft, from within the Council and from external sources which it recognises can:
 - Undermine the standards of public service that the Council is attempting to achieve by diverting resources from legitimate activities.
 - Reduce the level of resources and services available for the residents of the borough, district or county as a whole.
 - Result in consequences which damage public confidence in the Council and / or adversely affect staff morale.
- 1.6. Any proven fraud will be dealt with in a consistent and proportionate manner. Appropriate sanctions and redress for losses will be pursued, to include criminal proceedings against anyone perpetrating, or seeking to perpetrate, fraud, corruption or theft against the Council.
- 1.7. The Council is committed to the highest possible standards of openness, probity, honesty, integrity and accountability. The Council expects all Officers, Members and partner organisations to observe these standards and values, which are defined within the Code of Conduct for Employees and the Members Code of Conduct, to help achieve the Council's over-arching priority for the continued delivery of outcomes and value for money for local tax-payers.

Counter Fraud and Anti-Corruption Policy

2. DEFINITIONS

2.1 FRAUD

The term “fraud” is usually used to describe depriving someone of something by deceit, which might either be misuse of funds or other resources, or more complicated crimes like false accounting or the supply of false information. In legal terms, all of these activities are the same crime, theft, examples of which include deception, bribery, forgery, extortion, corruption, theft, conspiracy, embezzlement, misappropriation, false representation, concealment of material facts and collusion.

2.2 Fraud was introduced as a general offence and is defined within The Fraud Act 2006. The Act details that a person is guilty of fraud if he commits any of the following:

- Fraud by false representation; that is if a person:
 - (a) dishonestly makes a false representation, and
 - (b) intends, by making the representation:
 - (i) to make a gain for himself or another, or
 - (ii) to cause loss to another or to expose another to a risk of loss.
- Fraud by failing to disclose information; that is if a person:
 - (a) dishonestly fails to disclose to another person information which he is under a legal duty to disclose, and
 - (b) intends, by failing to disclose the information:
 - (i) to make a gain for himself or another, or
 - (ii) to cause loss to another or to expose another to a risk of loss.
- Fraud by abuse of position; that is if a person:
 - (a) occupies a position in which he is expected to safeguard, or not to act against, the financial interests of another person,
 - (b) dishonestly abuses that position, and
 - (c) intends, by means of the abuse of that position:
 - (i) to make a gain for himself or another, or
 - (ii) to cause loss to another or to expose another to a risk of loss.

2.3 In addition the Act introduced new offences in relation to obtaining services dishonestly, possessing, making, and supplying articles for the use in frauds and fraudulent trading applicable to non-corporate traders.

2.4 CORRUPTION

Is the deliberate use of one’s position for direct or indirect personal gain. “Corruption” covers the offering, giving, soliciting or acceptance of an inducement or reward, which may influence the action of any person to act inappropriately and against the interests of the organisation.

2.5 THEFT

Is the physical misappropriation of cash or other tangible assets. A person is guilty of “theft” if he or she dishonestly appropriates property belonging to another with the intention of permanently depriving the other of it.

2.6 MONEY LAUNDERING

Money laundering is the process by which criminals attempt to 'recycle' the proceeds of their criminal activities in order to conceal its origins and ownership whilst retaining use of the funds.

2.7 The burden of identifying and reporting acts of money laundering rests within the organisation. Any service that receives money from an external person or body is

Counter Fraud and Anti-Corruption Policy

potentially vulnerable to a money laundering operation. The need for vigilance is vital and any suspicion concerning the appropriateness of a transaction should be reported and advice sought from the Monitoring Officer, Section 151 Officer or Chief Audit Executive. A failure to report a suspicion could compromise an individual and they could be caught by the money laundering provisions. All employees are therefore instructed to be aware of the increasing possibility of receiving requests that are not genuine and are in fact for the purpose of money laundering.

2.8 The Council recognises its responsibilities under the Money Laundering Regulations 2007 and the Proceeds of Crime Act 2002. These responsibilities are adhered to in line with the Council's Anti-Money Laundering and Proceeds of Crime Procedures. The Council is required to have a designated Officer for money laundering reporting purposes.

2.9 Both Financial and Legal Officers working for the Council also have their own professional guidance in relation to money laundering which places a duty on them to report any suspicions. These suspicions may override their legal professional privilege and confidentiality.

2.10 BRIBERY

The Bribery Act 2010 introduced four main offences, simplified below. Please note, a 'financial' or 'other advantage' may include money, assets, gifts or services within the following:

- Bribing another person: a person is guilty of an offence if he offers, promises or gives a financial or other advantage to another person. Further if he intends the advantage to induce a person to perform improperly a function or activity or if he knows or believes the acceptance of the advantage offered constitutes improper activity.
- Offences relating to being bribed: a person is guilty of an offence if he requests, agrees to receive, or accepts a financial or other advantage intending that as a consequence an improper activity or function will be performed improperly or if he knows or believes the acceptance of the advantage offered constitutes improper activity. Where a person agrees to receive or accepts an advantage as a reward for improper activity or function that has been performed. It does not matter whether the recipient of the bribe receives it directly or through a third party, or whether it is for the recipient's ultimate advantage or not.
- Bribery of a foreign public official: a person who bribes a foreign public official is guilty of an offence if the person's intention is to influence the foreign public official in their capacity, duty or role as a foreign public official. A person must also intend to obtain or retain business or an advantage in the conduct of business and must offer, promise or give any financial or other advantage.
- Failure of commercial organisations to prevent bribery: organisations, which include the Council, must have adequate procedures in place to prevent bribery in relation to the obtaining or retaining of business associated with the business itself.

2.11 The Council is committed to ensuring the prevention of corruption and bribery and sets out its policy in relation to the acceptance of gifts and hospitality within the Code of Conduct for Employees and the Members Code of Conduct. Receipt of any gifts or hospitality should be recorded by Officers and Members in the appropriate register. Officers and Members are also required to declare any outside interests that they have which may result in a conflict of interest in respect of transactions and dealings with the Council. Again, any such interests will be recorded in an appropriate register.

Counter Fraud and Anti-Corruption Policy

- 2.12 Prior to entering into any business arrangements, all Council Officers and/or business units should ensure that they have taken all reasonable steps to identify any potential areas of risk relating to bribery or corruption. If an Officer has any concerns they must raise them with The Chief Audit Executive.

3. SCOPE

- 3.1 In relation to any of the above mentioned offences, this policy applies to:

- All employees, including shared service employees, casual workers and agency staff.
- Members.
- Committee Members of Council funded voluntary organisations.
- Partner organisations, where the Council has a financial or statutory responsibility.
- Council Suppliers, Contractors and Consultants.
- The general public.

4. AIMS AND OBJECTIVES

- 4.1 The aims and objectives of the Counter Fraud and Anti-Corruption Policy are to:

- Ensure that the Council has measures in place to guard against fraud and loss and that the Council maximises revenue recovery.
- Safeguard the Council's valuable resources by ensuring they are not lost through fraud but are used for providing services to the community as a whole.
- Create a 'counter fraud' culture which highlights the Council's zero tolerance to fraud, corruption, bribery and theft, which defines roles and responsibilities and actively engages everyone (the public, Members, Officers, managers and policy makers).

- 4.2 The Council aims to:

- Proactively deter, prevent and detect fraud, corruption, bribery and theft.
- Investigate any suspicions of, or detected instances of fraud, corruption, bribery and theft.
- Enable the Council to apply appropriate sanctions, to include prosecution, and recovery of losses.
- Provide recommendations to inform policy, system and control improvements, thereby reducing the Council's exposure to fraudulent activity.

5. PRINCIPLES

- 5.1 The Council will not tolerate abuse of its services or resources and has high expectations of propriety, integrity and accountability from all parties identified within this policy. Maintaining this policy supports this vision.
- 5.2 The Council has a documented Constitution, Scheme of Delegated Powers and Financial Regulations to give Members and Officers clear instructions or guidance for carrying out the Council's functions and responsibilities. Responsibility for ensuring compliance with these documents rests with management with adherence being periodically monitored by Internal Audit Services; where breaches are identified these will be investigated in accordance with this policy and the Council's Financial Rules.
- 5.3 The Council expects that Members and Officers will lead by example in ensuring adherence to rules, procedures and recommended practices. A culture will be maintained that is conducive to ensuring probity. Members and Officers should adopt

Counter Fraud and Anti-Corruption Policy

the standards in public life as set out by the Nolan Committee, known as the Nolan Principles:

- Selflessness – to take decisions solely in terms of the public interest and not in order to gain for themselves.
- Integrity – not to place themselves under any obligation to outside individuals or organisations that may influence the undertaking of their official duties.
- Objectivity – when carrying out any aspect of their public duties, to make decisions and choices on merit.
- Accountability – to be accountable, to the public, for their decisions and actions and must submit themselves to the appropriate scrutiny.
- Openness – to be as open as possible about the decisions and actions they take and the reasons for those decisions and actions. The dissemination of information should only be restricted when the wider public interest clearly demands it.
- Honesty – to declare any private interests which relate to their public duties and take steps to resolve any conflicts arising in a manner which protects the public interest.
- Leadership – to promote and support these principles by leadership and example.

- 5.4 The Council will ensure that the resources dedicated to counter fraud activity are appropriate and any officers involved in delivering these services are trained to deliver a professional counter fraud service to the correct standards ensuring consistency, fairness and objectivity.
- 5.5 All fraudulent activity is unacceptable, and may result in consideration of legal action being taken against the individual(s) concerned. In addition, the Council has in place disciplinary procedures which must be followed whenever Officers are suspected of committing a fraudulent or corrupt act. These procedures are monitored and managed by the Human Resources Team and may be utilised where the outcome of an investigation indicates fraudulent or corrupt acts have occurred.
- 5.6 The Council may pursue the repayment of any financial gain from individuals involved in fraud, malpractice and wrongdoing. The Council may also pursue compensation for any costs it has incurred when investigating fraudulent or corrupt acts.
- 5.7 This policy encourages those detailed within this document to report any genuine suspicions of fraudulent activity. However, malicious allegations or those motivated by personal gain will not be tolerated and, if proven, disciplinary or legal action may be taken. Reporting arrangements in relation to incidents of fraud or irregularity are detailed below.
- 5.8 The Council will work both internally across different departments and with external organisations such as the Police, HM Revenue and Customs and other Councils to strengthen and continuously improve its arrangements to prevent fraud and corruption. The Council is committed to assisting the Police in fighting Serious and Organised crime and will implement measures and share data to ensure the Council is not engaging with organised crime gangs when procuring goods and services.
- 5.9 The Council collects and stores data within multiple departments to enable data cleansing, data sharing and data matching. This process can be utilised for the prevention and detection of fraud and the Council will pursue this where appropriate. The Council applies fair processing practices and these are reflected within data

Counter Fraud and Anti-Corruption Policy

collection documents, stationery and other data collection processes such as those required for the National Fraud Initiative.

6. RESPONSIBILITIES

OFFICER / DEPARTMENT	SPECIFIC RESPONSIBILITIES
Head of Paid Service / Chief Executive	Ultimately accountable for the effectiveness of the Council's arrangements for countering fraud and corruption.
Chief Finance Officer (Section 151 Officer)	To ensure the Council has adopted an appropriate Counter Fraud and Anti-Corruption Policy. That there is an effective internal control environment in place and resources to investigate allegations of fraud and corruption.
Monitoring Officer	To advise Members and Officers on ethical issues, conduct and powers to ensure that the Council operates within the law and statutory Codes of Practice.
Audit Committee/ Audit and General Purposes Committee / Audit and Governance Committee	To receive formal assurance from an appropriate representative at meetings and an annual opinion report in relation to the Council's control measures and counter fraud activity. The Audit Committee also receives assurance from external audit on the Council's Annual Accounts and Annual Governance Statement.
Councillors / Members	To comply with the Members Code of Conduct and related Council policies and procedures. To be aware of the possibility of fraud, corruption, bribery and theft and to report any genuine concerns to the Chief Audit Executive.
External Audit / Internal Audit	Has a duty to ensure that the Council has adequate arrangements in place for the prevention and detection of fraud, corruption, bribery and theft. Has powers to investigate fraud and the Council may invoke this service.
Counter Fraud Unit	Responsible for assisting the development and implementation of the Counter Fraud and Anti-Corruption Policy. The Counter Fraud Unit have a duty to monitor the investigation of any reported issues of irregularity. To ensure that all suspected or reported irregularities

Counter Fraud and Anti-Corruption Policy

OFFICER / DEPARTMENT	SPECIFIC RESPONSIBILITIES
	<p>are dealt with promptly and in accordance with this policy.</p> <p>That action is identified to improve controls and reduce means, opportunity and the risk of recurrence.</p> <p>Reporting to the appropriate Senior Officer(s) (Section 151 Officer, Monitoring Officer, Chief Audit Executive) with regard to the progress and results of investigations.</p> <p>Reporting annually to the Audit Committee on proven frauds.</p>
<p>Counter Fraud Provision / Services</p>	<p>To proactively deter, prevent and detect fraud, corruption, bribery and theft within or against the Council.</p> <p>To investigate all suspicions of fraud, corruption, bribery or theft, within or against the Council, in accordance with the Criminal Procedures and Investigations Act 1996 (CPIA).</p> <p>To consider reputational damage and the public interest test when investigating any instances of fraud, corruption, bribery or theft.</p> <p>To conduct interviews under caution when appropriate in accordance with the Police and Criminal Evidence Act 1984 (PACE).</p> <p>To undertake any surveillance operation or obtaining any communications data, adhering to the Regulation of Investigatory Powers Act 2000 (RIPA) – this is applicable when undertaking criminal investigations only.</p> <p>To comply with Data Protection Legislation (and the General Data Protection Regulations) when obtaining or processing personal data.</p> <p>To report to the appropriate Senior Officer(s) for decisions in relation to further action.</p> <p>To enable the Council to apply appropriate sanctions, to include criminal proceedings, and to assist in the recovery of losses in accordance with the Council's Prosecution Policy.</p> <p>To prepare Witness Statements and prosecution paperwork for the Council's Legal Department.</p> <p>To attend and present evidence in the Magistrates Court, the Crown Court and Employment Tribunals.</p> <p>To provide recommendations to inform policy, system and control improvements.</p>

Counter Fraud and Anti-Corruption Policy

OFFICER / DEPARTMENT	SPECIFIC RESPONSIBILITIES
	<p>To provide fraud awareness training and updates for Members and Officers.</p> <p>To publicise successes where appropriate.</p>
<p>Human Resources</p>	<p>To report any suspicions of fraud, corruption, bribery or theft to the Section 151 Officer, Monitoring Officer or Counter Fraud representative if reported directly to HR or if identified during any disciplinary or internal procedures.</p> <p>To ensure recruitment procedures provide for the obtainment and verification of significant information supplied by applicants.</p>
<p>Strategic Directors, Heads of Service, Service Managers or equivalent Senior Officers</p>	<p>The primary responsibility for maintaining sound arrangements to prevent and detect fraud and corruption rests with management.</p> <p>To promote awareness and ensure that all suspected or reported irregularities are immediately referred to the appropriate Senior Officer.</p> <p>To ensure that there are mechanisms in place within their service areas to assess the risk of fraud, corruption, bribery and theft. To reduce these risks by implementing internal controls, monitoring of these controls by spot checks and to rectify weaknesses if they occur.</p>
<p>Staff / Employees / Officers</p>	<p>To comply with Council policies and procedures when conducting their public duties.</p> <p>To be aware of the possibility of fraud, corruption, bribery and theft and to report any genuine concerns. Officers may report suspicions as detailed below.</p> <p>Referrals can also be made in confidence in accordance with the Council's Whistleblowing Policy.</p>
<p>Public, Partners, Suppliers, Contractors and Consultants</p>	<p>To be aware of the possibility of fraud and corruption within or against the Council and to report any genuine concerns or suspicions as detailed below.</p>

7. APPROACH TO COUNTERING FRAUD

- 7.1 The Council has a responsibility to reduce fraud and protect its resources by enabling counter fraud services to complete work in each of the following key areas:

Counter Fraud and Anti-Corruption Policy

7.2 DETERRENCE

The best deterrent is the existence of clear procedures and responsibilities making fraud and corruption difficult to perpetrate and easy to detect. As detailed already within this policy, the Council has a number of measures in place to minimise risk:

- Clear codes of conduct for Officers and Members.
- Register for declarations of interest / gifts and hospitality for Members and Officers.
- Clear roles and responsibilities for the prevention and detection of fraud, corruption, bribery and theft including an Audit Committee, an appointed Monitoring Officer, Section 151 Officer and trained Counter Fraud Officers.
- Effective ICT security standards and usage policies.
- The application of appropriate sanctions and fines as detailed below.

7.3 The existence of an effective Counter Fraud Team is a prime deterrent for fraud and corruption. Counter Fraud Officers and the Internal Audit Team analyse and identify potential areas at risk of fraudulent abuse with the assistance of the Council's Corporate Management, efficient and effective audits of principal risk areas can then be conducted.

7.4 The Council will promote and develop a strong counter fraud culture, raise awareness and provide information on all aspects of its counter fraud work. This may include advice on the intranet, fraud e-learning tools, publicising the results of proactive work, investigating fraud referrals and seeking the recovery of any losses.

7.5 PREVENTION

The Council will strengthen measures to prevent fraud. Counter Fraud Officers will work with management and policy makers to ensure new and existing systems, procedures and policy initiatives consider any possible fraud risks. Any internal audit conducted will also consider fraud risks as part of each review and ensure that internal controls are in place and maintained to combat this.

7.6 Important preventative measures include effective recruitment to establish the propriety and integrity of all potential employees. Recruitment is carried out in accordance with the Council's Recruitment and Selection Policy and provides for the obtainment and verification of significant information supplied by applicants.

7.7 The Council will undertake any internal remedial measures identified by any investigation to prevent future recurrence at the first opportunity.

7.8 DETECTION

A record of fraud referrals received will be maintained by Counter Fraud Officers (and other departments as applicable). This record helps to establish those areas within the Council most vulnerable to the risk of fraud. In addition, a consistent treatment of information and independent investigation is ensured. A Council wide fraud profile is created which then informs any detailed proactive work.

7.9 The Council is legislatively required to participate in a national data matching exercise; the National Fraud Initiative (NFI). Particular sets of data are provided and matched against other records held by the Council or external organisations. Where a 'match' is found it may indicate an irregularity which requires further investigation to establish whether fraud has been committed or an error made. An officer within the authority is designated as the 'Key Contact' for this process. The initiative also assists in highlighting areas which require more proactive investigation. The Council may engage in other data matching/sharing for the purposes of fraud prevention and detection, and for the recovery of monies owed.

Counter Fraud and Anti-Corruption Policy

- 7.10 Safeguarding and deterrent internal controls and monitoring procedures are established for financial and other systems within the Council, for example those set out within the Council's Financial Rules / Contract Rules.
- 7.11 The Council relies on employees, Members and the public to be alert and to report any suspicions of fraud and corruption which may have been committed or that are allegedly in progress. Managers should be vigilant and refer any matters which may require additional monitoring to a senior representative within the Human Resources Department for guidance and further action.

7.12 INVESTIGATION

The Council will investigate all reported incidents of fraud or irregularity using its counter fraud resources. The Council will ensure the correct gathering and presentation of evidence in accordance with the Criminal Procedures and Investigations Act 1996.

- 7.13 Investigations will make due reference to Employment Law as necessary and be conducted within a reasonable time in accordance with the Human Rights Act 1998. Investigations will also adhere to and comply with other applicable legislation such as the Police and Criminal Evidence Act 1984, Data Protection Legislation and the Freedom of Information Act 2000 as appropriate.
- 7.14 Officers may utilise investigative tools and gain intelligence utilising a number of legal gateways and data sharing agreements. This may include membership to third party organisations such as the National Anti-Fraud Network (NAFN).
- 7.15 When investigating allegations of fraud and corruption, the Council may be required to conduct surveillance. The Council must comply with the Regulation of Investigatory Powers Act 2000 which ensures that investigatory powers are used in accordance with human rights. To ensure compliance the Council has a written procedure detailing who may authorise covert surveillance and the use of covert human intelligence sources. Standard documentation has been adopted which must be used by an Officer when seeking such authorisation.
- 7.16 Officers may also need to acquire communications data when conducting an investigation. This is permissible however; the Council must adhere to the Investigatory Powers Act 2016 when applying for this information and the correct nominated single point of contact must be used. As above, specific details are set out within the written procedures.
- 7.17 Further information in relation to the use of the above and protocol for Officers when investigating irregularities is set out within the Council's Counter Fraud and Anti-Corruption Investigation Procedures and Guidelines. These include the need to:
- Deal promptly with the matter.
 - Record all evidence received.
 - Ensure that evidence is sound and adequately supported.
 - Conduct interviews under caution when necessary.
 - Ensure security of all evidence collected.
 - Contact other agencies if necessary e.g. Police, Trading Standards, HM Revenue and Customs.
 - Notify the Council's insurers.
 - Implement Council disciplinary procedures where appropriate.
 - Attend court and present evidence.

7.18 SANCTIONS

The Council will apply considered sanctions to individuals or organisations where an investigation reveals fraudulent activity. This may include:

Counter Fraud and Anti-Corruption Policy

- Appropriate disciplinary action in line with the Disciplinary Policy.
- Fines and penalties.
- Criminal proceedings.
- Civil proceedings to recover loss.

7.19 REDRESS

A crucial element of the Council's response to tackling fraud is seeking financial redress. The recovery of defrauded monies is an important part of the Council's strategy and will be pursued in line with internal debt recovery processes and legal redress i.e. Confiscation Orders and the application of the Proceeds of Crime Act 2002.

7.20 CONTROL FAILURE RESOLUTION

In addition to the above, Internal Audit also prepares a risk based annual Audit Plan that details the key objectives and areas of work for the year. Within these work areas indicators for fraud are considered. Internal Audit will also respond to requests from management and Counter Fraud Officers where there may be concerns over the effectiveness of internal controls. The work plan is agreed and monitored by the Audit Committee and Section 151 Officer.

8. REPORTING, ADVICE AND SUPPORT

- 8.1 The Council's expectation is that Members and managers will lead by example and that employees at all levels will comply with the Constitution, Council Policies, Financial Regulations, Procurement Regulations, Financial and Contract Procedure Rules, codes of conduct and directorate procedures.
- 8.2 The Council recognises that the primary responsibility for the prevention and detection of fraud rests with management. It is essential that employees of the Council report any irregularities, or suspected irregularities to their Line Manager and if this is not appropriate then to a Counter Fraud representative.
- 8.3 The Council must create the right environment so that anyone can raise concerns in respect of irregularities with the knowledge that they will be treated seriously and confidentially. The Council will provide all reasonable protection for those who raise genuine concerns in good faith, as confirmed in the Council's Whistle-Blowing Policy.
- 8.4 If the informant is a member of the public or external contractor, they can contact a Counter Fraud Officer at the Council to report the suspicion. This can be done anonymously. A hotline number for reporting suspicions may also be established and if so, can be found on the Council's website. The Council's complaint procedure may also be utilised but may not be the most appropriate channel.
- 8.5 The above process does not relate to reporting Housing Benefit Fraud allegations (which are now dealt with by the Department for Work and Pensions) or to Council Tax Reduction Scheme offences. The informant should contact the Officer nominated to deal with this; details can be found on the Council's website within the Revenues and Benefit Section information.
- 8.6 The Officer who receives the allegation (whether from a Member or a Council employee) must refer the matter to a Counter Fraud representative within the Council, to determine how the potential irregularity will be investigated and to whom the allegation should be discussed within the Council. This is to ensure correct investigative procedures are adhered to and that any potential fraud enquiry is not compromised.
- 8.7 As appropriate, reports will be issued to the Monitoring Officer, Head of Paid Service, Section 151 Officer, Senior Officers, and Cabinet Members etc. where the irregularity is material and/or could affect the reputation of the Council. Decisions will then be made

Counter Fraud and Anti-Corruption Policy

with regard to the most appropriate course of action. Communications and publicity will also be managed if the matter is likely to be communicated externally.

- 8.8 If the investigation relates to an employee then Human Resources will be engaged and the Council's Disciplinary Procedure will also be considered however this will be managed carefully to ensure any criminal investigation is not compromised.
- 8.9 The Council will also work in co-operation with the following bodies (and others as appropriate) that will assist in scrutinising our systems and defences against fraud, bribery and corruption:
- Local Government and Social Care Ombudsman.
 - External Audit.
 - The National Fraud Initiative.
 - Central Government Departments.
 - HM Revenue and Customs.
 - The Police.
 - Trading Standards.
 - The Department for Work and Pensions.
 - Immigration Services.
 - The Chartered Institute of Public Finance and Accountancy (CIPFA).
 - The Institute of Revenues Rating and Valuation (IRRV).
- 8.10 As detailed within this document and the Council's Whistle Blowing Policy, any concerns or suspicions reported will be treated with discretion and in confidence. Key contacts include:

Section 151 Officer	Simon Dix – Tewkesbury Borough Council 01684 295010
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Monitoring Officer	Sara Freckleton – Tewkesbury Borough Council 01684 295010
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Chief Audit Executive	Graeme Simpson – Tewkesbury Borough Council 01684 295010
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Counter Fraud Manager	Emma Cathcart – Tewkesbury Borough Council 01285 623000
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9. FURTHER INFORMATION

- 9.1 Further information on Council policy can be found in the following documents (or equivalent documentation / codes):
- The Constitution.

Counter Fraud and Anti-Corruption Policy

- Code of Conduct for Employees and the Members Code of Conduct which include information in relation to gifts and hospitality and declaring and registering interests.
- Whistleblowing Policy.
- Corporate Enforcement / Prosecution Policy.
- Anti-Money Laundering and Proceeds of Crime Policy.
- Recruitment and Selection Processes.
- RIPA / IPA Procedure and Guidance.
- Financial Rules.
- Contract Rules or equivalent.
- Fair Processing Statement.
- Disciplinary Procedure.

10. STRATEGY AND POLICY REVIEW

10.1 The appropriate department will review and amend this strategy as necessary to ensure that it continues to remain compliant and meets legislative requirements and the vision of the Council in consultation with the S151 Officer, the Legal Department and Members.

10.2 Responsible Department: Counter Fraud Unit

Date: August 2019

Review frequency as required by legislative changes / every three years.

TEWKESBURY BOROUGH COUNCIL

Report to:	Executive Committee
Date of Meeting:	16 October 2019
Subject:	Building Control Shared Service
Report of:	Head of Development Services
Corporate Lead:	Deputy Chief Executive
Lead Member:	Lead Member for Built Environment
Number of Appendices:	One

Executive Summary:

Cheltenham and Tewkesbury Building Control currently operates as part of a shared service agreement which commenced on 1 November 2009 for an initial period of 10 years.

Under the Building Act 1984, local authorities have a duty to enforce the requirements of the Act and the Building Regulations to ensure buildings meet at least the minimum health, safety, welfare, convenience and sustainability standards. In addition to the statutory duties required, the service has been in direct competition with Approved Inspectors (the private sector) since January 1997. Councils have been required to set their own charges since April 1999 and The Building (Local Authority Charges) Regulations 2010 state that costs can be recovered based on officers' hourly rate for undertaking a chargeable function or providing chargeable advice. Taking one financial year with another, the regulations require a review of the charges scheme to ensure the chargeable income as near as possible equates to the chargeable costs.

An efficient and effective Building Control service helps to minimise the possibility, or likelihood, that the Council will have to subsidise non-fee earning elements of the service from general funds.

This report recommends the continuation of the shared services arrangement for a further 10 years.

Recommendation:

EXECUTIVE RESOLVE:

- a) To approve maintaining the shared service between Cheltenham Borough Council and Tewkesbury Borough Council for a ten year period from expiry of the current agreement.
- b) To continue with the delegation of Tewkesbury Borough Council's building Control functions to Cheltenham Borough Council, as host authority, in accordance with section 101 (1) of the Local Government Act 1972 and under Part 1A Chapter 2 section 9EA of the Local Government Act 2000 and pursuant to the Local Authorities (Arrangements for the Discharge of Functions) (England) Regulations 2012.
- c) To delegate authority to the Deputy Chief Executive, in consultation with the Lead Member for the Built Environment and the s151 Officer, to enter into an appropriate agreement under the above mentioned legislation ('the s101 Agreement), other legal documentation and to take all necessary steps to implement the above mentioned resolutions.

Reasons for Recommendation:

To agree the continuation of the Cheltenham and Tewkesbury Building Control service which is operating as part of a shared service agreement.

Resource Implications:

Building Control fee earning work is funded through charges that each authority charge and is expected to cover the cost of providing the service. In addition, the Council should fund the statutory non fee earning building control functions.

An efficient and effective Building Control service will help to minimise the possibility or likelihood that the Council will have to subsidise non-fee earning elements of the service from general funds. In line with the legislation, the service can be separated as chargeable functions, non-chargeable functions and statutory duties.

In addition to the statutory duties required to be undertaken by the Local Authority Building Control, the service has been in direct competition with Approved Inspectors since January 1997. Councils have been required to set their own charges since April 1999 and The Building (Local Authority Charges) Regulations 2010 state that costs can be recovered based on officers' hourly rate for undertaking a chargeable function or providing chargeable advice. Taking one financial year with another, the regulations require a review of the charges scheme to ensure the chargeable income as near as possible equates to the chargeable costs. In summary, Building Control should not make 'profit or surplus' instead any income should be reinvested for the good of the service.

Legal Implications:

The expiry of the current s101 Agreement on 31 October 2019 means that the partner Councils will be required to decide on the future delivery of the service. If the recommendations are agreed, the Councils will need to enter into a new agreement in accordance with sections 101 (1) of the Local Government Act 1972 and under Part 1A Chapter 2 section 9EA of the Local Government Act 2000 and pursuant to the Local Authorities (Arrangements for the Discharge of Functions) (England) Regulations 2012 ('the s101 Agreement').

Risk Management Implications:

Service risks are monitored by the Joint Monitoring Liaison Group (JMLG) on a regular basis.

Performance Management Follow-up:

The service performance is managed via regular management meetings between Cheltenham Borough Council and Tewkesbury Borough Council.

Environmental Implications:

The shared Building Control service between Cheltenham and Tewkesbury Borough Council has now been operating successfully and in competition with the private sector for 10 years. It aims to ensure that, within practical limits, buildings now being constructed or altered are in compliance with the Regulations and that they provide a safe, healthy, convenient, accessible and efficient environment for all residents, workers and visitors to both Cheltenham and Tewkesbury.

The energy efficiency of new and existing buildings will be an important component of future actions to address both partner authorities and the government's ambitions for reducing carbon emissions, in response to the identified climate emergency.

1.0 INTRODUCTION/BACKGROUND

1.1 Cheltenham and Tewkesbury Building Control currently operate as part of a shared service agreement which commenced on 1 November 2009 for a period of 10 years. As that agreement is due to expire Officers have been reviewing the existing agreement and considering options moving forward for both Councils. A small officer task and finish group was set up involving finance officers from both authorities and representatives from One Legal. This group has considered a number of options. The Joint Monitoring Liaison Group (which is made up of Officers and Members from both authorities) has also been kept abreast of option development and has received reports and presentations on the options moving forward.

In line with the legislation mentioned above, the service can be separated as follows:

Chargeable function:

- ◆ Substantive pre-application advice.
- ◆ Receipt / validation and registration of Full Plans, Building Notice and Regularisation applications.
- ◆ Vetting applications, undertaking statutory consultations, seeking additional information and checking amendments.
- ◆ Accepting, rejecting or approving applications.
- ◆ Undertaking site inspections and the issue of completion certificates on satisfactory completion of the work.
- ◆ Reversion applications – where work being undertaken under the supervision of an Approved Inspector reverts back to the local authority.

Non-chargeable function:

- ◆ Local land charge responses and search enquiries from solicitors.
- ◆ Advice to other local authority services and Councillors.
- ◆ Involvement in corporate initiatives and reports.
- ◆ Surveying and inspection work to assist other Council services e.g. Housing, Education, Trading Standards, Environmental Health, Property and Planning.
- ◆ Liaison with Planning Officers and Planning Enforcement team.
- ◆ Access Auditing Services.

Statutory activities:

- ◆ Building Control enforcement – taking formal enforcement action for contraventions of the Building Regulations.
- ◆ Investigating reports of unauthorised works.
- ◆ Approved Inspector legislation – Registration of Initial Notices, Final Certificates.
- ◆ Applications involving works undertaken for disabled people.
- ◆ Control of demolition work.
- ◆ Taking action in respect of incidents involving reported dangerous structures.
- ◆ Competent Person Scheme administration.
- ◆ General enquiries from the public.

These are statutory functions which a Council has to provide and fund even if the service is outsourced.

Appendix 1 one sets out the categories of functions in diagrammatic form.

2.0 CURRENT POSITION

2.1 The building control team is made up of a team of 7 officers - 1 Building Control Manager, 1 Building Control Principal Officer, 2 Officers and 3 technicians. In the last financial year they dealt with 1,354 Building Control applications across both local planning authorities. The income for the last four years is as set out below.

District	2015/16	2016/17	2017/18	2018/19
Paid to Cheltenham BC	£23,345	£2,789	£22,804	£14,612
Computer costs	£11,888	£12,406	£14,581	£12,297
Total	£35,233	£15,195	£37,385	£26,909

2.2 During the 2018/19 year the team have implemented a number of service improvements these include:

- ◆ £6,500 invested on street naming and numbering idox module to improve service, create staffing efficiencies.
- ◆ Staff costs reduced by £45,000 against budget by introducing 'grow your own' staff training development.
- ◆ Standalone Building Control website developed with the assistance of Tewkesbury Borough IT Service and launched September 2018.
- ◆ Staff time recording developed to demonstrate cost recovery per application and allow effective analysis of time spent on chargeable/non chargeable works in either Borough.
- ◆ Developed branding through website and site signage boards.
- ◆ The shared service is currently undertaking activities to gain ISO 9001 certification.

3.0 OPTIONS APPRAISAL

3.1 The objective for the Cheltenham and Tewkesbury Building Control Service has always been to deliver the most appropriate, cost effective and efficient service for both authorities. It is however always beneficial to review options available. Alternative service delivery options have been considered as set out below:

1. Continue to deliver the shared service without change.
2. Maintain the existing shared service model but adapt and change service provision methods, to reflect market forces and competition.
3. Link shared service to an existing Local Authority Teckal company (Publica / Ubico).
4. Set-up the shared service as a new standalone Local Authority Teckal company.

5. Set-up as standalone Approved Inspector.
6. Outsource to another service provider (Approved Inspector or Local Authority).
7. Each authority to terminate the shared working agreement and take the service back in-house.
8. Expand shared service to include other local authority Building Control teams.

Following detailed consideration by officers and the JMLG, the recommendation is that Option 2 is pursued, which will allow the partner Councils to maintain the existing shared service model, but adapt and change service provision methods, to reflect market forces and competition. To that end, a business case detailing the opportunity of the service has been produced and objectives identified. These are set out in the business plan (in background papers) split into high and medium priority.

4.0 KEY PROVISIONS IN THE S101 AGREEMENT

4.1 The key provisions in the s101 are:

- Term: 10 year period that can be terminated by either Party upon the fifth anniversary or by serving not less than 12 months' notice thereafter.
- The Services: the services comprise:
 - Statutory functions.
 - Street naming and numbering.
 - The new services as set out in the 101 agreement following the production of the Business Case and Options appraisal.
- Service Delivery [KPIs] and service monitoring.
- Location: Cheltenham Borough Council Offices.

Financial Arrangements:

- CBC to operate a chargeable account for the partnership.
- CBC to operate a non-chargeable account for the partnership.
- CBC to operate a third party income account for the partnership.
- The chargeable account is to be funded by fees payable with any surplus/deficit being retained by CBC for reinvestment into the service.
- CBC to ensure that the chargeable account breaks even on a rolling basis.
- CBC to charge TBC 50% of the cost (excluding recharges) for the non-chargeable account.
- CBC to charge / pay TBC 50% of the cost (excluding recharges) / net income (excluding recharges) for the third party income account.
- Governance: The existing Joint Monitoring and Liaison Group will continue.

5.0 RELEVANT COUNCIL POLICIES/STRATEGIES

5.1 Existing 101 Agreement.

6.0 RELEVANT GOVERNMENT POLICIES

6.1 Building Control Regulations.

- 7.0 RESOURCE IMPLICATIONS (Human/Property)**
- 7.1 Approving the continuation of the existing agreement.
- 8.0 SUSTAINABILITY IMPLICATIONS (Social/Community Safety/Cultural/ Economic/ Environment)**
- 8.1 The Building regulations are concerned with the sustainable use of resources in building. There are no sustainability implications as a direct result of this report.
- 9.0 IMPACT UPON (Value For Money/Equalities/E-Government/Human Rights/Health And Safety)**
- 9.1 The options considered have been analysed in consideration of the impact upon value for money.
- 10.0 RELATED DECISIONS AND ANY OTHER RELEVANT FACTS**
- 10.1 November 2009 – 101 Agreement.

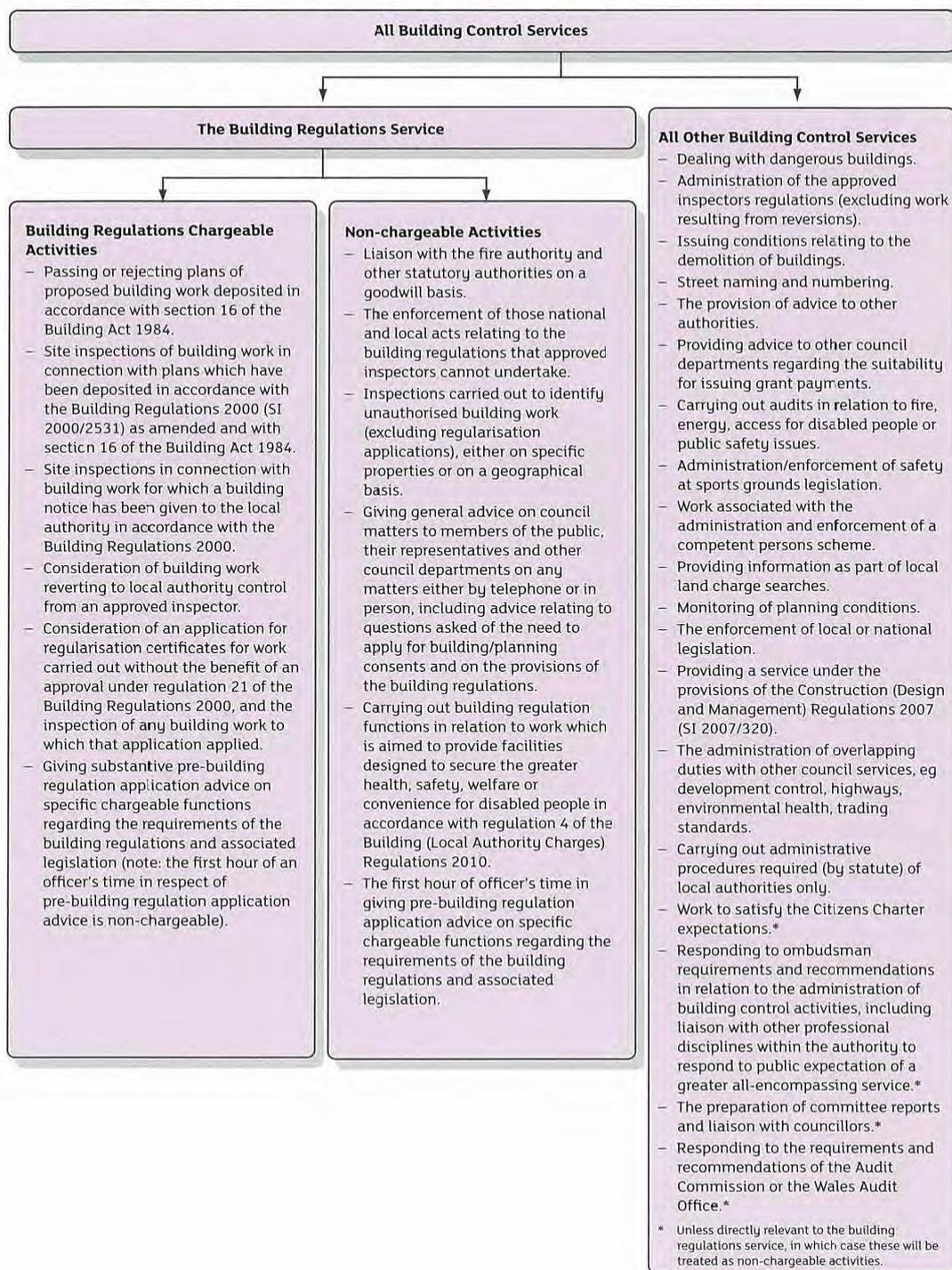
Background Papers:

1. Service delivery options report-Exempt.
2. Business plan for agreed option-Exempt.
3. Draft S101 Agreement.

Contact Officer: Head of Development Services Tel: 01684 272095
Email: annette.roberts@teWKesbury.gov.uk

Appendices: 1. Diagram – Building Control Chargeable Functions.

Figure 3.1: Establishing the building regulations chargeable costs



Document is Restricted