

Environmental & Housing Services - Service Business Plan 2015-16

1. Service purpose and objectives

Environmental Health and Licensing:

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

To maintain a good standard of Public Health.

Deliver policies in respect of land and flood risk management.

Promote home energy efficiency improvements and provide disabled facilities grants.

Depot Services and recycling:

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

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

Maximise the borough's recycling rate and minimise waste.

Housing:

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

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

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

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

Emergency Planning:

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

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Community Safety:

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

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

Safeguarding:

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

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

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

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

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

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

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

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

Non council plan actions.

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

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

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

4. Factors that may affect future service delivery

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