

Environmental & Housing Services - Service Business Plan 2016-17

1. Service purpose and objectives

- To support the council in the delivery of its statutory duties relating to protecting the public health, safety, amenity and the environment within Tewkesbury borough.
- Work with the Joint Waste Team and UBICO to ensure an effective waste management system is in place.
- 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.
- To ensure the appropriate safeguarding and community safety measures are in place and are compliant with the Children Act 2004 and The Crime and Disorder Act 1998.
- To lead the council's emergency planning functions and act as district emergency planning liaison officer.

2. Progress against actions, projects, tasks or targets 2015-16

Non Council Plan actions only, see Performance Tracker for progress against 2015-16 Council Plan actions.

Action	Progress made	Date to be achieved	Complete ✓ or ✗
Community Safety			
Hold community days of action involving statutory partners of the Community Safety Partnership in various locations across the borough to raise awareness	<p>The following community days of action were undertaken:</p> <ul style="list-style-type: none"> • In conjunction with Environment Health, an Enviro crimes day was held in Churchdown – November 2015 • Paws on Patrol events • Fire Safety event in Bishops Cleeve 	March 2016	✓
Direct Services and recycling			
UBICO contract to be monitored and reported on	Regular monitoring meetings have taken place between the Joint Waste Team and Ubico.	March 2016	✓
Environmental Health and Licensing			
Develop a programme of proactive Health & Safety interventions and complete the programme within 12 months.	A programme has been completed. Work included checks on higher risk businesses concentrating on Legionella disease, tackling violence at work, asbestos management etc.	March 2016	✓

Environmental & Housing Services - Service Business Plan 2016-17

Work with local parish councils and partners (police etc.) to carry out at least four activities at various locations within the borough that contribute towards tackling enviro-crimes (e.g. dog fouling, fly-tipping, abandoned vehicles etc.	One activity was carried out this year in Churchdown, billed as a "Day of Action" and combined with information from numerous agencies on community safety issues. Numbers were reduced due to the effects of an internal staff review and reduced resources. Nevertheless Overview and Scrutiny have been informed that the proposed new "days of action" will be further trialled in a new location in Spring 2016	March 2016	✘
Review Mobile Home licensing policies and regulations	New guidance on this issue alongside other priorities for the Licensing Committee means that this item will now be carried out by October 2016	Jan 2016	✘
Housing			
Increase the Homeless Prevention Option, available to those threatened with homelessness in the Borough, and enables more applicants to avoid homelessness.	All applicants threatened with homelessness receive written housing advice tailored to their individual needs. Deposits and rent in advance are offered to all vulnerable homeless households including those household on a low income	March 2016	✓
Create a broad based Housing Partnership to share issues and develop a joint strategic Action Plan for the borough.	An Affordable Housing Partnership has been created between Gloucester, Cheltenham and Tewkesbury and registered providers to regard to new affordable homes being built on strategic sites within the JCS area. Along with establishing partnership with Rural Development.	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. (brought forward from 2014- 15)	Work has been carried out on delivering the recommendations from the GTTSA. However changes in the government policy have had an impact on delivering all the recommendations. Therefore this action is being carried forward to 2016-17 work programme in order to review these changes.	March 2016	✘
Participate in the county wide peer review process for the Gold Standard Challenge. (brought forward from 2014/15)	TBC continue to participate within the Gold Group. The initial peer group reviews commence in March and we are due to undergo review in July 2016.	May 2016	✓

Environmental & Housing Services - Service Business Plan 2016-17

Safeguarding			
Ensure compliance with Section 11 Audit of the Children's Act 2004	Completed- Section 11 Audit was submitted to the Safeguarding board by the requested date. The outcome of this submission is dependant of the feedback received from the board which has yet to be received.	March 2016	✓
Ensure that Safeguarding Adult Policies are embedded across the organisation	Safeguarding adults is incorporated into all new staff inductions and is the subject of staff updates. All members of staff have received a card outlining the safeguarding responsibilities and principle officers	March 2016	✓

3. Work programme 2016-17

Non council plan actions for 2016-17.

Action	What difference will it make?	Date to be achieved
Community Safety		
To support the launch of the Neighbourhood Co-ordination groups in the Borough	To act as the conduit between the community and the community safety partnership, understanding issues in the community and involving the community in resolutions	March 2017
To allocate funding from the PCC's safer neighbourhoods fund	To reduce anti-social behaviour and the perception of anti-social behaviour from young people	March 2017
To support and maintain the function of the anti-social behaviour working group	To tackle specific sources of anti-social behaviour on a multi-agency level in the borough with partner agencies	March 2017
To implement an online ASB database	To monitor and manage anti-social behaviour reports from residents to the council and to identify cases which meet the community trigger	September 2016
Direct Services and Recycling		
Procure new fleet of vehicles	To ensure delivery of service continues efficiently and economically	April 2017
Procure new Material Recycling Facility	To procure an efficient, modern MRF.	April 2017

Environmental & Housing Services - Service Business Plan 2016-17

Environmental Health and Licencing		
Review the Sex Establishment Licensing Policy	To ensure the council is compliant with the statutory requirements.	September 2016
Review the action for Affordable Warmth Strategy 2012-16	Work with other authorities within Gloucestershire to review how the council deliver on affordable warmth issues.	October 2016
Identify and regulate all Houses of Multiple Occupation (HMOs) in the borough	Some HMOs must apply for a licence. By reviewing all HMOs, we will ensure licence requirements are adhered to, help improve the welfare of occupiers and increase the confidence of compliant businesses.	January 2017
Carry out reviews of a further four Environmental Health / Licensing processes as per the methodology used in the Regulatory Services Improvement Project	The Regulatory Services Improvement Project has brought about savings as well as improved service delivery. Further reviews should continue this trend.	March 2017
Develop a programme of proactive Food Safety and Health & Safety inspections / interventions and complete the programme within 12 months.	Such a programme will increase public safety and confidence in local businesses.	March 2017
Work with parish councils to recruit an "environment warden" to help combat environmental crimes	Such a post will provide a visible presence to especially tackle dog fouling and fly tipping, and will also help further boost the good working relationships between parish and borough councils	March 2017
Housing - Enabling		
Liaise with the Homes and communities Agency and RPs to deliver priority schemes and affordable housing within Tewkesbury Borough	Increase/maintain the net number of affordable homes delivered in the year, whilst looking at innovative ideas on how to deliver homes in a different way.	March 17
Continue to actively participate in the affordable housing element of the joint core strategy	To meet the aims and objectives of the strategic allocations	In line with the JCS timescales
Complete the housing and homeless strategy for 2017-2021	To develop housing, homeless and private sector strategy that will meet the needs of the borough.	September 2016

Environmental & Housing Services - Service Business Plan 2016-17

Homelessness and Housing Options		
Complete the procurement of the new Countywide Choice Based Lettings system	To ensure a high quality choice based lettings system is available to residents in the borough.	September 2016
Work with Supporting people and partner providers to extend support services to borough residents in need	Ensure residents are aware and able to access all support services within the borough whether their issues are based around welfare reform, financial, housing, or chaotic lifestyles.	March 2017
Deliver two properties for use as places of safety within the Borough for victims of domestic abuse	To meet the needs of residents fleeing domestic abuse in Gloucestershire	September 2016
To complete a data sharing agreement with the DWP	To access Northgate (housing benefit database) in order to undertake more robust homelessness prevention activities and check affordability of homeless accommodation for sustainable solutions and offer better housing options	March 2017
To deliver a cost effective replacement County Out of hours accommodation service for homeless households following the end of the Emergency Duty Contract in December 2016	The service is currently run by a number of housing officers across the county but is not sustainable long term. We need to continue to meet our statutory out of hour's accommodation duty for homelessness to prevent harm to vulnerable homeless households through cost effective outsourcing whilst maintaining a single point of contact with the rest of the county.	September 2016
To work in partnership with the other districts in Gloucestershire to ensure succession of a countywide assertive homeless outreach service following the end of DCLG funding	To ensure that entrenched and new rough sleepers are encouraged into suitable accommodation and lifestyles.	March 2017
Review the need for emergency and temporary accommodation within the borough	To reduce the amount of bed and breakfast usage and increase the amount of temporary accommodation within the borough	March 2017

Environmental & Housing Services - Service Business Plan 2016-17

To work closely with partners of the Tewkesbury Financial Inclusion Partnership to minimise homelessness through welfare reform changes	To reduce the impact of welfare reform on residents in the borough – to prevent debt and facilitate planned moves to affordable accommodation when current accommodation unsustainable.	March 2017
Work with Severn Vale Housing Society to make available properties to assist in housing vulnerable Syrian refugees	To meet the Borough Council's commitment to the Syrian refugee crisis	September 2016
Complete audit of bed and breakfast establishments used by Tewkesbury Borough Council	To ensure that all emergency accommodation used by Tewkesbury Borough Council is of a satisfactory standard with good management practices	September 2016
To ensure that adequate homelessness prevention funding remains available for homelessness prevention activities	To ensure financial housing options remain available for those in need within the borough.	July 2016
Safeguarding		
To continue to raise awareness of safeguarding children and adults through staff briefing sessions.	To ensure all staff are do not miss signs of children or vulnerable adults being abused, neglected or treated in some other way within the definition of safeguarding.	March 17
To ensure all new staff and members are provided with information cards detailing the telephone numbers of safeguarding help desk and relevant staff to seek advice or help from.	The cards will give confidence to staff and members that they can speak to a colleague regarding any concerns they have which can be reported to the Safeguarding Helpdesk.	March 17

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.

Environmental & Housing Services - Service Business Plan 2016-17

Increase in Mortgage Interest Rates.

Ongoing economic situation – increase in the number of housing clients requiring assistance.