

Community Services - Service Business Plan 2018-19

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 2017-18

Non Council Plan actions only, see Performance Tracker for progress against 2017-18 Council Plan actions.

Action	Progress made	Date to be achieved	Complete ✓ or ✗
Community Safety			
Community Safety Partnership Work to with partner colleagues to make Gloucestershire safer by developing the Safer Gloucester Partnership and develop county wide Implement the relevant findings of the ASB and CSP review undertaken by consultant.	The service has supported Safer Gloucestershire throughout the year and been an active member of the partnership helping to shape the way that CS and ASB are dealt with across the County.	Sept 2017	✓
Explore the possibility of delivering the CSP responsibilities as part of the localities partnership	A number of meetings of the CSP steering group have been undertaken. Draft terms of reference have been agreed with the steering group and an Executive report will be drafted setting out the future of community safety in the borough.	Sept 2017	✓
Deliver the Aston Project	The Aston Project pilot launched in Tewkesbury Borough in February 2018. The project co-ordinator has been in post since September 2017 and the project is in the 18 month pilot period. Funding beyond this period is under investigation.	March 2018	✓

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To support the launch of the Neighbourhood Co-ordination Groups (NCG) in the Borough (b/fwd 2016/17)	This action remains pending the outcome of the CSP review.	March 2018	✖
Review public space CCTV provision	The use of mobile covert CCTV is monitored and is compliant with the regulators code.	June 2017	✓
Consider the implementation of an ASB database pending the outcome of the CSP & safer Gloucestershire partnership review (b/fwd 2016/17)	On hold pending conversations with Safer Gloucestershire.	March 2018	✖
Waste & Recycling Services			
Improve relationships with Joint waste Committee/Joint waste Team'/Ubico.	Relationships between the JWT/ JWC and Council are positive. Work is ongoing with Ubico.	Sept 2017	✓
Explore the options for delivering grounds maintenance through the JWP.	Initial conversations have taken place but no further progress to date.	March 2018	✓
Review the commercial services of trade waste, bulky waste & green garden waste.	APSE review undertaken and being discussed with the JWT. (Carry forward action)	March 2018	✖
Consideration of bin protocol for the borough.	A waste and recycling collection policy was agreed by the Executive Committee in November 2017.	March 2018	✓
Environmental Health and Licensing			
Review EH & Lic services & deliver a better service by considering options such as modernising, better use of ICT, Shared service delivery wholly or partially.	Discussions were had with Cheltenham regarding a shared licensing service, however when the costs and logistics of this were considered it was deemed not to be a viable option. Discussions are currently ongoing with Gloucester City and Cheltenham as to whether a shared officer carrying out Planning Consultations, Contaminated Land Assessments and Environmental Permitting would be viable.	Sept 2017	✓

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Review and remodel EH and licensing procedures and processes. Adopt and adapt industry standard procedures	An extensive review of EH and Licensing procedures and processes is underway. This is in part to ensure compliance with GDPR and also to improve consistency with other authorities.	Sept 2017	✖
Obtain committee approval of Food Safety Service Plan 2017-2018.	Established that Committee approval not required for Food Safety Service Plan. Service Plan in place and with the exception of a small number of food premises that could not be contacted to arrange access Service Plan mainly achieved.	May 2017	✓
Deliver the service as per risk rating intervention plan	A small number of food premises that could not be contacted and may not be operating were not inspected. Further attempts will be made to contact these businesses to carry out inspections. Where access or contact cannot be obtained businesses will be written to advising that they will no longer be registered as a food business.	March 2018	✓
Review website information including the introduction of on line forms & Community Services facebook page	<p>Review of information on website ongoing to reflect changes to legislation and review of existing policies.</p> <p>The GDPR requirements will strongly influence the use of forms and general holding and managing of data. In this regard a complete review of all EH and Licensing Workflows is being carried out and the website changed accordingly.</p> <p>Discussions have been had with Uniform regarding the use of on - line forms and the expansions that can be made to Uniform. This will come at a cost so will be considered further as part of the digital strategy.</p> <p>Further consideration will be given to the Community services Facebook Page following implementation of changes required to comply with GDPR</p>	Sept 2017	✓

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Identify and regulate all Houses of Multiple Occupation (HMOs) in the borough (b/fwd 2016/17)	Existing HMOs identified, however, the definition of what a mandatory HMO is, is due to change late 2018. Proactive Service planning is ongoing to confirm what impact changes to definition of HMO will have.	March 2018	✓
Remodel FHRS procedures and adopt charging regime for requested revisits.	Officers now charge for FHRS revisits	Sept 2017	✓
Review and strengthen our response to enviro-crime including progressing the appointment of a community warden.	Community Warden considered, however deemed not viable as funding of the post would have to be split amongst large number of donors. This would cause conflicting demands on time. Enviro-crime action plan produced and ongoing work regularly monitored. Public Space Protection Order (Dog Fouling) approved by the Executive Committee March 2018 and progressing to Council April 2018.	Sept 2017	✓
Review of ICT systems and use within the department	ICT equipment being reviewed as part of the overall digital strategy.	March 2018	✗
Housing - Enabling			
To deliver the priority one (affordable housing supply) actions in the housing & homelessness strategy action plan by working in partnership with developers, registered providers and colleagues in development control to increase the supply of affordable housing in the borough.	Partnership working with developers, registered providers and colleagues in development control has achieved 150 affordable homes in the borough during the first 3 quarters of 2017-18. To more realistically reflect the delivery of affordable homes within the borough, the target will be raised to 180 affordable homes for the next financial year.	March 2018	✓
To deliver the priority three (meeting the housing needs of those who need it most) actions in the housing & homelessness strategy action plan.	Rural connections have continued to be secured on specific developments to ensure local residents are able to access homes close to their support. We have recently restricted rents on affordable rented properties to the LHA rates to ensure that new properties remain affordable to those on low incomes.	March 2018	✓
Continue to actively participate in the affordable housing element of the joint core strategy	Following the adoption of the JCS, the allocation process for new properties between the three authorities on Tewkesbury Borough sites has been agreed.	In line with the JCS timescales	✓

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Work with Severn Vale Housing to make available properties to assist in housing vulnerable Syrian refugees	Two properties have been sourced for Syrian Refugee families to date: one within Severn vale stock and the other in a property owned by a church in the borough.	March 2018	✓
Homelessness and Housing Options			
To deliver the priority two (prevention of homelessness) actions in the housing & homelessness strategy action plan.	Homeless prevention activities have been very successful this year and the team have prevented homelessness for more households than recorded previously by the service. Following changes in homeless legislation in April 2018, this priority will change	March 2018	✓
Complete audit of bed and breakfast establishments used by Tewkesbury Borough Council (b/fwd 2016/17)	The bed and breakfast audits were completed this financial year. This will be under taken every two years.	September 2017	✓
To complete a data sharing agreement with the DWP	It is likely that this is not possible because of GDPR	March 2018	✗
Lead on Places of safety project (dispersed county refuge)	Tewkesbury Borough is now leading on this project and there are now 12 properties available across the county for victims of violence. Considerable funds remain in the budget and we are likely to be able to continue this project for another 3 years.	March 2018	✓
To deliver the priority four (improving the health & wellbeing of local people) actions in the housing & homelessness strategy action plan.	We continue to work closely with partners to deliver a comprehensive service to vulnerable people with housing difficulties including those: experiencing domestic abuse, with physical disabilities which impact on their housing need, with housing related support needs, rough sleepers with entrenched behaviours.	March 2018	✓
Safeguarding / Prevent			
To continue to raise awareness of safeguarding and Prevent issues.	All staff have completed safeguarding training, including enhanced training for front line housing staff. New starters attend a presentation on safeguarding vulnerable adults and children as part of their induction	March 2018	✓
Overarching			

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Coordinate and implement the Place Programme through organisational culture and performance management (Joint shared with Development Services)	Working closely with Head of Development Services	March 2018	✖
Review website information including the introduction of on line forms	<p>The Housing Services website has been reviewed as part of the Gold Programme by the NPSS.</p> <p>The new online self referral form with direct and interactive connectivity to customer's mobile devices for homelessness associated with the new homeless legislation has been launched on 28th March 2018</p> <p>All privacy statements have been updated in preparation for the forthcoming GDPR requirements.</p>	March 2018	✓
Review of fees and charges	Fees and Charges Reviewed for 2018.	March 2018	✓
Better Business for All / Better for Business / partnership development	Ongoing discussions with members of the BBfA partnership.	March 2018	✖
Corporate Health and Safety (Keep safe Stay healthy)	Regular attendance at the Keep Safe Stay Healthy group.	March 2018	✓
Update and test emergency plan	Emergency plan reviewed and updated	Sept 2017	✓

3. Work programme 2018-19

Non council plan actions for 2018-19.

Action	What difference will it make?	Date to be achieved
Overarching		
Review of ICT systems and use within the department	ICT equipment being reviewed as part of the overall digital strategy.	Corporate deadline
Deliver the service in budget	The service will be managed within its budget	Ongoing

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Support the Place Programme through organisational culture and performance management (Joint shared with Development Services)	Working closely with Head of Development Services.	March 2019
Complete and implement the realignment resulting from the work of the Community Services Service review.	To deliver a service that is fit for the 21 st Century, is customer focussed, supports business, is alert to and agile enough to take advantage of commercial opportunities and is resilient enough to maximise those opportunities.	September 2018
Community Safety		
In partnership with Safer Gloucestershire Develop the Tewkesbury Community Safety Partnership and develop priorities and action plan.	The Council will be delivering on its statutory duty to have a CSP and protecting and enhancing people view of the borough with regard to safety.	September 2018
Hold an annual community safety event for Councillors.	All Councillors are involved in community safety and can champion the CSP.	December 2018
Waste & Recycling Services		
Carry out a review of street cleansing.	The street cleansing review will be used to develop service delivery moving forward.	September 2018
Further develop grounds maintenance work to ensure service across the borough are delivered efficiently.	Better partnership working across all sectors in grounds maintenance	March 2019
Review the commercial services of trade waste, bulky waste & green garden waste.	APSE review undertaken and being discussed with the JWT. (Carry forward action)	September 2018
Environmental Health and Licencing		
Review EH & Lic services & deliver a better service by considering options such as modernising, better use of ICT, Shared service delivery wholly or partially.	Ensure services are delivered as efficiently and effectively as possible. Enable service users to access services as easily as possible	March 2019
Review and remodel EH and licensing procedures and processes. Adopt and adapt industry standard procedures	Ensure the Council meets its legal obligations in terms of GDPR. Delivery of quality, consistent and easily accessible services	March 2019

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Review website information including the introduction of on line forms & Community Services facebook page	Maintain accurate, relevant information to inform Service Users. Promote the Services that Community Services deliver.	March 2019
To deliver the revised Enviro-crime Action plan, building on the successes and partnerships of 2017/18	Protect and enhance Tewkesbury Boroughs environment through an education and enforcement strategy targeted at those who diminish the district through their neglectful and anti-social acts	March 2019
Respond to changes to legislation and the definition of a licensable HMO. Identify the number of new HMO's that will be brought under the licensing regime.	Protect the health and safety of tenants by ensuring HMOs are designed and maintained to a specified standard. Prevent the exploitation of tenants.	March 2019
Provide expert relevant advice and guidance to businesses through the Growth Hub	Support the sustainable growth and development of businesses across the Borough. Save businesses money through the provision of relevant expert advice and guidance.	March 2019
In partnership with Housing Team develop a private sector housing landlord and RP landlord forum to assist in the delivery of the aims of the housing strategy and deliver emergency accommodation.	Hold a housing and homeless private sector seminar to launch a landlord's forum to encourage private sector landlords to provide properties for homelessness and emergency accommodation.	Seminar by end of year (2018)
Better Business for All / Better for Business / partnership development	Develop a charging scheme for advice to business as part of the BBfA partnership.	September 2018
Housing – Enabling		
To deliver the priority one (affordable housing supply) actions in the housing & homelessness strategy action plan by working in partnership with developers, registered providers and colleagues in development control to increase the supply of affordable housing in the borough.	To more realistically reflect the delivery of affordable homes within the borough, the target will be raised to 180 affordable homes for the next financial year.	March 2019

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To deliver the priority three (meeting the housing needs of those who need it most) actions in the housing & homelessness strategy action plan.	This will continue to be a priority during 2018-19	March 2019
Continue to actively participate in the affordable housing element of the joint core strategy	This will continue to be a priority during 2018-19	March 2019
Homelessness and Housing Options		
To deliver the priority two (prevention of homelessness) actions in the housing & homelessness strategy action plan.	This will continue to be a priority during 2018-19	March 2019
To successfully implement the new Homeless Reduction Act (2017) legislation – commencement date April 2018	This priority has been added following the implementation of new legislation	March 2019
Lead on Places of safety project (dispersed county refuge)	This will continue to be a priority during 2018-19	March 2019
To deliver the priority four (improving the health & wellbeing of local people) actions in the housing & homelessness strategy action plan.	This will continue to be a priority during 2018-19	March 2019
To continue to develop alternative emergency and temporary accommodation options within our borough	This priority has been added to meet the needs of local people and anticipate rise in emergency accommodation demand as a result of new legislation	March 2019
Explore whether a data sharing agreement with the DWP is possible following the roll out of GDPR.	It is likely that this is not possible because of GDPR	September 2018

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4. Factors that may affect future service delivery

Factor

Change of Government and policies:

- Homelessness reduction bill
- Ongoing Welfare reform – particularly introduction of Universal Credit
- Changes in accommodation funding associated with welfare reform – Temporary accommodation management fee
- Housing & Planning Act 2016

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 Community Services teams.

Future flooding emergencies and the subsequent impact on the team.

Increase in Mortgage Interest Rates impacting on housing work

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

Some of the actions depend on our partners.