

TEWKESBURY BOROUGH COUNCIL

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| Report to: | Overview and Scrutiny Committee |
| Date of Meeting: | 23 July 2019 |
| Subject: | Community Services Improvement Plan |
| Report of: | Head of Community Services |
| Corporate Lead: | Deputy Chief Executive |
| Lead Member: | Lead Member for Clean and Green Environment |
| Number of Appendices: | 1 |

Executive Summary:

On 24 July 2018, the Council received a report on the Community Services Review and, as recommended by Executive Committee earlier that month, agreed with the way forward as set out in the review.

An improvement plan was set out as part of the review and it was agreed that the Overview and Scrutiny Committee would receive updates on progress against the plan.

This report demonstrates the progress made and provides a context for future work in line with the overall aims and objectives of the Community Services Review.

Recommendation:

To CONSIDER the progress made against the Community Services Improvement Plan.

Reasons for Recommendation:

To comply with the Council's decision for the Overview and Scrutiny Committee to monitor the Community Services Improvement Plan.

Resource Implications:

None arising directly as a result of this report.

Legal Implications:

None arising directly as a result of this report. Any future actions resulting from the Improvement Plan will, where necessary, be the subject of legal advice.

Risk Management Implications:

None arising directly as a result of this report.

Performance Management Follow-up:

Performance on a number of Key Performance Indicators (KPIs) in relation to Community Services is reported to the Overview and Scrutiny Committee as a matter of course.

Environmental Implications:

None arising directly as a result of this report.

1.0 INTRODUCTION/ BACKGROUND

- 1.1** The Community Services Review was carried out in the spring of 2018 and was approved by the Council on 24 July 2018. The review was accompanied by an improvement plan which set out a range of actions that were identified.
- 1.2** An update on these actions is attached as an appendix to this report and uses the same format as the performance tracker which is regularly reported to the Overview and Scrutiny Committee.
- 1.3** The overarching aim for the review was to deliver a service that is fit for the twenty-first 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.
- 1.4** Good progress has been made on the improvement plan, which is a dynamic document which will evolve over time with actions removed as they are completed and further actions added as the service moves on.
- 1.5** The new, proposed structure came into place on 1 October 2018 as outlined in the report. All HR processes were followed and consultation with staff and Trade Union was undertaken in line with the Council's policies and procedures.

2.0 PROGRESS AGAINST IMPROVEMENT PLAN ACTIONS

- 2.1** There are 15 actions within the Improvement Plan.
- 2.2** Of these actions the following progress has been made:
- Actions complete – 6 (✓)
 - Actions still progressing well – 3 (☺)
 - Actions not on target / deadline extended – 4 (☹)
 - Actions off target and not progressed – 2 (☹)
- 2.3** The main reason for some of the actions not progressing has been due to staff shortages as some staff have left the team. This has meant needing to use agency staff who take time to train whilst recruiting permanent staff to the new roles and vacant roles.
- 2.4** In addition to some staff leaving, a number of individuals have suffered long term sickness. Most of these issues have now been resolved and the majority of the key posts have now been recruited to, in particular all Environmental Health Officer posts are and the Senior Licensing Officer post have been recruited to and these officers are now in post.

2.5 Additional resource has been recruited to the Housing Team and Community Support Unit, with the exception of the Community Safety & Anti-Social Behaviour Coordinator, as outlined in the original report.

2.6 Posts that remain vacant in Environmental Health at the time of writing this report are:

- Private Sector Housing Liaison Officer
- Planning Liaison / Contaminated Land Officer
- Student Environmental Health Officer

Officers are discussing ways to fill the first two posts by working more closely with neighbouring authorities and are considering a recruitment drive through schools and colleges for the latter post.

2.7 New performance measures are now in place in Environmental Health, particularly in the area of enviro-crime, and these are reported to the Overview and Scrutiny Committee.

2.8 A new suite of performance indicators has been introduced to monitor and manage the Council's relationship with Ubico in all areas of the service its delivers on behalf of the local authority.

2.9 The Community Safety Partnership has now been reconstituted and has met on a number of occasions and agreed a structure and Terms of Reference. Whilst this is embryonic at this stage, it will start developing its plan and strategy for the coming years based on local priorities and is now supported by the Community Support Unit.

2.10 Overall, the aims have been partially met and the Community Services management team will continue to work to achieve the desired outcomes.

3.0 OTHER OPTIONS CONSIDERED

3.1 None

4.0 CONSULTATION

4.1 None

5.0 RELEVANT COUNCIL POLICIES/STRATEGIES

5.1 None

6.0 RELEVANT GOVERNMENT POLICIES

6.1 None

7.0 RESOURCE IMPLICATIONS (Human/Property)

7.1 None

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 None

Background Papers: Community Services Review – Executive Committee July 2018

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Appendices: Appendix 1 - Community Services Improvement Plan