

Community Services - Service Plan 2022-23

1. Service 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.
- Providing support and advice to business and the community on matters relating to environmental health and welfare.
- Work with UBICO to ensure an effective waste management system is in place and that services are developed and improved in terms of performance and / or cost minimisation or income generation.
- To ensure the council meets its statutory duties within the Housing Act, which requires the council to identify and address the housing needs of our communities.
- To deliver affordable housing for the Borough's residents working with registered providers, private landlords and other partners.
- 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.

2. Progress of 2021/22 service plan and Covid-19 recovery actions

Recovery actions are marked with a 'r'.

Action	Progress made	Date to be achieved	Complete ✓ or ✗
Environmental Health (EH) and Licensing			
Review backlog of food hygiene inspections cancelled or delayed due to lockdown in terms of risk and prepare an action plan to address the backlog. (r)	Accurate backlog report has been generated and premises have been allocated for inspection. It is anticipated that the service will be able to meet Food Safety Agency (FSA) requirements for backlog inspections and covid recovery.	June 2021	✓
Review the status of the pollution permit inspection programme. (r)	Overdue premises have now been inspected. Several revisits required in 2022/23 and the team currently has adequate capacity to undertake these.	June 2021	✓
Undertake an assessment of the Disabled Facility Grant (DFG) workload following resumption of normal services. (r)	A dedicated housing team has been set up as part of a new trial structure for EH. The team is comfortably dealing with DFGs, and the time taken to approve and process applications has improved significantly.	June 2021	✓

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Action	Progress made	Date to be achieved	Complete ✓ or ✗
Resume our programme of air quality monitoring and assess the impact of reduced monitoring. (r)	Normal service has been resumed and there is no indication of any adverse impacts arising from the reduced monitoring. DEFRA currently being consulted as to whether we can revoke our air quality management area for Tewkesbury Town Centre.	September 2021	✓
Continue to respond to any C19 restrictions providing support and advice to businesses.	Demand for Covid advice to businesses has now stopped completely. Covid compliance and CPO officers are no longer required, and we have cancelled these contracts	March 2022	✓
Recruit to all vacant posts	Job evaluation required for Licensing technical admin position.	September 2021	✗
Work with the Business Transformation Team to develop online applications for Licensing and Food premises.	We have fully implemented "Register a food business" where businesses register online via the FSA. The licensing improvement project is on track to achieve the target for online applications	September 2021	✓
Review the inspection requirements and impact on EH for licensing applications in respect of skin piercing, animal licensing and caravan sites (r)	Work has started to address the backlog of caravan site inspections and animal licensing visits. Skin piercing inspections are not anticipated to have a significant impact on the work of the EH team in 2022/23	July 2021	✓
Reinstate private water supply sampling programme (r)	Backlog of premises has been allocated to a contractor for inspection and it is anticipated these will be completed in 2022/23	July 2021	✓
Review dog fouling Public Space Protection Order (PSPO) and other policies and procedures relating to abandoned vehicles, fly tipping and littering	New PSPO has been drafted and will be going out for consultation in April/May 2022.	July 2021	✓

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Action	Progress made	Date to be achieved	Complete ✓ or ✗
Review and complete outstanding Licensing Policies	Key policies have been reviewed and will be taken to committee throughout the summer of 2022	September 2021	✓
Community Safety			
Work with the Business Transformation Team (BTT) to develop a system for recording Anti-Social Behaviour (ASB) which can be shared and input onto by partners.	Work has started with the BTT, but the project has been put on hold pending the outcome of decision on the team joining Operation Solace	March 2022	✗
Integrate the community safety team within environmental health	Community Safety Officers are now clearly under the line management of the EH Manager and have been integrated into the EH section.	June 2021	✓
Review the terms and conditions for the Community Safety Partnership	A slimmed down version of the CSP met over the C19 period due to partners having different priorities. The CSP is in the process of redefining its priorities for the coming year and a review of the terms of reference is will be undertaken as part of this work.	June 2021	✗
Housing			
Build on the lessons learned throughout covid with regard to less face to face customer contact and movement away from paper-based systems. Including the development of the housing section of the website to allow greater functionality such as document uploading and chat function for homeless / housing queries. (r)	The Housing Advice Team have helped customers use tools such as remote document uploading to improve the customer experience. Work on the web pages has been completed ready for the Business Transformation team to work on the new TBC website.	September 2021	✓
Develop the deferred housing strategy for the next 4 years.	Complete and strategy adopted by full Council.	March 2022	✓

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Action	Progress made	Date to be achieved	Complete ✓ or ✗
Explore new ways of engaging with potential cases in housing need.	Some Registered Providers (RPs, particularly Bromford) have changed their structures around housing management. The Housing Advice Team have worked closely to ensure that opportunities to engage with customers in housing need are flagged by RP partners.	September 2021	✓
Implement learning from Private Sector Housing work conducted in-house and across the County last year.	Complete. The Housing Advice Team have continued to assist with rent in advance and deposit payments but the Private Rented Sector remains a difficult market for our customers to access. Incentives offered and liaising with letting agents have not produced new supply options.	September 2021	✓
Work with partners such as Bromford and Going the Extra Mile to support households beyond just securing suitable housing.	Our operational joint working with Bromford has been strengthened by regular manager meetings to discuss cases and any changes in processes. Going the Extra Mile attended workshops with the Housing Advice Team and Bromford Neighbourhood Coaches to share experiences with customers and understand each other's roles in supporting customers.	March 2022	✓
Waste & Recycling etc.			
Recruit to all vacant posts	All posts recruited.	September 2021	✓
Restart and complete the WEEE recycling scheme.	WEEE scheme now operational.	September 2021	✓
Street Cleansing Project	Work has taken place to map within PSS-live the majority of litter and dog waste bins and the main litter picking zones. Project rolled forward to 22/23	TBC	✗

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Action	Progress made	Date to be achieved	Complete ✓ or ✗
Review narrow access properties	The narrow access properties have been identified, with changes proposed to bring their service in line with the rest of the borough.	May 2021	✓
Complete the procurement of the additional grounds maintenance equipment.	All required grounds maintenance equipment has been purchased.	June 2021	✓
Review the cemeteries service level agreement.	The service level agreement was reviewed in 2021.	June 2021	✓
Continue the trade waste project.	A principal trade waste officer has been recruited and the project is underway with progress being monitored at programme board.	March 2022	✓

3. Key service plan actions for 2022-23

Ongoing Covid-19 recovery actions are marked with 'r'.

Action	Purpose	Date to be achieved	Governance
Environmental Health / Licensing			
Complete programme of food hygiene inspections due in 2022/23, including new businesses.	To ensure that the council meets its obligations for food hygiene inspections as set out in the current Food Law Code of Practice	March 2023	Food Standards Agency returns Performance tracker target for non-broadly compliant premises
Resume annual food sampling programme for approved premises	To ensure that the council meets its obligations for food hygiene inspections as set out in the current Food Law Code of Practice	March 2023	Food Standards Agency returns Performance tracker target for non-broadly compliant premises

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Complete a programme of Health & Safety inspections	To ensure the council meets its obligations as an enforcing authority under the Health and Safety at Work Act 1974	March 2023	HSE LAE1 performance return
Introduce new Public Space Protection Order for dog fouling	To ensure that the council has adequate arrangements to enforce and deter against dog fouling	May 2022	Reported to Overview and Scrutiny Committee.
Undertake trial of CCTV cameras for fly tipping investigations	To ensure that the council is using best available techniques and good practice to tackle fly tipping	June 2022	Reported to Overview and Scrutiny Committee.
Prepare annual air quality report for 2021/22	To ensure that the council is able to meet its statutory obligations concerning air quality monitoring	July 2022	National Air Quality Strategy
Resume planning application consultation advice service and terminate contract with Worcestershire Regulatory Services.	To improve the process for planning application consultations and develop more effective working relationships with the planning team	May 2022	Statutory planning obligations
Review the House in Multiple Occupation (HMO) register to ensure it is up to date and any necessary inspections are completed	To ensure that the Council is able to fulfil its statutory obligations towards HMO properties.	September 2022	The Council's Housing Policy
Review the current arrangements regarding empty property registration and enforcement	To ensure that the Council is able to meet its statutory obligations regarding empty properties.	September 2022	The Council's Housing Policy
Complete the Licensing Service Review in accordance with the project plans submitted to the corporate programme board.	To ensure that the Council is able to fulfil its obligations as a statutory licensing authority.	March 2023	Licensing service review project plans. Reports to Licensing Committee.

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Complete any service restructure required as identified by the licensing service review.	To ensure that the Council is able to fulfil its obligations as a statutory licensing authority	December 2022	Licensing service review project plans. Reports to Licensing Committee.
Community Safety			
Commence a trial of Operation Solace for the borough	To establish the potential benefits of a long-term alliance with Operation Solace on the Council's community safety service.	September 2022	The Tewkesbury Community Safety Partnership
Commence a trial of a "Tewkesbury Safe" project	To establish the benefit and demand for long term participation in the project, and to fully utilise available funding from the PCCO.	September 2022	The Tewkesbury Community Safety Partnership
Prepare a training and development framework for Community Safety Officers.	To establish clear qualification and competence requirements for the Council's Community Safety Officers	July 2022	The Tewkesbury Community Safety Partnership
Put in place a community safety memorandum of understanding (MOU) with Gloucestershire Police	To assist with decision making and case management when investigating community safety matters.	September 2022	The Tewkesbury Community Safety Partnership
Review the terms and conditions for the Community Safety Partnership (CSP).	The CSP is in the process of redefining its priorities for the coming year and a review of the terms of reference is will be undertaken as part of this work.	September 2022	The Tewkesbury Community Safety Partnership
Housing			
Further develop the housing section of the website . Project supported by Business Transformation Team.	To improve customer experience and allow greater functionality such as document uploading and chat function for homeless / housing queries.	September 2022	Progress on the Housing Strategy reported to Overview and Scrutiny Committee

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Explore options to make use of community facilities/home visits to engage with customers away from the office.	To make the service more accessible to service users.	September 2022	Progress on the Housing Strategy reported to Overview and Scrutiny Committee
Establish connections with Bromford and Centre for Homeless Impact to share best practice and data.	To share best practice and ensure that service is providing the best possible service to our customers	June 2022	Progress on the Housing Strategy reported to Overview and Scrutiny Committee
Temporary Accommodation (TA) – add one unit to current in-house TA stock and viability scoping/assessment of further single units.	To increase the supply of temporary accommodation.	March 2023	Progress on the Housing Strategy reported to Overview and Scrutiny Committee
Empty Homes – Support Environmental Health to deliver an Empty Homes Strategy.	To minimise the number of empty properties in the borough	March 2023	Progress on the Housing Strategy reported to Overview and Scrutiny Committee
Establish a Homeless Forum for Tewkesbury Borough.	To share good practice amongst partners.	Nov 2022	Progress on the Housing Strategy reported to Overview and Scrutiny Committee
Waste & Recycling etc.			
Street Cleansing Project	To improve the street cleansing service by completing the mapping of all bins and regular works to allow efficient routing. To identify bins on private land and pass emptying responsibility back to the relevant management company.	December 2022	Regular reporting to the depot services working group.
Continue the Trade Waste project	To continue towards the goal of addressing the service deficit, while trialling trade recycling services.	April 2023	Regular reporting to the programme board.

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In cab technology	Work with the business transformation team to integrate Ubico's new in cab system into existing software.	March 2023	Regular reporting to the depot services working group.
Fleet Procurement	To procure new fleet for waste collections and street cleansing	April 2024	Regular reporting to the depot services working group.
Increase recycling	Working with the partners of the Gloucestershire Waste & Resources Partnership (GWRP) to promote recycling across the borough and reduce residual waste.	March 2023	Regular reporting to the waste Senior Management Group and the GWRP.