



Public Document Pack STROUD DISTRICT COUNCIL

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Wednesday, 17 March 2021

COMMUNITY SERVICES AND LICENSING COMMITTEE

A remote meeting of the Community Services and Licensing Committee will be held on
THURSDAY, 25 MARCH 2021 at **7.00 pm**

Kathy O'Leary
Chief Executive

This is a remote meeting in accordance with the Local Authorities and Police and Crime Panels (Coronavirus) (Flexibility of Local Authority and Police and Crime Panel Meetings) (England and Wales) Regulations 2020.

Venue

This meeting will be conducted using Zoom and a separate invitation with the link to access the meeting will be sent to Members, relevant officers and members of the public who have submitted a question.

Public Access

Members of the public, who have not submitted a question, are invited to access the meeting streamed live via Stroud District Council's [YouTube channel](#).

Recording of Proceedings

A recording of the meeting will be published onto the Council's website (www.stroud.gov.uk). The whole of the meeting will be recorded except where there are confidential or exempt items, which may need to be considered in the absence of press and public.

AGENDA

1. **APOLOGIES**
To receive apologies of absence.
2. **DECLARATION OF INTERESTS**
To receive declarations of interest.
3. **MINUTES (Pages 5 - 10)**
To approve the minutes of the meeting held on 26 November 2020.

4. **PUBLIC QUESTION TIME**

The Chair of Committee will answer questions from members of the public submitted in accordance with the Council's procedures.

DEADLINE FOR THE RECEIPT OF QUESTIONS
Noon on Monday, 22 March 2021

Questions must be submitted to the Chief Executive, Democratic Services, Ebley Mill, Ebley Wharf, Stroud and can be sent by email to democratic.services@stroud.gov.uk

5. **TAXI POLICY REVIEW - CONSULTATION ON DRAFT COMMON TAXI AND PRIVATE HIRE STANDARDS FOR GLOUCESTERSHIRE (Pages 11 - 44)**

To introduce a draft document, 'Common Taxi and Private Hire Vehicle Standards for Gloucestershire', which has been developed by the Gloucestershire Licensing Officers Group (GLOG) with the aim of aligning local policies on matters included in the Statutory Taxi and Private Hire Vehicle Standards issued by Department for Transport in 2020. The Statutory Standards focus on safeguarding children and vulnerable adults.

6. **HEALTH AND WELLBEING PLAN (Pages 45 - 70)**

This Plan outlines the authorities key work to improve community health and Wellbeing in 2021-2022 with a key focus on recovering both physically and mentally from the COVID-19 pandemic

7. **LEISURE AND WELLBEING REVIEW (Verbal Report)**

To receive a verbal update on progress made on the Leisure and Wellbeing Review from the Strategic Director of Communities.

8. **ARTS AND CULTURE STRATEGY (Verbal Report)**

To consider the Arts and Culture Strategy.

9. **MEMBER/OFFICER REPORT (TO NOTE)**

- (a) Gloucestershire Health Overview Scrutiny Committee & Gloucestershire Covid-19 Local Outbreak Engagement Board (Pages 71 - 72)
- (b) Museum in the Park (Cowle Trust)
- (c) Police and Crime Panel
- (d) GFirst LEP - Visitor Economy/Tourism Business Group_(Pages 73 - 74)
- (e) Citizens Advice
- (f) Performance Monitoring_(Pages 75 - 80)
- (g) Neighbourhood Warden Information Sheet_(Pages 81 - 82)
- (h) Careline Information Sheet_(Pages 83 - 84)
- (i) Community Resilience Wellbeing Grant (Pages 85 - 88)

10. **MEMBERS' QUESTIONS**

See Agenda Item 4 for deadlines for submission.

Members of Community Services and Licensing Committee

Councillor Chris Brine (Chair)

Councillor Gordon Craig
Councillor Jim Dewey
Councillor John Jones
Councillor Darren Loftus
Councillor Gill Oxley

Councillor Jonathan Edmunds (Vice-Chair)

Councillor Nigel Prenter
Councillor Sue Reed
Councillor Steve Robinson
Councillor Brian Tipper
Councillor Ken Tucker

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COMMUNITY SERVICES AND LICENSING COMMITTEE

3

26 November 2020

7.00 pm – 8.59 pm

Remote Meeting

Minutes

Membership

Councillor Chris Brine (Chair)

Councillor Jonathan Edmunds (Vice-Chair)

Councillor Gordon Craig

Councillor Jim Dewey

Councillor John Jones

Councillor Darren Loftus

P = Present A = Absent

P	Councillor Gill Oxley	P
P	Councillor Nigel Prenter	P
P	Councillor Sue Reed	P
P	Councillor Steve Robinson	P
P	Councillor Brian Tipper	P
P	Councillor Ken Tucker	P

Officers in Attendance

Strategic Director of Communities
Senior Carbon Neutral Officer
Community Health & Wellbeing Manager
Strategic Director of Place

Head of Community Services
Accountant
Democratic Services and Elections Officers

Other Member(s) in Attendance

Councillors Doina Cornell and Steve Lydon

CSLC.026

APOLOGIES

There were none.

CSLC.027

DECLARATIONS OF INTEREST

There were none.

CSLC.028

MINUTES

RESOLVED

That the Minutes of the meeting held on 1 October 2020 are approved as a correct record.

Agenda Item 3

2020/21

The Chair congratulated Maisey Hammond, Apprentice in Community Services, on winning the National Apprenticeship Award and the good work that Maisey and other fellow Apprentices were undertaking. The Chair continued and advised that Ange Gillingham, General Manager at The Pulse organised a 12-hour charity fitness class and successfully raised £570 which was donated to the Food Bank. Finally, the Chair also advised Committee Members that the Leisure Contract had been successfully awarded to Max Associates following the consultation who specialise in Local Government, Leisure and Cultural Services.

CSLC.016 **PUBLIC QUESTION TIME**

There were none.

CSLC.029 **MEMBER REPORTS**

(a) Gloucestershire Health and Overview Scrutiny Committee & Covid-19 Local Outbreak Engagement Board

The Member reports from Councillor Lydon had been circulated prior to Committee. Councillor Lydon provided an update to Committee that the NHS Trust cancelled 2,500 operations that were due to take place between March and September as a result of Covid-19. The back log following these cancellations had meant that within the next six months, they would be working to 80% capacity to try and resolve the current backlog. Cancer admissions and treatments were back to the same level of response as they were pre-Covid and A&E services were trying to keep to the four hour waiting times. The South West Ambulance Service Trust would be attending the next Gloucestershire Health and Overview Scrutiny Committee (HOSC) to discuss what can be done to reduce issues such as ambulance queues into A&E. The Clinical Commissioning Group (CCG) have confirmed that those individuals who need to see a Doctor because it is clinically necessary will be initially triaged on the phone before being able to attend their GP surgery. Councillor Lydon concluded his overview on HOSC by advising that there has been a 25% increase in eating disorders and a significant rise in suicide rates.

Councillor Lydon provided key headlines from the Covid-19 Local Outbreak Engagement Board advising that there is a current data problem in Gloucester for the statistics with the National Track and Trace system. A pilot in Gloucester City will be undertaken using Local Track and Trace which have had higher success rates than the National Scheme. Initial vaccinations when will be given to the priority groups of the over 75s, Care/Nursing Homes and Care Workers as part of the initial phase once an appropriate vaccine can be issued.

Councillor Dewey advised that he is one of the appointed Mental Health Champions along with Councillors Skinner and Tom Williams and would liaise with Emma-Keating-Clark, Community Health and Wellbeing Manager on what can be done within the District and report back to Councillor Lydon.

CSLC.030 **STROUD DISTRICT 2030 STRATEGY – LIMITING, ADAPTING, RECOVERING AND RESPONDING IN A CHANGING CLIMATE**

The Senior Carbon Neutral Officer, presented the report which outlines the process of development, consultation and structure to the Councils 2030 Strategy and masterplan. The draft Strategy is being presented to all Committees as part of the wider-consultation and the feedback will be collated before the final Strategy and report is presented to Council in 2020. The Senior Carbon Neutral Officer recommend to Committee Members to

make their own individual submission as part of the consultation through the website in addition to promoting the consultation to others.

On being put to the vote, the Motion was carried unanimously.

RESOLVED

- a) **To endorse the draft 2030 Strategy**
- b) **To Delegate authority to the Strategic Director of Place and Senior Carbon Neutral Officer, in consultation with the Chair of the Committee and the Chair of Strategy and Resources Committee to make any changes to the draft 2030 Strategy arising from the current engagement and consultation process.**
- c) **Commend the draft 2030 Strategy for adoption by Full Council on 25 February 2021, incorporating any changes made as a result of the consultation and engagement process referred to in b) above.**

CSLC.031

COMMUNITY SERVICES AND LICENSING COMMITTEE
REVENUE ESTIMATES – REVISED 2020/21 AND ORIGINAL
2021/22

The Accountant presented the report to Committee and presented the budget estimates and the list of fees and charges for submission to Strategy and Resources. The Accountant advised that there were some technical adjustments to the original budget for 2021, in addition to carry forwards from 2019/2020 and an amendment to the real living wage at adjustment at Stratford Park Leisure Centre that was agreed in January 2020. Section 4 of the report highlights the budget pressures to the Council due to the additional expenditure and income as a result of Covid-19.

Councillor Craig raised a question on what the £10,000 allocated budget is for under Appendix A that is for Tourism and whether it could be bid for as funding. The Accountant advised that she would contact the Housing Strategy and CIL Manager for a written response outside of Committee for circulation.

Councillor Jones asked the Accountant for clarification on why there was a £4,000 allocation to the Subscription Rooms budget. The Accountant responded and advised that it was pension arrangement contribution when the staff were tupe'd as part of the terms and conditions of the remaining staff.

On being put to the vote, the Motion was carried unanimously.

RECOMMENDS TO STRATEGY AND RESOURCES COMMITTEE

- a) **The revised Community Services and Licensing revenue budget for 2020/21 and original 2021/22 revenue budget are approved.**
- b) **The Fees and Charges list as shown in Appendix B is approved.**

CSLC.032

COMMUNITY RESILIENCE & WELLBEING GRANT

The Strategic Director of Communities thanked both Emma Keating Clark, Community Health and Wellbeing Manager and Matt Fear, Business Support Officer for their hard work in researching and producing the Community Resilience & Wellbeing Grant report.

Agenda Item 3

2020/21

The Community Health & Wellbeing Manager presented the report to Committee and advised Committee Members that the report outlines the grant criteria and decision making process for a more equitable and transparent Community Investment grant funding Scheme. A consultation was undertaken with Members, Voluntary Sectors and those Community groups who had previously received grants, they were all contacted to make a submission on how the grants process can be improved in addition to the Gloucestershire Rural Community Council (GRCC). A current budget of £300,000 had been set for one year which after the one year is complete, the Community Services and Licensing Committee will then review this budget figure and adjust accordingly.

On being put to the vote, the Motion was carried unanimously.

RESOLVED **To adopt the new Community Recovery & Wellbeing Grant process.**

CSLC.033 **APPOINTMENT TO STROUD DISTRICT COUNCIL HEALTH AND WELLBEING PARTNERHSIP OUTSIDE BODY**

Committee Members agreed and approved the change in substitute from Councillor Norman Kay to Councillor Jim Dewey. The Health and Wellbeing Partnership had now been incorporated into the 'Know your Patch' group and therefore the representative and substitute would be invited to these meetings.

CSLC.034 **MEMBER REPORTS**

(b) Museum in the Park

Councillor Prenter's Member report had circulated prior to Committee. There were no further questions raised.

(c) Police and Crime Panel

Councillor Robinson provided a verbal update to Committee and highlighted the key headlines which included; the refurbishment of the Bamfurlong Operations Centre, the ongoing work and development on A40 bridge over the Motorway, review being undertaken by Government regarding the role and responsibilities of the Police and Crime Commissioner (PCC) and the existing police powers and whether the PCC should also additionally take on Fire Services.

Councillor Robinson also advised Committee members of a number of challenges which include; the recruitment of young Police Officers replacing experience retired Officers, rural crime had increased and in particular theft of farm yard equipment and a backlog of 1000 Criminal Justice cases which were yet to be seen at Gloucestershire Magistrates Court.

(d) Gfirst LEP – Visitor Economy/Tourism Business Group

Councillor Craig advised that there had not been a meeting since the last Committee, however was able to provide an update on how some of the money that was given to market Towns had been spent on Tourism. £2000 was given to each of market Towns following the closure of the Tourist Information Centre. In Berkeley Vale, £1,200 had been spent on developing a new website and creating social media account platforms. Additionally, in January 2021, 300 new Tourist Information Centres will open using the remaining £800 by adding QR codes to tourism signage throughout Berkeley Vale.

(e) Stroud Citizens Advice

Councillor Robinson advised Committee Members that the AGM for Stroud Citizens Advice was cancelled and is due to be rescheduled.

(f) Performance Monitoring

Councillor Prenter and Reed's report was circulated prior to Committee. There were no further questions.

CSLC.035 **WORK PROGRAMME**

Councillor Edmunds thanked the Chair for adding the Arts and Cultural Strategy to the March 2021 work programme.

Councillor Oxley suggested adding an update or report from Councillor Dewey and the other appointed Mental Health Champions to the work programme. Councillor Dewey also recommended that this item should be added to all Committee work programmes and not just Community Services and Licensing.

Councillor Cornell recommended that the Co-Chair of the Gloucestershire County Council Black Workers Network also be invited to the January Committee to provide a joint presentation in conjunction with the Director of Public Health Annual update.

CSLC.036 **MEMBERS' QUESTIONS**

There were none.

The meeting closed at 8:59 pm.

Chair

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STROUD DISTRICT COUNCIL

AGENDA
ITEM NO

COMMUNITY SERVICES AND LICENSING COMMITTEE

25 MARCH 2021

5

Report Title	TAXI POLICY REVIEW – CONSULTATION ON DRAFT COMMON TAXI AND PRIVATE HIRE STANDARDS FOR GLOUCESTERSHIRE			
Purpose of Report	To introduce a draft document, 'Common Taxi and Private Hire Vehicle Standards for Gloucestershire', which has been developed by the Gloucestershire Licensing Officers Group (GLOG) with the aim of aligning local policies on matters included in the Statutory Taxi and Private Hire Vehicle Standards issued by Department for Transport in 2020. The Statutory Standards focus on safeguarding children and vulnerable adults.			
Decision(s)	The Committee RESOLVES to: a. Approve the draft 'Common Taxi and Private Hire Vehicle Standards for Gloucestershire' Appendix A b. Undertake formal local consultation as detailed in this report.			
Consultation and Feedback	Consultation to take place between 13 th April and 6 th July 2021			
Report Author	Name, Rachel Andrew Email: rachel.andrew@stroud.gov.uk			
Options	Not applicable			
Background Papers	1. Stroud District Council's current taxi and private hire policy 2. Statutory taxi and private hire vehicle standards			
Appendices	Appendix A – Draft Common Standards for Licensing Hackney Carriage and Private Hire Drivers in Gloucestershire Appendix B – Comparison Table between Stroud District Council's current policy and Draft Common Standards			
Implications (further details at the end of the report)	Financial	Legal	Equality	Environmental
	No	No	No	No

Agenda Item 5

1. INTRODUCTION / BACKGROUND

- 1.1 [Stroud District Council's current taxi and private hire policy](#) was approved in 2017 and is available on the Council's website. This policy lays out Stroud District Council's application criteria, conditions and other matters relating to driver, vehicle and operator licences.
- 1.2 In July 2020 the Department for Transport issued [Statutory taxi and private hire vehicle standards](#). These standards outline how licensing authorities should carry out their taxi licensing function with a focus on the safeguarding issues of protecting children and vulnerable adults. The standards mainly relate to driver suitability but also to vehicle proprietor and operator suitability. Some of the key points in the statutory standards are:
- DBS criminal checks
 - Working with the Police
 - Sharing information
 - Dealing with complaints
 - Training of decision makers
 - Safeguarding awareness training for licence holders
 - Language proficiency
 - CCTV in vehicles
 - Operator record keeping
 - Enforcement
 - Assessment of previous convictions
- 1.3 The Department for Transport expects local authorities to review their own local policies and implement the recommendations in the statutory standards unless there is a compelling local reason not to.

2. MAIN POINTS

- 2.1 Stroud District Council Licensing Officers are members of the Gloucestershire Licensing Officer Group (GLOG). Representatives from each of the 6 licensing authorities have worked together to align all the local taxi and private hire policies in relation to the statutory standards. This also supports the report of the Taxi Licensing Scrutiny Task Group to the Gloucestershire Economic Growth Scrutiny Committee in January 2021. The task group recommended that the 6 district Councils should work towards joint standards and enforcement across Gloucestershire.
- 2.2 It should be noted that much of the content of the statutory standards is already being applied by Stroud District Council and the other Gloucestershire licensing authorities.
- 2.3 A document called 'Common Standards for Licensing Hackney Carriage and Private Hire Drivers in Gloucestershire' has been drafted by GLOG members. It is Appendix A to this report. The aim is that each authority will adopt these common standards as part of their local policy. This will ensure consistency and mean safeguarding is at the forefront of taxi and private hire licensing throughout Gloucestershire. It will make the procedures clearer for applicant's and licence holders and will avoid unsuitable applicants 'cherry picking' authorities with lower standards.

Agenda Item 5

- 2.4 The parts of the draft common standards (Appendix A), which will mean a change to Stroud District Council's current licensing policy, are highlighted in blue.
- 2.5 The intention is that each of the 6 licensing authorities will formally consult on the Gloucestershire common standards document at the same time between 13th April and 6th July 2021.
- 2.6 The GLOG members have agreed that all central consultation, such as the Police, Gloucestershire County Council and other relevant agencies and bodies will be directed through Cheltenham Borough Council who will collate any central responses. This will ensure that the agencies do not get 6 duplicate requests for comment.
- 2.7 Each licensing authority will undertake local consultation with their taxi and private hire trade, members, town and parish councils and any other relevant local bodies or agencies.
- 2.8 Appendix B to this report is a comparison table showing and comparing Stroud District Council's current policy with the Gloucestershire common standards.
- 2.9 At the end of the consultation, each licensing authority will consider all central and local comments made. The aspiration is that each of the licensing authorities will then adopt the same, or similar, common standards as part of their own local policies.
- 2.10 A final 'Common Standards for Licensing Taxi and Private Hire in Gloucestershire' document will be brought to Stroud District Council's Community Services and Licensing Committee in September 2021, (for adoption and implementation in Stroud district).
- 2.11 Once a final Common Standards for Gloucestershire Document has been adopted by Stroud District Council, it will then become part of Stroud District Council's Taxi and Private Hire Licensing policy. The existing local policy will be adjusted and updated where appropriate.
- 2.12 The statutory taxi and private hire standards also include a section on CCTV in taxis as a safeguarding tool and suggest that licensing authorities may wish to consider whether mandatory CCTV is appropriate. GLOG felt that, at this time of the Covid pandemic, a proposal which may have significant cost implications on the taxi and private hire trade was not appropriate. In addition, there is no compelling obvious evidence to suggest that it is necessary. Therefore, CCTV was not included in the Gloucestershire Common Standards and it was felt it would be better to consider this as a second phase of policy review when there has been a recovery from Covid restrictions. It will be useful at this time, however, as part of this consultation, to include a question about mandatory CCTV to understand local views.
- 2.13 There are some aspects in Stroud District Council's current policy that are not covered in the statutory standards or draft common standards for Gloucestershire. These largely relate to vehicle criteria and conditions. These vary between each of the 6 licensing authorities. At this stage Stroud District's policy on these other aspects are not being reviewed and will remain unchanged. The Department of Transport has promised that it is developing best practice guidance for taxi and private hire licensing that should cover things like vehicle standards.

Agenda Item 5

- 2.14 However, it will be useful to include a question in this consultation about our current vehicle conditions, including the current vehicle age policy, in order and to help direct a second phase of the taxi and private hire policy review once there has been a recovery from Covid restrictions.
- 2.15 Stroud District Council's current vehicle age policy is that a vehicle must be less than 5 years old when first licenced and cannot be renewed once it is over 10 years old. There are currently exemptions for wheelchair accessible vehicles and elite vehicles. This report recommended that under this current review, an additional exemption to the current vehicle age policy is made for electric vehicles to help encourage their use as part of the Council's aim to be carbon neutral.

3. CONCLUSION

- 3.1 The Department for Transport's 'Taxi and Private Hire Statutory Standards' is an important document which aims to protect children and vulnerable adults and, by extension, the wider public when using taxis and private hire vehicles. The standards should be adopted by all local authorities unless there is a compelling reason not to do so. Adoption of the standards will ensure that authorities are putting safeguarding to the forefront and are making the right checks, decisions and enforcement actions to ensure that taxi drivers, vehicles owners and operators are suitable persons.
- 3.2 The common standards for Gloucestershire drafted by GLOG lay out how the statutory standards can be applied in Gloucestershire using an aligned approach. Taxi and private hire licensing remains a local authority function however it is hoped that each local licensing authority will adopt the Common Standards for Gloucestershire and incorporate it into their own local policies.
- 3.3 Other parts of Stroud District Council's local policy not covered in the Common Standards will be reviewed as a second stage once there has been recovery for the trade from the Covid restrictions. This will include vehicle criteria and conditions. It is recommended that at part of this first stage, that the current vehicle age policy is amended to give an exemption from the age restrictions to electric vehicles.

4. IMPLICATIONS

4.1 Financial Implications

There are no financial implications associated with this report.

Adele Rudkin, Accountant Tel: 01453 754109

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4.2 Legal Implications

There are no significant implications within this category. However, whilst there is no legal duty specifically placed on the Council to consult with respect to this type of policy, it is good practice to do so and is in line with guidance.

The Policy could be challenged by Judicial Review, but as the Council's decision-making process is believed to be lawful, a challenge is considered to be unlikely.

One Legal

Tel: 01684 272691 Email: patrick.arran@stroud.gov.uk

4.3 Equality Implications

There are not any specific changes to service delivery proposed within this decision.

4.4 Environmental Implications

There are no significant implications within this category.

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CONSULTATION

Common Licensing Standards for Licensing Hackney Carriage and Private Hire Drivers in Gloucestershire



STROUD DISTRICT COUNCIL

Blue highlight in this document indicate aspects of the Common Standards that would result in a change to Stroud District Council's current policy

Introduction

The Department for Transport (DfT) published its Statutory Taxi and Private Hire Vehicle Standards in July 2020 with a strong focus to protect all passengers and users of taxis and private hire transport services.

The statutory guidance makes it clear that the Government expects the recommendations contained within it to be implemented unless there is a compelling local reason not to. Furthermore, it is noted that the statutory standards document sets out a framework of policies that, under section 177(4), licensing authorities “must have regard” to when exercising their licensing and safeguarding functions.

In light of the DfT statutory standards and requirements contained within it, the licensing authorities in Gloucestershire have collectively undertaken a review of their hackney carriage and private hire licensing policies. The result of this combined effort is the subject of this consultation. Working together, the licensing authorities in Gloucestershire have drafted proposed common licensing standards for the county based on the requirements in the statutory standards document.

We welcome feedback and comments on the draft common licensing standards outlined below ([“Common Standards for Licensing Hackney Carriage and Private Hire Drivers in Gloucestershire”](#)).

Scope

The principal focus of this consultation is driver and private hire operator licensing.

Licensing matters not in scope of this consultation, as outlined below in the draft common standards, will remain unchanged by this consultation. This means that licensing matters relating to, for example, vehicle standards, are not included in the scope of this consultation and therefore in the common approach proposed at this stage.

The statutory standards do however include a number of other considerations such as CCTV in licensed vehicles and wider enforcement matters. Although not included in this consultation, the licensing authorities in Gloucestershire will, in due course, undertake further consultation on these matters.

Responding to the consultation

The consultation will be open **for 12 weeks from Tuesday 13 April 2021** to Tuesday 6 July 2021.

Each licensing authority in Gloucestershire will consult individually with its own licensed trade, Members and communities. In addition, Cheltenham Borough Council will host the consultation for wider stakeholders to be included in the consultation.

Common Standards for Licensing Hackney Carriage and Private Hire Drivers in Gloucestershire

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Introduction

1. Following the publication of the Department for Transport's ("DfT") Statutory Taxi and Private Hire Vehicle Standards ("the statutory guidance"), the licensing authorities for Gloucestershire has adopted common standards for licensing of hackney carriage and private hire drivers, vehicle proprietors and operators. Please refer to the scope below for further information. These common standards are based on the statutory guidance.
2. The purpose of these common standards is to set a common basic licensing standard for all licence holders and new applicants to promote best practice, maintain high safeguarding standards and to reduce the burden on licence holders and businesses.
3. The scope of the common standards are outlined below and individual licensing authorities retain the right to set its own licensing standards for aspects that are not included in scope.

Licensing Authorities

The Gloucestershire licensing authorities that have signed up to the common standards are:

1. Cotswold District Council
2. Forest of Dean District Council
3. Gloucester City Council
4. Stroud District Council
5. Cheltenham Borough Council
6. Tewkesbury Borough Council

General Principles

Licensing Policies

Each licensing authority that has adopted these common standards will have a comprehensive and a cohesive licensing policy document that brings together procedures on taxi and private hire vehicle licensing including these common standards.

Licensing policy documents will be reviewed every five years, or more frequently should there be significant issues arising in their area, and their performance annually. Changes to adopted policies will be consulted on as appropriate including the local licensed trade, with licensing authorities that have adopted these common standards and other key stakeholders.

Any changes in licensing policy and/or requirements will be followed by a review of the licences already issued in accordance with the statutory guidance and on a case to case basis.

Ancillary Policies

Although not in scope of these common licensing standards, each licensing authority that has adopted these common standards will have in place the following ancillary policies:

- Whistleblowing policy and procedure for raising concerns about licensing matters and procedures
- Data sharing agreements and processes to enable sharing licensing information with other licensing authorities
- Procedure(s) for immediate suspension and revocation of licences as circumstances dictate.

Regulatory Structure

Each licensing authority that has adopted these common standards will operate its licensing function in accordance with its own scheme of delegation.

Enforcing the Licensing Regime

The licensing authorities that have adopted these common standards collectively acknowledge the importance of a fair and robust enforcement scheme and approach.

To this end, the following measures have been adopted:

1. Common Enforcement and Complaints Policy & Procedure (**Appendix C**)
2. Joint authorisation of enforcement officers of the licensing authorities that have adopted these common standards;
3. Information sharing agreements between the licensing authorities that have adopted these common standards

Specific Policies & Procedures

Fit & Proper

Licensing authorities have a duty to ensure that any person to whom they grant a taxi or private hire vehicle driver's licence is a 'fit and proper' person to be a licensee. The question of whether a person is a fit and proper person will be based on the following standard:

Without any prejudice, and based on the information before you, would you allow a person for whom you care, regardless of their condition, to travel alone in a vehicle driven by this person at any time of day or night?

If, on the balance of probabilities, the answer to the question is 'no', the individual should not hold a licence.

The overriding consideration will be safeguarding the public. This means that an applicant or licensee should not be 'given the benefit of doubt'. If the committee or delegated officer is only "50/50" as to whether the applicant or licensee is 'fit and proper', they should not hold a licence. The threshold used here is lower than for a criminal conviction (that being beyond reasonable doubt) and can take into consideration conduct that has not resulted in a criminal conviction.

Licensing officers are delegated in accordance with the table set out in **Appendix A** including for dealing with serious matters that may require the immediate action in relation to a licence.

Information Sharing

Criminal records checks and information

The assessment of fit and proper includes, amongst other things, an assessment of an applicant or licensee's character and any relevant information relating to current or previous history.

Hackney carriage and private hire applicants or licensees will be subject to enhanced criminal records checks through the Disclosure & Barring Service (DBS) including checks against the national barred list.

The DBS certificate must satisfy the following:

- Workforce must state 'Other Workforce'
- Child and Adult Barring lists must be included

Appendix B, outlines the common standards for rehabilitation times relating to criminal records and other relevant matters outlined.

Hackney carriage and private hire applicants or licensees will be required to subscribe to the DBS's Update Service.

Each of the licensing authorities that have adopted these common standards will undertake six monthly enhanced DBS checks including checks against the children and adult Barred Lists for licensed drivers. The six month checking requirement will be brought into scope once these standards have been adopted (Autumn 2021).

In the interests of public safety, a licence is unlikely to be granted to any individual that appears on either barred list.

Each of the licensing authorities that have adopted these common standards will have also subscribed to the national refusals database (NR3). Hackney carriage and private hire applicants or licensees must declare on application whether they have had a hackney carriage and private hire driver's licence refused or revoked by another authority. Each applicant and licensee's application will be checked against the NR3 database to confirm if the information declared is correct and accurate.

Licence refusals and revocations will also be recorded on NR3 database. A decision to refuse or revoke a licence where this decision related to a risk of harm to a child or vulnerable adult, will be referred to the DBS and Gloucestershire Constabulary.

Licensee self-reporting

Licence holders are required to notify the issuing authority **within 48 hours** of an arrest and release, charge or conviction of any sexual offence, any offence involving dishonesty or violence and any motoring offence.

An arrest for any of the offences mentioned above is likely to result in a review by the issuing authority as to whether the licence holder is fit to continue.

Please also refer to the relevance of convictions policy at **Appendix B** for more information on the relevance of other convictions, arrests, cautions and criminal investigations.

Complaints against licensees

Licensees are required to display, in their licensed vehicles, guidance for passengers on making complaints directly to the licensing authority. The guidance for passengers must be displayed where it can easily be read. **Signage to be displayed in licensed vehicles showing the guidance will be issued by the licensing authority. The signage will include:**

- the licensing authority's name, contact email and address,
- the vehicle plate number for reference when making complaint,
- the licensing authority's website address where there will be further information for passengers about how to make complaint.

Licensees who are found to not be displaying the complaint guidance face a suspension of their vehicle licence and a possible review of their driving licence.

Complaints will be recorded, investigated and appropriate action taken in accordance with the Enforcement and Complaints policy at **Appendix C**.

Certificate of Good Character

Where any applicant has been resident abroad at any time from the age of 18 prior to an application they must provide a Certificate of Good Conduct, a Criminal Record Check or similar document from each and every country within which they have been resident.

Residency for these purposes is considered by this Licensing Authority as where the person has lived in a country for longer than 6 months in a given calendar year. Where this Certificate has been produced in a non-English language, the applicant is required to produce a translation of the

Certificate from the Embassy or Consulate of that country and provide the original document. An exception might be permitted where a refugee has been allowed to stay in the UK and has been given asylum, and this exception will only apply to that country.

[Criminal records checks for overseas applicants](#), will assist you further in obtaining this document.

Immediate suspension and revocation of licences

Where it comes to the attention of a licensing authority that the fitness of a licence holder has been called into question, which raises concerns as to whether the relevant licence holder should be allowed to continue to operate under their licence and that decision cannot wait until the next scheduled licensing committee/hearing panel, the licensing authority will decide if immediate action is necessary under its own scheme of delegation. **Immediate action can include a decision to suspend or revoke the licence.**

Circumstances that might give rise to concern about the fitness of a licence holder would include, for example, serious complaint, criminal investigation, serious allegation, formal caution, conviction or any other circumstances deemed sufficiently serious that requires immediate action.

For the avoidance of doubt, licence holder relates to a driver, vehicle and/or operator licence.

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Hackney Carriage & Private Hire Drivers

Duration of licences

Hackney carriage and private hire driving licences will be granted for a standard period of three years.

Individual licensing authorities retain the right to issue shorter driving licences in exceptional circumstances where circumstances deems this appropriate.

Mandatory Training

Applicants for a hackney carriage or private hire driving licence must undertake mandatory safeguarding and equality awareness training prior to the issue of their licence. A common training approach and provision has been adopted by licensing authorities that have adopted these common standards.

Existing licensees will be required to undertake refreshers training every three years as a condition of the grant of their licence.

Language proficiency

The assessment of fit and proper includes an assessment of an applicant or licensee's English language proficiency. A lack of English language proficiency could impact on a driver's ability to understand written documents, such as policies and guidance, relating to the protection of children and vulnerable adults and applying this to identify and act on signs of exploitation. Oral proficiency will be of relevance in the identification of potential exploitation through communicating with passengers and their interaction with others.

Applicants for a hackney carriage or private hire driving licence must therefore have a sufficient English language proficiency and be able to demonstrate this.

Some applicants may not be required to take the English proficiency test. This is the case if they can demonstrate their ability to communicate in English by providing an appropriate educational certificate for a qualification related to English. Acceptable qualifications may include a GCSE (or equivalent) in a subject such as English language or literature, a degree in a subject containing substantial English content, or an NVQ or BTEC in a subject that requires its students to communicate well in English.

If applicants are unable to provide such a certificate, or if the licensing officer is not satisfied that the certificates provided sufficiently demonstrate the applicant's ability to communicate in English, the applicant will need to pass the English proficiency test.

English language proficiency requirements will apply to new applicants from date of adoption of these standards however, discretion remains to refer existing licence holder for an assessment on a case to case basis.

Hackney Carriage & Private Hire vehicle proprietors

Criminality checks for vehicle proprietors

Licensed vehicle proprietors will be subject to an annual basic disclosure check from the DBS unless they are also a licensed hackney carriage or private hire driver licensed with the same authority where they hold the vehicle licence.

Whether a licensed vehicle proprietor is fit and proper will be determined based on the definition set by the common licensing standards and the relevance of convictions policy at Appendix A.

Should the licensed vehicle proprietor cease to hold a driver hackney carriage or private hire driver licence a basic certificate will be required immediately.

A refusal to license an individual as a hackney carriage or private hire driver or to suspend or revoke a driver licence, does not automatically mean that that individual cannot be issued or continue to hold a hackney carriage or private hire vehicle or private hire vehicle operator licence.

Under these circumstances, a decision on the fitness and propriety of a vehicle proprietor will be made independent of a driver licence refusal, based on the appropriate information and taking into consideration the individual circumstances of each case. An important consideration will be the information that would only be available via an enhanced DBS check but instead that which would be disclosed on a basic check. DBS certificate information can only be used for the specific purpose for which it was requested and for which the applicant's full consent has been given.

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Private Hire Operators

Duration of licences

Private hire operating licences will be granted for a standard period of five years.

Individual licensing authorities retain the right to issue shorter driving licences in exceptional circumstances where circumstances deems this appropriate.

Criminality checks for private hire vehicle operators

Licensed private hire operator(s) will be subject to an **annual** basic disclosure check from the DBS unless they are also a licensed hackney carriage or private hire driver licensed with the same authority where they hold the operating licence.

Whether a private hire operator(s) is fit and proper will be determined based on the definition set by the common licensing standards and the relevance of convictions policy at **Appendix B**.

Should the private hire operator(s) cease to hold a driver hackney carriage or private hire driver licence, a basic certificate will be required immediately.

Refusal to license an individual as a driver or to suspend or revoke a driver licence does not automatically mean that that individual cannot be issued or continue to hold a private hire vehicle operator licence.

Under these circumstances, a decision on the fitness and propriety of a private hire operator(s) will be made independent of a driver licence refusal, based on the appropriate information and taking into consideration the individual circumstances of each case. An important consideration will be the information that would only be available via an enhanced DBS check but instead that which would be disclosed on a basic check. DBS certificate information can only be used for the specific purpose for which it was requested and for which the applicant's full consent has been given.

A private hire vehicle operator licence may be applied for by a company or partnership. In this case, the 'fit and proper' test will apply to each of the directors or partners in that company or partnership.

A licensed private hire operator issued to a company or partnership must advise the licensing authority of any change in directors or partners. Any change to directors or partners will require additional criminality checks.

Booking and dispatch staff

Licensed private hire operator(s) will be subject to a licence condition ensuring that all booking and dispatch staff have had a basic DBS check. In addition, private hire operators must ensure they have written policies and procedures in place to:

- a. ensure criminality checks are undertaken on all booking and dispatch staff at appropriate intervals; and
- b. set out its approach on employing all booking and dispatch staff that are ex-offenders.

Where a licensed private hire operator has outsourced its booking and dispatch function that licensed private hire operator must ensure the third-party have adequate arrangements in place as outlined above.

Record keeping

As a common standard enforced by way of a licensing condition, all licensed private hire operators will be required to record the following information for each booking accepted:

- the name of the passenger;
- the time of the request;
- the pick-up point;
- the destination;
- the name of the driver;
- the driver's licence number;
- the vehicle registration number of the vehicle;
- the name of any individual that responded to the booking request;
- the name of any individual that dispatched the vehicle.

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Appendix A - Table of Delegations

Matter to be dealt with	Full Committee	Sub-Committee	Licensing Officers
Full policy review	All cases		
Application for driver's licence, with no convictions			All cases
Application for driver's licence, with relevant convictions		Cases where referral for determination required, other than traffic offences	Cases in relation to traffic offences
Suspension of driver's licence (public safety)		All cases where referral for determination required	Cases where immediate effect required
Revocation of driver's licence (public safety, immigration, safeguarding)		Cases where referral for determination required	Cases where immediate effect required
Application for vehicle licence			All cases
Suspension of vehicle licence (public safety)			All cases with a reasonable cause
Revocation of vehicle licence (public safety)		Cases where referral for determination required	Cases where immediate effect required
Application for operator's licence			All cases
Application for operator's licence, with relevant convictions		All cases where referral for determination required	
Suspension of operator's licence (public safety)		All cases where referral for determination required	Cases where immediate effect required
Revocation of operator's licence (public safety)		Cases where referral for determination required	Cases where immediate effect required
Assistance dogs in taxis: exemption certificate request forms			All cases
Plate exemption request forms			All cases

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Decision on whether a complaint is irrelevant, frivolous, vexatious, etc.			All cases
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Appendix B – Relevance of Convictions Policy

GLOUCESTERSHIRE LICENSING AUTHORITIES – TAXI AND PRIVATE HIRE CONVICTIONS POLICY

INFORMATION FOR APPLICANTS AND EXISTING LICENCE HOLDERS

1. This policy is intended to provide guidance on determining suitability of new applicants and existing licence holders where the applicant or licence holder has been convicted of a criminal or driving offence.
2. The policy lists the types of offences that may give concern to the Licensing Authority. For the more serious offences the expectation is that an application will be refused or an existing licence holder will have their licence revoked. For other offences the policy gives the timescales that it is expected will have elapsed since the conviction before an application will be granted.
3. The Policy states that each case will be treated on its own merits. Where an applicant or Licence Holder has an offence listed in this policy it will not necessarily mean an automatic barring or revocation. However, the applicant or licence holder can expect that their application or licence will be put before a Licensing (Sub) Committee for consideration who will take account of this policy. The obligation will be on the applicant or licence holder to put forward reasons and/or evidence in support of their case for the Licensing (Sub) Committee to consider.
4. If an application is refused or a licence is revoked the applicant or licence holder will have right of appeal to the Magistrate's Court. The application to the Magistrates Court should be made within 21 days of the applicant or licence holder being notified by the Licensing Authority of the decision to refuse or revoke.
5. Where a licence holder is convicted of an offence where the Licensing Authority believes that the safety of the public may be at immediate risk, the licence may be suspended/revoked with immediate effect. The licence holder will have right of appeal to the Magistrates Court against a suspension issued with immediate effect however they may **not** use the licence until any decision is made by the Court
6. Existing licence holders that have been granted licences previous to this policy coming into effect may have convictions on their record that fall within the timescales within this policy. The Licensing Authority will have made decisions on those licences based on policies in place at the time where the timescales may have been lesser or those offences not included. It is not reasonable that those licences should be automatically be revoked. The Licensing Authority will review all existing licences in light of this policy and where the Licensing Authority has concerns about a particular licence holder and/or there are further offences, breaches or complaint, the licence holder may be reviewed by a Licensing (Sub) Committee who will take into account all matters including any previous offences that may now fall within this current policy. In particular, serious account will be taken of any history of safeguarding matters. Where appropriate, existing licence holders may be requested to apply for a new enhanced DBS certificate in order that the Council can review historic offences in line with this policy.

OVERVIEW

7. The function of licensing is the protection of the public. A member of the public stepping into a motor vehicle driven by a stranger must have the confidence that the driver is safe and suitable.

8. Taxi legislation provides that any person must satisfy the authority that they are a fit and proper person to hold a licence. If a licence holder falls short of the fit and proper standard at any time, the licence should be revoked or not renewed on application to do so.
9. These guidelines apply to all new applications for a taxi or private hire driver licence and all licensed taxi and private hire drivers.
10. In addition, where relevant, they will also be applied to taxi and private hire vehicle licence applicants and licence holders, and private hire operator licence applicants and licence holders. Where such applicants and licence holders are not applying for, or already hold a taxi or private hire driver licence they will be required to provide a basic criminal conviction checks on application and then at regular intervals. The Licensing Authority will take account of any current criminal convictions showing on the basic criminal conviction check, or criminal conviction received, in accordance with this policy.
11. Taxi legislation specifically identifies offences involving dishonesty, indecency or violence as a concern when assessing whether an individual is 'fit and proper' to hold a taxi or private hire vehicle licence.
12. This policy is based on the Statutory Taxi and Private Hire Vehicle Standards issued by the Department of Transport in July 2020, Annex - Assessment of Previous Convictions. <https://www.gov.uk/government/publications/statutory-taxi-and-private-hire-vehicle-standards>
- 13. The Licensing Authority will consider each case on its own merits, and applicants/licensees are entitled to a fair and impartial consideration of their application.**
14. In each case appropriate weight should be given to the evidence provided. This will include assessing the risk of re-offending and harm.
15. The Licensing Authority will be looking at the entirety of the individual when making the decision whether an applicant or licence holder is a safe and suitable person. Time periods are relevant and weighty considerations, but they are not the only determining factor. Other factors that the Licensing Authority will take into account when making a decision include but are not exhaustively:
 - Relevance and date of the offence
 - Sentence imposed by the court
 - Age of person and circumstances when the offence was committed
 - Subsequent periods of good behaviour
 - Overall conviction history
 - Any history of complaints made to the Licensing Authority against an existing licence holder. Unproven complaints may in some circumstances be taken into account if it is considered that there is a strong likelihood that the complaints are justified and the nature and/or number of complaints raise concern regarding suitability of applicant
 - Whether the applicant has intentionally misled the Licensing Authority or has lied as part of the application process
 - Information provided by other agencies or other services at the Licensing Authority. This may include information disclosed by the Police or Safeguarding Services
 - Any other matters that are relevant
16. Convictions for attempt or conspiracy will be regarded as convictions for the substantive crime.

17. A caution is regarded in exactly the same way as a conviction.
18. Fixed penalties and community resolutions will also be considered in the same way as a conviction.
19. Hackney carriage and private hire drivers are exempt from the provisions of the Rehabilitation of Offenders Act 1974. This means that there are no "spent" convictions and that any and all criminal convictions (apart from "protected convictions" and "protected cautions" where they have been declared) can be taken into account by the local authority in assessing safety and suitability, but only relevant spent convictions should be considered
20. Where a period is given below, it should be taken to be a minimum in considering whether a licence should be granted or renewed in most cases. This places passenger safety as the priority while enabling past offenders to sufficiently evidence that they have been successfully rehabilitated so that they might obtain or retain a licence.
21. It is important to recognise that matters which have not resulted in a criminal conviction (whether that is the result of an acquittal, a conviction being quashed, decision not to prosecute or an investigation which is continuing where the individual has been bailed) can and will be taken into account by the licensing authority. In addition, complaints where there was no police involvement will also be considered.
22. Within this document, any reference to "conviction" will also include matters that amount to criminal behaviour, but which have not resulted in a conviction.
23. In the case of any new applicant who has been charged with any offence and is awaiting trial, the determination will be deferred until the trial has been completed or the charges withdrawn. Where an existing licensee is charged, it will be for the licensing authority to decide what action to take in the light of these guidelines.
24. Any offences committed, or unacceptable behaviour reported whilst driving a hackney carriage or private hire vehicle, concerning the use of a hackney carriage or private hire vehicle, or in connection with an operator of a private hire vehicle will be viewed as aggravating features, and the fact that any other offences were not connected with the hackney carriage and private hire trades will not be seen as mitigating factors.
25. In addition to the nature of the offence or other behaviour, the quantity of matters and the period over which they were committed will also be considered. Patterns of repeated unacceptable or criminal behaviour are likely to cause greater concern than isolated occurrences as such patterns can demonstrate a propensity for such behaviour or offending.
26. It is also important to recognise that once a licence has been granted, there is a continuing requirement on the part of the licensee to maintain their safety and suitability. The licensing authority has powers to take action against the holder of all types of licence (driver's, vehicle and operator's) and it must be understood that any convictions or other actions on the part of the licensee which would have prevented them being granted a licence on initial application will lead to that licence being revoked.
27. Any dishonesty by any applicant or other person on the applicant's behalf which is discovered to have occurred in any part of any application process (e.g. failure to declare convictions, false names or addresses, falsified references) will result in a licence being refused, or if already granted, revoked and may result in prosecution.

28. Where an applicant/licensee is convicted of an offence which is not detailed in this guidance, the licensing authority will take that conviction into account and use these guidelines as an indication of the approach that should be taken.
29. These guidelines do not replace the duty of the licensing authority to refuse to grant a licence where they are not satisfied that the applicant or licensee is a fit and proper person.
30. Where a situation is not covered by these guidelines, the authority must consider the matter from first principles and determine the fitness and propriety of the individual.

OFFENCES

Crimes resulting in death

31. Where an applicant or licensee has been convicted of a crime which resulted in the death of another person or was intended to cause the death or serious injury (where there was an intention or strong likelihood of death) of another person they will not be licensed. A licence holder who is convicted of the above will have their licence revoked.

Exploitation

32. Where an applicant or licensee has been convicted of a crime involving, related to, or has any connection with abuse, exploitation, use or treatment of another individual irrespective of whether the victim or victims were adults or children, they will not be licensed. This includes slavery, child sexual abuse, exploitation, grooming, psychological, emotional, financial abuse, domestic abuse, harassment and stalking but this is not an exhaustive list.

Offences involving violence against the person

33. Licensed drivers have close regular contact with the public who could be at risk from violent behaviour. Drivers are often entrusted with the care of children, young persons and vulnerable adults. The Licensing Authority seeks to protect the safety of the public and minimise risk.
34. Where an applicant has a conviction for an offence of violence against the person, or connected with any offence of violence, a licence will not be granted until at least 10 years have elapsed since the completion of any sentence imposed. A licence holder convicted of the above will have their licence revoked

Examples of Violent offences include (this is not an exhaustive list)

- a. Arson
- b. Malicious wounding or grievous bodily harm
- c. Actual bodily harm
- d. Grievous bodily harm with intent
- e. Robbery
- f. Riot
- g. Assault Police
- h. Any racially aggravated assault
- i. Violent disorder
- j. Resisting arrest
- k. Common assault/battery
- l. Affray

m. Obstruction

Possession of a weapon

35. Where an applicant has a conviction for possession of a weapon or any other weapon related offence, a licence will not be granted until at least seven years have elapsed since the completion of any sentence imposed. A licence holder convicted of the above will have their licence revoked

Sexual offences

36. As licensed drivers often carry unaccompanied and vulnerable passengers, the Licensing Authority will take a strong line in relation to applicants or existing licence holders with convictions for sexual offences. All sexual and indecency offences should be considered as serious.
37. Where an applicant has a conviction for any offence involving or connected with illegal sexual activity, a licence will not be granted. A licence holder convicted of the above will have their licence revoked
38. In addition to the above, the licensing authority will not grant a licence to any applicant who is currently on the Sex Offenders Register or on any barred list. A licence holder who goes on any of the above will have their licence revoked
39. Sexual/Indecency Offences include (this is not an exhaustive list)
- a. Rape
 - b. Assault by penetration
 - c. Offences involving children or vulnerable adults
 - d. Trafficking, sexual abuse against children and / or vulnerable adults and preparatory offences (as defined within the Sexual Offences Act 2003).
 - e. Making or distributing obscene material
 - f. Possession of indecent photographs depicting child pornography.
 - g. Sexual assault
 - h. Indecent assault
 - i. Exploitation of prostitution
 - j. Soliciting (kerb crawling)
 - k. Making obscene / indecent telephone calls
 - l. Indecent exposure
 - m. Any similar offences (including attempted or conspiracy to commit) offences
40. Any licence holder charged with, convicted or issued with a formal caution for any of the offences mentioned above should expect to have their licence revoked with immediate effect.

Dishonesty

41. Drivers of hackney carriage and private hire vehicles are expected to be persons of trust. It is comparatively easy for a dishonest driver to defraud the public by demanding more than the legal fare and in other ways. In certain situations, drivers will know that a property is empty whilst the occupants are away on holiday for a set period of time after taking them to the airport or railway station. For these reasons convictions of dishonesty are treated very seriously

42. Where an applicant has a conviction for any offence where dishonesty is an element of the offence, a licence will not be granted until at least seven years have elapsed since the completion of any sentence imposed. A licence holder convicted of any of the above will have their licence revoked

43. Dishonesty offence includes (this is not an exhaustive list)

- a. Theft
- b. Burglary
- c. Fraud
- d. Benefit fraud
- e. Handling or receiving stolen goods
- f. Forgery
- g. Conspiracy to defraud
- h. Obtaining money or property by deception
- i. Other deception
- j. Any similar offence

Drugs

44. Where an applicant has any conviction for, or related to, the supply of drugs, or possession with intent to supply or connected with possession with intent to supply, a licence will not be granted until at least 10 years have elapsed since the completion of any sentence imposed.

45. Where an applicant has a conviction for possession of drugs, or related to the possession of drugs, a licence will not be granted until at least five years have elapsed since the completion of any sentence imposed. In these circumstances, any applicant may also have to undergo drugs testing for a period at their own expense to demonstrate that they are not using controlled drugs. A licence holder convicted of the above will have their licence revoked

Discrimination

46. Where an applicant has a conviction involving or connected with discrimination in any form, a licence will not be granted until at least seven years have elapsed since the completion of any sentence imposed. A licence holder convicted of the above will have their licence revoked

47. Examples of Discrimination offences include (this is not exhaustive list)

- a. Racially aggravated common assault
- b. Any racially aggravated offence against a person or property.
- c. Any offences (including attempted or conspiracy to commit offences) that are similar to those above.
- d. Offences under Equality Act 2010
- e. Any offence considered as hate crime. Hate crime is any criminal offence which is perceived by the victim, or anybody else, to be motivated by hostility or prejudice towards someone's: race, religion, sexual orientation, transgender identity, disability.

Motoring convictions

48. Hackney carriage and private hire drivers are professional drivers charged with the responsibility of carrying the public. It is accepted that offences can be committed unintentionally, and a single occurrence of a minor traffic offence would not prohibit the granting of a licence. However,

applicants with multiple motoring convictions may indicate that an applicant does not exhibit the behaviours of a safe road user and one that is suitable to drive professionally.

49. For the purposes of this policy a minor traffic offence is one where the DVLA has imposed no more than 3 penalty points on the applicant's DVLA driving licence for the offence. A major conviction is one where the DVLA has imposed more than 3 penalty points on the applicant's DVLA driving licence for the offence. There is more information about endorsement codes and penalty points on the Government's website. <https://www.gov.uk/penalty-points-endorsements/endorsement-codes-and-penalty-points>
50. For the purposes of this policy, a 'valid' traffic offence is the same definition as used by the DVLA. Points that stay on a DVLA licence for 4 years are 'valid' for 3 years. Points that stay on a DVLA driving licence for 11 years they are 'valid' for 10 years. There is more information on the Government's website <https://www.gov.uk/penalty-points-endorsements/how-long-endorsements-stay-on-your-driving-licence>
51. Where an applicant has more than one minor traffic offence a licence would be refused whilst the relevant points remain 'valid' on their driving licence.
52. Where an applicant has a major conviction, the application will be refused whilst the relevant points remain 'valid' on their driving licence.
53. Any motoring conviction while a licensed driver demonstrates that the licensee may not take their professional responsibilities seriously. However, it is accepted that offences can be committed unintentionally, and a single occurrence of a minor traffic offence may not necessitate the revocation of a taxi or private hire vehicle driver licence providing the Licensing Authority considers that the licensee remains a fit and proper person to retain a licence.
54. Where there is a second occurrence of a minor traffic offence, whilst the first minor traffic offence is valid, or a single occurrence of a major traffic offence of up to 6 points, a licence holder can agree to complete a driving assessment, at their own expense, through an approved provider, as an alternative to a review/revocation of their licence by a Licensing (Sub) Committee
55. Where a licence holder has more than 6 valid penalty points for driving offences their licence will be revoked.

Drink driving/driving under the influence of drugs

56. Where an applicant has a conviction for drink driving or driving under the influence of drugs, a licence will not be granted until at least seven years have elapsed since the completion of any sentence or driving ban imposed. In the case of driving under the influence of drugs, any applicant may also have to undergo drugs testing at their own expense to demonstrate that they are not using controlled drugs. A licence holder convicted of the above will have their licence revoked

Using a hand-held device whilst driving

57. Where an applicant has a conviction for using a held-hand mobile telephone or a hand-held device whilst driving, a licence will not be granted until at least five years have elapsed since the

conviction or completion of any sentence or driving ban imposed, whichever is the later. A licence holder convicted of the above will have their licence revoked.

58. Where the offence is dealt with as driving offence and penalty points have been imposed on a DVLA licence, the licence will not be granted until at least four years have passed. This is the length of time these points remain current of the DVLA licence. A licence holder who has had penalty points imposed on their DVLA licence for using a held-hand mobile telephone or a hand-held device, will have their licence revoked.

Hackney Carriage and Private Hire Offences

59. Where an applicant has any offences under any relevant hackney carriage or private hire legislation a licence will not be granted until at least 7 years have elapsed since the conviction. A licence holder convicted of the above will have their licence revoked

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Appendix C - Enforcement and Complaints Policy & Procedure

Enforcement

This policy takes a risk based proportionate, targeted and flexible approach to inspection and enforcement and where appropriate will work with external agencies such as the Police.

When a potential breach or offence is identified Licensing Officers will investigate the matter.

If it is in relation to a licensed vehicle the licence holder may be requested to bring in the vehicle for an inspection by a Licensing Officer or to take the vehicle to an MOT approved garage for a full inspection.

If it is in relation to a licensed driver or operator the licence holder may be requested to attend an interview. If the licence holder is suspected of a criminal offence or an offence under Hackney Carriage law the interview may be carried out under caution in accordance with the Police and Criminal Evidence Act 1984 (PACE) codes of practice.

Complaints by the Public

The public are able to make complaints to the licensing service about licensed drivers and operators. This could include such issues as offensive comments by a driver, unsafe driving, failure or lateness of attending bookings and refusal to take guide dogs.

Licensing Officers will normally ask the complainant to put their complaint in writing or by email giving details of the nature of the complaint with date, time and location if relevant.

All such complaints will be recorded and investigated and the licence holder notified. Licensing Officers may request the licence holder to attend an interview in order determine the facts. If the licence holder is suspected of a criminal offence or an offence under Hackney Carriage law that interview may be carried out under caution in accordance with the Police and Criminal Evidence Act 1984 (PACE) codes of practice.

Some complaints such as those alleging a serious criminal offence, traffic offence, violence or verbal abuse may be referred to the Police.

Actions that may be Taken Following Enforcement or Complaint

When deciding what action to take the Licensing Officers will consider each case on its own merits and will consider all relevant matters including:

- Seriousness of the offence, breach or complaint
- Any history of previous offences, breaches and/or complaints
- Consequences of non-compliance
- Effectiveness of any action
- Danger to the public
- In the case of an unproven allegation the seriousness of the allegation and the likelihood and risk of danger to the public

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Action	Examples (but not an exhaustive list)
Take no action	<ul style="list-style-type: none"> • Breach, offence or complaint is proven to be false. • Matter is minor or unproven and there is no previous history
Verbal or written advice for example recommendation to re-take driver assessment test	<ul style="list-style-type: none"> • Matter is minor and/or due to misunderstanding by the licence holder
Verbal or written warning	<ul style="list-style-type: none"> • Complaint made by the public • Minor traffic offence • Contravention of the code of conduct or dress code
Fixed penalty notice	<ul style="list-style-type: none"> • Smoking offences in a licensed vehicle
Immediate suspension of licence	<ul style="list-style-type: none"> • Suspension of vehicle (S 68) issued when on inspection of a vehicle Officers believe that it has a defect or is potentially unsafe for passengers or the meter is defective • Suspension of driver licence (s 61 (2b) if in interest of public safety for example failing a medical or safeguarding or serious criminal allegations • Suspension of driver licence (s 61) if driver fails to provide relevant documentation by expiry e.g. DBS/Medical
Suspension of licence – 21 days notice	<ul style="list-style-type: none"> • Suspension of a vehicle licence (s60) for failure to have a Council Vehicle Inspection or provide relevant document or visual condition of vehicle is not satisfactory
Simple caution issued by authorised officer	<ul style="list-style-type: none"> • A licence holder admits to committing a less serious offence and the issuing of such a caution is likely to reduce re-offending
Review of the licence by the Licensing Committee	<ul style="list-style-type: none"> • A licence holder receives criminal conviction, police caution, major motoring offence, safeguarding concern or serious complaint or allegation • A licence holder has a history of complaints and/or offences. In the case of complaints by the public these complaints could be unproven if there is previous history of such complaints or a likelihood that the complaint is justified and the public could be at risk • A licence holder that had received more than 3 warnings from Officers for breaches of conditions, policy or legislation within a 12 month period • A licensed driver who has accumulated more than 6 current points on their driving licence • Any matter where a possible outcome is the revocation of the licence
Prosecution	<ul style="list-style-type: none"> • Using an unlicensed vehicle • Unlicensed driver driving a licensed vehicle • Unlicensed operator • Driving without valid insurance • Refusing to carry a guide dog • Exceeding the number of passengers on the plate

Review of the Licence by the Licensing Committee

The licence holder will be invited to a Sub Committee of the relevant Licensing Committee. The licence holder will be given reasonable notice of the meeting. However if the licence holder does not attend without reasonable cause the panel may undertake the review in his/her absence. The licence holder may bring another person with them to the review to support or represent them or they may wish to put comments in writing for the panel to consider. After considering all the facts the panel may take any action they feel appropriate. Below is a list of possible actions.

- No action
- Oral or written warning
- Requirement to take action within a time period for example recommendation to take a anger management course, safeguarding or disability awareness training, speed awareness course or driving assessment
- Suspend the licence until an action or requirement has been met
- Suspend the licence for a period of time as a deterrent to ensure future compliance
- Revoke the licence
- Recommend a simple caution
- Recommend prosecution

Right of Appeal

A licence holder has a right of appeal to the Magistrates Court for any decision by the Council to refuse, suspend or revoke a driver, vehicle licence or operator licence or against any conditions added to a licence. This appeal must be made within 21 days of the notification of the Council's decision.

There is an exception to the above right of appeal in the case of a decision to refuse to grant a Hackney Carriage vehicle licence. In this case the right of appeal is to the Crown Court.

There is no right of appeal against an immediate suspension of a vehicle licence (s68).

Comparison between Stroud District Council's current Taxi and Private Hire Policy and the Proposed Gloucestershire Common Standards

	Topic	Stroud District Council's Current Policy	Proposal in Draft Gloucestershire Common Standards	Impact on licence holders
1	Joint Enforcement	Stroud District Council officers can only enforce breaches by licence holders licensed by Stroud District Council	Joint authorisation of enforcement officers of all the licensing authorities that have adopted the Gloucestershire common standards	Stroud District Council officers will be able to enforce breaches by any Gloucestershire licensed taxi or private hire driver coming into Stroud District
2	DBS - Update Service	Recommendation for driver licence holders to subscribe to DBS Update Service but not compulsory	Requirement for driver licence holders to subscribe to the DBS Update Service. All existing licensees will need to sign up to the Update Service by 31 December 2023.	<p>Drivers benefit from subscribing to the update service. After paying the initial fee of £54.40 for an enhanced DBS check they only need to pay a £13 annual update subscription fee to the DBS thereafter unless their conviction record changes.</p> <p>Officers will be able to regularly check if there has been any change to driver criminal records using the update service on-line facility on the DBS website</p>
3	Frequency of DBS Enhanced Criminal Checks	On new application and then every three years on renewal	Every six months. The six-month checking will initially apply to those already subscribed to the DBS Update Service and the remaining licence holders will be brought into scope by Dec 2023.	<p>Provided drivers subscribe to the update service this should not have financial impact. However, drivers that have not signed up to the update service by December 2023, will need to then pay for 6 monthly initial DBS fees of £54.40</p> <p>Additional Officer time will be needed to undertake more frequent checks</p>
4	Time period for licence holders to notify the Council of arrest, charges and offences	7 working days for convictions, cautions, fixed penalties or court case pending. 3 working days if arrested.	48 hours for arrest and release, charge or conviction of any sexual offence, any offence involving dishonesty or violence and any motoring offence.	No significant impact on licence holders

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Appendix

5	How to complain Signage in vehicles	Council contact details for complaint displayed on the rear of the internal vehicle disc displayed in front windscreen	Signage to be displayed in vehicles giving guidance for passengers and how to complain and displayed where it can easily be read. Failure to display could lead to suspension and a possible review of their licence.	Licence holders will need to display an additional sign in the vehicle. There will be a cost for the sign and a holder. Likely cost is £3 to £4. The sign will only need to be replaced if the vehicle is changed
6	Immediate suspension and revocation of licences	Where there are concerns, that cannot wait for a licensing hearing panel, Officers can immediately suspend a licence but cannot immediately revoke a licence.	Where there are concerns, that cannot wait for a licensing hearing panel, Officers will be able to decide if immediate action is necessary including to suspend or revoke the licence.	This gives more reflexibility for officers to take immediate action if there is a possible public risk
7	Mandatory Training	In 2017 all existing driver licence holders were required to take safeguarding training. All new applicants must take the training within 12 months of being licensed.	New applicants for driver licences must undertake mandatory safeguarding and equality awareness training prior to the issue of their licence. Existing licensees will be required to undertake refresher training every three years. It is recommended that the safeguarding refresher training will be within 3 years of the policy being approved due to current economic climate	This places additional criteria and cost for new applicants before a licence will be granted. This is an additional cost and time commitment for existing licence holders Likely cost of the training will be between £50 and £70
8	Language proficiency	If an applicant's first language is not English they must have an adequate spoken and written standard and may be required to pass an English proficiency test	All new applicants must take an English Proficiency test unless they can provide an appropriate educational certificate for a qualification related to English. Discretion to refer an existing licence holder for an assessment on a case to case basis.	This places an additional criteria and cost for all new driver applicants if they do not have an appropriate educational certificate. Likely cost of an English Proficiency Test is £60 - £70

9	Criminality checks for vehicle proprietors	No requirements for licensed vehicle proprietors to provide a criminal certificate	Licensed vehicle proprietors must provide an annual basic disclosure certificate from the DBS unless they are also a licensed driver.	Small impact as all vehicle proprietors currently licensed by Stroud District Council also hold a driver licence
10	Criminality checks for private hire vehicle operators	Licensed private hire operators must provide a basic disclosure check from the DBS every 5 years on renewal unless they are also a licensed driver	Licensed private hire operators must provide an annual basic disclosure check from the DBS unless they are also a licensed driver	Small impact as nearly all licensed operators licensed by Stroud District Council also hold a driver licence. The cost of a basic DBS disclosure is £23
11	Private Hire Operator Booking and dispatch staff	No requirement for operators to make criminality checks on booking and dispatch staff	Private hire operators must have written policies and procedures in place to ensure criminality checks are undertaken on all booking and dispatch staff at appropriate intervals and to set out its approach on employing staff that are ex-offenders. Where a booking is outsourced the operator must ensure the third-party have adequate arrangements in place as outlined above.	Some impact on operators who must develop policies and procedures. Basic DBS disclosure cost £23
12	Convictions Policy	A current criminal convictions policy	An enhanced convictions policy that adds further conviction categories and extends some of the time scales applicants are expected to be clear of offences. It reflect the statutory standards - see separate conviction policy comparison table below	Existing licence holders may have convictions that fall in the timescales within the proposed policy. It is not reasonable that those licences should be automatically be revoked. All existing licences will be considered in line with the new policy and where there is concern, they will be reviewed by a Licensing Hearing Panel

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Appendix

Comparison Table for Convictions Policy

Suitability of new applicants is considered in relation to the period of time that has elapsed since the conviction or sentence. Offences are grouped in categories. This table shows a summary of the current and proposed policy

Offence Category	Stroud District Council's current Conviction Policy	Draft Common Gloucestershire standards based on Statutory standards
Exploitation	Not included	Never
Violence	Offences categorised to either 10 years or 5 years	All offences 10 years
Possession of Weapon	5 years	7 years
Sexual Offences	Offences categorised to either never or 10 years	Never
Dishonesty	5 years	7 years
Drugs	Supply 10 years Possession 5 years	No change
Discrimination	Not specifically included	7 years
Motoring convictions New Applicants	One major - 1 year More than one major - 5 years More than one minor – 6 months	One or more major – 10 years More than one minor - 3 years
Motoring convictions - current licence holders	Up to 9 current points – written warning More than 9 points referred to a subcommittee for revocation	Two minor or one major up to 6 points - licence holder to complete driving assessment More than 6 points referred to a Licensing Hearing Panel for revocation
Drink driving or under influence of drugs	If no driving ban, 2 years since conviction. If a driving ban, 5 years from completion of ban	7 years since conviction or completion of any sentence or driving ban
Use of handheld device whilst driving	Not specifically included – we be treated as general motoring conviction.	5 years since conviction or completion of any sentence or driving ban
Hackney carriage or private hire offence	2 years or 5 years if more than one conviction	7 years

STROUD DISTRICT COUNCIL
COMMUNITY SERVICES AND LICENSING COMMITTEE

**AGENDA
ITEM NO**

25 MARCH 2021

6

Report Title	HEALTH & WELLBEING PLAN 2021-2022			
Purpose of Report	This Plan outlines SDC's key work to improve community health and wellbeing in 2021-2022 with a key focus on recovering both physically and mentally from the COVID-19 pandemic.			
Decision(s)	The Committee RESOLVES to adopt this Stroud District Council Health & Wellbeing Plan for 2021-2022			
Consultation and Feedback	The mental health, physical activity and community hubs priorities within this plan have been discussed with voluntary and community representatives, health delivery partners and Elected Members.			
Report Author	Emma Keating Clark, Community Health & Wellbeing Manager Email: emma.keatingclark@stroud.gov.uk			
Options	This is short term plan due to: <ul style="list-style-type: none"> • The changing health landscape, post pandemic • The SDC Leisure & Wellbeing Review that will be completed in July 2021 and will inform the iteration of the Health & Wellbeing Plan. 			
Background Papers	None			
Appendices	Appendix A: Stroud District Council Health & Wellbeing Plan 2021-2022 Appendix B: Equality Impact Assessment			
Implications (further details at the end of the report)	Financial	Legal	Equality	Environmental
	Yes	No	Yes	No

1. INTRODUCTION / BACKGROUND

The Stroud District Council Health & Wellbeing Plan is due for renewal in 2021. In the past, the Council has published a three-year Health & Wellbeing Plan. This year there has been such unprecedented change through the COVID 19 pandemic that the Plan will be restricted to one year, to focus on short term priorities. Over 2021 the Council will review the changing pandemic situation and make longer term plans for next year.

In addition, in 2021 the Council is carrying out a thorough Leisure and Wellbeing Review with a new Leisure and Wellbeing Strategy due to be published July 2021. This will shape

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future wellbeing priorities and will be incorporated into the next Health & Wellbeing Plan starting in 2022.

2. MAIN POINTS

- 2.1 This Plan outlines Stroud District Council's key work to improve community health and wellbeing, improve access to support mental health, increase physical activity levels and improve social connection for those suffering from loneliness and social isolation, all of which have been impacted negatively by the COVID-19 pandemic.

The Plan has 5 priorities:

1. COVID-19 Response and Recovery
 2. Learning from the Leisure & Wellbeing Review
 3. Developing Community Hubs
 4. Improving Mental Health
 5. Reducing Barriers to Physical Activity
- 2.2 The Health & Wellbeing Plan 2021-2022 aligns with the key wellbeing priorities in all four Recovery work streams; Community and Wellbeing, Economy, Market Towns and Rural Vitality, Environment and Climate and Housing and Homelessness.

3. CONCLUSION

- 3.1 All of the work streams included in this Health & Wellbeing Plan would be carried out within the remit of the Community Health & Wellbeing team, other Stroud District Council services and partners, with or without a published Plan. However, the adoption of a coordinated Health & Wellbeing Plan lays out Stroud District Council's clear intention to improve the wellbeing of residents. The publication of this Plan along with the four Council Recovery work streams, enables this work to be promoted through voluntary and community networks, health and care partners and Stroud residents, increasing the reach and recognition of the Council's wellbeing work.

4. IMPLICATIONS

4.1 Financial Implications

This Plan includes finance and resources already agreed within the Council budget for 2021-2022. There are no additional commitments within the Plan.

Adele Rudkin, SDC Accountant
Email: adele.rudkin@stroud.gov.uk

4.2 Legal Implications

There are no additional legal implications involved in this Plan.

One Legal
Tel: 01684 272691 Email: patrick.arran@stroud.gov.uk

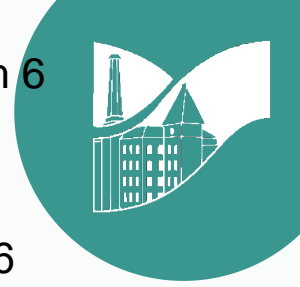
4.3 Equality Implications

An EqIA has been carried out by Officers in relation to the decision made in this report and no equality implications arise. EqIA can be found in Appendix B.

4.4 Environmental Implications

There are no significant implications within this category.

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HEALTH & WELLBEING PLAN

2021-2022

Stroud District Council

Community Health & Wellbeing Team

hwb@stroud.gov.uk

www.stroud.gov.uk

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03	About the plan
04	Priorities for 2020 – 21
05	Priority 1 <i>Continue COVID response & recovery</i>
09	Priority 2 <i>Learn from Leisure & Wellbeing Review</i>
11	Priority 3 <i>Develop Community Hubs</i>
14	Priority 4 <i>Improve Mental Health</i>
16	Priority 5 <i>Reduce barriers to physical activity</i>

WHY WRITE A HEALTH & WELLBEING PLAN?

Supporting the health and wellbeing of residents is a fundamental reason for the existence of district councils.

Stroud District Council creates a Health and Wellbeing Plan to pull together the golden thread of health and wellbeing that runs throughout the work of the council.

While this document cannot mention every piece of work that impacts wellbeing, it does include some of our key priorities in supporting Stroud residents through the COVID 19 pandemic and where we intend to focus our support for a healthy recovery.

WHY THIS YEAR'S HEALTH & WELLBEING PLAN IS DIFFERENT.

In the past Stroud District Council has written a three year Health & Wellbeing Plan. This year we have experienced such unprecedented change through the COVID 19 pandemic that we will write a one year plan to focus on short term priorities. Over 2021 we will review the changing pandemic situation and make longer term plans for next year.

In addition, in 2021 the Council is carrying out a thorough Leisure and Wellbeing Review. This will shape our future wellbeing plans and will be incorporated into the next Health & Wellbeing Plan.

PRIORITIES FOR 2021-2022

Stroud District Council have the following five Health and Wellbeing priorities for 2021-2022:



Underpinning all of our work will be and an improved health and wellbeing communication strategy and promotion of the 5 Ways to Wellbeing.

5 WAYS TO WELLBEING



PRIORITY 1

2020 was a year like no other. Responding to the COVID 19 pandemic has superseded most of the day to day work of the Community Health & Wellbeing Team and many other Council Services. Stroud District Council pulled together key staff into a Community Response Team to coordinate support for residents.



CONNECTING COMMUNITY VOLUNTEERS TO THOSE IN NEED

The first lock down spurred established and new community groups to check on neighbours, organising deliveries and support for those who couldn't leave their homes. District Councils were asked to work with Gloucestershire County Council to connect people in need with local volunteers who could help them. Our COVID Community Response team created a map of support groups and responded to daily requests for help. The team also rang more than 14,000 people on our list of most vulnerable residents and connected them to local support groups where needed.



FEEDING STROUD DISTRICT

One of the most urgent concerns throughout the pandemic has been access to food. Some people weren't able to go food shopping because they had to shield due to health conditions, some had to isolate after a positive COVID test and some found themselves unable to afford food after losing work. The COVID Community Response team worked closely with the Government Food Parcel scheme, Stroud District Foodbank, The Long Table and local community food charities to get food to the people who needed it. When volunteers were unable to help, Neighbourhood Wardens delivered emergency food, toiletries and baby supplies.

In 2020 'Holiday Hunger' for children became especially urgent against the backdrop of increased food poverty and the closure of normal holiday activities due to COVID. Stroud District Council worked with local businesses and charities to supply nutritious food over the holidays in key areas of the district.

COVID FUNDING FOR COMMUNITY GROUPS



At the start of the pandemic, in recognition of the incredible work being done on the ground, Gloucestershire County Council and Stroud District Council each gave £50k to support groups helping the community in Stroud.

All COVID support groups in the district were invited apply. To date 68 groups have been funded for a range of equipment and activities including IT to provide services online, creative packs for families, social activities for people living alone.

The pandemic also inspired a number of charitable funders in Gloucestershire to work together and allocate a special COVID fund for the Voluntary Sector. Stroud District Council sits on the new Gloucestershire Funders Panel to support any applications from Stroud organisations. Since June 2020, the fortnightly panel has funded 68 organisations for COVID support work in Stroud to a total of £69,000.

SUPPORT WITH BENEFITS AND BUSINESS GRANTS

From increased demand for Universal Credit, COVID Business grants or self-isolation payments for those with COVID-19, Stroud District Council's Revenue and Benefits team has dealt with unprecedented numbers of customers in 2020. Each claim comes with a list of criteria and detailed checking and customers are often anxious about their financial situation or confused by unfamiliar processes. This government grant scheme is likely to continue as the financial impact of the pandemic is felt by Stroud residents for some time.

PROTECTING HOMELESS PEOPLE

Being safely 'locked down' at home only works for those who have a home. The COVID-19 lockdowns have been a challenge for those living in insecure housing or on the streets. Stroud District Council's Housing Strategy & Housing Advice team helped to secure COVID-19 safe temporary accommodation for homeless people throughout the pandemic. Some temporary accommodation options were not appropriate due to the inability to self-isolate between occupants. In addition, some individuals were cautious of entering unfamiliar accommodation or travelling to a different neighbourhood to be safely housed. The Housing Strategy and Housing Advice team worked hard in partnership with agencies across the County and Stroud's Neighbourhood Wardens to ensure every homeless person was made safe.



RECOVERY WORK STREAMS

Stroud District Council has developed four priority work streams to help our district recover post-COVID 19.

- Community and Wellbeing
- Economy, Market Towns and Rural Vitality
- Environment and Climate
- Housing and Homelessness

These priority work streams will guide future wellbeing work across the Council. Further details can be found on our website.

SUPPORTING SUSTAINABLE ACCESS TO FOOD

The developing network around food in the Stroud District will be supported through a new Food Strategy for the district. This will include working with food surplus organisations, climate and food growing charities, community groups, schools and agencies working with families.

As a continuation of ‘Holiday Hunger’ work, Stroud District Council will work with pre-school settings to provide food vouchers to under 5s who are missed by Free School Meals provision. This programme will be expanded with a Holiday Activity and Food programme for children in the 2021 school holidays.

STAYING COVID SAFE

Stroud District Council’s Environmental Health team have been working on the front line, supporting businesses to stay open safely. As Government rules and restrictions changed quickly and frequently, Officers helped businesses understand how to protect employees and the public.

SUPPORTING OUR VOLUNTARY AND COMMUNITY SECTOR

The Voluntary and Community Sector in Stroud is vibrant and hard working. Our VCS forum, Know Your Patch Network is co-hosted by Stroud District Council and GL11 Community Hub and is one of the busiest in the county. We have a reputation for sharing good practice and supporting community organisations to develop.

The community response to the pandemic illustrated just how strong Stroud District’s Voluntary and Community Sector is. Whether they are small local groups of volunteers, larger Hubs with paid staff or charities offering specialist support, Stroud District Council believes that the key to future wellbeing is through strong, well connected community organisations. A number of priorities in this Health & Wellbeing Plan support this work and will be continued in future recovery plans.

PRIORITY 2

Stroud District Council is committed to improving the health and wellbeing of the residents and visitors to the District. With COVID-19 having such a detrimental effect on physical and mental health there could not have been a better time to embark on a new Leisure and Wellbeing Strategy.

At the end of 2020 we commissioned consultants to undertake a Leisure and Wellbeing Review in order to formulate a new 20-year strategy to meet the ever-changing needs of our local communities.

Learn from
Leisure &
Wellbeing
Review

LEISURE & WELLBEING STRATEGY

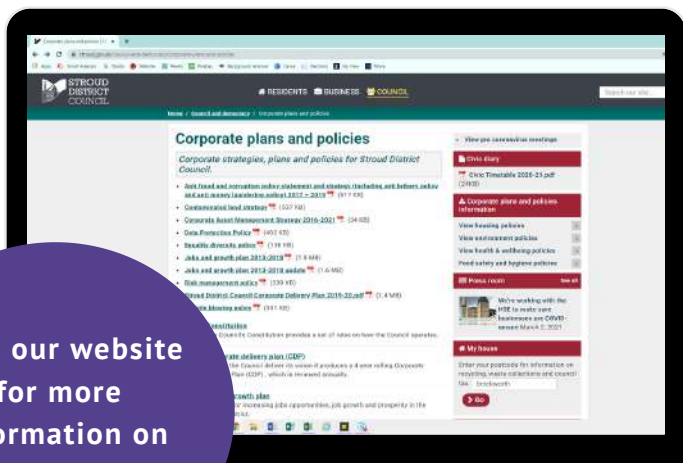
This review will explore:

- All council leisure and wellbeing assets including; Stratford Park Leisure Centre including the outdoor pool, Museum in the Park, Stratford Park, and The Pulse (Dursley)
- What Stroud District residents really want through consultation, discussions, specialist focus groups and surveys.
- Investment opportunities for development, growth, new programmes and partnerships.
- Community assets and how we can work more closely with our community hubs to provide meaningful leisure and wellbeing activities on the doorstep of our market towns and rural villages.
- How residents young and old could become more active both inside our facilities and outside in our beautiful district.

LEISURE & WELLBEING STRATEGY CONT.

- Ways to tackle the inequalities linked with some activities and removing the barriers to ensure we deliver an environment which genuinely meets the needs of the district.
- How active travel can be encouraged through walking, cycling and use of our improving canal network. This would support us in becoming carbon neutral, a key priority for the council.
- How to make our green spaces, parks, common land and woodlands more accessible with better infrastructure to enable active travel.

The review is due to finish in July 2021 when we will launch our new Leisure and Wellbeing Strategy. The new Strategy will lay out our offer for active lifestyles, overcoming barriers to activity, working with our natural environment and supporting Stroud District to become one of the most active districts in the country.



Visit our website for more information on our key priorities

PRIORITY 3

At the start of the pandemic, the community response in helping their neighbours was an immense support. However, as more complex situations were uncovered by well-meaning residents and the lockdowns continued, Stroud District Council became concerned about volunteer burnout and small community groups taking on more than they could manage.



In response, Creative Sustainability CIC approached Gloucestershire Funders to fund a piece of research into what resources local community groups needed to keep supporting their residents. Through a series of workshops and interviews, issues like volunteer training, dealing with safeguarding, working with other services and governance were highlighted. Creative Sustainability then created a self-assessment questionnaire to help groups identify their strengths and area for development.

The questionnaire helps groups to work out if they are happy working at the level they are at or would like to grow and offer more services and opportunities.

The self-assessment questionnaire was tested with 50 community groups at a Know Your Patch online forum and feedback will be used to complete the tool ready for use by the new Hubs Mentor in 2021.

COMMUNITY WELLBEING GRANTS

In parallel to the work on supporting Community Hubs, Stroud District Council update the Community Investment Grant in response to the essential work being done by the voluntary sector for the community's wellbeing.

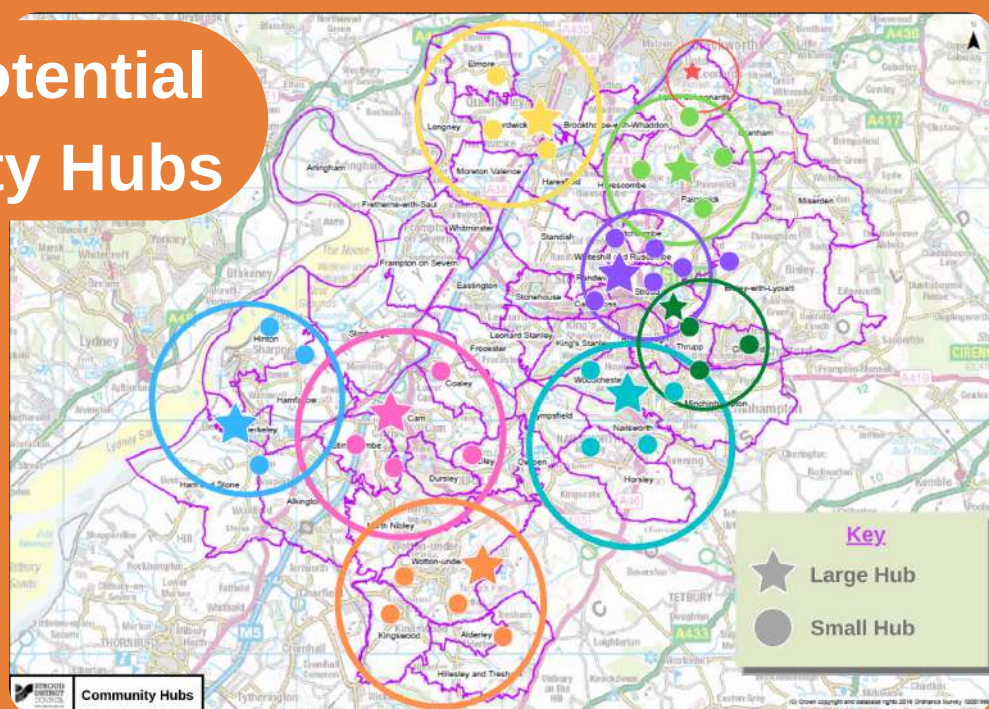
The grant criteria were re-written to align with the Community Recovery work stream priorities and the new application process was promoted widely throughout the voluntary sector. A new decision panel was formed to include expertise on housing, community, wellbeing, young people, arts, culture and climate. In total 68 bids were taken to panel and a total of £172,200 awarded. In addition to the Community Wellbeing grant, community organisations looking for advice will be signposted to alternative funding streams throughout 2021.

NEW HUBS MENTOR

Using funding from Stroud District Council and Gloucestershire County Council, a new Hubs Mentor will be recruited by Creative Sustainability CIC in Spring 2021.

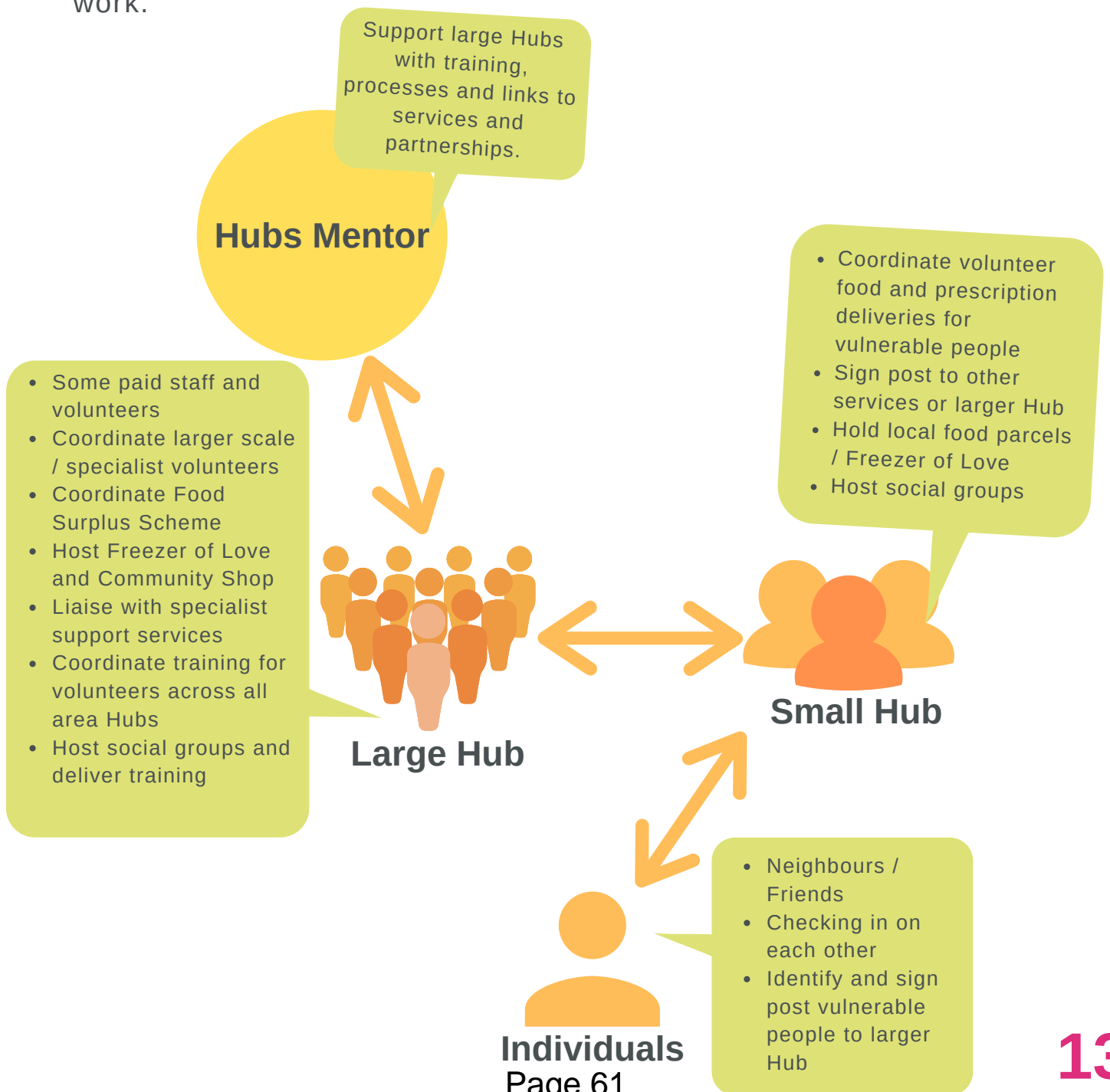
This new role will further develop the self-assessment questionnaire piloted in 2020 and will use it to work with new community groups and potential Hubs across the District.

Map of Potential Community Hubs



The new Hubs model will create a stronger network of support for community groups and residents across the district:

- Small village Hubs are networked to larger town Hubs for more support and access to services
- Communities develop their own Hubs at a pace that suits them
- Some Hubs will have building, some will be virtual, some will offer specialist services
- Hub model will help protect volunteers from overwhelm and burn out
- District Hub Mentor will support emerging Hubs
- All organisations will be offered training in strengths-based community work.



PRIORITY 4

The impact of the pandemic on mental health has been felt by more people than those who have actually contracted the virus. Anxiety, grief, financial worries, insecure housing, lack of food and uncertainty about the future have been felt by many of us at some point in the last year.

**Improve
Mental
Health**

As a District Council we have worked on some of the fundamental issues causing the most distress:

- ensuring people get the welfare payments and grants they are entitled to
- supporting the distribution of food
- providing housing advice and preventing homelessness

We have also worked with Mental Health partners to bring more resources into our district, including counselling and better training for the voluntary sector.

We are trying to tackle loneliness and social isolation through better social connections by supporting Community Hubs.



PROMOTING WELLBEING & HOW TO ACCESS HELP

In 2021 the Community Health & Wellbeing team will improve our public health messaging with a new focus on digital communication. Our focus will be simple to follow information about what we can do to help ourselves and where we can go for help when we need it. We will promote the 5 Ways to Wellbeing and make it easier for people to navigate the multitude of health services we have in the district.

The Community Hub model promotes better mental health through:

- Local connection and informal support provided by volunteers and like-minded people
- Targeted support for ‘marginalised’ people – Hubs ensure everyone is welcome and reach out to those who find it hard to maintain relationships and social networks.
- Easier access to all wellbeing services like health, social care, debt and food.
- Training and supervision for Hubs so staff and volunteers are better qualified and supported to deal with mental health and emotional distress.



TALK & LISTEN,
BE THERE,
FEEL CONNECTED



DO WHAT YOU CAN,
ENJOY WHAT YOU DO,
MOVE YOUR MOOD



REMEMBER
THE SIMPLE
THINGS THAT
GIVE YOU JOY



EMBRACE NEW
EXPERIENCES,
SEE OPPORTUNITIES,
SURPRISE YOURSELF

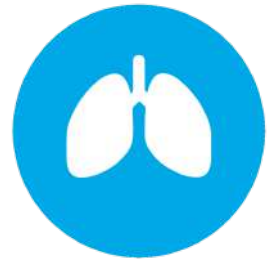


Your time,
your words,
your presence

PRIORITY 5

The Healthy Lifestyles Scheme aims is to support people to be more active in a safe way to benefit both their physical and mental health. The scheme offers exercise classes in Better Balance, Cardiac Rehab Phase IV, Respiratory Rehab and Living with and beyond Cancer.

Reduce barriers to physical activity



At the start on the pandemic, all participant on the scheme were sent a 30-day exercise plan so they could continue to exercise at home. As the lockdown continued all of the classes were moved online and delivered via zoom from the instructors living rooms. The classes saw 644 attendances over the 16 weeks they were delivered online. In September the classes return with socially distanced face to face classes. Participants were offered the option to purchase equipment packs which included hand weights, resistances bands and Pilates mats as equipment was no longer able to be shared during classes. We then entered another lockdown and our participants found themselves back participating in classes from their front rooms but this time with the addition of their equipment packs.

STROLLING IN THE STROUD DISTRICT



Strolling in Stroud district offers volunteer led health walks in various locations across the district. Following a short pause due to lockdown the walks restarted in August and the walkers couldn't be happier to get back out within their community to enjoy friendly conversation, outdoors. For some, walking in crowded 'beauty spots' during the pandemic was stressful. Joining a Health Walk, knowing that the leader will not book too many walkers and will ensure safety and social distancing allowed them to exercise with other people and enjoy the outdoors.

BEING ACTIVE

Due to Covid-19, people have been out walking and exploring the area near them like never before. This is our opportunity as a district to raise awareness of what is available locally as well as providing opportunities for people to be physically active near where they live.

Sport England has a vision to transform lives and communities through sport and physical activity over the next 10 years. They are supporting our Gloucestershire vision through 'We Can Move,' a social action movement of people committed to getting Gloucestershire physically active.

Stroud District Council are working with Active Gloucestershire 'We Can 'Move' in the Stroud District.

Our longer term plans will be shaped by what comes out of our Leisure and Wellbeing Strategy later in 2021.



Our short term plans for 2021 include: -

- Mummy, Buggy & Me are a new addition to our Mummy & Me activities, a scheme we started in 2019 to help new mothers bond with their babies and each other and try some gentle exercise. Mummy, Buggy & Me will be outdoor exercise classes in the beauty of Stratford Park.
- Tai Chi for balance and wellbeing classes combine safe and effective exercises for a healthy body and mind and consists of controlled flowing movements and breathing. These movements improve muscular strength and stability and can increase range of movement, all important to daily health.
- Choose 2 Move are light to moderate physical activity classes designed for people with mobility limitations.
- A new Long COVID programme (Post-COVID syndrome) is run in with Stroud District Council, health professionals and community organisations and include 5 elements: - Support Groups, Physical Activity, Volunteering, Self-Management and Training
- GROW (Green Recreation Outdoor Wellbeing) brings together opportunities district wide that enable people to be physically active outdoors like health walks, gardening projects and canal or environmental volunteering

Let's not forget our Leisure Centres and the part they play in reducing the barriers to physical activity. During each lockdown they provided Facebook Live, pre-recorded and live streaming into your home. The reopening of these centres will see the return of group exercise, swimming, the gym and sporting opportunities making physical activity even more accessible than ever.



Equality Analysis Form

By completing this form you will provide evidence of how your service is helping to meet Stroud District Council's General Equality duty:

The Equality Act 2010 states that:

A public authority must, in the exercise of its functions, have due regard to the need to –

(a) eliminate discrimination, harassment, victimisation and any other conduct that is prohibited by the Equality Act 2010;

(b) advance equality of opportunity between persons who share a relevant protected characteristic and persons who do not share it;

(c) foster good relations between persons who share a relevant protected characteristic and persons who do not share it.

The protected characteristics are listed in Question 9

Stroud District Equality data can be found at: <https://inform.gloucestershire.gov.uk/equality-and-diversity/>

Please see Appendix 1 for a good example of a completed EIA.

Guidance available on the HUB

1. Persons responsible for this assessment:

Name(s): Emma Keating Clark	Telephone: 07976 314477
	E-Mail: emma.keatingclark@stroud.gov.uk
Service: Community Health & Wellbeing	Date of Assessment: 8 th March 2021

2. Name of the policy, service, strategy, procedure or function:

Stroud District Council Health & Wellbeing Plan 2021-2022

Is this new or an existing one? Existing (please delete as appropriate)

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Appendix

3. Briefly describe its aims and objectives

This Plan outlines SDC's key work to improve community health and wellbeing in 2021-2022 with a particular focus on recovering both physically and mental from the COVID-19 pandemic.

The Plan has 5 priorities:

1. COVID-19 Response and Recovery
2. Learning from the Leisure & Wellbeing Review
3. Developing Community Hubs
4. Improving Mental Health
5. Reducing Barriers to Physical Activity

4. Are there external considerations? (Legislation / government directive, etc)

No

5. Who is intended to benefit from it and in what way?

Residents all across the Stroud District, especially those in more vulnerable groups and those with protected characteristics who have been most impacted by the COVID-19 pandemic and could be supported by SDC, health and care providers and by their local voluntary and community organisations.

6. What outcomes are expected?

The Health & Wellbeing Plan 2021-2022 aims to improve access to support for mental health, increase physical activity levels and improve social connection for those suffering from loneliness and social isolation, all of which have been exacerbated by the COVID-19 pandemic.

7. What evidence has been used for this assessment?: (eg Research, previous consultations, Inform (MAIDEN); Google assessments carried out by other Authorities)

Feedback with District Voluntary and Community Sector via the Stroud District Know Your Patch network.

Feedback from Elected Members

Feedback from our partners in the health and social care sector, including commissioning officers.

Feedback with officers from across the Council who have front line delivery with vulnerable groups

8. Has any consultation been carried out?

YES

The mental health, physical activity and community hubs priorities within this plan have been discussed with voluntary and community representatives, health delivery partners, service commissioners and Elected Members.

If NO please outline any planned activities

9. Could a particular group be affected differently in either a negative or positive way?

(Negative – it could disadvantage and therefore potentially not meet the General Equality duty;

Positive – it could benefit and help meet the General Equality duty;

Neutral – neither positive nor negative impact / Not sure)

Protected Group	Type of impact, reason and any evidence (from Q7 & 8)
Age	<p>Positive – Younger people will be reached more effectively via the VCS network of youth support charities, the SDC Youth Service and better partnership working with services for young people. Older people will be reached more effectively vis the VCS network of groups supporting older people and through the SDC Community Health & Wellbeing service 'Healthy Lifestyles Scheme.'</p>
Disability	<p>Positive – Social connections and peer groups are more likely to blossom in local, equality-minded Community Hubs. Better coordination with Disability charities across the County and more awareness of gaps in the current provision for Stroud District.</p>
Gender Re-assignment	<p>Positive – Social connections and peer groups are more likely to blossom in local, equality-minded Community Hubs. Better coordination with Gender Re-assignment charities across the County and more awareness of gaps in the current provision for Stroud District.</p>
Pregnancy & Maternity	<p>Positive – Community Hubs will support new families and more mental and physical health opportunities will be made available. Better coordination with Pregnancy/Maternity and pre-school charities across the County and more awareness of gaps in the current provision for Stroud District.</p>
Race	<p>Positive – Social connections and peer groups are more likely to blossom in local, equality-minded Community Hubs. Better coordination with Race Equality charities across the County and more awareness of gaps in the current provision for Stroud District.</p>
Religion – Belief	<p>Neutral – Social connections and peer groups are more likely to blossom in local, equality-minded Community Hubs.</p>
Sex	<p>Positive – Social connections and peer groups are more likely to blossom in local, equality-minded Community Hubs.</p>
Sexual Orientation	<p>Positive – Social connections and peer groups are more likely to blossom in local, equality-minded Community Hubs and will be reached more effectively via the VCS network, in particular youth groups via the SDC Youth Service and VCS network.</p>
Marriage & Civil Partnerships (part (a) of duty only)	<p>Neutral</p>
Rural considerations: le Access to services; transport; education; employment;	<p>Positive – Better coordination with rural charities across the County and more awareness of gaps in the current provision for rural communities in the Stroud District.</p>

Agenda Item 6

Appendix

broadband;	
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10. If you have identified a negative impact in question 9, what actions have you undertaken or do you plan to undertake to lessen or negate this impact?


Please transfer any actions to your Service Action plan on Excelsis.

Action(s):	Lead officer	Resource	Timescale

Declaration

~~I/We~~ are satisfied that an Impact Assessment has been carried out on this policy, ~~service~~, strategy, ~~procedure or function~~ * (delete those which do not apply) and where a negative impact has been identified, actions have been developed to lessen or negate this impact.

We understand that the Equality Impact Assessment is required by the District Council and that we take responsibility for the completion and quality of this assessment

Completed by: Emma Keating Clark	Date: 8-3-2020
Role: Community Health & Wellbeing Manager	
Countersigned by Head of Service/Director: 	Date: 17/3/2021

Date for Review: Please forward an electronic copy to eka.nowakowska@stroud.gov.uk

COMMUNITY SERVICES AND LICENSING COMMITTEE

MEMBER REPORT

NAME OF ORGANISATION/BODY	Gloucestershire Health Overview Scrutiny Committee & Gloucestershire Covid-19 Local Outbreak Engagement Board
DATE OF LAST MEETING ATTENDED	March 2 2021
BRIEF REPORT	<p>Gloucestershire Health Overview Scrutiny Committee:</p> <p>There were 3 major topics discussed:</p> <ol style="list-style-type: none"> 1. COVID 19 and the knock on effect on other hospital services - on COVID 19 will cover that below. In terms of acute services Gloucester Royal and Cheltenham General, the hospitals are working hard to treat current demand and also catch up with the backlog. As you will have seen on the national news there a record amount of people waiting for appointments and treatment. It will take sometime to catch up with pre COVID 19 levels. Also demand is increasing and expected to increase further owing to indirect effects of COVID 19 of all mental health services. 2. Fit for the Future- this is the plan for the major reconfiguration of service delivery at Gloucester Royal Hospitals Trust, I and others argued with COVID 19 this was not the time to undertake this work. However, the NHS bodies have carried on with this plan. After much discussion it was finally agreed to have a special meeting of HOSC to discuss the recommendations on March 22. 3. Cheltenham Festival- This time last year at the start of the pandemic the Festival was allowed to carry on. We were promised an investigation into how it was permitted to go ahead? and what were the effects, nothing has been materialised. I raised the topic again and the Committee agreed to formally write to Public Health England and the Minister asking for such an enquiry to take place. <p>Link to the papers below https://glostext.gloucestershire.gov.uk/documents/g9036/Public%20reports%20pack%20Tuesday%2005-Mar-2019%2010.00%20Health%20and%20Care%20Overview%20and%20Scrutiny%20Committee.pdf?T=10</p> <p>Gloucestershire Covid-19 Local Outbreak Engagement Board:</p>

Agenda Item 9a

	<p>The papers and proceedings of the Board are confidential. Therefore, I have to be careful in terms of what I disclose. There are a number of key points</p> <p>1. Gloucestershire is one of the top performing areas in the country in terms of vaccinating key priority groups, full credit and thanks should be given to the local GPs, staff and all the volunteers who have made this possible. The key decision that enabled this was to have local testing centres throughout the county, rather than as many other areas have done one mass vaccination centre. There is some confusion though, that some people are being approached twice by receiving letters from a national data base inviting them to vaccinated in places such as Swindon, Worcester and Bristol and other mass vaccination centres. This conflicts with local appointments etc organised by the GPs. It is hoped this can be resolved soon. Govt. have said that all other things being equal it is hoped all over 18s in England eligible will be vaccinated by the end of July.</p> <p>2. Key messages- despite good progress being made on vaccinations, the pandemic is not over. In terms of testing the key messages have been revisited see below for the link- www.gloucestershire.gov.uk/testing</p> <p>3. The Local Operational Management Plan for Gloucestershire – Has been revisited , all areas were only given 2 weeks in which to do this by Govt. The Plan is how Gloucestershire manages all aspects of the pandemic.</p>
REPORT SUBMITTED BY	Cllr Steve Lydon
DATE	16 March 2021

**COMMUNITY SERVICES AND LICENSING
COMMITTEE
MEMBER REPORT**

NAME OF ORGANISATION/BODY	GFirst LEP – Visitor Economy/Tourism Business Group
BRIEF REPORT	<p>The LEP has obtained £100k from the business rate pool to promote “Visit Gloucestershire” Currently workshops are taking place to try to understand the current situation and build a strategy upon that. It is hoped that the strategy will be in place by the Autumn and start to have an impact from the end of 2022.</p> <p>Interestingly they have picked up on the Stroud District Council study of a few years ago where we highlighted the way in which a healthy tourism operation can through the additional footfall it produces, support local facilities for the benefit of communities, that might otherwise have to close and is therefore hugely important for residents.</p>
REPORT SUBMITTED BY	Cllr Gordon Craig
DATE	15 March 2021

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COMMUNITY SERVICES AND LICENSING COMMITTEE

PERFORMANCE MONITORING REPORT

Date of meeting	17 February 2021
Prepared by	<p>Mike Hammond, Head of Community Services (MH) Ange Gillingham, General Manager, The Pulse (AG) Councillor Nigel Prenter (NP) Darren Young, Operations Manager, The Pulse (DY) Kevin Ward, Museum Development Manager (KW) Emma Keating-Clarke, Health & Wellbeing Development Coordinator (EKC) Steve Miles, Senior Youth Officer (SM) Ben Stone, Youth Representative (BS) Lily Haines, Youth Representative (LH)</p>
Apologies	<p>Councillor Sue Reed (SR) Simon Killen, Revenue and Benefit Manager (SK)</p>
Attach CDP Action Plans and Risk Report from Excelsis	<p>CDP. 14 – In partnership with Stroud Town Council and Friends of the Lido submit a bid to National Lottery Heritage Fund for additional funding to refurbish Stratford Park Lido by 30 April 2020 – Overdue. Update 19/01/2021: Quarter 3: As stated in Q1 the project is being delayed due to the current pandemic. A meeting has taken place with a representative of the friends of the Lido and another is scheduled in later this week. Again due the pandemic, bids from the various agencies/ organisations have been closed but notification has been received that the scheme is being re-opened. The friends of the Lido will be part of the consultation process for the District leisure review.</p> <p>CDP. 17 – Make a decision extending the contract for the provision of leisure services at Stratford Park and consider option for future provision by 31 January 2020 – Completed. Update 19/01/2021: Quarter 3: The Council has now had confirmation that the extension has been signed and will run until 2024.</p> <p>CDP. 18 – Agree a long-term investment and management plan for Stratford Park, partners and contractors by 31 March 2020. Update: This has not really progressed due to Covid. It was agreed at S&R to give up to £150,000 (paid in arrears) to SLM to carry on and there are ongoing talks around the extension with a month-to-month review – On Target – Update 19/01/2021: Quarter 3: The consultants and a project lead have been appointed (Max Associates & Angela Gillingham). Angela has been appointed project lead and Mike Hammond as project sponsor. Keith Gerrard has a strategic oversight of the project and its progression. A plan for the project has been laid out and regular meetings are being held. Regular updates are being given to the Chair of CS&L.</p> <p>Public consultation has now closed. A consultation of this size would have expected approximately 600 responses back, however, we received a great total of 1,300. The review is now about to embark on focus group discussions. On 16 February a 3-hour Youth consultation took place. It produced many ideas not previously considered including signposting cycle paths and walkways, using the canal for canoeing and kayaking, developing obstacle courses, loaning bikes and having cycle workshops across the district and using community centres as drop-in centres for reading and socialising.</p> <p>H&W 7 - Initiate and oversee the delivery of a community development project in Forest Green. Update - The Long Table 'Freezer of Love' project is going very well and</p>

Agenda Item 9f

	<p>engaged well with local people. The Forest Green group have applied to the Community Resilience & Wellbeing grant to support further development of community hub work in Forest Green.</p> <p>H&W 8 - Support interested towns and villages to become dementia friendly communities.</p>
<p>PROJECTS / CAPITAL PROGRAMME (if not covered in CDP)</p>	<p><u>Museum</u> Updates on previously reported projects:</p> <ul style="list-style-type: none"> • The Garfield Weston Foundation have made an award of £6,000 to the Stroud District (Cowle) Museum Trust for the new free-to-join supporter scheme. The Museum was also successful in winning a £35,000 grant from Art Council England's National Lottery Project, which they re-launched following suspension to deal with the Covid-19 emergency. This will pay for the bulk of the project, and be supportive towards the Museum's long-term future. The Museum Friends wound-up as part of this project, with outstanding funds transferring to the Cowle Trust (this includes a commitment of just over £13k towards this project). • The remote learning project has been completed (in terms of the funded element). Initially it aimed to work with half a dozen primary schools. Between September and December 360 children across 13 primary schools have taken part in this pilot. Naturally, the legacy of this project will continue to deliver. • Review of museum interpretation is an early lead item for eventual re-display of the mansion. The museum appointed specialists to look at the issues faced over recent years, such as items on open display being broken, interpretation and signage, light pollution issues. It has created an action plan from this work, some short, others longer term. <p>The above has involved £9.5k being raised in grants towards these projects.</p> <p><u>Community Health & Wellbeing</u> <i>Community Resilience & Wellbeing Grant</i> – launched in December with a closing date of 29th January. Decisions will be made in late February. In all, 78 applications for this grant have been received from a breadth of organisations and most qualify. A panel of Officers will be looking at the applications across 2 separate meetings due to the volume of applications received and the process is much more robust than it has been in the past.</p>
<p>STRATEGIC RISKS (see Excelsis)</p>	
<p>PERFORMANCE MEASURES (see Excelsis where applicable)</p>	<p><u>Museum</u> The Museum will not meet targets for visits in person, usage, volunteer hours or income due to Covid-19. It had 1,965 visitors (Jul-Dec) compared with 48,100 the previous year. Whilst not performance measured, it will continue to have online engagement through social media. By way of example, there were over 21,000 'likes' and 453,000 'views' on Facebook and Twitter over the year. It also uses Instagram and YouTube to distribute content. The feedback has been really encouraging, as it has to various e-mail campaigns, with people enjoying and valuing the museum keeping them connected to local heritage.</p> <p><u>Community Health & Wellbeing</u> <u>Healthy Lifestyles Scheme</u></p>

Healthy Lifestyles Classes – Better Balance, Cardiac, Respiratory and Living with & Beyond Cancer - SDC switched to Zoom, then socially distanced in-person activities and then back to Zoom. Stroud was the only authority in Gloucestershire to offer classes online to people with long term conditions. There were 644 cumulative attendances over 16 weeks of the first lockdown and 800 cumulative attendances at socially distanced face-to-face classes from September 2020.

Exercise on Referral - A new online platform is being commissioned to support referrals from Health Professionals.

Health Walks - Recommenced in August 2020, socially distanced. 209 people attended walks in Dursley, Minchinhampton, Nailsworth and Severnside. New website due to be launched in February 2021.

COVID Response - The team continues to support individuals and community groups through the pandemic.

Youth Service

Delivery has continued to ebb and flow with the covid pandemic restrictions. The guidance set out by UK government for the youth sector has led to challenges and constant changes in practice methods. This has unfortunately led to inconsistency around engagement for youth voice representatives.

The team worked hard to deliver face-to-face youth work when restrictions allowed; however, the majority was online. This was given a boost with access to Zoom, enabling more consistent online working opportunities.

SDYC redeveloped its Educational Visits and Journey Policy, its Youth Work Engagement Policy and its Consent and Medical Form for service users – significant work that has clarified and improved operational support. The subsequent roll-out and return of forms is a good example of a task being made much harder due to the pandemic restrictions.

Compared to previous years, youth participation levels (voluntary hours by young people) have unsurprisingly dipped. However, school representatives have been recruited to SDYC, and they began to make a difference towards the latter half of the quarter.

The Pulse

All performance metrics continue to be significantly impacted by the COVID-19 pandemic with the centre's capacity in all areas reduced by up to 60% in order to comply with social distancing guidance and legislation.

Q3 2020/21 has been further impacted by a national lockdown in November 2020 and a 1 week 'circuit break' instigated at the Pulse due to a large volume of track and trace instances.

Swimming Lessons

Q3 2019/20 numbers averaged at 1505 which equates to 91% occupancy at the time
Q3 2020/21 numbers remained stable at circa 1101 with occupancy at 96%.

Significant pool timetable space has been given to lessons on this period, to allow for reduced headcount per lesson, which has impacted potential income in other aquatic areas.

Agenda Item 9f

Waiting lists continue to be a challenge based on capacity with approximately 1500 children waiting for a space within the Learn to Swim programme.

Memberships

Q3 2019/20 membership figures remained fairly static at 1,440 with an additional 84 monthly members. Q3 2020/21 saw a significant reduction to 930 with reduced monthly figures.

Public nervousness and a reduced programme capacity has led to numbers falling despite efforts put in to retention initiatives. Many past members have indicated that they will return to the pulse post-COVID but at present the numbers remain disappointing.

Private lessons

Have seen a sustained reduction of 60% - Previously the Pulse could run these lessons during public swimming sessions. Due to COVID restrictions it can only allocate a small amount of pool time for exclusive lessons. There is a waiting list but not enough pool time to accommodate demand.

The attendance figures make for grim reading at a time of national crisis, this is also reflected in the financials below. Much work is ongoing to ensure the Pulse team are in a position to recover as quickly as possible as we see easing of national and local restrictions.

On a slightly lighter note, the team at the Pulse managed to mobilise a virtual fitness programme very quickly when the November lockdown was announced. The team managed to deliver online classes for customers, old and new, all through the lockdown, which received very positive reviews and comment. This work will be replicated and enhanced during any future lockdown (T3+) period.

Revenues and Benefits

Covid-19 has had a huge impact on collection. SDC sends residents a gentle reminder signposting to help, advice and support rather than statutory enforcement notices.

All enforcement and Court work is currently still suspended.

Current year collection	2019/20	2020/21
Council Tax	85.29%	83.18%
Business Rates	83.49%	82.51%

Council Tax arrears	Cases	Amount o/s
December 2019	3,403	977,291
December 2020	5,002	1.614,072

Business Rates arrears	Cases	Amount o/s
December 2019	71	176.767
December 2020	206	604.203

RELEVANT FINANCE ISSUES

Museum

Q3 financial forecasts are predicting an underspend of around £15k. Whilst some income has been generated it is a lot less than previous years as footfall is low to maintain a Covid-secure visit. The museum also had to close in November. The public programme has been hit by restrictions and lockdowns. Conversely, the museum has reduced its forecast income for the next financial year.

Community Health & Wellbeing

	<p>The budget is £29,788 underspent, mostly due to activities not taking place during COVID.</p> <p><u>Youth Service</u> Due to the continuation of restrictions regarding the pandemic, youth voice training and development programmes, along with face-to-face work has led to a significant underspend on the budget – this budget will be needed in 2021/22 to rebuild the relations and the knowledge and skill set of youth voice representatives. There has not been a residential course in two years.</p> <p><u>The Pulse</u> The balance sheet for this period as expenditure remains fairly static but income is vastly reduced. The circumstances of this financial year are widely understood but it is hoped there will be a quick recovery in the leisure market.</p> <p>Q3 2020/21 YTD Expenditure stands at £807,171 Q3 2020/21 YTD Income stands at £239,616</p> <p>A budget deficit for this financial year is forecast at £1.1m.</p>
<p>What are the key challenges facing service areas?</p>	<p><u>Museum</u> The biggest challenge will be recovering the service in line with Government Guidance whilst also meeting the demands of the wider community, though the museum staff have demonstrated great resilience and the ability to embrace change over the last year. The Supporter Scheme is crucial to the Museum’s longer-term recovery.</p> <p><u>Community Health & Wellbeing</u> COVID restrictions continue to hamper some community wellbeing plans, especially for high-risk groups. Where we can offer things online, we are doing so however, where people might be unfamiliar with Zoom technology we are offering additional support.</p> <p><u>Youth Service</u> Restrictions brought about by the pandemic will continue to hamper delivery. Whilst some youth voice representatives are able and comfortable to work online, some do not have easy digital access. This may see some young people drift away from SDYC’s projects and programmes over the coming months. The mental health of youth voice representatives will continue to be a factor well into 2021/22, and it remains a key challenge. As reported in Q1 and Q2; communication remains important, particularly when rebuilding relationships with local secondary schools and local youth organisations/services.</p> <p><u>The Pulse</u> The Pulse continues to be hampered by the global pandemic but is reacting wherever possible to market demands.</p> <p>Apart from the obvious challenges, it continues to see utility costs rise, with both CHP units at the Pulse have now failed and are being managed by Property Services. The hope is that we will see some movement on this issue in the coming months in an effort to reduce expenditure.</p> <p>Work has just been completed to replace the heating pumps which will identify if the heating temperature is causing an issue. The CHP installer requested this before further action is taken. Once this has been monitored a replacement solution will be discussed with the supplier if the units continue to fail. Property Services have confirmed that subject to supplies, the units will be re-commissioned by the end of quarter 1 in 2021.</p>

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	<p><u>Revenues and Benefits</u></p> <p>The Benefits Team have seen a significant increase in workload and have been working tirelessly to ensure they provide valuable help and support to residents most in need. It has been an extremely busy and demanding period working in a different environment.</p> <p>The team have provided additional support of £282,897 through the Council Tax Hardship scheme, along with £67,707 in Discretionary Housing payments.</p> <table border="1" data-bbox="373 398 1505 506"> <thead> <tr> <th>Council Tax Support</th> <th>Working Age</th> <th>Pension Age</th> <th>Amount</th> </tr> </thead> <tbody> <tr> <td>December 2019</td> <td>2,910</td> <td>2,918</td> <td>5,780,578</td> </tr> <tr> <td>December 2020</td> <td>3,383</td> <td>2,798</td> <td>6,728,583</td> </tr> </tbody> </table> <p>Universal Credit continues to rise and processing monthly changes is a huge drain on resources:</p> <table border="1" data-bbox="373 640 1407 748"> <thead> <tr> <th></th> <th>New</th> <th>COC</th> <th>Term</th> <th>HBSTOP</th> </tr> </thead> <tbody> <tr> <td>2020 Q3</td> <td>98</td> <td>2,051</td> <td>48</td> <td>15</td> </tr> <tr> <td>2019 Q3</td> <td>105</td> <td>1,094</td> <td>44</td> <td>22</td> </tr> </tbody> </table> <p>As SDC moves forward with its digital journey, it will shortly aim to roll out an online change of circumstances and new claim form. This will help enhance the customer experience as well as support automation and processing times.</p>	Council Tax Support	Working Age	Pension Age	Amount	December 2019	2,910	2,918	5,780,578	December 2020	3,383	2,798	6,728,583		New	COC	Term	HBSTOP	2020 Q3	98	2,051	48	15	2019 Q3	105	1,094	44	22
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<p>BENCHMARKING eg Peer Reviews; External Audits; LG Inform.gov.uk</p>	<p><u>Community Health & Wellbeing</u></p> <p>We were the only district offering Healthy Lifestyles classes online throughout the pandemic. Continuing these classes have supported those have to shield at home during the pandemic.</p> <p>The County Council commissioner told SDC that Stroud and the Forest of Dean run the best Know Your Networks in the county.</p> <p><u>Youth Service</u></p> <p>Although hugely compromised by the pandemic restrictions, SDC continues to be an example of good practice in demonstrating a well-developed service for young people. The relationships it has with young people are the bedrock of how it performs. SDYC is highly regarded in the southwest and nationally and it should be a source of pride that in these difficult times youth voice is being further incorporated into the work of SDC.</p>																											
<p>Progress on any recommendations / actions from the last Committee meeting</p>																												

NEIGHBOURHOOD WARDEN SERVICE

During the past year the Neighbourhood Warden service has continued to serve the whole of the District. The number of Wardens has remained at 7 with the successful recruitment of Simon Jarvis in May 2020 and the secondment of Craig Fellowes following the departure of Peter Tiley in November 2020.

During the first lockdown the Wardens continued to keep in touch with vulnerable people as part of the 'Community Response Cell', where outgoing calls were made to contacted a large number of vulnerable people: signposting them to local support groups, arranging food parcels, answering queries or directing them to other areas of the Council. Where three call attempts had not been answered, the Neighbourhood Wardens then visited their properties to ensure they were safe and well.

Throughout the Covid pandemic information for the public has been key and ensuring that the public keep themselves and others safe through social distancing has been a focus for the service with the Wardens being responsible for checking that signs are in place throughout the key market towns. The team link with the Covid Compliance Officers who work across the county to patrol the Market Towns and hot spots.

As the restrictions have eased the Wardens are continuing to carry out their roles however things have changed slightly as they are still not able to visit people in their own homes this is not only to protect the Wardens themselves but also to protect the people they are visiting from unnecessary contact.

Careline installations for those people who are not able to fit equipment themselves or if they have no one to do it for them are an exception to the rule of not visiting people in their homes as this is essential for the safety and wellbeing of vulnerable people. The Wardens have assisted in the Careline project in preparation for BT digitalisation and the introduction of Careline into Independent Living sites (Sheltered Housing).

As the main reception at Ebley Mill has been closed to member of the public the Wardens have been completing "Proof of Life" forms for residents who live within the District and receive pensions from other countries. The issuing authority requires proof that the person in receipt of the pension is still alive. This has resulted in a change to the process where Wardens will visit people and will complete the form for them on the doorstep socially distanced. As a result, 71 forms have been completed since April 2020.

During the pandemic the Wardens responded to an increase in the number of reports of fly tipping. These were investigated where there was obvious evidence and were then passed to Ubico for removal.

Bev Owen: Senior Neighbourhood Warden
E-mail: bev.owen@stroud.gov.uk

The Wardens continue to have a strong working relationship with the Stroud Neighbourhood police team and work with them on anti-social Behaviour, community engagement and the reduction of the fear of crime. The service continues to have close working relationships with other services across the council.

Bev Owen: Senior Neighbourhood Warden
E-mail: bev.owen@stroud.gov.uk

CARELINE COMMUNITY SERVICES

Our Careline Service continues to support residents across the District and has been expanding year on year, we currently have 1,510 customers. The focus of service remains unchanged; enabling people to live independently in their own homes with the control room providing 24 hour, 365 days a year cover for assistance when required.

Within the last 12 months, we have successfully completed two large projects. The first project has focused on BT's digitalisation project which involved upgrading all telephone lines from analogue to digital. Most of our customers had older alarm units that were unable to support digital phone lines. As BT were unable to provide us with an exact switch over date for each customer connection, as a result we had to visit each customer to replace their equipment before the projected start of switch overs in January 2021. Our Neighbourhood Warden team completed all these visits by the end of December 2020 and we are now ready for when BT change over to digital telephone lines. This was complete during the Covid-19 pandemic as it was imperative that the swaps were completed to ensure that vulnerable has this essential service.

The second project related to our Independent Living sites (currently Sheltered Housing). In January 2020 through to April 2020 we worked closely with Housing Services to offer the Careline Service to all tenants as a replacement for the hardwired systems which were being decommissioned. Over 230 tenants chose to take up the service which has since been expanded include an offer of smoke detectors which can be added or removed as tenants' personal circumstances change. This project relied on our strong working relationship with the Independent Living Site Officers.

Both projects have provided the Neighbourhood Warden team with an excellent opportunity to meet vulnerable residents and signpost them to other agencies who may be able to offer help, or advice with any issues they are facing.

In October 2020, our call monitoring contract with Connexus transferred as a result of a private sale to a new company called Welbeing which is part of the Doro group. There were some issues with the data transferred to the Doro from Connexus however, this was quickly identified, and the data corrected. We will monitor the performance of the service closely through our monthly performance report and at our meetings with the service provider.

In the last 12 months, we have also made significant changes to our working practices, so we have been able to operate throughout the Covid-19 pandemic. We now offer

Rachel Pratt – Senior Community Services Officer
Email: rachel.pratt@stroud.gov.uk

self-installations to customers allowing relatives, carers and friends to fit the equipment for them when they are next visiting. We have had positive feedback from these installations so will be continuing to offer this service in future. Due to Covid-19, we have had to temporarily delayed our plans to expand our service by offering falls detectors to customers. We are still receiving requests from customers asking for this additional service, therefore we will be starting to offer this enhanced service from April 2021.

Rachel Pratt – Senior Community Services Officer
Email: rachel.pratt@stroud.gov.uk

Community Wellbeing Grants 2021

Applications

Following the grants process review in 2020, the new Community Wellbeing Grant scheme was launched and attracted 79 applications in January 2021. Some applicants withdrew their bids after further clarification with the lead officer. Other applications were more appropriate for the SDC COVID-19 Response funding and were taken to that panel in February. The remaining 68 bids were taken to the Community Wellbeing Grant panel in February, seeking a total of £770k. The Community Wellbeing Grants budget is £155k.

Decision Panel

The decision panel was made up of 6 officers from the following service areas; Health & Wellbeing, Leisure, Culture & Heritage, Youth Services and Climate Action. Given the number of applications, the decision panel meetings were extended to two 3 hour sessions over two days.

Decision Process

All panel members read and scored all of the applications before the decision meeting. Given the number of applications, the panel chose to direct as many bids as possible to alternative sources of funding where appropriate, such as Sport England for sports clubs or venues.

Top Up Funding

The lead officer requested that SDC COVID-19 Response funding totalling £17,200 be used to top up the Community Wellbeing awards for organisations that met COVID-19 Response criteria.

Follow Up

All applicants will be informed of the panel's decisions and officer support will be offered where appropriate. Monitoring arrangements will be agreed and grants will be awarded by 1st April 2021. Successful applicants will be invited to provide impact stories to be shared throughout 2021 via SDC social media.

Application Decisions overleaf

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Successful Applicants

1	All Pulling Together CIC
2	Berkeley and Sharpness District Girl Guides
3	Cashes Green Community Centre
4	Community Roots CIC
5	Down To Earth Gloucestershire CIC
6	Fair Shares Gloucestershire
7	GBSN Gloucestershire Breastfeeding Supporters' Network (MOBS groups)
8	GL11 Community Hub
9	Gloucestershire Counselling Service
10	Hawkwood Centre For Future Thinking
11	Home-Start Stroud and Gloucester
12	Independence Trust
13	Kings and Queen Theatre Group Stroud
14	Lansdown Hall and Gallery CIO
15	Longfield Hospice Care
16	Marah Trust
17	Paganhill Community Group CIC
18	Prema Arts Centre
19	Read with me CIC (Ask more about terms)
20	Rodborough Youth Project
21	School of Larks
22	Stroud Beresford Group (known as Stroud Women's Refuge)
23	Stroud Valleys Artspace
24	Stroud Valleys Project
25	Sunflowers Suicide Support
26	The Coopers Edge Trust
27	The Door
28	The Frith Youth Centre
30	The Keepers - Wotton Area Community Hub (The Keepers)
31	The Nelson Trust
32	Under the Edge Arts (Wotton Arts Project)
33	Woodchester Mansion Trust Limited
34	World Jungle

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Unsuccessful Applicants

1	Amberley Shop on the Common
2	Atelier Stroud & Creative Health Centre
3	Berkeley Books
4	Chance is change
5	Coram Life Education – Gloucestershire Branch
6	Frampton on Severn Cricket Club
7	Gloucestershire Older Persons' Association
8	Horsley Orchard Project
9	Imagine Therapeutic Arts
10	JourneymanUK Youth Mentoring
11	Listening Post Christian Counselling Service
12	Nailsworth Town Council
13	Oakbrook Community Farm CBS Ltd
14	Painswick Cricket Club
15	Pathways To Ventures CIC
16	Playcircle
17	Sharpness community swimming trust
18	Sheamah Holistic Therapies
19	Slimbridge Legion Social Club
20	Slimbridge Neighbourhood Development Plan Steering Group
21	Slimbridge Village Hall Management Committee
22	Stonehouse Community Association
23	Stonehouse Town Youth Football Club
24	Stroud Handball Club
25	Stroud Sea Cadets
26	Stroud Valleys Community Car Club
27	TEDxStroud
28	The Jenner Trust
30	Transition Stroud
31	Trauma Awareness Community Interest Company
32	United Arts Centre Sharpness
33	Uplands Playgroup
34	Whitminster Village Hall & Playing Field Charity

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