



Public Document Pack STROUD DISTRICT COUNCIL

Council Offices • Ebley Mill • Ebley Wharf • Stroud • GL5 4UB
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15 June 2022

COMMUNITY SERVICES AND LICENSING COMMITTEE

A meeting of the Community Services and Licensing Committee will be held on **THURSDAY, 23 JUNE 2022** in the Council Chamber, Ebley Mill, Ebley Wharf, Stroud at **7.00 pm**

Kathy O'Leary
Chief Executive

Please Note: The meeting is being held in the Council Chamber at Stroud District Council and will be streamed live on the Council's [YouTube Channel](#). A recording of the meeting will be published onto the [Council's website](#). 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.

If you wish to attend this meeting, please contact democratic.services@stroud.gov.uk. This is to ensure adequate seating is available in the Council Chamber.

AGENDA

1. **APOLOGIES**
To receive apologies of absence.
2. **DECLARATION OF INTERESTS**
To receive declarations of interest.
3. **MINUTES (Pages 3 - 8)**
To approve the minutes of the meeting held on 24 March 2022.
4. **PUBLIC QUESTION TIME**
The Chair of the Committee will answer questions from members of the public submitted in accordance with the Council's procedures.

DEADLINE FOR RECEIPT OF QUESTIONS Noon on Friday, 17 June 2022

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. **PERFORMANCE MONITORING (Pages 9 - 24)**
To consider the performance monitoring report for Q4.
6. **CORPORATE CARE STANDARDS (Pages 25 - 38)**
To consider the Corporate Care standards for approval and to recommend for adoption at full council on 21st July 2022.
7. **STROUD DISTRICT COUNCIL TAXI FARES (Pages 39 - 50)**
To consider recommendations by the Taxi Task and Finish Group regarding a request by members of the taxi trade to increase taxi fares in Stroud District.
8. **WOODCHESTER MANSION GRANT (Pages 51 - 54)**
To consider a proposal for grant funding towards the Woodchester Mansion Trust
9. **APPOINTMENTS**
 - (a) Performance Monitoring Representatives for 2022-2023
 - (b) Outside Bodies for 2022-2023 (Pages 55 - 56)
10. **MEMBER/OFFICER REPORT (TO NOTE)**
 - (a) Gloucestershire Health Overview Scrutiny Committee (Pages 57 - 58)
 - (b) Museum in the Park (Cowle Trust) (Pages 59 - 60)
 - (c) Police and Crime Panel (Pages 61 - 62)
 - (d) Citizens Advice (Pages 63 - 68)
 - (e) Homestart
 - (f) Progress update on the Local Authority Trading Company (LATC) (Pages 69 - 70)
 - (g) Progress update on the Lido (Pages 71 - 72)
11. **WORK PROGRAMME (Pages 73 - 76)**
To consider the work programme.
12. **MEMBER QUESTIONS**
See Agenda Item 4 for deadlines for submission.

Members of Community Services and Licensing Committee

Councillor Chris Brine (Chair)

Councillor Natalie Bennett
Councillor Gordon Craig
Councillor Kate Crews
Councillor Jonathan Edmunds
Councillor Jessie Hoskin

Councillor Beki Aldam (Vice-Chair)

Councillor Julie Job
Councillor John Jones
Councillor Gill Oxley
Councillor Nigel Prenter
Councillor Ken Tucker



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COMMUNITY SERVICES AND LICENSING COMMITTEE

24 March 2022

7.00 pm - 8.05 pm

Minutes

Membership

Councillor Chris Brine (Chair)

Councillor Jonathan Edmunds (Vice-Chair)

Councillor Beki Aldam

Councillor Gordon Craig*

Councillor Kate Crews*

Councillor Jessie Hoskin

*= Absent

Councillor Julie Job*

Councillor John Jones

Councillor Gill Oxley*

Councillor Nigel Prenter

Councillor Steve Robinson

Councillor Ken Tucker

Officers in Attendance

Strategic Director of Communities

Licensing Manager

Accountant

Democracy & Information Governance Officer

Head of Community Services

Community Health & Wellbeing Manager

Health & Wellbeing Officer

CSLC.059 Apologies

Apologies for absence were received from Councillors Craig, Crews, Job and Oxley

CSLC.060 Declaration of Interests

There were none.

CSLC.061 Minutes

RESOLVED That the Minutes of the meeting held on 20 January 2022 are approved as a correct record.

CSLC.062 Public Question Time

There were none.

CSLC.063 Progress on Stratford Park Lido - Leisure Review

The Chair, Councillor Brine, provided Committee with an update on the work of the two Task and Finish (T&F) groups (Lido and Local Authority Trading Company (LATC)). The Lido T&F group were focusing on 3 main areas: improving physical and mental access, heating the pool, and developing the changing rooms. The group were exploring longer access hours, recruiting additional lifeguards and working with the Barnwood Trust on disabled access.

Agenda Item 3

2021/22

Funding was successfully secured from the Community Infrastructure Levy funding for exploring options to heat the pool.

The Chair, Councillor Brine thanked the LATC T&F group and advised that Max Associates Limited had been commissioned to produce the business plan within the next 6 months.

Councillor Aldam suggested Committee visit the Lido to see the changes. The Chair, Councillor Brine confirmed.

Councillor John Jones asked how the pool would be heated. The Chair, Councillor Brine and Head of Community Services advised the existing equipment was being modernised to generate heat using surplus combined heat and power from the Leisure Centre.

CSLC.064 Community Services and Licensing Budget Monitoring Q3 2021/22

The Accountant presented the report and explained the projected net revenue overspend of £340K and provided additional narrative on the overspend variations on the Pulse, Customer Services and Revenue and Benefits.

Proposed by Councillor Robinson and seconded by Councillor Prenter.

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

RESOLVED to note the outturn forecast for the General Fund Revenue budget and the Capital Programme for this Committee.

CSLC.065 Taxi Policy Review Stage 2 - Medicals, CCTV and Emissions Policy

The Licensing Manager provided an overview of the report and background on the three main aspects of the report County Consultation on CCTV in taxi and private hire vehicles, the proposed change to driver medicals and to set up a T&F group to review the vehicle age policy and consider an emission-based policy in line with the Council Plan.

The Licensing Manager advised she had spoken with the Chair prior to Committee to include an additional item to consider as part of the decision which was to consider the request for a fare increase for taxi vehicles under the remit of the T&F group.

The Licensing Manager responded to Members questions with the following answers:

- The County consultation would be separated by District in terms of responses and making a Stroud specific policy.
- Medical cost through a GP was over £100 and a GP summary should be free. A medical through a private specialist company was around £60.
- If Stroud chose to add CCTV as a requirement it would be mandatory for all and Stroud would become data controllers of the video data.
- Currently there's no County policy or guidance on age/emissions therefore an emissions policy would be Stroud specific if changed from vehicle age.
- Potential and scope for County grant incentives for electric vehicles.
- T&F group remit would include hybrid vehicles consideration as part of the consultation for a vehicle emissions policy
- The Licensing Officer would compare the fare increase proposals from taxi traders with other districts to aid the T&F group for their considerations.
- Currently a handful of electric cars and a slow increase of hybrid vehicles licensed.

The Chair, Councillor Brine asked Committee if they would be happy to accept a friendly amendment to amend point 'c' of the decision to include the consideration for a request for a fare increase for taxi vehicles under the T&F group remit.

The friendly amendment and Motion was proposed by Councillor Prenter and seconded by Councillor John Jones.

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

Councillor John Jones, Prenter and Robinson were nominated for the T&F group.

- RESOLVED:**
- a. To approve undertaking a public consultation on CCTV in taxi and private hire vehicles as detailed in Appendix A, and;**
 - b. To approve an amendment to the Council's policy on driver medicals as laid out in paragraph 3.8 of this report, and;**
 - c. To approve setting up a task and finish group to consider a draft vehicle emissions and consider a request for a fare increase for taxi vehicles.**

CSLC.066 Play Area Review

The Health and Wellbeing Officer provided an overview of the report and advised that Stroud District Council (SDC) managed 21 play areas, 2 multi-use game areas including 10 play areas in the General Fund. Stratford Park Leisure Centre was not included as part of the Play Area Review Action Plan but would be included in the feasibility study as part of the Leisure Review. The aim of the review was to encourage play and community cohesion by being well designed, located near other community facilities/pedestrian and cycling networks and to be well regarded to allow communities to have value and ownership of the play areas. Page 16 of the action plan (appendix E) outlined the four stages being undertaken during the review.

The Health and Wellbeing Officer responded to Members questions with the following answers:

- The initial bid for funding was for SDC owned play areas and therefore all investment would be going to SDC areas only.
- To add 'sustainable' into the vision was possible as the report was a draft.
- As part of stage 2, SDC Youth Council and youth forums in addition to youth clubs and groups would be included in the consultation to encourage youth participation.
- Parish and Town Councils and community and voluntary groups would be signposted to local funding opportunities for play areas they own that will not be included as part of this SDC play area review.
- The Health and Wellbeing Officer would advise Councillor Edmunds where the 2 multi-use game areas were located outside of Committee.

Proposed by Councillor Aldam and seconded by Councillor Prenter.

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

- RESOLVED:**
- 1. To approve the Play Area Consultation and Development Action Plan.**
 - 2. Delegate authority to the Strategic Director of Communities in consultation with the Chair of Community Services and Licensing**

to explore the play options and make recommendations back to this committee on investment and future management options.

CSLC.067 Member/Officer Reports (To Note)

p) Community Grants Information Sheet

The Chair, Councillor Brine, informed Committee that he would bring the Community Grant information sheet ahead of the other Member Reports.

Councillor Hoskin advised she was pleased to see Cashes Green Community Centre in the successful column and thanked the Community Health and Wellbeing Manager for the approach taken with the Community Grants.

The Chair, Councillor Brine advised Committee that those organisations who were unsuccessful were being provided support in being able to locate other funding and supporting them in applying for future bids.

a) Gloucestershire Health Overview Scrutiny Committee

There was no report for Committee and therefore no questions.

b) Covid-19 Engagement Board

The Member report had been circulated prior to Committee. There were no questions.

c) Museum in the Park (Cowle Trust)

The Member report had been circulated prior to Committee. There were no questions.

d) Police and Crime Panel

Councillor Tucker commented that under the 'other main topics', the second sentence that referenced 'the 12 Police' was not complete and appeared to be missing.

e) Citizens Advice

The Member report had been circulated prior to Committee. There were no questions.

f) Mental Health Champions

The Member report had been circulated prior to Committee. There were no questions.

g) Performance Monitoring

The Chair, Councillor Brine, asked members if they understood the new format. Councillor Aldam confirmed she was interested in supporting Councillor Job and Prenter in Performance Monitoring if the timings of meetings had scope to facilitate her attendance.

h) Woodchester Park Mansion

Councillor Robinson advised Committee that the Trustee's at Woodchester Park Mansion would welcome a visit from as many Councillors interested in attending and to host a future Community Services and Licensing Committee.

i) Stroud Arts Festival Limited

Councillor Aldam advised Committee that the charity was set up to promote and support all different types of artistic activities throughout the Stroud District since 1946. To celebrate the charities 75th anniversary, the charity held a world-class series concert in 2021-22 in addition to the arts exhibition across the Stroud Subscription Rooms, Lansdown Hall and St Lawrence Church in which 1,300 attended.

The aims and objectives of the charity were to encourage and promote participation through live events and workshops, inspire and encourage home grown talent through grants and sponsorships and introduce children/young people to the arts through free entry to under 18s.

In October 2022 a 5-day festival was being held which would include an Opera from Hewletts Opera, a classical music concert, visual artistic exhibition, theatre performance, silent film screening, concert for young children with live music and illustrations, sponsoring a large scale local education project on a theme of connections about the sounds of machinery mills/trains/canals and a potential Special Education Needs event.

j) Health and Wellbeing - Physical and Mental Health Information Sheet

The Member report had been circulated prior to Committee. There were no questions.

k) Health and Wellbeing Information Sheet

The Member report had been circulated prior to Committee. There were no questions.

l) The Pulse Information Sheet

The Member report had been circulated prior to Committee. There were no questions.

m) Careline Information Sheet

The Member report had been circulated prior to Committee. There were no questions.

n) Neighbourhood Wardens Information Sheet

The Member report had been circulated prior to Committee. There were no questions.

o) Update on the LATC Progression Information Sheet

Councillor John Jones enquired what the LATC abbreviation was. The Chair, Councillor Brine advised it stood for Local Authority Trading Company.

q) Community Grants Information Sheet

The Chair, Councillor Brine informed Committee that he would bring Community Grant information sheet ahead of the other Member Reports.

Councillor Hoskin advised she was pleased to see Cashes Green Community Centre in the successful column and thanked the Community Health and Wellbeing Manager for the approach taken with the Community Grants.

The Chair, Councillor Brine advised Committee that those organisations who were unsuccessful were being provided support in being able to locate other funding and supporting them in applying for future bids.

q) Customer Services Information Sheet

The Member report had been circulated prior to Committee. There were no questions.

CSLC.068 Member Questions

There were none.

The meeting closed at 8.05 pm

Chair

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Performance Monitoring Report: CS&L Committee

Date of Meeting	Wednesday, 11 th May 2022	
Attendees	Members: Julie Job & Nigel Prenter Officers: Keith Gerrard, Mike Hammond, Angela Gillingham, Emma Keating-Clark, Adrian Blick, Liz Shellam, Hannah Emery, Cate James-Hodges, Tom Wickham-Bassett	
Performance Update (See report below/attached)		
Council Plan Priorities (see performance management system)	Summary:	Progress & RAG Status
	Action Plans:	16 On Target
	See detailed report below.	2 Not started
	<i>Actions where no information has been provided will be highlighted</i>	1 Overdue
Council Plan Performance Indicators or Milestones (see performance management system where applicable)	Summary:	Progress & RAG Status
	Milestones:	23 On Target
		12 Not started
		1 Overdue
		5 Completed
	Performance Indicators:	7 On Target
		0 Not Started
	0 Overdue	
Reports being presented to this Committee associated with Council Plan:	Stroud District Council Taxi Fares	

Agenda Item 5 Service Area Indicators (<i>not covered in Council Plan</i>)	
Risks	Corporate Risk Register presented to Audit & Standards Committee. <i>List any relevant Service specific risks.</i>
Relevant finance issues	See Q4 Budget monitoring report
Any other service issues considered at the meeting (eg staffing / resources)	
Follow up (any issues for consideration at the next meeting)	

Any issues of significant concern to be reported to Audit and Standards	
Any actions/recommendations for the Committee	
Report submitted by	Nigel Prenter and Julie Job.
Date of report	






Please complete and return to the Democratic Services ASAP for circulation to the Committee


Report On: Action Plans, Milestones & Indicators

Filter By: Cross Cutting Plans, **Plan Name:** Community Services & Licensing Committee Monitoring Report CS&L Quarterly 21/22


Action Plans, Milestones & Indicators (67)

CW1: Community resilience: Support communities to help each other and build resilience through a network of community hubs and other community-led networks, with mental and physical health and wellbeing at its heart.

Code	Action Required / Description	Deadline	Lead Officer	Status	Last Monitored	Comments
CW1.1	Develop community led networks and community hubs across the district by helping communities to develop their own networks and hubs, connecting smaller and larger hubs and providing support and training.	31/03/2024	Angela Gillingham	On Target 	13/04/2022: Quarter 4	13/04/2022: Quarter 4: Work is continuing with the Hubs as shown by Emma's update.
» CW1.1.1	Develop a website for Hubs by December 2022, where Hubs can access resources and training	31/12/2022	Emma Keating Clark	Not Started 	N/A	07/04/2022: Hubs information is being hosted on the Creative Sustainability website under Community Hubs pages. As the Hubs network develops and when funding allows, a purpose built website will be developed for the Hubs network.
» CW1.1.2	Establish a Peer Network for the Hubs by December 2022	31/12/2022	Emma Keating Clark	Completed 	N/A	04/03/2022: The Community Hubs Development Lead (based within Creative Sustainability CIC) established the Hubs Peer network several months ago. It is well used to share good practice and support with queries. New groups who are working towards becoming Hubs are joining every month.
» CW1.1.3	All Hubs connected and working together by the end of 2024 with quarterly reporting on progress of delivery plan	31/03/2024	Emma Keating Clark	On Target 	N/A	04/03/2022: Seven Hubs have been given funding for managers roles. Twelve Hubs or community support groups are engaged with Miranda Eeles (Community Hubs Development Lead based with Creative Sustainability CIC). Miranda is also working in "gap" areas to encourage groups to work in partnership for their communities.
» CDPC W1.1	10 well managed Hubs across the District serving the local community by the end of 2024	N/A	Emma Keating Clark	Target: Actual:		
CW1.2	Act to improve the physical and mental health and wellbeing of people in the district through delivery of a new 3 year Health and Wellbeing Plan	31/03/2024	Angela Gillingham	On Target 	22/04/2022: Quarter 4	22/04/2022: Quarter 4: Work has started on this project, however adopting the ABCD approach has given the team a different perspective so the plan has been moved to September.



» CW1.2.1	Write a 3-year health and wellbeing plan which is linked to the Leisure and Wellbeing Strategy by March 2022	15/09/2022	Angela Gillingham	On Target 	N/A	<p>11/04/2022: We aim to have the plan out in September 2022 in time for CS&L committee.</p> <p>Due to the changing nature of our work and the additional collaboration across services we have put the publication date of the plan back.</p> <p>Work is still taking place but the overall plan will run for 3 years and still include the work which is taking place. See council plan for updates on specific work.</p>
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


Performance Members Comments **See overall comments below under CW1.2.2**


» CW1.2.2	Adopt a measure for each element of the action plan which is reported on quarterly through the performance monitoring mechanism	01/12/2022	Angela Gillingham	On Target 	N/A	<p>12/04/2022: Due to changing the way we work we will be measuring the success of the plan through the creation of case studies.</p> <p>Using ABCD (Asset Based Community Development) approach to our work will take time to build trust and effect sustainable change therefore building case studies will show a start, middle and end to each element but within longer time scales.</p> <p>We are developing this approach as part of FFF under the connected communities workstream.</p>
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Performance Members Comments: **SDC is looking at community-level assets and a place-based approach (as the NHS and police do) and working with communities rather than doing things to them. New partnerships are forming all the time and pilots are going on within community hubs. SDC are looking at who is working in what areas, how the community is involved and how to work with them. For example, Pagan Hill Community hub meet regularly with the police and neighbourhood wardens and work together to look at their patch, nip problems in the bud and decide whether an issue is, for example, a housing issue or a drug problem. New data has also, for example, highlighted obesity in Stonehouse. Parish councils vary in their responsiveness but some are pro-active and the play area review, for example, can be used as a hook to bring them in. Hubs are the key. SDYC's youth forums could also be extremely useful. SDC are using data to work out where health inequalities are and which hubs and voluntary groups are in those areas so that they can concentrate help on where it is needed the most.**


So despite a slow start there has been real progress and when the plan is reported to C,S &L in September it will have much more to say than it would had it been submitted earlier.

CW1.3	Ensure residents continue to receive the advice they need, by continuing our work in partnership with the Citizens Advice Bureau and developing a new Service Level Agreement.	31/03/2022	Keith Gerrard	On Target 	22/04/2022: Quarter 4	22/04/2022: Quarter 4: Emma has build a relationship with CAB and is working towards an agreed SLA
» CW1.3.1	SLA with CAB written and signed by 1st April 2022	31/03/2022	Keith Gerrard	On Target 	N/A	

CW1.4	Work to reduce the impacts and causes of anti-social behaviour by developing a district wide policy in partnership with the Community Safety Partnership	30/12/2022	Mike Hammond	On Target 	20/04/2022: Quarter 4	20/04/2022: Quarter 4: Following a draft ASB policy being written, this has been shared with a wider officer group for comment/ consultation. Along side this document a compliance policy has been drafted and is being worked on and will go out to consultation council wide.
» CW1.4.1	Reduction in anti-social behaviour instances/ reports	30/12/2022	Mike Hammond	Not Started 	N/A	
Performance Members Comments: See below for overall comment.						
» CW1.4.2	In collaboration with the Stroud Community Safety Panel, develop and adopt a proactive programme of ASB preventative training and awareness raising. <ul style="list-style-type: none"> • Report quarterly on delivery of preventative ASB training and awareness raising 	30/12/2022	Mike Hammond	On Target 	N/A	04/03/2022: 2 of our Neighbourhood Wardens attended Hate Crime Bystander intervention training being run by Victim Support. More training for Housing Officers, Income Officers, Neighbourhood Wardens and Independent Living Officers, as well as other front line staff is planned for Q1 2022/23.
Performance Members Comments: Further to updates on the 20/04 and 04/03 the documents have not changed and are still in draft. Following consultation it is hoped that these will be brought to Committee in September subject to the outcomes of the consultation. Regarding further training, a meeting has taken place to gauge how this will be delivered. However, this will now take place after August.						
» CW1.4.3	Agreed work outcomes with OPCC	30/12/2022	Mike Hammond	Not Started 	N/A	
» CW1.4.4	Draft a ASB policy that will be in line with the Council and the OPCC priorities.	25/02/2022	Mike Hammond	Completed 	N/A	
CW1.5	Appoint Food Justice Champions to work with partners to tackle food injustice, set up a food partnership and develop a food strategy to address the causes of food poverty, promote sustainability and food justice.	01/09/2022	Angela Gillingham	On Target 	11/05/2022: Quarter 4	11/05/2022: Quarter 4: agreed to appoint a food equity officer using the funding



» CW1.5.1	Create a Food Justice task and finish group by June 2022 which will define future performance indicators and is connected to the Health and Wellbeing action plan. This food work will start later than planned due to new non-recurring funding that will enable a new food role to support this work. Recruit Food Officer with COMF funding. Report quarterly on Food Justice performance.	30/06/2022	Emma Keating Clark	On Target 	N/A	04/03/2022: Additional funding has been secured to recruit a role to support this project. Community Hubs and key food partners are on board and have begun organising. Task and Finish Group members have been identified and the first T&F Group will meet in May 2022.
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


Performance Members Comments: **See overall comments in CW1.5.2 below.**

» CW1.5.2	Establish feeding Stroud partnership by March 2022	01/09/2022	Emma Keating Clark	On Target 	N/A	11/05/2022: Deadline to be extended as recruitment for the food officer will take place in the summer.
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Performance Members Comments: **A Food Equality Officer (a possible jib title) is being recruited. SDC wish to help food hubs do their work. At the moment there are lots of little groups involving a huge amount of volunteer time which collect surplus supermarket food and fair share bulk buy. However, they are not logistically well organised and if they clubbed together economies of scale would mean they would have more buying power and could buy staples at an affordable price. The aim is to bring in national expertise and Stroud has been chosen as a pilot for local food hub work. During the Covid crisis there was a lot of free food but food banks only allow three goes and the need for referrals is a barrier. Local affordable food hubs is the logical next step. At the moment the most deprived areas are targeted but community/village shops/cooperatives could be brought in. Schemes such as 'spend £1, get £10 worth of food' for those on benefits could be introduced. The aim is look at what Stroud District needs.**




CW3: Community engagement: Strengthen local democracy by developing a culture of community engagement to enable greater involvement of residents, council tenants, communities and businesses in decisions on council services and priorities.




Code	Action Required / Description	Deadline	Lead Officer	Status	Last Monitored	Comments
CW3.1	Develop a Community Engagement Strategy, which incorporates the Council's Hear by Right Commitment for young person's involvement, and ensures the voice of the community and key stakeholders is at the heart of council priorities.	31/03/2023	Mike Hammond	On Target 	20/04/2022: Quarter 4	20/04/2022: Quarter 4: Work on this has continued on this and is still developing across the Council. Progress is being reported through the Fit For the Future programme
» CW3.1.1	SDC measures: • Develop a Community Engagement Strategy and implementation of action plan – • Monitor achievement of action plan milestones • Youth Council are involved in decision making and consultation	31/03/2023	Mike Hammond	On Target 	N/A	




CW3.2	Improve customer service for residents by procuring a Digital Platform that provides for centralised first contact ensuring an easier access to services and that provides additional support for those with complex needs.	31/03/2023	Adrian Blick	On Target		25/01/2022: Quarter 4	25/01/2022: Quarter 4: Process mapping tool purchased and training conducted Digital Platform procured
» CW3.2.1	First 2 contact services centralised by end of 2022	31/12/2022	Adrian Blick	On Target		N/A	05/05/2022: Started to draft the Contact Centre Strategy Started to collect contact data including telephony stats for analysis
Performance Members Comments: See overall comments below in CW3.2.2 below							
» CW3.2.2	Straightforward processes identified and made available for self-service via the internet	31/12/2022	Liz Shellam	On Target		N/A	05/05/2022: Preparing an inventory of all Council processes Started mapping "as is" and "to be" processes for services Learning how to use the Digital Platform by developing a pilot of the Bulky Waste process - testing and designing interfaces Started design of the Missed Bins process
Performance Members Comments: Background work is being completed and an inventory of all council processes in all service areas being prepared. Data, mostly around telephony, is being collected. Processes are being mapped out using a system called 'Engage' in order to help discussions in all areas and identify how services can be improved and value added. Four members of staff in customer services and IT have been trained in a digital platform called 'Liberty Create' and have started creating a Bulky Waste process. Missed bins and harden waste are next on the list. A business analyst is working with SDC to see how customers can self-serve and transact with SDC directly which will open additional channels for the community and reduce costs. However, those who are unable to access services in this way will still be able to phone or come in.							
» CW3.2.3	Repetitive processes identified and automated	31/12/2022	Liz Shellam	On Target		N/A	19/04/2022: As per CW3.2.2
» CW3.2.4	Resource capacity increased to serve those with complex needs	31/03/2023	Liz Shellam	Not Started		N/A	19/04/2022: This will be enabled by the automation of processes that do not require human intervention and subsequent release of officers to higher value activities
CW3.3	Work with Town and Parish Councils to develop, agree and implement a new strategic approach for partnership working between district, towns and parishes including specific support for rural communities.	31/12/2023	Hannah Emery	On Target		22/04/2022: Quarter 4	22/04/2022: Quarter 4: The Working Together project with Town and Parish Councils is now well underway. Two work shops have now taken place involving GAPTC and results of a consultation with LMT.
» CW3.3.1	Over 50% of Town and Parish councils participate in developing a new strategic framework to identify key issues and ways of working jointly with district (end 22)	31/12/2022	Hannah Emery	On Target		N/A	22/04/2022: The Charter is currently being drafted with the Town and Parish Council working group to be launched the end of the summer 2022
Performance Members Comments: See overall comments below.							



» CW3.3.2	Positive feedback received from more than 50% of Parish & Town Councils on partnership working with district (end 2023)	31/12/2023	Hannah Emery	Not Started 	N/A	
» CW3.3.3	Market Town meetings and other town and parish meetings convened by SDC	31/12/2022	Hannah Emery	On Target 	N/A	22/04/2022: The Working Together with Town and Parish Councils project will produce an annual schedule of forums and meetings with Town and Parish Council meetings.
Performance Members Comments: 22 Parish and Town Councils are now involved in the Working Together project which is currently drafting Parish & Town Council Charter due to be launched in early autumn 2022. The Working Group have also been looking at a Town & Parish Council Hub for guidance and information resources as well as an annual training and forum schedule and support for rural parishes. Work left to progress is Town and Parish Council engagement in Planning and providing clarity of roles in emergency response.						
» CDPC W3.3	% of Town and Parish Councils signed up to the Charter	N/A	Hannah Emery	Target: Actual:		






CW4: Leisure and Culture Services: Adopt a long term investment plan for leisure services and facilities across the district to ensure everyone has access to good quality leisure opportunities that meet their needs.

Code	Action Required / Description	Deadline	Lead Officer	Status	Last Monitored	Comments
CW4.1	Continue work to ensure that our leisure and wellbeing services are fit for the future by completing the Leisure Review options appraisal as well as supporting the recovery of the leisure centres from the pandemic.	31/12/2022	Angela Gillingham	On Target 	13/04/2022: Quarter 4	13/04/2022: Quarter 4: This is an ongoing piece of work. All that was reported on previously is still relevant. The Pulse with regards to programming is further forward than SPLC. The Pulse delivers a full programme whilst SLM have not made a full recovery and still have restrictions in place in the following areas: 1. Restricted public swimming numbers 2. Restricted fitness programme 3. Cashless payments only 4. Restricted cafe opening and limited offering within the cafe
» CW4.1.1	Agree the preferred management option of leisure, health and wellbeing services by March 2022	31/03/2022	Angela Gillingham	Completed 	N/A	12/04/2022: We have re-engaged Max Associates to develop the business case and feasibility investment plan. The full business case will be presented to CS&L committee in January 2023 and to S&R and full council in February 2023. The feasibility investment plan will included the following areas: 1. Redesign of Stratford Park Leisure Centre 2. Stratford Park 3. The outdoor pool 4. The Pulse 5. New centre on the A38 corridor The business case will include all areas connected to setting up and running an LATC. A project team is being put together to move this work forward.
» CW4.1.2	Write a 3-year rolling physical activity action plan to deliver the objectives of the Leisure and Wellbeing 20-year strategy by March 2022. KPIs will be set against each of the projects.	31/03/2022	Angela Gillingham	On Target 	N/A	10/05/2022: We have a draft plan which is currently being worked through and finalised ready for CS&L committee in September 2022.

» CW4.1.3	Report quarterly on the recovery and ongoing performance of Stratford Park and The Pulse leisure centres.	31/03/2022	Angela Gillingham	Completed 	N/A	<p>13/04/2022: This is an ongoing piece of work. All that was reported on previously is still relevant. The Pulse with regards to programming is further forward than SPLC. The Pulse delivers a full programme whilst SPLC have not made a full recovery and still have restrictions in place in the following areas:</p> <ol style="list-style-type: none"> 1. Restricted public swimming numbers 2. Restricted fitness programme 3. Cashless payments only 4. Restricted cafe opening and limited offering within the cafe <p>Work is being undertaken to understand what the barriers are to opening all areas and how we can support the full operation as soon as possible.</p> <p>Further work is about to start on the demobilisation of the current contract.</p>
CW4.2	Working with partners, increase the number, accessibility, and quality of playing pitches, play areas and outside spaces within the district.	31/03/2023	Angela Gillingham	On Target 	13/04/2022: Quarter 4	<p>13/04/2022: Quarter 4: HD developed a play action plan which focuses on the development of SDC owned play areas. This report was presented and well received at CS&L committee in March 2022. ROSPA have undertaken an inspection which identifies the current state of the equipment with High, Medium and Low work being identified.</p>
<p>Performance Members Comments: All 31 play areas owned by SDC have been inspected for health and safety and coded from red to green. Demographic analysis is now being carried out so that SDC has the evidence required to know where it needs to focus its budget of £300,000 on. A lot of play areas, for example, are situated in residential areas where there are lots of retired people, so locations may have to be changed. Conversations are also being had about the potential of play equipment. Cheapest is not always best and maintenance costs also need to be considered. Stratford Park is not included because it is being looked at in the context of the LATC and something much bigger may come out of that.</p> <p>SDC has also engaged leisure consultants to see how play areas are used and the benefits for local communities. Consultation with parish councils and local stakeholders is ongoing and door-knocking consultation will also be required to help form recommendations. The report will be brought to CS&L in September. Funding has to be committed (but not spent) by 31 March 2023.</p>						
» CW4.2.1	Increase the number, accessibility and quality of 3G and grass pitches in the Stroud District, as identified within the playing pitch strategy (PI measure – by 2023 to have added 1 3G pitch and access to 1 additional grass pitch in Stroud. The strategy sits with Leisure Strategy and will be included within the action plan)	31/03/2023	Angela Gillingham	On Target 	N/A	<p>12/04/2022: No further update on Archway school progress.</p> <p>Marling school are looking to form a rugby partnership - we are trying to link the school with the local rep from the NGB for rugby to discuss potential funding.</p>

» CW4.2.2	Support sports clubs with funding applications to improve their playing pitches and changing facilities (dependent on the application)	31/03/2023	Angela Gillingham	On Target 	N/A	12/04/2022: nothing to report
CW4.3	Increase physical activity and sports participation through our Healthy Lifestyles Scheme and in partnership with the Gloucestershire We Can Move programme.	31/03/2023	Angela Gillingham	On Target 	13/04/2022: Quarter 4	13/04/2022: Quarter 4: This is an ongoing area so there will never be an end date to this work unless health and wellbeing is removed. A member of the team resigned in March and we are recruiting for a replacement. Due to the additional training we put in place at end of 2021 and beginning of 2022 with the Pulse fitness team we are able in the short term to continue to run the classes for vulnerable adults across the district.
» CW4.3.1	Support implementation of a 'Refer All' system to improve the accurate reporting of the healthy lifestyles scheme – Refer All launch January 2022 with Active Glos.	31/03/2023	Angela Gillingham	On Target 	N/A	12/04/2022: The refer all system is now being used for exercise on referral appointments at Stroud Leisure Centre and is being delivered by SDC Physical Activity and Community Activator. This system will be used to launch self referrals in September 2022. Sum up is being used across the scheme which is enabling payments to be taken in real time and reduces the requirement for lengthy admin process.
» CDPC W4.3a	Increase the number of referrals to the Healthy Lifestyle Scheme received each year	N/A	Angela Gillingham	Target: Actual:		
Performance Members Comments: See overall comments below.						
» CDPC W4.3b	Increase the number of participants who complete the 12 week Healthy Lifestyles programme	N/A	Angela Gillingham	Target: Actual:		
Performance Members Comments: See overall comments below.						
» CDPC W4.3c	Increase participants at all of our activities including with the Healthy Lifestyles Choose to Move programme	N/A	Angela Gillingham	Target: Actual:		
Performance Members Comments: At the moment SDC are still collecting and updating old data. There are presently only 5 referrals a week at Stratford Park and the Pulse but these should slowly increase. In the past participation required referral by GP but in January an online platform for self-referral was launched. GP referral is still used but they are inundated and many people can't even get to see a GP at the moment. The health consultants who interview those who self-refer are good at the interview process and want to keep the programmes for those for whom it will make a real difference. If someone is exercising and using the gym three times a week they will complete the consultation but not put them in the scheme.						








CW4.4	Support refurbishment of Stratford Park Lido by submitting a bid, in partnership with Stroud Town Council and Friends of the Lido to the National Lottery Heritage Fund.	31/03/2024	Angela Gillingham	On Target 	13/04/2022: Quarter 4	13/04/2022: Quarter 4: See CW4.4.3
» CW4.4.1	Set up a task and finish group to work on the development of the Stroud Lido	31/03/2022	Angela Gillingham	Completed 	N/A	<p>12/04/2022: The T&F was set up in January 2022 and meets monthly.</p> <p>The group are made of Cllrs, SDC officers, SLM officers and friends of the lido.</p> <p>We are working on a number of small projects to improve the following areas:</p> <ol style="list-style-type: none"> 1.Changing room improvements - remove the old suspended ceiling and expose the original 1930's roof creating a lighter changing area 2.Heat the pool by 2-3 degrees using the excess heat from the leisure centre - we are also exploring a secondary heating system which may increase the temperature to around 24 degrees but this will be the 2nd phase. 3. Improve accessibility in terms of when the pool is open and for physically impaired groups including older and disabled groups. 4. Ensuring the centre provide refreshments to pool users which is accessible from the outdoor pool 5. Working with Stroud College students on a tidy up campaign of the outdoor pool grounds to prepare the centre for opening <p>More work will be factored into the following years once the feasibility study is complete.</p>

» CW4.4.2	Write a realistic development plan for Stroud Lido based on the findings of the Leisure Strategy and 2019 Stroud Lido business case	31/03/2023	Mike Hammond	On Target 	N/A	<p>11/04/2022: We have appointed Max Associates to move this work forward as part of the development of the whole park.</p> <p>The T&F are currently working on small projects whilst the feasibility work is being conducted:</p> <p>The small projects include: Opening the changing room ceiling to expose the original ceiling. Using excess heat from the leisure centre to heat the water another 2-3 degrees (more work is being undertaken on raising this further but will form part of the bigger picture) Improving access to all members of our community through better opening hours, changing facilities and improved disability access for physically impaired users.</p> <p>Once the plan has been produced friends of the lido will work with council officers to secure funding to develop the pool and surrounding area.</p>
» CW4.4.3	Heritage Lottery Fund Bid for Stratford Park Lido submitted by target date – amount determined by the action plan	31/03/2024	Angela Gillingham	On Target 	N/A	<p>13/04/2022: As part of T&F work a member of the group is assisting with funding as this is part of their role in their day to day work life. Once the consultants have completed the park feasibility work we will be: 1. Contacting the heritage lottery to discuss funding potential 2. Contacting Sport England to discuss funding potential 3. Enabling friends of the lido to write grant bids 4. Develop a funding plan by breaking down each element of work into smaller elements to enable the friends group to bid for funding. This next phase of work will start in September 2022.</p>
CW4.5	Building on previous work, develop an Arts and Culture Strategy for the District.	31/03/2024	Keith Gerrard	On Target 	04/03/2022: Quarter 3	04/03/2022: Quarter 3: A brief has been drafted and an officer group is meeting quarterly.
» CW4.5.1	Arts and Culture Strategy developed and agreed upon by 2024 with an agreed action plan	31/03/2023	Keith Gerrard	On Target 	N/A	
» CW4.5.2	Strategy delivery plan reported quarterly to Community Leisure and Licensing Committee	31/03/2024	Keith Gerrard	Not Started 	N/A	

CW4.6	Implement the Museum in the Park's free-to-join Supporter Scheme to provide residents with exciting opportunities to engage with the museum and extend community reach to new audiences ensuring the museum remains at the heart of the wider community.	30/04/2022	Keith Gerrard	Overdue ■	01/04/2022: Quarter 4	01/04/2022: Quarter 4: Project extended until 30th April due to equipment supply issues and pending user customisation and functionality changes on new EPO. This has been committed to in contract with supplier and equipment is with museum. All other aspects of project have been delivered successfully. External funders have agreed to project extension to 30th April.
» CW4.6.1	The successful implementation as per the project plan of the museum membership scheme by end of March 2022	31/03/2022	Kevin Ward	Overdue ■	N/A	01/04/2022: Project extended until 30th April due to equipment supply issues and pending user customisation and functionality changes on new EPO. This has been committed to in contract with supplier and equipment is with museum. All other aspects of project have been delivered successfully.


CW5: Equality, diversity and inclusion: Embed equality, diversity and inclusion as a priority across the Council and the District with targeted support for those who experience the most disadvantage in our communities.

Code	Action Required / Description	Deadline	Lead Officer	Status	Last Monitored	Comments
CW5.3	Lead and support action to reduce health inequalities in partnership with Public Health and local NHS trusts .	31/03/2024	Emma Keating Clark	On Target ■	22/04/2022: Quarter 4	22/04/2022: Quarter 4: This is on going work which will be strengthened as part of the Health and wellbeing action plan being produced. We received grant funding which so far has been used to secure 2 full time posts, increase delivery hours and realign Job Descriptions.
» CW5.3.1	Ensure leisure and wellbeing plans are informed by health equalities in our District; Continue to lead voluntary and statutory partnership to ensure District-wide prioritisation of health inequalities	31/03/2023	Emma Keating Clark	On Target ■	N/A	07/04/2022: We continue to work with local health and care partners. CCG have funded district work to tackle health inequalities and our delivery continues to be informed by local insight and data. In addition - in response to the cost of living crisis, we are exploring how district Citizens Advice data can be compared with our health inequalities data to prioritise support in our area.
CW5.4	Work with partners to improve the accessibility and welcome of public spaces and shops, and improve awareness of impairments both visible and invisible.	31/03/2025	Amy Beckett	Not Started ■	06/05/2022: Quarter 4	06/05/2022: Quarter 4: None to date
» CW5.4.1	Measured campaign relating to increasing awareness of invisible impairments including neurodiversity	31/03/2023	Amy Beckett	Not Started ■	N/A	
» CW5.4.2	Future bids for public space improvements to include consideration of accessibility	31/03/2024	Amy Beckett	Not Started ■	N/A	


» CW5.4.3	Working with business owners / community groups / community organisations (C)	31/03/2024	Amy Beckett	Not Started 	N/A	
CW5.5	Work with partners to support older people to stay in their homes for longer and continue to work to become a dementia friendly district.	31/03/2024	Angela Gillingham	Not Started 	13/04/2022: Quarter 4	13/04/2022: Quarter 4: Even though specific work has not started in this area we have been discussing how the ABCD approach can be used to develop in this area.
» CW5.5.1	Performance measure to be determined in first period and will be informed through dialogue with adult social care/Integrated Care System.	31/03/2023	Angela Gillingham	On Target 	N/A	
Performance Members Comments: See overall comments below.						
» CW5.5.2	Continue strategic planning in partnership with Integrated Locality Partnership (ILP) and Integrated Care System (ICS) (C)	31/03/2023	Angela Gillingham	Not Started 	N/A	12/04/2022: Staffing changes have been made to team in order to build resource into the team to deliver on these projects. All projects are within the action plans which are being finalised.
Performance Members Comments: Some work has been on hold because of Covid. Keeping old people in their own homes and active is the priority. Recruitment is occurring and funding available so an update should follow. Classes have been occurring but data is being sought on, for example, hospital admissions, falls and deprived areas.						
» CW5.5.3	Continue to progress the agreed action plan for older people, frailty and carers with ILP working group (C)	31/03/2023	Angela Gillingham	On Target 	N/A	22/04/2022: We are in the planning stage of this work which will link with the Health and Wellbeing plan.
» CW5.5.4	Work with partners to establish Stroud Dementia Action Alliance (C)	31/03/2023	Angela Gillingham	Not Started 	N/A	
» CW5.5.5	Contribute to Gloucestershire Dementia Action Alliance (C)	31/03/2023	Angela Gillingham	Not Started 	N/A	22/04/2022: This work is part of a wider picture of working with older people and links to the health and wellbeing action plan which is still being written. Please see notes on Health and Wellbeing action plan.

EC4: Mobility / Transport: Support development of an integrated active travel (walking and cycling) and public transport network and the development of electric charging infrastructure working with county and regional partners.

Code	Action Required / Description	Deadline	Lead Officer	Status	Last Monitored	Comments
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EC4.4	Review taxi and private hire licensing conditions to consider moving from an 'age' condition to an 'emissions' based condition – to encourage an increase in the percentage of low and Ultra Low Emission Vehicles (CN2030 M8)	31/03/2023	Rachel Andrew	On Target 	06/04/2022: Quarter 4	06/04/2022: Quarter 4: CS&L on 24th march 2022 agreed to set up a member/officer task and finish group to look at drafting a proposed emissions policy
» CDPE C4.4	Increase the % of taxi and private vehicles that are Euro 6 standard or EV from 50% (2021) to 75% by 2023	N/A	Rachel Andrew	Target: Actual:		

ER1: Economic recovery: Support our high streets and businesses to enable recovery of the local economy from the impacts of COVID-19 and build foundations for a sustainable and inclusive local economy

Code	Action Required / Description	Deadline	Lead Officer	Status	Last Monitored	Comments
ER1.4	Work with partners across Stroud district to grow a sustainable visitor economy, including the night time economy, walking and cycling, culture and leisure attractions.	31/03/2026	Amy Beckett	On Target 	06/05/2022: Quarter 4	06/05/2022: Quarter 4: Funding utilised to support the visitor economy through the welcome back fund Ongoing Stroud District Tourism meetings Attendance at LEP tourism and visitor economy working group Continue to work with Cotswold Tourism and Visit Gloucestershire.
» CDPE R1.4	% increase in expenditure by tourists in the district based on 2019/20 data Direct Visitor spend (£149,610,000)	N/A	Amy Beckett	Target: Actual:		

STROUD DISTRICT COUNCIL

COMMUNITY SERVICES AND LICENSING COMMITTEE

THURSDAY, 23 JUNE 2022

Report Title	CORPORATE CARE STANDARDS			
Purpose of Report	To consider the Corporate Care standards for approval and to recommend for adoption at full council on 21 st July 2022			
Decision(s)	<p>The Committee RESOLVES to:</p> <p>(1) Approve the Corporate Care Standards and recommend to Council for adoption and that;</p> <p>(2) Performance data is reported annually to Audit & Standards Committee; and</p> <p>(3) Any future amendments to the Standards are approved by Community Services & Licensing Committee and that the terms of reference of the Community Services and Licensing Committee in Article 8 of the Constitution be amended accordingly.</p>			
Consultation and Feedback	Consultation has been outlined in Section 2 of this report.			
Report Author	Liz Shellam, Community Access & Engagement Manager Tel: 01453 754234 Email: liz.shellam@stroud.gov.uk			
Options	None			
Background Papers	N/A			
Appendices	Appendix A – Corporate Care standards			
Implications (further details at the end of the report)	Financial	Legal	Equality	Environmental
	No	No	No	No

1. BACKGROUND

Following the LGA Corporate Peer Challenge in 2019, work commenced to develop our over-arching vision and strategies to take us on our journey from a “good” council to an “*exemplar leader in place*”. In the preceding months we saw the emerging signs of a global pandemic and in March 2020 saw our lives change overnight with a national lockdown announced.

- 1.1 As an organisation we took swift and necessary action to ensure access to our services were maintained and we were able to support our community through what we now know to be a long and difficult time for everyone.
- 1.2 The success of our response to the pandemic was evidenced in the Council’s Customer Survey 2021 with *68% residents stating they strongly agree/ agree that SDC has supported the community during the pandemic.*

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- 1.3 As we emerge from the pandemic, we know we have a lot more to do to ensure we learn from our experiences during this time and invest in improving our services to the benefit of all our customers.
- 1.4 This is defined within our Council Plan where we commit to putting our communities at the heart of our decision making, how we design our services and listen and engage with our communities. This is reflected in the following objectives:
- 1.5 **(CW 3.1)** - Develop a Community Engagement Strategy, which incorporates the Council's Hear by Right Commitment for young person's involvement and ensures the voice of the community and key stakeholders is at the heart of council priorities.
- 1.6 **(CW 3.2)** - Improve customer service for residents by procuring a Digital Platform that provides for centralised first contact ensuring an easier access to services and that provides additional support for those with complex needs
- 1.7 Our Fit for the Future modernisation programme is leading on many of our improvement initiatives and progress is well underway. However, feedback from our communities and elected members pointed out some inconsistencies in the service received when contacting differing service areas across the organisation.
- 1.8 It was identified that we needed to develop a set of corporate standards that reflect what our communities should expect when they access our services, including response times.
- 1.9 The importance of publishing these standards is to ensure our communities are informed and we are working as One Council towards a clear set of standards that reflect our current contact channels.
- 1.10 As we move forward with the implementation of our modernisation programme, we will have an opportunity to reflect, review and improve on the standards in line with our Council Plan.

2. DEVELOPMENT OF STANDARDS

- 2.1 In November 2021 a cross party working group was formed with following objective:

Develop and implement corporate standards that reflect our current contact channels, including what our customer should expect from us and response times and allow us to develop these as we introduce new and improved contact channels for our community as part of our 'Fit for the Future' programme. The member group included:

- Cllr Gordon Craig
- Cllr Colin Fryer
- Cllr Norman Kaye
- Cllr Loraine Patrick
- Cllr Mattie Ross
- Cllr Ken Tucker

2.2 Working with the council officer project team a draft set of standards were developed and consultations were held with the following groups:

- Strategic Leadership Team
- Leadership & Management Team
- Equality, Diversity & Inclusion working group
- Tenant representatives
- Alliance Leadership Team

2.3 A full member survey was launched on 20th May 2022 asking for feedback and comments on the final draft of the standards.

2.4 A full member briefing was held on 7th June 2022 to discuss feedback received during the consultation period and the additions and amendments made to the standards as a result:

The following feedback was received, and changes noted below:

General Comments:
Very comprehensive Overall, I like the tone Nicely readable I very much like the look of the document Very happy with the content and layout. All the things I would like to see in the Standards has been captured but would recommend that the document is reviewed annually to ensure it stays fresh and fit for purpose.

You said:	We will:
Corporate Care Standards – could be deemed jargon	Change to Our Service Standards
Some of the language could be deemed jargon/ difficult to read	Once adopted produce an “Easy read” version of Our Service Standards.
The response time is unacceptably long	Report to Audit & Standards on an annual basis. With the implementation of the digital platform, we will have more meaningful data to be able to report performance against these response times.

3 **OUR SERVICE STANDARDS**

3.1 The proposed service standards (**Appendix 1**) set out our commitment to our communities and outline what they should expect from their experience with us.

3.2 Our Service Standards will be adopted and embraced across the Council and will help us focus on providing an excellent and consistent customer experience for all. The standards include the following:

Agenda Item 6

1) Customer care principals, these are:

- Helpful
- Fair and honest
- Friendly and understanding
- Accessible to all

2) Response times for all our contact channels, this informs our community what they can expect from us when they:

- Phone us
- Email us
- Send us a letter
- Make an enquiry online
- Contact us via social media
- Visit us or we visit them
- Give us feedback
- Submit a request for information

3.3 These standards provide all service areas with a framework to follow and ensure we are all working as one council when our communities contact us.

3.4 Response times for all contact channels provide a maximum timeframe. We will always endeavour to respond as soon as possible and keep these timeframes under review.

3.5 As with other published documents, Our Service Standards will be produced in English and can be translated to other languages on request.

4 CONTINUOUS IMPROVEMENT

4.1 Once adopted by Full Council the standards will be rolled out to all existing staff and new staff as part of their induction programme. The future re-set of Customer Services as recommended in the recent LGA Corporate Peer Review feedback report will embed a culture of customer focus across all services and introduce a customer service training programme for all front-line staff.

4.2 In addition, we will utilise the feedback we receive from our communities, telephony data and the monitoring of complaints to ensure we are continually improving on the service we are providing.

4.3 It is an ambition of the Fit for the Future Programme with the implementation of the digital platform to improve access to our services by increasing channels and introducing automated acknowledgements, so customers know their requests have been received and are kept up to date with the status of their updates. The Digital Platform will enable us to have better visibility of the service requests received and the time it takes to resolve the enquiry.

The digital platform will allow us to implement a more robust reporting system to provide increased visibility, understanding and oversight into service performance to enable us to make improvements, support demand planning and resource management.

5 PERFORMANCE REPORTING

- 5.1 We will be developing performance reports for managers to ensure they are aware of how their teams are performing and if necessary, take action or provide explanation.
- 5.2 Performance data will be presented to Audit and Standards on an annual basis.

6 IMPLICATION

6.1 Financial Implications

There are no financial implications arising directly from the report.

Actions taken will be subject to proper financial evaluation and reported to Committee as appropriate.

Andrew Cummings, Strategic Director of Resources and Section 151 Officer
Tel: 01453 754115 Email: andrew.cummings@stroud.gov.uk

6.2 Legal Implications

There are no legal implications arising from the content of this report or its recommendations.

One Legal
Tel: 01684 272012
Email: legalservices@onelegal.org.uk

6.3 Equality Implications

There are no equality implications arising from the report itself. The equality implications of actions taken will be considered by Committee as appropriate.

6.4 Environmental Implications

There are no environmental implications arising from the report itself.

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Our Service Standards



Our commitment to you:

Everyone who contacts Stroud District Council should receive excellent service.

We will ensure we put you at the heart of everything we do, learning from the feedback you provide us, to help us continuously improve and shape the future delivery of our services.

Whenever and however you contact us, we will aim to ensure you receive the highest standards of service.

This document sets out what you can expect from us.





Our customer care principles:



Helpful

We will:

- aim to get it right first time.
- try to achieve what we said we would and keep you updated until your enquiry is resolved.
- explain our decisions and the reasons for them using easy to read and jargon-free language.
- listen to and act on your feedback to improve our services.



Fair and honest

We will:

- treat you fairly and with respect.
- apologise if we get things wrong, do our best to put them right and learn from any mistakes.
- protect your privacy and confidentiality by handling your information sensitively and securely.



Friendly and understanding

We will:

- be polite and attentive.
- ensure you feel confident that we've listened to you, understood your needs and take the necessary action.
- be positive and proactive, demonstrating through our actions that your issues matter to us.



Accessible to everyone

We will:

- provide clear and up to date information about our services and provide help accessing them if you need assistance.
- make sure Council services are available to all and information is provided in an accessible format, including different languages, audio, braille and easy to read. Our accessibility statement for our website is available [here](#).

In return we ask you to:

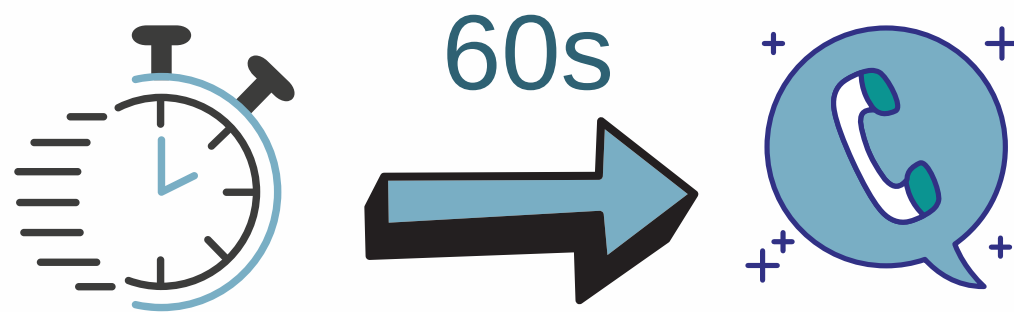
- provide us with the correct information at the right time and let us know if anything changes.
- tell us as soon as possible if things go wrong, so we are able to take action.
- let us know in good time if you can't make an appointment.
- treat everyone using or providing our services politely and with respect and understand that we will not accept offensive, or discriminatory language, or threatening behaviour.
- let us know if you have any feedback on the services we provide.





When you call us:

- Our telephone lines are open during office hours Monday to Thursday 8.45 a.m. to 5.00 p.m. and Friday 8.45 a.m. to 4.30 p.m.
- When calling our main SDC phone number, once a service area has been selected, we aim to answer all calls within 60 seconds. There may be times when we cannot achieve this due to demand.
- We will introduce ourselves in a professional manner, clearly stating our first name and team so that you know who you are speaking to.
- If we need to transfer your call to someone else we will pass on your details with your permission so you don't have to repeat yourself.
- At the end of our conversation with you, we will ask you if there is anything else we can help you with and explain what will happen next if further contact is required.
- Where an officer is not available to accept a transferred call, we will offer you the choice to either leave a voicemail message or arrange a call-back.
- Voicemail messages will be responded to by the end of the next working day. If an officer is not available, a voicemail message will provide an alternative number or email address for you to contact.
- When we leave you a message, we will tell you our name, department and what number to contact us on.



@ When you email us:

- We will acknowledge all email enquiries:
 - ➔ If you email a service area mailbox (for example a generic mailbox, such as planning@stroud.gov.uk), you will receive an automatic acknowledgement, so you know this has been received.
 - ➔ If you email a member of staff directly, you will receive an acknowledgement as soon as possible, and no longer than 3 working days.
 - ➔ If a member of staff is absent, you will receive an automatic reply which will provide their return date, and alternative contact details.
- We will respond to all email enquiries as soon as possible, and no longer than 10 working days. In most cases this will be a full response. If the enquiry will take longer to resolve, we will tell you the reason for the delay and when we will be able to respond.



✉ When you you send us a letter.



Response time

We will respond as soon as possible, and no longer than 10 working days. In most cases this will be a full response. If the issue will take longer to resolve we will tell you the reason for the delay and when we will be able to respond.



Contact details

The reply will give the name and title of the person dealing with your enquiry, along with the relevant contact details.



Accessible format

We will make arrangements for leaflets, letters or other information to be available in an alternative accessible format, upon request.

📶 Making an enquiry online:



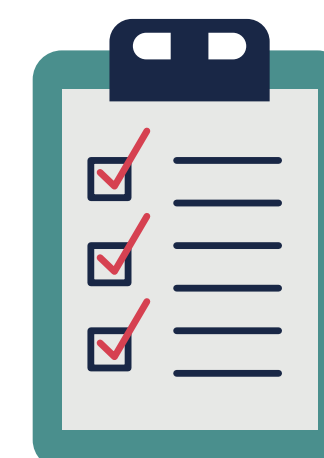
Available 24 hours

You can access a full range of information and complete transactions on our website, 24 hours a day, including applying for services, submitting enquiries and making payments.



Response time

Your enquiry will be directed to the relevant service area and a response, if needed, will be provided as soon as possible, and no longer than 10 working days.



Online contact form

If you are unsure which service you need to contact, you can use our customer service **online contact form**.

Contacting us via social media:

- We read all of the messages and comments we receive. Though we may not reply to every comment, we will always listen to what you have said, and act as appropriate.
- General comments on our posts will not receive a response.
- We will aim to provide a response to a direct question as soon as possible, and within 5 working days.
- Repeated questions about a particular subject matter will not receive a response where we consider we have already provided a response.
- If we feel your enquiry would be better handled by a service area, we will direct you to the appropriate area.
- Depending on the nature of the enquiry, we may ask you to send us a direct private message with further details.
- We will never ask you to share your personal details publicly over our social media channels.



When you visit us:

- Our offices will be clean, safe, and accessible to all.
- If you have made an appointment you will be met at that time, but if there is a delay, we will keep you updated and provide an explanation.
- If you do not have an appointment, an officer will aim to see you within 15 minutes of your arrival. If an officer is not available, we will book an appointment for you to see someone within 5 working days.
- Private space will be provided to discuss confidential issues.
- We will always do our best to accommodate everyone's needs. Please let us know what assistance might be needed when you book so we can ensure we have the appropriate facilities in place.



When we visit you:

- If we have agreed a time and place with you in advance, we will arrive on time or let you know if we are delayed. If we need to rearrange an appointment, we will contact you using the details you have given us.
- If you are out we will let you know we have visited and tell you how to contact us by leaving a calling card or contact you directly using the details you have given us.
- We will always treat your home or other premises with respect.
- We will always identify ourselves as being from Stroud District Council by wearing and showing you our identity card.
- We will explain the reason for the visit.

When you give us feedback:

- We welcome feedback from you and we will use it to shape and improve the future delivery of our services.

- We will acknowledge any complaints we receive, in writing, as soon as possible, and no longer than 3 working days.



- All complaints will be treated with respect and in confidence. A copy of our policy can be found [here](#).



- We will provide a full response as soon as possible and no longer than 10 working days. If your complaint requires significant investigation, then we will let you know and agree a response date.

When you submit a request for information:

- Before you submit any request, you should check our **Freedom of Information register** to see if the information you require is already published.
- You can submit your request for information via email or letter.
- We will acknowledge your Freedom of Information request within 3 working days and provide you with a full response within 20 working days.
- We will acknowledge your Subject Access Request within 3 working days and respond within 1 month of receipt, except in exceptional circumstances.



SDC Councillors' enquiries:

When an enquiry is received from a SDC Councillor, we will:

- acknowledge receipt as soon as possible, and no longer than 3 working days.
- provide Councillors with a dedicated telephone number for general council enquiries and an alternative number for contacting Democratic Services.
- respond as soon as possible, and no longer than 10 working days. In most cases this will be a full response but if the issue will take longer to resolve we will tell you the reason for the delay and when we will be able to respond.



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STROUD DISTRICT COUNCIL

COMMUNITY SERVICES AND LICENSING COMMITTEE

THURSDAY, 23 JUNE 2022

Report Title	STROUD DISTRICT COUNCIL TAXI FARES			
Purpose of Report	To consider recommendations by the Taxi Task and Finish Group regarding a request by members of the taxi trade to increase taxi fares in Stroud District			
Decision(s)	<p>The Committee RESOLVES to:</p> <p>a) Approve an increase in Stroud District Council's taxi fares in accordance with the recommendations of the Taxi Task and Finish Group in Appendix C</p> <p>b) If (a) is resolved, or any variation on the recommendation, approve the procedure and delegation outlined in paragraph 5.3 of this report.</p> <p>c) Approve the methodology and timescales for future reviews of Stroud District Council's taxi fares outlined in paragraph 5.6 of this report</p>			
Consultation and Feedback	<p>The Task and Finish Group recommendations regarding a proposed fare increase have been circulated to all Stroud District Council licensed taxi and private hire drivers and to all approved meter fitters for comment. The consultation period with the trade was 4th May 2022 and 22nd May 2022.</p> <p>If Committee approves the proposed fare increase, there will be a public notice giving 14 days for public comment.</p>			
Report Author	Rachel Andrew, Licensing Manager Tel: 01452 754440 Email: rachel.andrew@stroud.gov.uk			
Options	<p>Alternative resolutions to the proposed decision are:</p> <p>(a) not make any changes to the current fares</p> <p>Or</p> <p>(b) make alternative changes to current fares to those recommended by the Task and Finish Group in Appendix C</p>			
Background Papers	None			
Appendices	<p>Appendix A – Current Taxi Fare Table for Stroud District</p> <p>Appendix B – Schedule of consultation comments</p> <p>Appendix C – Proposed variation to the Taxi Fare Table for Stroud District as recommended by the Taxi Task and Finish Group</p>			
Implications (further details at the end of the report)	Financial	Legal	Equality	Environmental
	No	Yes	No	No

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1. INTRODUCTION / BACKGROUND

- 1.1 Section 65 of the Local Government (Miscellaneous Provisions) Act 1976 makes provision for the Council to set a table of fares which shows the rates for time, distance, and all other charges in connection with the hire of a hackney carriage. For the purposes of this report hackney carriages are referred to as taxis.
- 1.2 The Act allows the Council to vary the rates and lays out a statutory notice procedure that must be followed if it decides to do so.
- 1.3 The table of fares are the rates to which Stroud District Council licensed taxi meters are set and it is the maximum a customer can be charged for any journey within the district. A driver can choose to charge a lesser fare.
- 1.4 The Council does not set the fares for private hire vehicles which must be pre-booked through an operator. The fare must be agreed with the customer prior to the journey commencing.

2 CURRENT FARE TABLE

- 2.1 Stroud District Council's current fare table came into force on 1st February 2018.
- 2.2 Stroud District Council's current fares are split into 3 rates which in summary are:

Rate 1	Day times Mon to Sat	07:00 to 18:00 Except Sat ends 13:00
Rate 2	Evenings, Sundays, and Bank Holidays	18:00 to 01:00 Except Sat starts 13:00 07:00 to 01:00 Sundays and Bank Holidays
Rate 3	Night times, Xmas and New Year	01:00 to 07:00 and Xmas and New Year

- 2.3 Each rate is broken down into the following elements:
 - **Starting rate** – the amount the meter will show when the journey starts.
 - **Yardage** – the distance in yards after which the meter adds an additional 30p to the fare when the vehicle is moving.
 - **Waiting time** – the time in seconds after which the meter adds an additional 30p to the fare if the vehicle is driving slowly or is stationary for example at traffic lights.
- 2.4 There are also extras that can be added to the fare including for extra passengers and for bags.
- 2.5 Stroud District Council's current taxi fare table is Appendix A.

3 PROPOSAL FOR FARE INCREASE

- 3.1 In March 2022 the Licensing Section received a request for a fare increase from representatives of the Stroud Taxi Trade. The trade explained that the reasons for wanting a fare increase are soaring fuel costs and increases in the cost of living. There was a petition signed by 13 taxi drivers supporting the request for an increase.

3.2 The trade request for a fare increase was reported verbally to Community Services and Licensing Committee at the meeting on 24th March 2022 and the Committee agreed to set up a Taxi Task and Finish Group to look at the trade proposal and come up with a recommendation for consideration of adoption at this committee.

4 TAXI TASK AND FINISH GROUP

4.1 The members on the Task and Finish Group were Cllrs Steve Robinson, John Jones and Nigel Prenter. They were supported by Licensing Officers.

4.2 On 11th April 2022 the group had their first meeting to consider the trade proposals. The trade had put forward three proposals. They only varied in that each had a slightly higher starting rate on rates one to three. This is shown below.

	Rate 1	Rate 2	Rate 3
Current Starting Rate	£2.80	£3.25	£4.00
Trade Proposal One Starting Rate	£3.00	£3.50	£4.20
Trade Proposal Two Starting Rate	£3.20	£3.60	£4.30
Trade Proposal Three Starting Rate	£3.50	£3.80	£4.50

4.3 The three trade proposals are summarised below by comparing a 2-mile journey and showing the percentage increase from the current fare

Approx. fare for two miles based on distance and % increase compared to current fare			
	2 miles at Rate 1	2 miles at Rate 2	2 miles at Rate 3
Current rates	£6.90	£8.25	£9.70
Trade Proposal 1	£7.70 ↑11.6%	£9.00 ↑9.0%	£10.30 ↑6.2%
Trade Proposal 2	£7.90 ↑14.5%	£9.10 ↑10.3%	£10.40 ↑7.2%
Trade Proposal 3	£8.20 ↑18.8%	£9.30 ↑12.7%	£10.60 ↑9.3%

4.4 The rate of inflation (CPI) in April 2022 was 9% as shown on the [ONS website](#). Previous to that the rate of inflation per year, [as shown on the bank of England website](#) between 2018 when fares were last increased and 2021, was on average 1.7%. Giving a total inflation rate between 2018 and 2022 as 14.1%.

4.5 The price of fuel has increased by 36% between February 2018 and April 2022 based on average fuel prices shown on the [AA website](#)

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- 4.6 [The Private Hire and Taxi Monthly](#) issues monthly league tables showing the fares of all districts in England and Wales based on a two-mile trip on rate one. Stroud District is currently position 55 out of 355 districts. Stroud has historically been high on the league tables and when the fares were last increased in 2018 it was position 15. However, these league tables are just a 'snapshot'. Arguably rural districts like Stroud will have higher fares due to the longer 'empty legs' travelling out to and back from villages in the district, and also the hilly nature of the area. Many authorities, including the other Gloucestershire districts, are currently reviewing their fares due to high petrol and diesel costs and many will be increasing their fares at this time.
- 4.7 On 29th April 2022 the Task and Finish Group met with three representatives of the taxi trade. Two of those were on behalf of the trade who had submitted the proposals and one was a neutral representative. Below is a summary of the meeting.
- The first two taxi trade representatives explained that currently the trade are finding it difficult to cover their costs. The fares have not been increased in 4 years and over that time fuel has gone up by about 35%. Also, general living costs have increased, and the prices of vehicles and vehicle maintenance costs have gone up. They explained that their preference was for the second of their proposals which they felt would enable them to cover their costs and make an adequate living from the business.
 - The third representative made comment that there is a risk that if fares are too high, customers, who themselves will be struggling with increasing costs of living, will stop using taxis which would have negative impact on the trade. He felt the trade would benefit from a relaxation on the vehicle age policy to reduce their costs.
 - All agreed that there needs to be a careful balance of the fares being enough for taxi businesses to be viable but not so high that customers cannot afford to take a taxi or causes hardship to those reliant on taxis.
 - Two of the representatives also asked on behalf of the trade that timings on the fare card be changed slightly to make bank holidays Rate three rather than Rate two which they are the moment.
 - The trade also asked that there be a process put in place so that moving forward fares can be regularly reviewed and increased at more regular intervals.
 - After discussion the Members on the Task and Finish group concluded that they supported the trade's second proposal and partly agreed to changing the rate for bank holidays but only after 13:00. They also supported having a regular review process.
- 4.8 The draft proposal supported by the Task and Finish Group was circulated on 4th May 2022 to all the taxi licence holders for their comments. It was also circulated to the meter fitters to ensure that the meters could be calibrated to the proposal. There are 112 taxi driver licence holders and there were 8 responses, all of which were positive and supported the proposal. The meter fitters confirmed the proposal could be calibrated. The consultation comments are Appendix B.
- 4.9 On 26th May 2022 the Task and Finish Group held a final meeting to consider the consultation comments, decide on a mechanism to trigger future reviews and agree their final recommendations to Committee.

5 RECOMMENDATIONS

- 5.1 The recommendation of the Task and Finish Group is that Committee resolves to approve the proposed taxi fare table as detailed in Appendix C. This proposed fare table reflects Trade Proposal 2 and includes moving bank holiday afternoons and evenings from rate 2 to rate 3.
- 5.2 In accordance with the Local Government (Miscellaneous Provisions) Act 1976, if a Council agrees to vary taxi fares, it must first give public notice as prescribed by the Act. The notice must state a period of at least 14 days for the public to make comment. If there are no objections the new fares will come into effect as soon as the public notice period expires.
- 5.3 If Committee resolves to vary Stroud District taxi fares, it is recommended that the Committee also resolves to agree to the procedure as detailed below:
- a. The approved revised fares are published in local newspapers on 29th and 30th June 2022 inviting public comment. There will also be a notice at the Council Offices specifying the period of up to 14th July 2022 during which the public can make an objection.
 - b. If no objections are received within the consultation period; or any objections are withdrawn, the revised fares be effective from 18th July 2022 or from the time any objections are withdrawn if after this date.
 - c. If any objections are received during the consultation period and not withdrawn, the Head of Environmental Health will be authorised (in consultation with the Community Services and Licensing Committee Chair and Vice Chair and the Licensing Manager) to:
 - (i) determine, following consideration of the objection(s) whether to approve the fare table with or without modifications; and
 - (ii) set a date no later than 2 months of the expiration of the consultation period, being the date when the determined fares shall have effect.
- 5.4 The Task and Finish Group also recommend that a procedure is adopted so that fares are regularly reviewed.
- 5.5 The trigger for future fare reviews can be based on the rate of inflation. The annual rate of inflation can be identified on the [Office for National Statistics website](#). This webpage shows the rate of CPI. The CPI index is the percentage change in consumer costs over 12 months. It takes account of all household costs such as food, car, fuel, gas and electricity.
- 5.6 The recommended procedure is that:
- a) Each April the Licensing Team will look at the [ONS website](#) to check the CPI as of March that year. Where the rate of CPI is more than 2.5% this will trigger a review of Stroud District Taxi Fares.
 - b) Where a review is triggered, there will be consideration of the current circumstances including rate of inflation, other costs such as fuel and vehicle costs, comparison with other

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authorities and any other relevant factors. Where appropriate the matter will be considered by a Taxi Task and Finish Group with input from taxi trade representatives and there will be consultation with all the taxi trade. Any resultant proposed fare increase must be approved by Community Services and Licensing Committee followed by the public notice procedure. The likely timescales for adoption of any new fare resulting from an annual review is likely to be approximately 4 months meaning that any new fare could come into force in July. This however would be subject to any objections or other relevant matters.

- c) Where the rate of interest (CPI) is below 2.5% the fares will not be reviewed that year and the procedure to trigger a review will take place again the following April which will consider the rate of inflation over the previous two years and so on.

6 CONCLUSION

- 6.1 Members of the taxi trade have requested a taxi fare increase due to major increases in the costs of fuel and increasing in cost of living. The Taxi Task and Finish Group have considered the request and met with representatives of the taxi trade. The Task and Finish Group support the trade request and recommend that the fare table shown as Appendix C is approved by the Committee.
- 6.2 They also recommend that Committee approves the procedure for putting out public notice, dealing with any comments and implementing fares.
- 6.3 Finally, they recommend a methodology to be adopted for an annual trigger to ensure regular review of taxi fares

7 IMPLICATIONS

7.1 Financial Implications

There are no direct implications arising from this report.

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

7.2 Legal Implications

The legal procedure to be followed for the fixing of fares for hackney carriages is contained in the body of this report.

The mechanism for reviewing the maximum chargeable fares must be both fair and transparent or the Council may face legal challenge.

Roslyn Howden, Lawyer; Email: roslyn.howden@onelegal.org.uk

7.3 Equality Implications

An EIA is not required because there are not any specific changes to service delivery proposed within this decision.

7.4 Environmental Implications

There are no significant implications within this category.

Current Taxi Fare Table implemented in February 2018



Authorised Fare Table To Be Displayed Permanently In Each Hackney Carriage - Effective From 1 February 2018

	Rate 1	Rate 2	Rate 3
Times	Mon - Fri 06:00 - 18:00 Sat 07:00 - 13:00	Mon – Fri 18:00 – 00:00 Sat 13:00 – 00:00 Sun and Bank Holidays 07:00 – 00:00	Mon – Fri 00:00 - 06:00 Sat, Sun and Bank Holidays 00:00 – 07:00 Xmas 12.00 24th Dec – 07:00 27th Dec New Year 12.00 31st Dec – 07:00 2nd Jan
Starting Rate	£2.80 For first 240 yards or part thereof	£3.25 For first 200 yards or part thereof	£4.00 For first 175 yards or part thereof
Increments thereafter	30p For every following 240 yards or part thereof	30p For every following 200 yards or part thereof	30p For every following 175 yards or part thereof
Waiting time	30p every 46 seconds	30p every 35 seconds	30p every 25 seconds
Approximate Fares			
First Mile	£4.70	£5.60	£6.70
Every following Mile	£2.20	£2.65	£3.00
Waiting one minute	39p	51p	72p
Extras			
For each passenger over one per journey	20p	For each bicycle	£1.20
For each parcel or package	20p	Soiling charge	£75.00
Pushchairs, wheelchairs and guide, hearing or assistance dogs will be carried free of charge			
Conditions of Hiring			
The charges printed above are the maximum permitted to be charged for each journey within the District of Stroud			
1. The carriage of packages, bicycles or pushchairs is at the driver's discretion.			
2. Animals, intoxicated or troublesome persons carried at driver's discretion.			
3. At driver's discretion, a deposit may be required prior to journey commencing.			

**In the event of any dispute please ask for a receipt showing the taxi licence number, the driver name and or badge number.
In case of complaint write to: Licensing Section, Stroud District Council, Ebley Mill, Ebley Wharf, Stroud, GL5 4UB**

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Comments on proposed fare increase from Consultation with Taxi Licence Holders

Trade comments

- 1 I think other councils will catch up fairly quickly. With the cost of living going so dramatically. (Just had my electric and gas bill £100 more as I've come off a fixed)
- 2
Thank you for the work carried out by you and the committees, The proposals appear to be fair to both the taxi trade and clients bearing in mind the cost of running an efficient business. You have my support
- 3 I've an objection to the Stroud News and Journal being involved at all. Why can't you use the Stroud times instead?
- 4 I am in favour of the proposed fare increase. Diesel is around 45p per litre more expensive than in 2018 (our last fare increase), so I think most customers will understand if the fare prices increase slightly.
- 5 My views are (the rate increase should go ahead as you have recommended) everything appears to be increasing in price across the board. Food fuel insurance garage bills etc. And I think it's at this point of all our crisis in life's everyone is experiencing a rate increase would be most accepted by public. And after all a lot of taxi drivers work unsociable hours. Thank you for asking for my opinion on this matter
- 6 I do feel we need more regular reviews of our prices as this would be only the 2nd increase in 11 years. I think considering the cost of living increase and no increase in 4years I feel these are fair prices.
- 7 I would like to support the need for an increase in taxi fares for the following reasons;
 1. We have not had an increase since February 2018.
 2. The cost of living increases i.e. fuel cost, insurance and the increase in home living costs along with car maintenance.
 3. Public transport fares have increased many times over the last five years so I feel that this increase is long overdue.
 4. New proposals and legislation from the council with regard to CO2 omissions, safeguarding courses and the fact that now all cars have to be no older than 10 years, all come with extra costs for us to be able to operate and somebody has to pay for it. As the council do not supply grants for this it will have to come from the general public
- 8 Thanks for looking into the prices. All of the below sounds reasonable. I do know some people were asking for rate 3 to be active at all times of a bank holiday, but apart from that, sounds good.

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Proposed New Taxi Fare Table 2022 for Stroud District as Recommended by the Taxi Task and Finish Group

- Proposed new fare is in black
- **Current fare is in red**
- **percentage increase from the current to the proposed fare is in blue**

	Rate 1		Rate 2		Rate 3
Starting Rate	£3.20 £2.80		£3.60 £3.25		£4.30 £4.00
	For first 210 (240) yards or part thereof		For first 180 (200) yards or part thereof		For first 165 (175) yards or part thereof
Increments thereafter	30p For every following 210 (240) yards or part thereof		30p For every following 180 (200) yards or part thereof		30p For every following 165 (175) yards or part thereof
Waiting time	30p every 40 (46) seconds		30p every 30 (35) seconds		30p every 25 (25) seconds

Approximate Fares

	Rate 1		Rate 2		Rate 3
First mile	£5.40 £4.70 14.9 %		£6.20 £5.60 10.7%		£7.20 £6.70 7.5%
Every Following mile	£2.50 £2.20 13.0%		£2.90 £2.65 9.4%		£3.20 (3.00) 6.6%
Waiting time one minute	45p (40p) 12.5%		60p (50p) 20%		70p (70p) 0%

Extras

- For each passenger over one per journey **30p** ~~(20p)~~ 50%
- For each bicycle **£1.20** – **no change**
- For each parcel or package **30p** ~~(20p)~~ 50%
- Soiling charge **£75** – **no change**

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Appendix C

Proposed amendments to timings and rate for bank holidays

- Current times including proposed change for bank holidays are in black
- Current times for bank holidays is in red

Rate 1	Rate 2	Rate 3
Mon - Fri 06:00 - 18:00 Sat 07:00 - 13:00	Mon – Fri 18:00 – 00:00 Sat 13:00 – 00:00 Sun 07:00 – 00:00 Bank Holidays 07:00 – 18:00 (07:00 – 00.00)	Mon – Fri 00:00 - 06:00 Sat -Sun 00:00 – 07:00 Bank Holidays 00:00 – 07:00 and 18:00 – 06:00 (00.00 – 07:00) Xmas 12.00 24th Dec – 07:00 27th Dec New Year 12.00 31st Dec – 07:00 2nd Jan

STROUD DISTRICT COUNCIL

COMMUNITY SERVICES AND LICENSING COMMITTEE

THURSDAY, 23 JUNE 2022

Report Title	WOODCHESTER MANSION GRANT			
Purpose of Report	To consider a proposal for grant funding towards the Woodchester Mansion Trust			
Decision(s)	<p>The Committee RESOLVES to:</p> <p>a) Agree a grant of £50k towards conservation efforts on Woodchester Mansion</p> <p>b) Request the S151 Officer, in consultation with the Leader of the Council, provide funding through Council reserves as set out in the report and enter into a grant agreement with Woodchester Mansion Trust.</p>			
Consultation and Feedback	Chair of Committee and Cllr Representative on Woodchester Mansion Trust			
Report Author	Andrew Cummings, Strategic Director of Resources Tel: Email: andrew.cummings@stroud.gov.uk			
Options	The Committee may choose to award a different grant level or no grant at all			
Background Papers	None			
Appendices	None			
Implications (further details at the end of the report)	Financial	Legal	Equality	Environmental
	Yes	Yes	No	No

1. INTRODUCTION / BACKGROUND

- 1.1 Woodchester Mansion in Nympsfield is a Grade 1 listed unfinished Victorian gothic house. The freehold to the Mansion is owned by Stroud District Council but it is operated by the Woodchester Mansion Trust (WMT). The Trust hold a 99 year lease for the building which is scheduled to come to an end in 2089.
- 1.2 The surrounding Woodchester Park land is owned and managed by the National Trust.
- 1.3 WMT have a comprehensive business plan and plans for conservation of the building in several stages. The Covid pandemic has had an impact upon their financial position, although with the business grants paid through SDC a breakeven position was achieved in their last financial year. However, they were not successful for all of the National Grants they applied for. In particular a grant sought of £36k from the National Covid Cultural Recovery was not received as WMT was not deemed to be at risk of financial failure. They

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have therefore approached the District Council and asked them to consider additional grant funding towards the building conservation objectives.

2. MAIN POINTS

- 2.1 The Council has always endeavoured to work closely with WMT. Officers from Property Services have always supported on issues related to the building and the lease. In recent months strategic keeping in touch meetings have been held with members of the Strategic Leadership team and other Council Officers with key trustees from WMT, all in the spirit of maintaining good partnership working.
- 2.2 Community Services and Licensing Committee appoints a member rep, Councillor Steve Robinson, to the Board of Trustees for the Trust. Cllr Robinson reports back regularly to the Committee on trust activities.
- 2.3 The Council provides the Mansion Trust with a general revenue grant to support their operational activities. This was £18k p.a. until the review of Community Grants in 2021 at which point it reduced to £11k p.a. in line with the revised guidelines for the scheme. This has increased to £12k p.a. in 2022/23 and is included in the community grant budget administered by this committee.
- 2.4 The Trust has a proven track record of obtaining funds from external sources, over £600,000 in the past two years. These grants often come with match funding requirements and therefore operating income, and general revenue support, from Council grants is a vital part of the conservation programme.
- 2.5 In early 2022 the Trust approached Councillor Robinson and the Strategic Director of Resources with a view to securing additional grant funding to continue the momentum on conservation projects. In particular, funds were needed to help with the refurbishment of the studios at the mansion. Once complete the studios can be let and will provide rental income which helps to ensure the long-term continuation of the conservation works. The amount requested was £150,000 over three years.
- 2.6 The 2022 grant would be used to finance the enabling works for the studios, pre-application & early Stage 1 activities for the Chapel with any surpluses used on other works. It is those works on the studios which have been highlighted as being of particular importance with their potential of unlocking a revenue income stream.
- 2.7 The Section 151 Officer has advised that a three-year grant to WMT would represent a financial risk to SDC at this time as the Council's own three-year funding position is not secure. It is therefore recommended that a grant of one third of the total, £50k, be considered in the first of the three years. WMT may then wish to consider requesting additional money if required in later years as their conservation plan progress.
- 2.8 Trustees from WMT have indicated a willingness to attend future meetings of this committee and provide members with an update on their plans and on how this awarded grant has contributed to their conservation objectives.
- 2.9 The Council Plan at Objective ER 1.4 says that SDC will work to grow a sustainable visitor economy in the District. Woodchester Mansion is a unique visitor attraction and grant funding helps contribute to the long-term future of the building. The proposed grant funding is therefore in line with the Council plan.

- 2.10 A repairs and replacement reserve is held by the Council to fund additional costs arising from property and equipment which are not covered by existing budgets. The balance on this fund was £304k as at April 2021. As the Council is the freeholder of the building this has been deemed to be an appropriate funding source. The grant awarded will be used towards securing the long-term future of the building.
- 2.11 As the grant funding is being sourced from a fund related to building and equipment costs the awarding of this grant has no implications on other budgets being allocated by this committee and no detrimental impact on committee objectives.
- 2.12 Delegations in relation to reserves lie with the Section 151 Officer and the Chair of the Strategy and Resources Committee. Therefore, this committee can choose to allocate the funding and ask that the Section 151 Officer allocate this reserve accordingly. No decision is required from any other decision-making body of the Council.

3. CONCLUSION

- 3.1 Grant funding has been requested by the WMT to assist with their ongoing conservation efforts at Woodchester Mansion.
- 3.2 In recognition of the fact that the mansion helps support the objectives of the Council Plan, that there is applicable funding available and that the grant would support conservation of a Council freehold asset it is recommended that the grant be approved.
- 3.3 As a next step, the offer from WMT to update the Committee further on progress at the Mansion should be taken up as it represents an ideal opportunity to ensure that the Council has oversight of grant sums awarded.

4. IMPLICATIONS

4.1 Financial Implications

The recommended grant of £50k can be funded from the Council's repair and replacements reserve. That is an appropriate source of funding for an asset of which the Council is the freeholder.

Andrew Cummings

Tel: 01453 754115 Email: andrew.cummings@stroud.gov.uk

4.2 Legal Implications

The Council has powers to provide the grant using the General Power of Competence under Section 1 of the Localism Act 2011.

Advice needs to be sought from One Legal to ensure that the grant complies with the Subsidy Control Act 2022. This Act replaces the state aid regime that operated when the UK was part of the European Union.

A grant agreement should be entered into with WMT to set out the conditions of the grant.

One Legal

Tel: 01684 272691 Email: legal.services@tewkesbury.gov.uk

Agenda Item 8

4.3 Equality Implications

An EIA is not required because 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

STROUD DISTRICT COUNCIL
COMMUNITY SERVICES AND LICENSING COMMITTEE

23 JUNE 2022

List of Outside Bodies within the remit of Community Services & Licensing Committee

Appointments to Outside Bodies

Red – To be appointed

Organisation	Representatives 2021/22	Nominations received 2022/23
Cowle Trust (Museum in the Park)	Councillor Nigel Prenter	Councillor Nigel Prenter
Kingshill House Charitable Trust	Councillor Trevor Hall	Councillor Trevor Hall
Stroud & Rodborough Educational Charity	Councillor Steve Robinson - (4 yearly term) Councillor Nigel Prenter - (4 yearly term) Libby Bird - (4 yearly term)	None required. Councillor Robinson and Prenter until July 2025 Libby Bird until Sept 2025
Stroud Citizens Advice *	VACANT SEAT (main) VACANT SEAT (substitute)	tbc – Main tbc – Substitute
Stroud Festival Limited	Councillor Beki Aldam	Councillor Beki Aldam
Stroud Road Safety Liaison Group	None appointed due to ongoing conversations with GCC about group	Tbc x 2
Woodchester Park Mansion	Shared between Councillors Ashley Smith & Steve Robinson	Councillor Steve Robinson 1 x tbc
Community Safety Partnership	Councillor Chris Brine	Chris Brine (Chair CS&L)
Older Peoples Forum	Councillor Steve Robinson	tbc
Youth Council	Councillor Nigel Prenter	Councillor Nigel Prenter
Stroud District Council Know Your Patch	Councillor Julie Job and substitute Councillor Kate Crews	tbc – Main tbc – Substitute
Homestart	Councillor Natalie Bennett	Councillor Natalie Bennett

*Councillor Craig became a trustee in October 2019 (3-year term ending October 2022) with possible extension thereafter

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COMMUNITY SERVICES AND LICENSING COMMITTEE MEMBER REPORT

NAME OF ORGANISATION/BODY	Gloucestershire Health Overview Scrutiny Committee
DATE OF LAST MEETING ATTENDED	17 May 2022
BRIEF REPORT	
SCRUTINY ITEMS	
5 GP Recruitment and Retention in Gloucestershire	
6 Fit for the Future (FFTF) Phase 2 To receive an update on the One Gloucestershire Integrated Care System Fit for the Future (FFTF) Programme. Following the discussion at the meeting, the intention will be to launch public, patient and staff engagement to explore ideas on how other specialist hospital services can be developed,	
INFORMATION REPORTS	
7 NHS Gloucestershire Clinical Commissioning Group (GCCG) Performance Report To receive an update on the performance of the Gloucestershire Clinical Commissioning Group (GCCG) against NHS constitutional and other agreed standards.	
8 One Gloucestershire Integrated Care System Report (ICS) An update from the One Gloucestershire Integrated Care System (ICS) Partnership. NHS Partners include: - NHS Gloucestershire Clinical Commissioning Group (GCCG) Primary Care (GP) Providers Gloucestershire Health and Care NHS Foundation Trust (GHC) Gloucestershire Hospitals NHS Foundation Trust (GHT) South West Ambulance Service NHS Foundation Trust (SWASFT)	
9 NHS GCCG Clinical Chair and Accountable Officers Report To note the NHS Gloucestershire Clinical Commissioning Group (GCCG) Clinical Chair and Accountable Officers Information Report.	
REPORT SUBMITTED BY	Cllr Helen Fenton
DATE	13 June 2022

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COMMUNITY SERVICES AND LICENSING COMMITTEE

MEMBER REPORT

NAME OF ORGANISATION/BODY	Museum in the Park (Cowle Trust)
DATE OF LAST MEETING ATTENDED	9 th May 2022 (apologies sent, report based on reports/minutes)

BRIEF REPORT

The museum welcomed 32,000 visitors in 21-22 compared with 56,000 in the financial year prior to Covid-19. Gross retail sales were not far off those in 19/20 even though visits in person are down. Overall, the signs of recovery are there.

The Museum's Forward Plan (2023-2028) will now be produced in the context of the Cultural Strategy. As the existing plan ends in March 2023 the museum's annual service plan will be used in the interim.

Key objectives in 22/23:

- Recover from impact of Covid-19
- Further integration of Museum Membership
- Rebuilding the foundations of evaluation and audience development including delivery of new walled garden visitor information and revising information in the museum
- Restart volunteer recruitment and engagement
- Restart the Collections Management System replacement project
- Storage and collections care actions

Top three risks to museum operations include:

- Staffing (vacancies and availability)
- Volunteer recruitment and engagement (pending staffing being resolved)
- Distributed collection stores and care of collections (environmental controls – see below).

The **'Thread of Light' exhibition**, showcasing kiln cast glass sculpture by internationally acclaimed artists, five of whom live and work in Stroud, is truly outstanding and a great testament to the artistic talent in the district. This takes place during the [International Year of Glass](#); glass has been endorsed by the UN as a material well worth celebrating for its positive contribution to society. This was accompanied by a small display of glass objects from the museum collection.

The first **community case** of the year in 'The Space' was Sue Harrison's Hat Pins, with a private collection of powder compacts being next. If you belong to a community group or know of anyone who may be interested in staging a display in the Space do get in touch with the museum [here](#).

Agenda Item 10b

A new temporary **missing histories** display was created in the Collectors' Room on women's health as represented in the collections and highlighting how under-represented this subject is. This is the first in a series of displays this year on the theme of missing histories – its installation was timed to coincide with International Women's Day at the beginning of March.

Museum Membership

Not all elements of the implementation project could be delivered by end of March as was hoped. There are user functionality and customisation requirements relating to the new electronic point of sale (EPOS) – all other parts of the project have been delivered and the membership take-up has been very positive. The Trust have provided funding (from unspent implementation project contingency) to enable the museum to continue to contract external marketing support. Sign-up to the free-to-join membership to get news and insights, anyone can join at: www.museuminthepark.org.uk/membership



Collections Care

Following a Collections Storage Report a geological conservator was contracted to undertake a detailed review of the Geology collections – their remit was to look for radioactive and otherwise toxic specimens, to investigate pyrite decay, and to make other general recommendations on the state of the collection and its longer-term preservation & improvement. 28 specimens were identified as having pyrite decay in varying degrees that are salvageable and the conservator has been contracted to undertake remedial work.

Unfortunately, the museum has been dealing with a mould outbreak in rooms 1 & 2 at the School of Science and Art. Conservators from Connect-Conserve-Cymru were contracted to investigate – they have sampled the mould, surveyed the building to look for obvious problems and made recommendations for addressing the issues. The museum has liaised with the landlord regarding external issues and is also undertaking steps internally, starting with dehumidifiers to level out the climate in the rooms. The conservators will be contracted to clean the worst mould from the objects once the environment is stabilised and brief the team on cleaning others.

Green Grant

The museum has been successful in bidding for a SW Museum Development Green Grant for “Revealing Hidden Sustainable Stories of House & Garden” during 2022 we aim to run a series of events, create simple garden signage using natural materials and create a Sustainable Stories loans box for our Remote Learning Project

The current Cowle Trust Chair intends to step down next year. There is one other vacancy.

REPORT SUBMITTED BY	Cllr Nigel Prenter
DATE	13 th June 2022



COMMUNITY SERVICES AND LICENSING COMMITTEE MEMBER REPORT

NAME OF ORGANISATION/BODY	Police and Crime Panel
DATE OF LAST MEETING ATTENDED	25th March 2022
BRIEF REPORT	
<p>The Police Commissioner gave a report on progress on key parts of the strategy and election commitments given before a presentation on actions taken in response to the HMICFRS report. The main points being:-</p> <ul style="list-style-type: none"> • The Constabulary had recruited an additional 44 police officers and 96 police staff since May. • More resources are to be distributed to district police forces to support current initiatives. • Anti-social; behaviour figures show 38% decline. • There had been a recent successful joint operation across all five south-west police forces securing both drugs and significant sums of cash – more joint ventures are planned in the future. • Response times on booth 999 and 101 calls had improved, but acknowledged there was more to do, particularly on the 27% 101 call abandonment rate. • The commissioner fund been oversubscribed priority will be given to those schemes focusing on fighting crime and youth schemes. • The recent Cheltenham festival had bene the largest ever and level of arrests and anti—social behaviours generally low, however there was an issue of lack of Portaloos leading to local gardens being used as toilets. • The recently developed ‘Flare’ app created for women and girls, to anonymously share their experiences of how and where they've felt unsafe had 2,500 downloads and had been used for 240 reports so far – the intent this is extended to anti-social behaviour. <p>In response to questions on the report the following additional issue was discussed:</p> <ul style="list-style-type: none"> • The continued use of police resources to deal with ‘Cat 2’ events involving members of the public with mental health issues which ambulance staff are not attending 	
REPORT SUBMITTED BY	Cllr Martin Percy
DATE	12 June 2022

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COMMUNITY SERVICES AND LICENSING COMMITTEE MEMBER REPORT

NAME OF ORGANISATION/BODY	Citizens Advice
BRIEF REPORT	
<p>The current trend is a return to face to face work - a number of vulnerable clients have been seen in the Stroud office, in our outreaches and in community hubs.</p> <p>Outreach work There is strong committed to outreach work, especially as issues with public transport continue and the cost of living crisis affects the majority of our clients.</p> <p>Our Dursley outreach continues to be open for face to face advice one day per week. We have also set up appointments with our specialist debt, benefits and family advisers there which has meant that clients do not have to travel to the Stroud office for specialist advice.</p> <p>Our attendance at the Paganhill Community Café once a month has been a success and we are increasing our presence to two sessions per month.</p> <p>We have returned to outreach work at Stonehouse APT and plan to return to Stonehouse Town Council as soon as an available adviser can be found. We are setting up our Wotton outreach in the Keepers Hub and continue to look at how we can best work with hubs to increase access to advice.</p> <p>Stroud District Foodbank The dedicated foodbank adviser Rachel is now advising clients referred to her by the Stroud Foodbank. Rachel advises clients by email, telephone and in person. Rachel sees clients in our Stroud office, outreaches and has also seen clients in community hubs.</p> <p>Research As a service CitA have a huge amount of insight and data about the problems, clients and their wider communities face. Internally this insight is used to help shape the organization so that it best meets client needs but can also be used to inform partner organisations such as SDC.</p> <p>Our local group has been focusing on the following issues:</p> <ul style="list-style-type: none"> • Local Authority Housing and Homelessness – and setting up links with SDC. • Disrepair in rented property particularly with Housing Associations. • The effects of Digital Exclusion 	

Agenda Item 10d

- Problems with Benefit claims - more recently looking at the problems with delayed State Retirement Pensions payments and problems that clients experience as they reach pension age because of the 'Mixed Aged Couples' rules affecting other benefits
- Difficulties caused by the cost of living crisis

Crisis Fund

The majority of CitA's debt caseload consists of Stroud clients. They are currently looking at options to top up a crisis fund which until now has been met by private donations. A small amount of money can often really help a client in crisis and Elizabeth Hall would be interested in talking with appropriate SDC officers regarding any support that might be given.

Data

Ward breakdown can be found at Appendix A.
Key statistics can be found at Appendix B.

REPORT SUBMITTED BY	Cllr Gordon Craig
DATE	12 June 2022

Ward

Local Authority Ward	Local Authority	
Stonehouse	Stroud	211
Cainscross	Stroud	205
Dursley	Stroud	157
Nailsworth	Stroud	157
Stroud Slade	Stroud	112
Berkeley Vale	Stroud	109
Stroud Central	Stroud	96
The Stanleys	Stroud	96
Stroud Valley	Stroud	90
Rodborough	Stroud	88
Chalford	Stroud	87
Severn	Stroud	84
Stroud Farmhill and Paganhill	Stroud	84
Wotton-under-Edge	Stroud	80
Cam West	Stroud	79
Minchinhampton	Stroud	76
Stroud Trinity	Stroud	74
Stroud Uplands	Stroud	73
Cam East	Stroud	68
Painswick and Upton	Stroud	62
Hardwicke	Stroud	51
Bisley	Stroud	39
Thrupp	Stroud	38
Randwick, Whiteshill and Ruscombe	Stroud	31
Amberley and Woodchester	Stroud	30
Coaley and Uley	Stroud	27
Kingswood	Stroud	16

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Key Statistics

Stroud

01/04/2022 13/06/2022



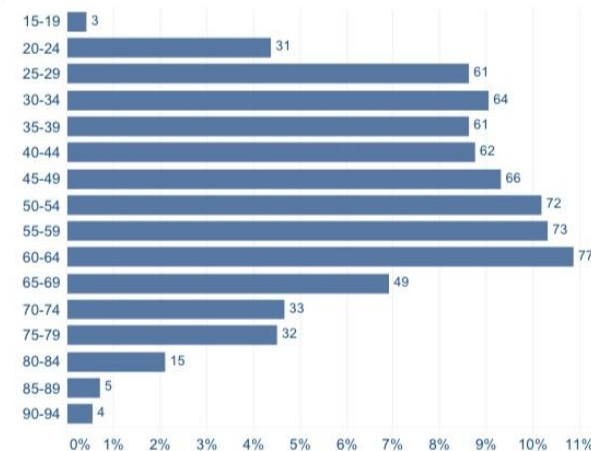
Summary

Clients	723
Quick client contacts	
Issues	2,353
Activities	2,111
Cases	634
Outcomes	
Income gain	£248,304
Re-imburements, services, loans	£1,728
Debts written off	£56,289
Repayments rescheduled	£1,056
Other	£17,106

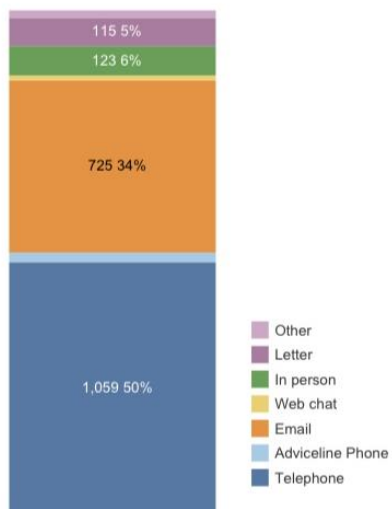
Issues

	Issues	Clients
Benefits & tax credits	591	249
Benefits Universal Credit	305	127
Charitable Support & Food Ban..	124	78
Consumer goods & services	57	35
Debt	381	111
Education	2	2
Employment	143	63
Financial services & capability	121	72
GVA & Hate Crime	12	7
Health & community care	25	19
Housing	174	88
Immigration & asylum	52	17
Legal	59	46
Other	5	5
Relationships & family	124	80
Tax	20	14
Travel & transport	31	28
Utilities & communications	127	58
Grand Total	2,353	

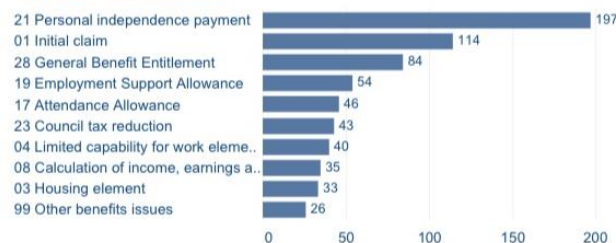
Age



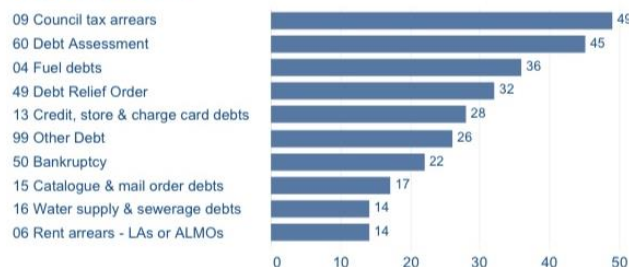
Channel



Top benefit issues



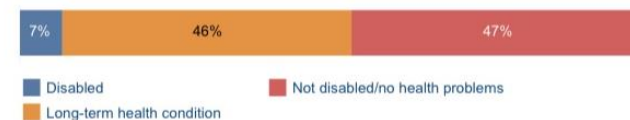
Top debt issues



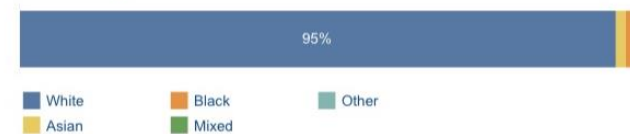
Gender



Disability / Long-term health



Ethnicity



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Local Authority Trading Company (LATC)

In December 2021, Community Services & Licencing committee took the decision that an LATC would be the preferred option to manage Leisure Centres post October 2024 (the end of the current contract with Sports Leisure Management (SLM)).

An LATC is a company owned by SDC which operates independently as a separate business.

To develop this option, a business case and feasibility investment plan will be brought back to CS&L committee in January 2023, Strategy and Resources and Full Council in February 2023.

Leisure consultants, along with legal and tax specialists were procured to carry out this next phase. A project team and project board (made up of officers and members) have been set up to ensure all the work is completed both up to the committee dates and to mobilise the new company once it has been approved.

The business cases will include but not limited to:

1. Costs required to set up a new company
2. The company vision and values
3. Tax relief applied to a TECKAL company
4. A 5-year projected forecast including expenditure and income forecasts and the cost of repaying a loan
5. Board structure and roles
6. Senior management structure
7. Terms and conditions of employment for staff along with TUPE costs to bring 2 sets of employees into the new company
8. Support services needed to operate an independent company

Feasibility investment plan will include:

1. Recommendations on the changes to be made to.
 - a. Stratford Park Leisure Centre
 - b. The lido
 - c. The Park
 - d. The Pulse
 - e. New Build (M5/A38 corridor)
2. Cost of the work and payment terms which will be included within the business case.
3. Details and recommendations based upon both public and stakeholder consultation.

Ange Gillingham, Project Manager for Leisure, Health and Wellbeing
Email: angela.gillingham@stroud.gov.uk

The project board and team will be participating in a facilitated workshop to help inform the scale and mix of facilities which are needed. This will be made public as part of an online consultation with a dedicated website which shows the scale of potential investment allowing the public to make comment. Stakeholder interviews and workshops will also be conducted to get as wide a view as possible. The results of the consultation will inform the investment plan and business case.

Demobilisation of current contract

Alongside the work to approve and set up a new company and investment plan, work has started on the demobilisation of the current contract.

The project team are working with SLM to ensure a smooth transition is made on the 31st of October 2024 when the contract is handed to the LATC.

Mobilisation of the new company

Alongside the demobilisation, mobilisation has started on the new company. This work initially informs the business case and will put the council ahead of the timeline in setting up the LATC if agreed at Full Council in February 2023.

A full and detailed transfer document has been designed to support both demobilisation of the current management arrangement and mobilisation of the new one.

The project manager will keep this committee informed throughout the year on the progress of this work in readiness for the full report in January 2023.

Ange Gillingham, Project Manager for Leisure, Health and Wellbeing
Email: angela.gillingham@stroud.gov.uk

Stroud Lido Update (AKA Stroud Outdoor Pool)

Stratford Lido was opened in the summer of 1937 and is situated in Stratford Park, adjacent to the Leisure Centre which opened in May 1975. Although initially heated before World War II, the lido is now a cold-water pool, open for around 100 days a year during the summer months (end of May to the beginning of September)

This briefing paper covers the lido project for the 2022 season.

The work to ensure the opening of this historic facility has been completed in partnership with SLM (Sports and Leisure Management Ltd) current leisure provider, Friends of the Lido, SGS (Stroud College) and Stroud District Council.

A task and finish group consisting of SDC staff, Councillors, SLM and friends of the lido was set up to look at what could be achieved in the short term to improve the appeal of the outdoor pool.

The three elements which were agreed.

1. Review heating options for the pool
2. Work with volunteers, SGS and SLM to improve the aesthetic of the changing rooms
3. Improve access to the facility for everyone to enjoy

Heating the pool (initial stage 2022-2025)

We were successful in securing funding from CIL which enabled us to explore and secure a local contractor to install a heat exchanger and associated pipework in May 2022. The power to heat the pool comes from the excess heat generated by the CHP (Combined Heat and Power) unit located in the leisure centre and its two-gas fired condensed boilers.

Further work is being undertaken to review how the temperature can be further increased to around 24°C when the outside temperature is at 15°C. We are looking at sustainable ways to do this which will be factored into wider plans which include the redevelopment of the Leisure Centre.

Ange Gillingham, Project Manager Leisure, Health and Wellbeing
Angela.gillingham@stroud.gov.uk

Changing Rooms (2022 – 2025) first phase.

This project has only been possible with the help from volunteers, students at Stroud College, SDC officers and various contractors.

The work completed so far includes:

Removing the false ceiling to expose the original 1930's glass roof which can be seen from inside the changing rooms.

New sensor lighting, hand dryers, extractor fans, emergency lighting, exit signs and an emergency pull cord (in the accessible toilet), repairs to showers, leaking roofs and lots of other remedial work to update the tired area.

The grounds have been weeded and grass cut.

More work will be conducted throughout the season and beyond.

Improve accessibility to the Outdoor Pool (2022-2025)

Working with Barnwood Trust and various other organisations we will be conducting a number of consultation events in order to understand the issues faced by local residents which will include but not limited to:

1. Physical access to the site and changing facilities
2. Entry and exit of the pool
3. Programming limitations including barrier to participation

The consultation will be conducted with key identified focus groups and part of a wider consultation which will include the development of Stratford Park as a key destination of place within the district.

The task and finish group will continue to work on the 3 areas with the aim of increasing participation year on year.

Ange Gillingham, Project Manager Leisure, Health and Wellbeing
Angela.gillingham@stroud.gov.uk

COMMUNITY SERVICES AND LICENSING COMMITTEE

WORK PROGRAMME FOR 2022-23

Date of meeting	Matter to be considered (i.e. insert report/project title)	Notes (e.g. lead member & officer)
15.09.22	Performance Monitoring Q1	TBC
	Budget Monitoring Q1	Accountant
	Draft Vehicle Emissions Policy for Taxi and Private Hire Vehicles for consultation	Licensing Manager
	CCTV in Taxi's	Licensing Manager
	Verbal update on progress on the LATC	Project Manager for Leisure, Health and Wellbeing
	Verbal update on the progress of the Lido	Project Manager for Leisure, Health and Wellbeing
	Play Area Consultation and Development Action Plan Recommendations	Physical activity & Health Development Manager
	The Health and Wellbeing and Physical Activity Action Plan	Physical activity & Health Development Manager/ Community Health and Wellbeing Manager
	Anti-Social Behaviour & Compliance Policy	Head of Community Services
	Member/Officer Reports: a) Gloucestershire Health and Overview Scrutiny Committee b) Museum in the Park (Cowle Trust) c) Police and Crime Panel d) Citizens Advice e) Mental Health Champions	Councillor Helen Fenton TBC Councillor Martin Percy TBC Councillors Bennett, Gray & Watson
Work Programme	Chair/Strategic Director of Communities/Committee	
01.12.22	Performance Monitoring Q2	TBC
	Budget Monitoring Q2	Accountant
	Community Services and Licensing Revenue Estimates – Revised 2022/23 and Original 2023/24	Accountant
	Vehicle Emissions Policy for Taxi and Private Hire Vehicles for adoption	Licensing Manager
	Concession Scheme Pricing	Project Manager for Leisure, Health and Wellbeing
	Verbal update on progress on the LATC	Project Manager for Leisure, Health and Wellbeing
	Member/Officer Reports: a) Gloucestershire Health and Overview Scrutiny Committee b) Museum in the Park (Cowle Trust) c) Police and Crime Panel d) Citizens Advice	Councillor Helen Fenton TBC Councillor Martin Percy TBC

Agenda Item 11

	e) Mental Health Champions	Councillors Bennett, Gray & Watson
	Work Programme	Chair/Strategic Director of Communities/Committee
26.01.2023	The adoption of the LATC Business Case and Feasibility Investment Plan	Project Manager for Leisure, Health and Wellbeing
	Review of Street Trading Policy	Licensing Manager
	Member/Officer Reports: a) Gloucestershire Health and Overview Scrutiny Committee b) Museum in the Park (Cowle Trust) c) Police and Crime Panel d) Citizens Advice e) Mental Health Champions	Councillor Helen Fenton TBC Councillor Martin Percy TBC Councillors Bennett, Gray & Watson
	Work Programme	Chair/Strategic Director of Communities/Committee
23.03.2023	Performance Monitoring Q3	TBC
	Budget Monitoring Q3	Accountant
	Update on Play Review Spending Allocations	Physical activity & Health Development Manager
	Member/Officer Reports: a) Gloucestershire Health and Overview Scrutiny Committee b) Museum in the Park (Cowle Trust) c) Police and Crime Panel d) Citizens Advice e) Mental Health Champions	Councillor Helen Fenton TBC Councillor Martin Percy TBC Councillors Bennett, Gray & Watson

Potential future Informal Information Evenings	
Date	Topic
TBC	Youth Service and Health & Wellbeing (Children) 6pm – 7.30pm
TBC	Police and Crime Commissioner and Director of Public Health 6pm – 7pm
TBC	The Pulse, Museum in the Park and Health & Wellbeing (inc community hubs) 5.30m – 7.30pm
TBC	Neighbourhood Wardens and Careline 6pm – 7.30pm

To be allocated to Committee date or Information evening	
Date	Topic
TBC	Cultural Strategy
TBC	Citizens Advice Bureau Level Agreement KPI's
TBC	Update on Tourism in the District

Future Members' Information Sheets		
Topic		Notes (e.g. responsible officer)
Annual Members' Information	Sept 2022 - Safeguarding	- Senior Community Services Officer
	- Abandoned Vehicles	- Senior Community Services Officer

Sheets from Officers		
	Oct 2022 - Museum in the Park - The Pulse - Health and Wellbeing	- Museum Manager - Operations Manager - - Project Manager, Leisure, Health and Wellbeing
	Dec 2022 - Youth Service - Health and Wellbeing (Children)	- Senior Youth Officer - Health and Wellbeing Development Officer for Children
	Jan 2023 - Customer Services	- Customer Services Manager
	Feb/March 2023 - Community Grant Allocations (Successful and unsuccessful applicants) - Neighbourhood Warden - Careline	- Community Health and Wellbeing Manager - Senior Neighbourhood Warden - Senior Community Services Officer

Published Members' Information Sheets		
Date sent (& ref no)	Topic	Notes (eg responsible officer)
CSLC.001 15.6.22	Local Authority Trading Company	Project Manager Leisure, Health and Wellbeing
CSLC.002 15.6.22	Stroud Lido	Project Manager Leisure, Health and Wellbeing

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