


**Performance Monitoring Report
Community Services & Licensing Committee
Q2 2023/24**

Date of CS&L meeting	30 November 2023
Date of Performance Monitoring meeting	1 November 2023
In attendance	Members: Cllr Julie Job Youth Council Members: Cate James-Hodges, Alyssa Pearce Officers: Keith Gerrard, Emma Keating-Clark, Hannah Drew, Mike Towson, Nikki Iles, Hannah Barton
CS&L Ideagen dashboards	Main CS&L dashboard CS&L Performance Indicator dashboard
Items on CS&L agenda relevant to the Council Plan	N/A
Risks	Corporate Risk Register presented to Audits & Standards Committee
Any issues of concern to be reported to Community Services & Licensing Committee	
Any actions or recommendations for Community Services & Licensing Committee	
Report submitted by	Ange Gillingham
Date of report	20 November 2023

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CW1.1	Develop a framework for working with the community and voluntary and social enterprise sector including the network of community hubs		
Performance Monitor Comments	The Framework is in development with other partners as detailed in the Report. The First Stroud Food Forum was held within the last quarter when volunteering was identified as a key challenge. The next FF will take place on the 27 th November focusing on solutions in attracting volunteer recruitment and management.		
Assigned To	Ange Gillingham; Emma Keating Clark		
Latest Note	Q2 2023/24: The framework is in development and is being informed by partnership working via the Stroud Community Hubs Network, Feeding Gloucestershire and the VCSE Representative Partnership for Stroud Integrated Locality Partnership (NHS).		
Sub Action	CW1.1.1 Work with partners to develop and agree the framework	30%	Q2 2023/24: The framework is in development and is being informed by partnership working via the Community Hubs Partnership and the ILP VCSE representatives.
	CW1.1.2 Work with partners to build resilience within the Hub network	40%	Q2 2023/24: Stroud Community Hubs Partnership now includes, Creative Sustainability CIC, Feeding Gloucestershire, Hot Spots, Stroud Town Council, GL11 Community Hub and The Keepers Community Hub as core partners who are creating a work plan to support the Community Hubs. This includes key areas of challenge and support roles and activities that are needed for the Hubs network.
	CW1.1.3 Work with the VCS sector on attracting future volunteers	30%	Q2 2023/24: Feeding Gloucestershire held the first Stroud Food Forum this quarter and the members identified 'volunteering' as a key challenge. In response the next Stroud Food Forum will take place on 27th November and will focus on good practice and solutions for volunteer recruitment and management.
Performance Indicator Linked	CW1.1 10 well managed Hubs across the District serving the local community by the end of 2024	<p>December 2022 result</p> 	

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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			
Performance Monitor Comments	The working group is gathering data around the mental health of Children and Young People to identify the priorities for our district. Data has also been examined in relation to older adults. This will guide the prioritisation of future provision. Awaiting update around vaping and Young persons. Cost of Living support is in place to provide support through front line delivery partners. Actively looking to distribute this money.			
Assigned To	Hannah Drew; Ange Gillingham; Emma Keating Clark			
Sub Action	CW1.2.1 Support the delivery of Stroud and Berkeley Vale Integrated Locality Partnership priorities	20%	Q2 2023/24: Q2 ILP Priority - Children and Young People's Mental Health. The CYP MH Working Group is focusing on gathering data from health, county and educational partners like the online pupil's survey to provide an up-to-date picture of priorities for our district. This will inform next steps. ILP Priority - Older Adults, Frailty, Dementia and Carers. The Older Adults Working Group has examined data on the number of Stroud residents who are 'mildly' frail and are mapping preventative exercise provision in relation to peak areas of mild frailty. This will enable the prioritisation of future provision.	
Milestones	Milestone Description	Completion Y/N	Milestone Due Date	Latest Milestone Note
	Develop a Health and Wellbeing Plan targeted at children and young people from 2024-26	No	31-Mar-2025	Q2 2023/24: SDC are working with partners who hold 'Early Years' and 'Children & Young People' data to compile a thorough wellbeing picture of Stroud's EY and CYP population. This will be shared with front line partners in the New Year to inform priorities and work streams.
	Develop a partnership approach to tackle the rising issue of vaping amongst young people	No	31-Mar-2025	Q2 2023/24: This is on the agenda for the Community Safety Partnership (CSP). It was discussed at the September meeting and trading standards have been asked to provide an update at the next

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				CSP
	Update the current plan with a stronger focus on Cost of Living measures to support the health of residents	Yes	31-Mar-2025	Q2 2023/24: The 23/24 Household Support Funding delivery plan is in place to provide Cost of Living support to residents in partnership with a number of front-line delivery organisations including; Citizens Advice, Foodbank, Furniture Bank, P3, Clean Slate, Home Start, GL11 and the Community Hubs network.
Performance Indicator Linked	CW1.2a Number of physical health initiatives developed	Your Health Revolution – 6 x Physical Activity sessions in partnership with Severn Health Primary Care Network Get Out Get Active – 1 x Choose2move Yoga classes set up @ the Museum in the Park – 1 x Choose2move Dance sessions taking place at Dyleaze Court and Box Village Hall		
	CW1.2b Number of mental health initiatives developed			

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			Completed
Performance Monitor Comments	Completed.			
Assigned To	Keith Gerrard			
Milestones	Milestone Description	Completion Y/N	Milestone Due Date	Latest Milestone Note
	SLA with CAB written and signed by 1st April 2022.	Yes	31-Mar-2022	SLA agreed and signed
Performance Indicator Linked	CW1.5b Number of referrals to Citizens Advice Bureau <i>This PI is to monitor trends only, there is no target to minimise/maximise.</i>			

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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			
Performance Monitor Comments	Workshops relating to Anti-Social Behaviour have been organised for Young Persons, which will enable them to have their input. Things are progressing really well with the ASB work. No current update from Officers due to illness.			
Assigned To	Tony Dix; Ange Gillingham; Andy Kefford			
Milestones	Milestone Description	Completion Y/N	Milestone Due Date	Latest Milestone Note
	Agreed work outcomes with OPCC	No	31-Jan-2024	Q2 2023/24: CSP plan adopted by CS&L committee.
	Develop a system utilising Liberty Create on holding ASB information which is accessible to all officers who handle ASB	No	31-Mar-2025	Q2 2023/24: A working group has been set up across the council to develop the understanding of what is needed to record and handle ASB.
	Develop a training plan for council officers and community partners to tackle ASB	No	30-Sep-2024	Q2 2023/24: Holistic ASB training has taken place in Stroud during April 2023.
	Draft a ASB policy that will be in line with the Council and OPCC priorities	Yes	30-Sep-2024	
	Implement ASB policy following consultation and committee approval	No	30-Sep-2024	
	Monitoring of Community Safety Plan	No	31-Mar-2026	Q2 2023/24: The CSP plan is currently in draft form and has been shared with CSP partners. We are setting up 5 sub groups with ASB being priority one. Consultations have taken place with members on ASB and this is being widened across the district to young people in September. The deadline date is being changed to reflect the new approach to tackling ASB.
	Review of council ASB processes and	No		Q2 2023/24:

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	design a One Council approach			Officer working group working in parallel with designing a central report system.
	Through the CSP conduct community engagement and develop appropriate action plan which serves the district	No	31-Mar-2026	Q2 2023/24: ASB is priority one for the CSP. A sub group has been set up to map out and work on issues across the district. This work links directly with one council approach.
	Youth consultation on ASB plan	No	31-Jan-2024	Q2 2023/24: This is due to take place before Christmas and will help us to finalise the councils ASB plan.
Performance Indicator Linked	<i>Once the district-wide policy has been developed and first milestones have been completed, the below PIs will start collecting data:</i>			
	CW1.4a Number of reported anti-social behaviour instances			
	CW1.4b Resolved anti-social behaviour instances			
	CW1.4c Number of anti-social behaviour cases that have gone to court and been dealt with successfully			

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CW1.5	Work with strategic and operational partners to improve food resilience, access and equity including support for those affected by the cost of living		
Performance Monitor Comments	CW1.5.1 Lots of work ongoing in this area. Trustee training has taken place. Exploring why uptake is low within Gloucestershire for Free School Meals and Vouchers. Stroud has been chosen as a Pilot for the Gleaning Project, exploring volunteer harvesting of farm produce for Community use. As mentioned before the first FF was held in September, another scheduled for November. More Volunteers needed !!		
Assigned To	Emma Keating Clark		
Sub Action	CW1.5.1 Support the delivery of the Feeding Gloucestershire Action Plan	30%	Q2 2023/24: Trustee training for the new Feeding Gloucestershire (FG) CIO took place in Stroud. Key actions for FG in the coming months are exploring why the uptake of Healthy Start Vouchers and Free School Meals is so low in Gloucestershire plus Stroud will pilot a 'Gleaning' project for Feeding Britain to explore volunteer harvesting of surplus farm produce for community use.
	CW1.5.2 Support the development of Stroud Food Forum (District arm of Feeding Gloucestershire) to deliver better food resilience, access and equity	50%	Q2 2023:24: Excellent progress with this. Feeding Gloucestershire hosted the first Stroud Food Forum in September to discuss Affordable Food Pantries. Most of the district Food Hubs participated and exchanged good practice and explored joint funding opportunities. They agreed the next Food Forum would be in November and would focus on the how to recruit and manage volunteers for food work.
Performance Indicator Linked	CW1.5a Number of referrals to foodbanks		
	CW1.5b Number of referrals to Citizens Advice Bureau		
	CW1.5c Number of evictions due to financial difficulty		
	CW1.5d Number of free food vouchers disseminated		
	CW1.5e Number of children on free school meals or fed through HAF		

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	CW1.5f Number of families in temporary accommodation	
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CW3.1	Develop Community Engagement Principles that set out how we identify and engage with our communities in a positive and consistent manner, informed by the views of our communities			
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Performance Monitor Comments	The principles around this piece of work are currently being drawn up.			
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Assigned To	Sarah Clark; Keith Gerrard			
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Milestones	Milestone Description	Completion Y/N	Milestone Due Date	Latest Milestone Note
	Consult on Principles with Members and officers	No	31-Dec-2023	
	Develop Community Engagement Principles	Yes		
	Embed community engagement principles across the organisation	No	31-Mar-2024	
	Finalise and sign off Principles	No	31-Jan-2024	
	Report on results of community engagement	No	31-Mar-2024	
	Research external good practice	Yes		


Performance Indicator Linked	<i>The following PI will begin being measured from 1 April 2024, following the publishing of the Community Engagement Principles:</i>			
	CW3.1a Number of community engagement activities undertaken			
	CW3.1b Improved feedback from community through annual satisfaction ratings			

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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.	Completed and replaced with action 3.2a
Assigned To	Adrian Blick; Liz Shellam	

CW3.2a	Improve customer service for residents by developing the Digital Platform to provide centralised customer contact to ensure easy access to services via all contact channels with additional support provided for those who need us the most		
Performance Monitor Comments	The re-brand of the launch of the new Customer Contact Centre went live on the 1st September. Additional support is in place for those who require it. Customer feedback forms have been launched. Five new on-line services have now been implemented. ID is currently based on address, working towards identifying the individual as opposed to address.		
Assigned To	Adrian Blick; Liz Shellam		
Sub Action	CW3.2.1 Design and develop a centralised Customer Contact Centre that consolidates all customer interactions through one multi skilled team, providing a choice of contact channels focusing on resolving queries at the first point of contact and ensuring support is	40%	<p>Q2 2023/24:</p> <p><u>Customer Contact Centre - rebrand</u></p> <p>A review of the structure and formal internal rebrand of the customer services team was completed during June & July this included a formal consultation with staff assisted by HR Launch of new Customer Contact Centre (CCC) went live on 1st September 2023</p> <p><u>Contact Centre Plan</u></p> <ul style="list-style-type: none"> • The Customer Contact Centre currently handle 40% of all SDC calls through the main phone menu, these include all Waste & recycling, Council Tax enquiries, Council Tax Recovery and overflow for Elections calls. • Scope for phase 1 agreed and scheduled for completion end of Q3. • Planning and development work ongoing to ensure all Elections calls are centralised by 30th November 2023. • Liberty Connect training completed by key CCC team members and first iteration of chatbot/ web assistant on schedule to be developed and tested for end of Q3. • Customer feedback forms designed and launched for online waste services including;


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	<p>CW3.2.2 Review and reengineer our processes to streamline and improve experience of customers accessing our services</p>	<p>30%</p>	<p>bulky waste, ordering containers, reporting missed collections and garden waste.</p> <p>We are now in Phase 3 of the process re-engineering and 47 processes have been signed off as complete at the Process re-engineering board.</p> <p>Five on-line services have been implemented including:</p> <ul style="list-style-type: none"> • Building Control contact form • Bulky Waste • Garden Waste (new bookings and renewals) • Waste Management (Waste and Recycling). <p>We recently implemented a customer satisfaction success measure to help us assess how well the on-line services are being received by our customers and feedback has been extremely positive.</p> <p>Our future pipeline for further on-line services includes processes related to:</p> <ul style="list-style-type: none"> • Elections • Enforcement • Licencing • Pest Control (in-development) • Waste Management (Streets and Grounds) (in-development).
<p>Performance Indicator Linked</p>	<p>CW3.2a Average telephone response time</p>		<p>September 2023 result</p> 
	<p>CW3.2b Positive customer satisfaction through Annual Satisfaction Survey</p>	<p>71%</p>	

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	<p>CW3.2c Number of complaints received under 'Delay in Communication' or 'Poor Communication' categories</p>	<p>Trend Chart ⚙️</p> <table border="1"> <caption>Quarterly Values for CW3.2c</caption> <thead> <tr> <th>Quarter</th> <th>Quarterly Values</th> <th>Quarterly Target</th> </tr> </thead> <tbody> <tr> <td>Q3 2021/22</td> <td>12</td> <td>-</td> </tr> <tr> <td>Q4 2021/22</td> <td>8</td> <td>-</td> </tr> <tr> <td>Q1 2022/23</td> <td>10</td> <td>-</td> </tr> <tr> <td>Q2 2022/23</td> <td>12</td> <td>-</td> </tr> <tr> <td>Q3 2022/23</td> <td>14</td> <td>-</td> </tr> <tr> <td>Q4 2022/23</td> <td>13</td> <td>-</td> </tr> <tr> <td>Q1 2023/24</td> <td>14</td> <td>-</td> </tr> <tr> <td>Q2 2023/24</td> <td>8</td> <td>-</td> </tr> </tbody> </table>	Quarter	Quarterly Values	Quarterly Target	Q3 2021/22	12	-	Q4 2021/22	8	-	Q1 2022/23	10	-	Q2 2022/23	12	-	Q3 2022/23	14	-	Q4 2022/23	13	-	Q1 2023/24	14	-	Q2 2023/24	8	-
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	<p>CW3.2d Number of processes reengineered</p>	<p>Q1 2021/22 result</p> <table border="1"> <caption>Q1 2021/22 result for CW3.2d</caption> <thead> <tr> <th>Metric</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>Q1 2021/22 result</td> <td>47</td> </tr> </tbody> </table>	Metric	Value	Q1 2021/22 result	47																							
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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.		Completed. Ongoing performance will be measured with the PIs outlined below
Performance Monitor Comments	The Charter is going well and performance is being monitored. 40 Councils have signed up so far, which has exceeded the target.		
Assigned To	Hannah Barton; Hannah Emery		
Performance Indicator Linked	CW3.3a No. of Town and Parish Councils signed up to the Charter	<p style="text-align: center;">Q2 2023 result</p> 	
	<p><i>The following PI will not include data until the conclusion of the annual survey with Parish and Town Councils (by end of 2023):</i></p> <p>CW3.3b 50% satisfaction with Charter measured through annual survey with Parish and Town Councils</p>		

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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.	Completed and replaced with action CW4.1a
Assigned To	Ange Gillingham	

CW4.1a	Deliver high quality leisure services through directly managed provision at Stratford Park Leisure Centre and The Pulse			
Performance Monitor Comments	Everything is moving along well. A Recruitment company has been engaged to assist with the appointment of Leisure Services Manager. Three companies are presenting their bids regarding Management systems. These bids are taking place imminently.			
Assigned To	Hannah Drew; Ange Gillingham			
Milestones	Milestone Description	Completion Y/N	Milestone Due Date	Latest Milestone Note
	Develop a plan which brings the current contract to an end and defines the start of the service	Yes	31-Dec-2024	Q2 2023/24: The plan is in place.
	Procure a new Leisure Management System	No	30-Apr-2024	Q2 2023/24: An officer group is assessing the Leisure Management System bids. A contract will be awarded in January whereby the Pulse will have the system installed and tested first.
	Rebrand the service	No	31-Aug-2024	Q2 2023/24: An officer group has been set up to start procurement.
	Recruit a Leisure Services Manager	No	30-Apr-2024	Q2 2023/24: This post is currently going through the recruitment process.
	TUPE current SPLC team into the council	No	31-Oct-2024	Q2 2023/24: First meeting regarding TUPE is set for November 2023.
	Write a service delivery specification for the new service	No	31-Aug-2024	Q2 2023/24: Leisure Consultants will be writing the service specification which will include how the service is monitored and reported.

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CW4.2	Working with partners, increase the number, accessibility, and quality of playing pitches, play areas and outside spaces within the district.			
Performance Monitor Comments	Archway School are currently applying for planning permission for their 3G facility. It is most likely the success of the Archway Project may help determine future funding.			
Assigned To	Hannah Drew; Ange Gillingham			
Milestones	Milestone Description	Completion Y/N	Milestone Due Date	Latest Milestone Note
	Review the current Playing Pitch Strategy in line with the Local Plan refresh	No	31-Dec-2024	
	Support sports clubs with funding applications to improve their playing pitches and changing facilities (dependent on the application)	No	31-Mar-2026	Q2 2023/24: Archway School 3G still going through planning for approval to build but already have a programme of bookings in place ready for when the facility is built.
Performance Indicator Linked	CW4.2a Number of 3G pitches			
	CW4.2b Number of clubs benefitting from Pitch Preparation Fund			

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CW4.3	Increase physical activity and sports participation through our Healthy Lifestyles Scheme and in partnership with the Gloucestershire We Can Move programme.			
Performance Monitor Comments	Active Tots, age up to Year 6, has been well received and is currently full to capacity. Cookery Sessions will be starting 9th November, half term. This is in conjunction with Cashes Green School with an aim to focus on children who may benefit most from this scheme. SDC to provide feedback. Participating children will also be asked about their experience.			
Assigned To	Hannah Drew; Ange Gillingham; Angharad Lewis			
Milestones	Milestone Description	Completion Y/N	Milestone Due Date	Latest Milestone Note
	Complete a gap analysis in partnership with health partners to produce a demographic breakdown of long term conditions in the districts	No	31-Aug-2024	
	Continue to develop Active Tots & Active Kidz trampolining & gymnastics at Stratford Park Leisure Centre	No	31-Mar-2026	Q2 2023/24: From September - October we have had 76 children participating in the sessions at Stratford Park Leisure Centre.
	Refer All to link with Leisure Management System	No	31-Dec-2024	
	Work in partnership with local organisations to deliver Active Stroud - Get Active, Get Creative, Get Outside for children and young people	No	31-Oct-2024	Q2 2023/24: The programme will be starting on 9th November for 6 weeks. We will be offering Cooking sessions in partnership with cook stars for children at Cashes Green School. We are also offering circus skills in partnership with School of Larks at St Matthews school for 6 weeks starting on the 6th November. Children who are participating will be asked to complete pre and post evaluation forms and officers will be writing up case studies.

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Performance Indicator Linked	CW4.3a Increase the number of referrals to the Healthy Lifestyle Scheme received each year	<p>Q1 2023/24 result</p>																										
	CW4.3b Increase the number of participants who complete the 12 week Healthy Lifestyles programme	<p>Q1 2023/24 result</p>																										
	CW4.3c Number of participants who attend Healthy Lifestyles Classes	<p>Q2 2023/24: 1,628</p> <p>Trend Chart</p> <table border="1"> <caption>Monthly Values for CW4.3c</caption> <thead> <tr> <th>Month</th> <th>Monthly Values</th> <th>Monthly Target</th> </tr> </thead> <tbody> <tr> <td>March 2023</td> <td>0</td> <td>0</td> </tr> <tr> <td>April 2023</td> <td>0</td> <td>0</td> </tr> <tr> <td>May 2023</td> <td>0</td> <td>0</td> </tr> <tr> <td>June 2023</td> <td>0</td> <td>0</td> </tr> <tr> <td>July 2023</td> <td>~400</td> <td>0</td> </tr> <tr> <td>August 2023</td> <td>~650</td> <td>0</td> </tr> <tr> <td>September 2023</td> <td>~550</td> <td>0</td> </tr> <tr> <td>October 2023</td> <td>0</td> <td>0</td> </tr> </tbody> </table> <p>● Monthly Values ● Monthly Target</p>	Month	Monthly Values	Monthly Target	March 2023	0	0	April 2023	0	0	May 2023	0	0	June 2023	0	0	July 2023	~400	0	August 2023	~650	0	September 2023	~550	0	October 2023	0
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CW4.4	Complete a conditions survey and review the development implications of longer term development for Stratford Park Lido			
Performance Monitor Comments	The Conditions Survey has been completed and is currently being worked through.			
Assigned To	Hannah Drew; Ange Gillingham			
Milestones	Milestone Description	Completion Y/N	Milestone Due Date	Latest Milestone Note
	Complete conditions survey	No	31-Mar-2024	Q2 2023/24: The Condition survey has been completed and the report has been received and is currently being reviewed by officers.
	Develop a priority development plan including grant sources to develop the facility	No	31-Mar-2024	
	Heritage Lottery Fund Bid for Stratford Park Lido submitted by target date – amount determined by the action plan	No	31-Mar-2024	
	Support Friends of the Lido to gain charitable status	No	31-Mar-2024	Q2 2023/24: The Friends of the Lido have applied for £1500 from SDC Community Grants to support them becoming a charity. We are anticipating following the grants panel meeting that the friends to receive the money in November 2023.
	Write a realistic development plan for Stroud Lido based on the findings of the Leisure Strategy and 2019 Stroud Lido business case	No	31-Mar-2024	Q2 2023/24: The deadline date has been extended as the condition survey has only just been completed.

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CW4.5	Develop a Culture Strategy for the District			
Performance Monitor Comments	As on Plan. Integrated with Health and Wellbeing.			
Assigned To	Keith Gerrard			
Milestones	Milestone Description	Completion Y/N	Milestone Due Date	Latest Milestone Note
	Fact finding and initial community consultation	Yes	24-Oct-23	Q2 2023/24: Initial consultation phase - including work with arts organisations and community hubs across the district complete.
	Consultation on draft Culture Strategy	No		
	Culture Strategy approved and published	No		
	Develop Action Plan based on Culture Strategy	No		

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.	Completed. Performance will be measured moving forwards using the PIs below.
Performance Monitor Comments	This scheme has been completed. There has been an above National uptake of the Supporter Scheme.	
Assigned To	Kevin Ward	
Performance Indicator Linked	MiP05 Museum Members	<p>Q2 2023/24 result</p>

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	MiP06 Average Open rate of museum member newsletter	<p style="text-align: center;">Q2 2023/24 result</p> 
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CW5.1 Deliver our Equality, Diversity and Inclusion Action Plan 2021-25, through engaging with communities, showing leadership and championing equality, diversity and inclusion in all that we do.

Performance Monitor Comments Training has been provided to Customer Services.
Three Events have been held.
SDC has been nominated for the 'Best Equality, Diversity and Inclusion' Award.
The 2022/23 Annual Report on EDI Action Plan has been presented to Council.

Assigned To Hannah Emery; Elaine Gordon;

Latest Note Progress made against the ED&I Action Plan 2023/24 for this quarter include:

1. Training provided to customer services
2. Three events held including a PRIDE event, Unreflected Reflections event ahead of Islamophobia Awareness Month, and Black History Month event. The Pride and Black History Month event were successfully delivered by the staff network groups STRIDE and RISE.
3. The Equality Impact Assessment has been refreshed and is currently being reviewed by the EDI&E Working Group.

In addition to this, the council has been nominated for the 'Best Equality, Diversity and Inclusion Award' by the LGC and officers will be presenting to judges in Birmingham on the 8 November.

Milestones	Milestone Description	Completion Y/N	Milestone Due Date	Latest Milestone Note
	2022/23 Annual report on progress of EDI Action Plan presented to Council	Yes	31-Dec-2023	
	2023/24 Annual report on progress of ED&I Action Plan presented to Council	No	31-Jul-2024	

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	Review the EQIA process and publish guidance for officers and members so EQIAs are prepared earlier	No		
Performance Indicator Linked	CW5.1a Number of EDIE events held	1 EDIE event was held in Q2 2023/24		
	CW5.1b Number of EQIAs published			

CW5.2	Adopt effective and transparent policies to reduce inequalities that result from socio-economic disadvantage in line with Section 1 of the Equality Act, the socio-economic duty, as an effective framework for tackling local poverty and economic inequality.			
Performance Monitor Comments	Ongoing			
Assigned To	Sarah Turner			
Milestones	Milestone Description	Completion Y/N	Milestone Due Date	Latest Milestone Note
	Implement the TIDE assessment recommendations	No	31-Dec-2024	Q2 2023/24: The revised Procurement Strategy incorporates actions, that once approved by S&R Committee, will include the implementation of the TIDE recommendations relating to procurement.
	Monitor the EDIE policies of our key suppliers	No	31-Mar-2024	Q2 2023/24: The review of the Procurement Strategy due to be agreed at S&R Committee in November 23, incorporates additional actions as part of the new strategy which includes working with our key suppliers to review their equality monitoring and staff training
	Socio-economic disadvantage included in EIAs to ensure Strategic decisions taken by the Council help tackle local poverty and economic inequality.	No	31-Mar-2024	Q2 2023/24: The EDIE working group has reviewed the initial draft of the revision to the EQIA process including the revised forms.

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CW5.3	Devise and implement a delivery plan to reduce health inequalities, in collaboration with partners from across all sectors to support those most affected by the Cost-of-Living crisis			
Performance Monitor Comments	As outlined before Household Support Funding Delivery Plan has been agreed with Partners, to support COL Crisis. Currently working with outside partners to reduce health inequalities.			
Assigned To	Hannah Drew; Emma Keating Clark			
Latest Note	<p>Q2 2023/24: Many partnerships are working in alignment towards this aim.</p> <p>Feeding Gloucestershire are improving access to affordable food through Community Hubs and exploring why uptake of government support through Healthy Start and Free School Meals is so low.</p> <p>Stroud District Community Hubs partnership is supporting Hubs to work together and get the help they need to keep providing local help and coat of living support.</p> <p>Stroud Citizens Advice is working with SDC, Foodbank, Furniture Bank, P3, GL11 and Clean Slate to improve access to cost of living support and money advice by phone and in person at outreach venues.</p>			
Milestones	Milestone Description	Completion Y/N	Milestone Due Date	Latest Milestone Note
	Conduct engagement activity with local communities and delivery partners	Yes		Q2 2023/24: Front line community organisations and delivery partners are feeding into the development and implementation of the Household Support Funding delivery plan for 2023/24.
	Develop delivery plan with key partners	Yes		Q2 2023/24: A Household Support Funding delivery plan for 2023/24 has been agreed with partners to support those affected by the Cost of Living Crisis.
	Develop KPIs	No		Q2 2023/24: KPIs are under consideration
	Review current health inequality data using health data and local insight	No		Q2 2023/24: Cost of Living data and insight is reviewed monthly by the Cost of Living Working Group. In addition, data for Early Years and Children and Young People is being reviewed with front line partners to prioritise future work plans.

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CW5.4	Promote initiatives which improve skills, celebrate diversity in the workplace and offer equal access to well paid jobs and economic opportunities for everyone			
Assigned To	Amy Beckett			
Latest Note	<p>Q2 2023/24:</p> <p>Fortnightly meetings with Stroud Growth Hub and South Gloucestershire and Stroud College to understand what courses are available to residents and workers within the district and how to support uptake of courses.</p> <p>Continued conversations with businesses and stakeholders to understand what skills development is required and how this can be met.</p> <p>Quarterly meetings with skills and education providers who are supporting the district through UKSPF funded projects to understand uptake to support residents furthest from the labour market take up new training opportunities to encourage them back into the workplace.</p>			
Sub Action	CW5.4.1 Work with education providers to support businesses to take up sector specific training opportunities	0%		
	CW5.4.2 Work with social enterprises and charities to encourage residents to access training and job opportunities	0%		
Milestones	Milestone Description	Completion Y/N	Milestone Due Date	Latest Milestone Note
	Deliver or facilitate a Jobs Fair	No	31-Oct-2024	

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Performance Indicator Linked	CW5.4a Unemployment figures	<p>Trend Chart ⚙️</p> <table border="1"> <caption>Quarterly Values for Unemployment Figures</caption> <thead> <tr> <th>Quarter</th> <th>Quarterly Values</th> <th>Quarterly Target</th> </tr> </thead> <tbody> <tr> <td>Q3 2021/22</td> <td>1,500</td> <td>-</td> </tr> <tr> <td>Q4 2021/22</td> <td>1,200</td> <td>-</td> </tr> <tr> <td>Q1 2022/23</td> <td>1,300</td> <td>-</td> </tr> <tr> <td>Q2 2022/23</td> <td>1,400</td> <td>-</td> </tr> <tr> <td>Q3 2022/23</td> <td>-</td> <td>-</td> </tr> <tr> <td>Q4 2022/23</td> <td>-</td> <td>-</td> </tr> <tr> <td>Q1 2023/24</td> <td>-</td> <td>-</td> </tr> <tr> <td>Q2 2023/24</td> <td>-</td> <td>-</td> </tr> </tbody> </table>	Quarter	Quarterly Values	Quarterly Target	Q3 2021/22	1,500	-	Q4 2021/22	1,200	-	Q1 2022/23	1,300	-	Q2 2022/23	1,400	-	Q3 2022/23	-	-	Q4 2022/23	-	-	Q1 2023/24	-	-	Q2 2023/24	-	-
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Q1 2023/24	-	-																											
Q2 2023/24	-	-																											
CW5.4b NEET figures	Q2 2023/24: 1.44																												
CW5.4c Number of businesses accessing Growth Hub intervention and support	<i>We are waiting on this data from a partner organisation.</i>																												

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CW5.5	Work with partners to support older people to stay in their homes for longer			
Assigned To	Ange Gillingham; Emma Keating Clark			
Sub Action	CW5.5.1 Support the delivery of the ILP workstream - Frailty, Dementia and Carers	30%	<p>Q2 2023/24:</p> <p>Carers - The ILP Working Group for Frailty, Dementia and Carers has made good progress in registering and properly coding carers in the district. A new system now automatically registers carers via a simple text message from their GP. This enables support to be properly targeted.</p> <p>Frailty - Exercise classes to delay the development of frailty symptoms are delivered by SDC across the district. SDC is working with the health data team to identify areas with the highest rates of mild frailty, the most likely to benefit from our classes. Next steps are to promote classes and build more capacity in the areas with the highest need.</p>	
Milestones	Milestone Description	Completion Y/N	Milestone Due Date	Latest Milestone Note
	Develop the Careline service by creating a business plan which extends the delivery and accessibility of the service across the district	No	30-Sep-2024	Q2 2023/24: A project team has been created to work on this project.
	Report to CS&L committee to accept the funding for the new Careline service	Yes	21-Sep-2023	Paul Harrison presented the report to CS&L on 21 October and the funding was accepted by the committee
Performance Indicator Linked	CW5.5a Increase Careline units in place by 25 per annum			
	CW5.5b Percentage of Carelines transitioned to digital			

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CW5.6	Support our Armed Forces Champion and provide help as needed to former members of the armed services who need extra support and continue to deliver the Armed Forces Covenant across the local area.	Completed
Assigned To	Michelle Elliott	
Performance Indicator Linked	CW5.6a Housing and accommodation support provided to former members of the Armed Forces in line with our Armed Forces Covenant commitment	

EC4.4	Develop initiatives to encourage an increase in the percentage of Low, Ultra Low Emission and Euro 6 compliant taxi and private hire vehicles			
Assigned To	Rachel Andrew			
Milestones	Milestone Description	Completion Y/N	Milestone Due Date	Latest Milestone Note
	Deliver initiatives to encourage an increase of EV, ULEV and Euro 6 compliant taxi and private hire vehicles	No	31-Dec-2023	<p>Q2 2023/24:</p> <ul style="list-style-type: none"> In April 2023 a newsletter email was sent out to all licence holders with a fact sheet on new age and emissions policy. Team Training has taken place on new policy and how we are implementing it. Website has been updated with our new requirements. New applicants are being advised that we will only accept new applications for vehicles which are under 5 years old with the only exception being WAVs which must be Euro 6 compliant. Renewals come up monthly and those licence holders with vehicles that are over 10 years old are being advised on renewal that they cannot renew the licence with the only exemption being WAVS. (This is in line with our previous policy which will stay in force until April 2025 after which only vehicles that are Euro 6 compliant or ULEV, EV can be renewed with an exemption remaining for WAVs)

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	Review of existing license holders' compliance with Taxi and Private Hire policies	No	01-Apr-2025	<p>Q2 2023/24:</p> <ul style="list-style-type: none"> We are monitoring the number of taxis and private hire vehicles becoming compliant with the new policy. As of October 2023, there are 153 licensed vehicles in total. Of those 44 are not Euro 6 compliant. 4 of the vehicles that are not Euro 6 compliant are WAVs. By April 2025 the remaining 40 that are not WAVs should have been replaced with vehicles that are Euro 6 compliant or are ULEV or EV. We currently only have 2 EVs
Performance Indicator Linked	EC4.4 Increase the % of taxi and private hire vehicles that are Euro 6 standard or EV from 50% (2021) to 75% by 2023	<p>Q2 2023/24 result</p> 		

ER1.4	Support local high streets to increase footfall and achieve a sustainable visitor economy through delivering and enabling promotional campaigns, markets, cultural and leisure events, growing the night-time economy and by improving sustainable access to		
Assigned To	Amy Beckett		
Latest Note	<p>Q2 2023/24:</p> <p>Continual work takes place via the ED team and Tourism officer including:</p> <ul style="list-style-type: none"> Supporting the DMO structure realign with LVEP status, supporting the application for the region to be accredited with LVEP status and responsibility for workstreams to support sustainable tourism and active travel. Successful application for funding through the walking and cycling capital pot to improve the place making app, Discover Stroud District Continued partnership work with parish and town councils, tourism businesses and leisure attractions to understand the needs of businesses and work alongside them to meet the objectives of the district. 		
Sub Action	ER1.4.1 Work with partners to consider ways to support	0%	

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	improvements to the night time economy, creating a positive impact on footfall and spend in Market Towns		
	ER1.4.2 Develop a work programme for our Tourism Officer with a partnership steering group to include promotion of a programme of arts and culture events	0%	
Performance Indicator Linked	ER1.1e Town Centre vacancy rates		
	ER1.1f Town Centre footfall rates		
	ER1.1g Tourist spend in the district		
	ER1.3a Employment in towns		
	ER1.3b Number of day and overnight visitors		
	ER1.4 % increase in expenditure by tourists in the district based on 2019/20 data Direct Visitor spend (£149,610,000)		