

**Community Services & Licensing Committee**  
**Information Sheet**

**Director of Customer Services – Joanne Jordan**

**Contact: 01453 754005 or [joanne.jordan@stroud.gov.uk](mailto:joanne.jordan@stroud.gov.uk)**

Joanne manages Community Services, Cultural Services and Customer Services. These services are wide and varied public facing services.

**Community Services**

**Head of Community Services – Mike Hammond**

**Contact: 01453 754447 or [mike.hammond@stroud.gov.uk](mailto:mike.hammond@stroud.gov.uk)**

**Name of Service – Community Services**

**Service Function**

- Stratford Park Leisure Centre contract
- Multi Service Contract
- Open Spaces
- Joint Use Sports Centres
- Cornhill Market Square
- Shambles Market operation
- Ebley Mill (including catering, Ebley Mill car parks, caretaking and mail room)
- Abandoned vehicle function
- Hate Crime, PREVENT and Modern Slavery training/awareness delivery for the authority
- Neighbourhood Warden Service
- Careline Service
- Youth Service
- SDC Car Parks
- Emergency Planning
- Open and Closed Cemeteries

**Highlights 2017**

- Workforce plan changes implemented
- Committee decision taken to return JUSC's in 2018
- Successful introduction of increased tariffs car park charges
- Retendering of Materials Recovery Facility (MRF) Contract and Security Contract
- Food waste collections over target
- Accommodation Review

## **Key Projects for 2018**

- The workforce plan changes will continue to be implemented at individual service element level
- A review of parking charges throughout the District will be completed
- Looking at efficiencies savings for the Multi Service Contract
- Reviewing the Careline service
- Stratford Park Lido capital project

## **Cultural Services**

**General Manager of Dursley Pool and Sports Centre – Angela Gillingham**

**Contact: 01453 540995 or [angela.gillingham@stroud.gov.uk](mailto:angela.gillingham@stroud.gov.uk)**

**Name of Service – The Pulse, Dursley**

### **Service Function**

- The Pulse is the local Leisure Centre in Dursley providing:
  - Swimming lessons from babies to adults
  - Health and Fitness solutions for the local community

### **Highlights 2017**

- Overachieved on the income target
- Achieved our target of 1500 swimmers on the junior learn to swim programme
- Maintained an average of 1450 members throughout the year
- Invested in a number of employees to gain leisure related qualifications including, swimming teachers and personal trainers

## **Key Projects for 2018**

- Increase participation in the day time classes
- Increase participation on the holiday activities
- Focus on the health benefits of exercise linking with local and national campaigns for health
- Run first aid courses during 2018 to the local community

**General Manager of Subscription Rooms and TIC – Joe Dymond**

**Contact: 01453 760991 or [joe.dymond@stroud.gov.uk](mailto:joe.dymond@stroud.gov.uk)**

**Name of Service – Subscription Rooms**

### **Service Function**

- Program events for the public
- Provide a Cafe Bar and catering service
- Sell tickets for transport companies and external events
- Provide general tourist information
- Take bookings for conferences and meetings

### **Highlights 2017**

- Increased online sales by more than double than previous years
- Had a successful year with a number of sell out events
- A successful first year for panto production
- Increased quality of programme

## **Key Projects for 2018**

- More focus on reducing subsidy/ performance fees
- Implement transitional operational arrangements for transfer to Town Council
- The second year for the panto

## **Museum Development Manager – Kevin Ward**

Contact: 01453 763394 or [kevin.ward@stroud.gov.uk](mailto:kevin.ward@stroud.gov.uk)

## **Name of Service - Stroud District (Cowle) Museum Service (The Museum in the Park)**

### **Service Function**

- Enabling people to access and share the collections and heritage of the Stroud District
- Museum in the Park, What's On programme and associated services
- Manage the collective heritage of the people of the Stroud District (the collection)
- Support enquiries and research
- Act as a community focal point
- Schools learning programme
- Provide Health & Wellbeing opportunities with partners
- Volunteering opportunities (incl. work experience)

### **Highlights 2017**

- Completed Workforce Planning Cuts and re-structure
- Visits in Person to the Museum in the Park, highest ever at just over 56,000
- Launch of 'Story of Animation' exhibition (grant funded by Arts Council England)
- Re-design of Museum shop (grant funded SW Museum Development Programme)
- Income from retail activities is up
- Volunteers contributed over 4,500hrs or 2.4FTE posts
- First full planting year for the Walled Garden
- Re-submission of our Accreditation (national standards for all museums)
- Loan of Ceremonial Maces from Berkeley Town Council, one thought to have been presented to the town by Henry VIII
- Acquisition of Saxon-era pendant (£400) & Posy Ring (£2,000) through the Treasure Act, all bought from public donations (with grant funding for the Posy Ring)

### **Key Projects for 2018**

- Continuing bedding down of new structure
- Adoption of our five year business plan
- Consultation and business case preparation for a Museum run Supporter/ Membership Scheme (a £12.5k grant awarded by Arts Council England for this work)
- Restoration and installation of Grade 2 Warwick Vase (subject to funding)
- Rollout of Volunteer Makers (a national volunteer engagement tool/model)
- Launch of Park and Mansion House history book (delivered with Stroud Local History Society)

## **Customer Services**

**Customer Services Manager - Shobhan Sen**

**Contact: 01453 754700 or [shobhan.sen@stroud.gov.uk](mailto:shobhan.sen@stroud.gov.uk)**

**Name of Service - Customer Services/Contact Centre**

### **Service Function**

- Face and first point of contact of the Council
- The service receives an average of 11,000 calls a month, deal with 1,500 visitors and 1,500 emails. This equates to 550 calls, 75 visitors and 75 emails per day. We aim to answer 95%+ of calls received within 30 seconds.
- The Customer Services team cover the following services:
  - Ebley Mill Reception
  - Cashiers
  - Switchboard
  - Refuse & Recycling
  - Main Council email inbox
  - Corporate Complaints
  - Freedom of Information requests
  - Electronic notice boards
  - Tell us Once service
  - Council's Twitter account
  - Proof of Life certification
  - Elections
  - Website Content management
- We are actively supporting the Institute of Customer Service (ICS) Corporate Professional Qualifications programme.

### **Highlights 2017-2018**

- Managed the customer interface for changes to the Refuse and Recycling service
- We have crossed 10,000 subscriptions for our garden waste scheme with 77% of subscribers using our online service
- Approximately 21000 payers have used the Automated Telephone Payments service
- We have fully automated the online booking service for the Bulky Household waste service.
- Made the cashier function more efficient by working with IT to develop an in house program which automatically references payments
- We have been the sole phone first point of contact for the elections service

### **Key Projects for 2018**

- More automated and efficient process by Direct Debit in 2019 for Garden waste
- Ensuring that the service is fully compliant with General Data Protection Regulations going live from the 25 May 2018.
- The service is actively planning to achieve workforce efficiencies by streamlining the delivery of services
- Manage implementation of efficiency changes in Refuse and Recycling Services Supporting other Services
- To continue to support key services like Council Tax, Housing Benefit, Homelessness advice, Elections and Tenant services during the Workforce planning service review

**Revenue and Benefits Manager – Simon Killen**  
Contact: 01453 754013 or [simon.killen@stroud.gov.uk](mailto:simon.killen@stroud.gov.uk)

### **Name of Service - Benefits**

#### **Service Function**

- Award Housing Benefit
- Award Council Tax Support
- Administer discretionary housing payments
- Provide assisted digital support for universal credit claimants
- Provide personal budgeting support for universal credit claimants

#### **Highlights in 2017**

- Roll out of Universal Credit full service across the district
- Hosted universal credit awareness events with key stakeholders
- Members information evening
- Enhanced partnership working with job centre

#### **Key Projects for 2018**

- Work force plan
- Changes to General Data Protection Regulation (GDPR) in May, requiring large software upgrade, along with changes to data retention, data sharing and consent
- Devise a council tax support scheme for 2019/20

### **Name of Service - Revenue**

#### **Service Function**

- Billing and collection of Council Tax and Business Rates

#### **Highlights in 2017**

- Discretionary Rate Relief policy developed county wide and allocated funding of £251,000 supporting 146 businesses
- Additional support provided through supporting small businesses with £25,104 for 19 businesses and £70,000 for support for pubs scheme helping 84 businesses
- Over 10,000 customers now receive their Council Tax bill electronically

#### **Key Projects for 2018**

- Work Force Plan
- Changes to General Data Protection Regulation (GDPR) in May, requiring large software upgrade, along with changes to data retention, data sharing and consent
- All printing to done externally, saving on postage and printing cost
- Business Rates retention

### **Name of Service - Recovery**

#### **Service Function**

- Collection of outstanding Council Tax, Business Rates, Car Parking, Sundry Debt and Housing Benefit Overpayment debts

## Highlights in 2017

- Brought enforcement agents (bailiff) back in-house, generating additional income stream of £50,000. Having outsourced the function for a number of years, it now allows us to take a corporate approach to multiple debts as well as provide debt and welfare benefit advice for the vulnerable
- Council Tax collection 99.06%, the 12<sup>th</sup> highest in the whole country
- Signed up to Citizens Advice Council Tax protocol

## Key Projects for 2018

- Work force plan
- Changes to General Data Protection Regulation (GDPR) in May, requiring large software upgrade, along with changes to data retention, data sharing and consent
- Business Rates retention
- Creditors team and function relocated from finance
- Adopted Council Tax, Housing Benefit and Council Tax Support Penalty and Prosecution Policy

## Director of Development Services – Barry Wyatt

Contact: 01453 754210 or [barry.wyatt@stroud.gov.uk](mailto:barry.wyatt@stroud.gov.uk)

Barry manages Planning and Development Services, Planning Strategy, Tourism, Environmental Health, Licensing, Health & Wellbeing and General Fund Housing. Part of these services fall under the remit of this committee, with the remaining services falling under Environment Committee.

## Planning Strategy

### Policy Implementation Manager – Pippa Stroud

Contact: 01453 754099 or email [pippa.stroud@stroud.gov.uk](mailto:pippa.stroud@stroud.gov.uk)

### Name of Service – Regeneration/Tourism

#### Service Function

- Work with Visit Britain to promote the Stroud district nationally and internationally as a tourism destination
- A partner in the Cotswolds Tourism Partnership, meaning that we can promote the district as part of the wider Cotswolds area
- Work with parish and town councils at a strategic level to help support their local economies
- Work directly with tourism businesses and organisations on marketing campaigns to promote the area
- Commission specific promotional projects such as the award-winning 'Discover Stroud' film which has been viewed worldwide
- Promote the area's events and attractions via Twitter and Facebook, having over 4000 Twitter followers and 3500 on Facebook
- Respond to media requests and help to organise press 'familiarisation' visits
- Tourism is worth an estimated £145m per annum to the Stroud district alone

## **Highlights 2017**

- Production of the Discover Stroud film, a very high quality short film which showcases the district, and distribution of this film via social media. The film has now been viewed over 300,000 times across the world
- Organisation of the film premiere, which was attended by 400 people
- Production of the Stroud Valleys map, which has attracted much positive comment and requests from parishes the south of the district for a similar map for their areas
- Production of a collection of high-quality postcards for visitors to purchase and send to their friends, further promoting the area
- Worked in partnership with Cotswolds Tourism to produce the Cotswolds Visitor Guide 2018

## **Key Projects for 2018**

- This service, comprising 1 FTE plus management, is currently under review under the 'Workforce Plan' process

## **Environmental Health**

### **Head of Health & Wellbeing – Jon Beckett**

**Contact: 01453 754443 or [jon.beckett@stroud.gov.uk](mailto:jon.beckett@stroud.gov.uk)**

Jon manages the Environmental Health Service part of which falls within the remit of this committee, namely the delivery of the Health & Wellbeing Plan and licensing. The rest of the work of the service falls under the Environment Committee

### **Name of Service – Health and Wellbeing**

#### **Service Function**

- Providing targeted healthy lifestyles activities
- Mobilising community leaders and volunteers
- Maximising resources for our council and residents through strategic partnerships and enabling activities
- Informing decision makers about matters that impact on the health and wellbeing of our district.

## **Highlights 2017**

- New Active for Life event – aimed at encouraging older adults into new activities. 108 people attended and new walking netball, walking football and walking rugby groups have formed as a result
- Adopted the Older People's Health and Housing Plan
- Helped six new groups to champion Dementia Friendly Towns across the district
- £43k funding from STP to deliver a new 2 year community development pilot
- Continue to engage young people at Kapers and the annual girls football tournament
- 2746 attendances were recorded on our Health Walks
- Safeguarding training to SDC staff and associated contractors
- Increased the Better Balance classes for those at risk or had a fall
- 3814 attendances on our Healthy Lifestyles Scheme which includes Cardiac Rehab, Respiratory Rehab, Cancer Rehab, Move it or Lose It Classes, Exercise Referral and Better Balance Classes

## **Key Projects for 2018**

- Expanding the Active for Life event in September 2018 for both older adults and families
- Continue to support the Dementia Friendly groups across the District
- Lead the Stroud HWB Partnership on befriending and rural transport issues
- Work with SDC Youth Council on issues around alcohol, drugs and self harm
- Continue to work in partnership with County CCG, Mental Health services and local hospital discharge services
- Deliver and evaluate year 1 of the Forest Green 'Strengthening Local Communities' project
- Set up 'Move it or Lose it!' classes in sheltered housing schemes and the community.
- Work with Everyone Active at Stratford Park Leisure Centre to develop exercise classes for 16-25 year olds with Physical, sensory or learning disability
- Continue to lead and deliver Safeguarding training for SDC staff
- To help establish walking football and walking rugby sessions in partnership

**Principal Licensing Officer – Rachel Andrew**

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## **Name of Service - Licensing**

### **Service Function**

- Licensing of sale of Alcohol and Regulated Entertainment - Licensing Act 2003
- Licensing of Taxi and private hire
- Licensing of Street Traders
- Licensing of scrap metal dealers
- Licensing of gambling activities including betting shops, gaming machine and lotteries – Gambling Act 2005
- Licensing of street and house to house charity collections

### **Highlights 2017**

- 5 applications under the Licensing Act 2003 were considered by a hearing panel of these 4 were granted with conditions and 1 was refused
- Multi agency waste/scrap operation January 2018
- Revised taxi policy with new vehicle age criteria came into effect April 2017
- All current taxi and private hire drivers completed safeguarding training
- Consultation and Committee approval of increase in taxi fares December 2017

## **Key Projects for 2018**

- Review statement of principles under Gambling Act 2005
- Review of street trading policy