



STROUD DISTRICT COUNCIL

Ebley Mill • Ebley Wharf • Stroud • Gloucestershire • GL5 4UB
01453 766321
www.stroud.gov.uk

Performance Monitoring Report: Community Services & Licensing Committee




Date of Meeting	3 rd August 2022	
Attendees	Members: Julie Job & Nigel Prenter Officers: Keith Gerrard, Mike Hammond, Ange Gillingham, Adrian Blick, Emma Keating-Clark, Hannah Emery, Seb Williams, Steve Miles, Morgan Smith, Maxie Wells, Cate James-Hodges	
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.	1 Not started
	Actions where no information has been provided will be highlighted	1 Overdue
Council Plan Performance Indicators or Milestones (see performance management system where applicable)	Summary:	Progress & RAG Status
	Milestones:	25 On Target
		8 Not started
		2 Overdue
		6 Completed
	Summary:	Progress & RAG Status
	Performance Indicators:	7 On Target
		1 Completed
Reports being presented to this Committee associated with Council Plan:	CCTV in Taxis Draft Vehicle Emissions Policy for Taxi and Private Hire Vehicles for consultation	
Service Area Indicators (not covered in Council Plan)		
Risks	Corporate Risk Register presented to Audit & Standards Committee. List any relevant Service specific risks.	

Relevant finance issues	See Q1 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	Cllr. Nigel Prenter
Date of report	4th August 2022

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




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
» CW1.2.1	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	13/07/2022: The plan is being written and will be presented to CS&L committee in September 2022
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	
Performance Members Comments: The plan is at the draft stage and has a broad remit looking at everything touching health and wellbeing, including housing. In terms of agreeing measures a variable plan is required, in some cases using numerical values, in others, action plans or case studies. These will be negotiated with different services and members.						
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 	27/07/2022: Quarter 1	27/07/2022: Quarter 1: The ASB Policy has been written and consulted with other officers. In addition we have also consulted with the Chair of Stroud District CSP who has also agreed it

Performance Members Comments: Good progress has been made with the CAB but the SLA has not been agreed. In reality the cost of living crisis has led to immense pressure on the CAB and SDC is building a more 2-way relationship with them with practical advice from the Household Support Fund. Even though the target date for the ASB Policy is December, SDC is looking to push it back so that other opportunities can be explored. There are other schemes in Gloucestershire that the Office of the Police and Crime Commissioner are pushing and SDC want the overarching policy to be as thorough as possible. Members of SDYC asked if there would be interaction with young people in forming the policy and were told that SDC would get back to them.




» CW1.4.1	Reduction in anti-social behaviour instances/ reports	30/12/2022	Mike Hammond	Not Started		N/A	
---------------------------	---	------------	--------------	-------------	--	-----	--

Performance Members Comments: Most of the information is through the police and SDC are starting to collate statistics released by the OPCC. Part of the bid for Safer Streets 4 is for more money for anti-social behaviour.


» CW1.4.2	In collaboration with the Stroud Community Safety Panel, develop and adopt a proactive programme of ASB preventative training and awareness raising. • Report quarterly on delivery of preventative ASB training and awareness raising	30/12/2022	Mike Hammond	On Target 	N/A	
Performance Members Comments: See comments above under CW1.4 and CW1.4.1						
» 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	14/07/2022: Cllr Brine and Cllr Adlam have agreed to support recruitment of councillors into the Food Task and Finish Group. Due to funding regulations, the district food post will now be hosted within the voluntary sector. Discussions with the Long Table and GL11 are underway. They have been working on a food activities for the Hubs for some time and are well placed give this work longevity.
Performance Members Comments: A serious cost of living crisis has led to partners needing help and SDC becoming involved in more practical, frontline work supporting an affordable food network. The Long Table have their own food capacity and logistics, and with more funding from SDC (they are up for it) will be really good. There are a few gaps in hubs, e.g. Hardwicke and Berkeley, and the next phase is going into these areas.						
» CW1.5.2	Establish feeding Stroud partnership by March 2022	01/09/2022	Emma Keating Clark	On Target 	N/A	
Performance Members Comments: SDC is looking at what it can realistically do. Feeding Gloucestershire will be launched in September and an SDC-based scheme later. The Independent Food Aid Network is supplying practical advice.						

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
------	-------------------------------	----------	--------------	--------	----------------	----------


» CW3.2.1	First 2 contact services centralised by end of 2022	31/12/2022	Adrian Blick	Overdue 	N/A	01/07/2022: The Customer Contact Vision is being written and this will then be turned into a strategy which will include a roadmap for consolidation of these services. This is taking longer than anticipated due to competing priorities and may not now complete by end 2022. 08/2022: CCV will be completed and reviewed in September
Performance Members Comments: There is not yet a written strategy that has been reviewed due to resource capacity and the challenge of the data being collected. So SDC is focusing on other parts which need to be done regardless such as processing engineering in Customer Services and tasks they are doing that they shouldn't be and which can be re-allocated to other teams. The aim is to get to Review by September.						
» CW3.2.2	Straightforward processes identified and made available for self-service via the internet	31/12/2022	Liz Shellam	On Target 	N/A	01/07/2022: Bulky Waste process is nearing completion for deployment Q3 2022 A roadmap for delivery has been developed and the team will prioritise delivery accordingly. This is a change to original plan as the team is focusing on the services that are most committed to the activity. 08/2022: Bulky Waste process implemented. Build of next processes in roadmap has started
Performance Members Comments: The shift is from customer contact by telephone to online self-service, which will improve service, though telephone and email service will also be available. Bulky Waste will be the first self-service digital platform to go live, next week.						
» 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	23 Parish and Town Councils have actively taken part in the 4 Working Groups held so far, the next Working Group will be held on 13 September. All Parish and Town Councils will have an opportunity to comment on or put forward amendments to the draft Charter developed by the Working Group during the consultation period in September/October 2022.

Performance Members Comments: There have been 4 working groups so far, with 23 town and parish councils taking part. They are preparing a Draft Charter to sign up to for approval by Council in October. They are trying to build a Town and Parish Council Hub to upload information and guidance to, which will make a big difference. A forum so they can engage with each other will be added.

» CW3.3.3	Market Town meetings and other town and parish meetings convened by SDC	31/12/2022	Hannah Emery	On Target 	N/A	The Working Group have put together an Annual Schedule of events list which includes training, strategic forums and the Market Towns Forum.
---------------------------	---	------------	--------------	---	-----	---

Performance Members Comments: An annual schedule of forums and meetings at SDC and training events will be drawn up. SDC is also working with GCC and Cotswold. Once approved in October, councils will be invited to sign up to it. Working with SDYC's Youth Forums will be added in November.

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
CW4.2	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 1	13/07/2022: Quarter 1: Throughout May, June and July work has continued through: 1. Public online consultation 2. Stakeholder consultation 3. An in-depth review of the conditions of the areas along with relevant health and demographic profiling of the areas which need the areas the most. 4. Discussion and visit with play providers to gain an understanding of play equipment and what is possible with the money we have.

Performance Members Comments: Consultation of various kinds is ongoing. Some play areas are surrounded by housing for older people. For example, there is a good play area just 5 minutes away from a Berkeley housing estate so it would make sense to turn the play area there into a community space of a different character. The next phase will involve more youth consultation to discover how teenagers use play areas.


» CDPCW4.3a	Increase the number of referrals to the Healthy Lifestyle Scheme received each year	N/A	Angela Gillingham	Target: 100 Actual:		
-----------------------------	---	-----	-------------------	------------------------	--	--


Performance Members Comments: In this quarter, 78 referrals were made. A member of staff was lost but others are being trained.

» CDPCW4.3b	Increase the number of participants who complete the 12 week Healthy Lifestyles programme	N/A	Angela Gillingham	Target: 30 Actual:		
-----------------------------	---	-----	-------------------	-----------------------	--	--

Performance Members Comments: In the first quarter, 32 completed the scheme and have gone on to continue exercising.						
» CDPCW4.3c	Increase participants at all of our activities including with the Healthy Lifestyles Choose to Move programme	N/A	Angela Gillingham	Target: 50 Actual:		

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
» CW5.5.1	Performance measure to be determined in first period and will be informed through dialogue with adult social care/Integrated Care System.	31/03/2024	Angela Gillingham	On Target 	N/A	14/07/2022: Phil Sullivan has agreed to represent Stroud as Chair of the Gloucestershire Dementia Action Alliance. Four districts, including SDC have pledged funding to support a county role for dementia which would make up for the lack of resource to support this work in the SDC Health & Wellbeing team. The Healthy Lifestyles Scheme continues to expand classes for older adults to improve the recovery and management of long term conditions. The funding to support this will come from the ILP grant money once we know more about the role. Health data has been collected from the CCG which the team will use to work on a plan to combat isolation and improve physical activity in isolated areas.
Performance Members Comments: See overall comment below under CW5.5.2						

» CW5.5.2	Continue strategic planning in partnership with Integrated Locality Partnership (ILP) and Integrated Care System (ICS) (C)	31/03/2023	Angela Gillingham	On Target 	N/A	14/07/2022: We have now received the health inequalities data which will be used to identify where we need to focus our resources. We are currently arranging a meeting with the data provider to present the information to the team so that everyone fully understands where to focus collectively and not just in our own service areas.
Performance Members Comments: The aim is to help the elderly in their own homes. SDC now have the data on health inequalities to help set priorities. They will overlap it with district clusters to see what is available and what people need. Work on the LATC also involves this. In some cases, the impact of this work may not be seen for 20 years but it is nonetheless vital. SDC have received recognition for the work they are doing, which has been show-cased, at a County-wide event organized by the NHS where GPs and others asked SDC about their projects. Young people are also supported by, e.g. the Eating Disorder Clinic in Dursley and SDC is looking at how to extend the Healthy Lifestyles Scheme to young people and recognize that instructors need additional training to deal with under-16s. SDYC will be involved.						