

**Director of Customer Services** – This position is currently vacant, following the retirement of Joanne Jordan

On an interim basis until a new director is appointed:

- Mike Hammond, Head of Community Services, will be responsible for the line management of The Pulse and The Museum in the Park, and will also be the strategic lead for safeguarding for the authority
- Simon Killen, Revenue and Benefits Manager, will be responsible for the line management of Customer Services/Contact Centre and Housing Advice

## **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 (the team delivering this is known as the Multi Services Team rather than Public Spaces)
- Open Spaces
- Cornhill Market Square
- Shambles Market operation
- The Old Town Hall
- 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
- Street name plates

### **Highlights 2018**

- Workforce plan has started to bed in within the service
- The Multi service contract has stabilised
- Accommodation review within Ebley Mill has resulted in rentable space
- Achieved savings within the Multi Service Contract
- Reviewed the Careline Service
- Increased the Neighbourhood Warden Service

## **Key Projects for 2019**

- The work force plan will continue to be embedded with a review of services being delivered
- Continue to seek efficiencies within the Multi Service Contract
- Review the offering of the Careline Service to see how this can be enhanced
- Stratford Park Lido capital project
- Procurement of electric/hybrid vehicles
- Accommodation review will be ongoing within Ebley Mill to maximise available rentable space to outside organisations

## **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 in both groups and individual lessons
- Swimming lessons for the local schools
- Health and fitness solutions for the local community

### **Highlights 2018**

- Reached our highest income to date
- Achieved our highest ever number on our learn to swim programme
- Achieved an average of 1473 p/w participants in our group exercise programme
- Improved our marketing standards including increased coverage on social media

## **Key Projects for 2019**

- Conducting a feasibility study on extending and improving the facilities to meet the needs of a growing community
- Releasing a new programme to encourage wider participation
- Investing in a new improved website to improve the customer journey and encourage greater use of online booking and payments

**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**

- Providing a museum service that encourages everyone who works, lives or visits the Stroud District to be proud of its past, present and future
- 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 (incl. walled garden)
- Manage the collective heritage of the people of the Stroud District (the collection)
- Support enquiries and research

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- Act as a community focal point
- Schools learning programme
- Provide Health & Wellbeing opportunities with partners
- Volunteering opportunities (incl. work experience)

### **Highlights 2018**

- New Forward Plan 2018-2023 approved and adopted
- Visits in Person to the Museum in the Park, highest ever at just over 62,000
- 2<sup>nd</sup> phase of Museum shop development (grant funded SW Museum Development Programme)
- Income from retail activities up 28% on previous year
- Volunteers contributed over 4,740hrs or 2.5FTE posts
- Retained Accreditation (national standards for all museums)
- 1<sup>st</sup> Phase of Museum Membership Scheme completed (Arts Council England funded)
- New website launched (managed in-house)
- Walled Garden – Regional finalist in national Civic Trust Awards

### **Key Projects for 2019**

- 2<sup>nd</sup> Phase of Museum Membership Project with support of Friends of the Museum
- Delivering outcomes under SW Museum Development Business Diagnostic Programme (successfully applied to take part in this pilot)
- Pilot first volunteer curated displays
- Transfer of unit 28 lease from SDC to landlord
- Refining specification and project approach for procuring and implementing a dedicated collections management system to improve data governance and access
- Developing Community Co-Curated Display Case Proposal (external donation of £5k allocated to this project)
- Delivery of Living Limestone Project (a new learning package/resource) – subject to external funding

## **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-to-face (F2F) and first point of contact of the Council by phone, email and online
- The service receives an average of 7000 calls a month, deal with 1,500 visitors and 1,500 emails. This equates to 350 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 by transacting end-to-end first point resolutions for our customers
  - Ebley Mill Reception
  - Cashiers
  - Council switchboard
  - Refuse & recycling
  - Main Council email inbox

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- Corporate complaints management
- Freedom of Information requests administration
- Electronic notice boards
- Tell us Once Service
- Council's Twitter account
- Council's Facebook account
- Proof of Life certification
- Elections
- Website content management
- Ad hoc phone and F2F cover for other Council services
- We are actively supporting the Institute of Customer Service (ICS) Corporate Professional Qualifications programme.

### Highlights 2018

- End to end processing of the all refuse & recycling transactions
- Managing complaints and advising and educating residents on recycling, contributing to improved recycling awareness and participation
- Successful implementation of Direct Debit for garden waste customers
- End-to-end processing of Council Tax service requests
- Reducing double handling by facilitating external sites like The Pulse and The Museum in the Park to transfer bulk cash directly to bank instead of via Ebley Mill
- Actively contributing to the success of the new phone menu system for telephone customers
- Using website and social media to inform, advise and improve service delivery

### Key Projects for 2019

- Further increase take up of garden waste Direct Debit payments
- Collaborate with and provide frontline advice for services like Planning and Building Control, Tenant Services, Housing Benefits and other services
- Innovate and automate services as part of the Councils digital transformation project
- Focus on income generation opportunities
- Managing corporate complaints with the focus on learning and service delivery improvement outcomes
- Promote and foster the One Council approach

### Revenue and Benefits Manager – Simon Killen

Contact: 01453 754013 or [simon.killen@stroud.gov.uk](mailto:simon.killen@stroud.gov.uk)

- Completed workforce planning review and re-structure. Service reduced from 33 to 28 with in year savings of £23.9k and on-going £101.1k pa

### Name of Service - Benefits

#### Service Function

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

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## Highlights in 2018

- Continued 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
- Reduction in number of days to process new claims and change of circumstances

## Key Projects for 2019

- Changes to General Data Protection Regulation (GDPR), requiring large software upgrade, along with changes to data retention, data sharing and consent
- Devise a council tax support scheme for 2020/21

## Name of Service - Revenue

### Service Function

- Billing and collection of Council Tax and Business Rates

## Highlights in 2018

- Adopted Council Tax discount scheme for Care leavers
- Adopted Business Rates Retail Discount Scheme awarding £458,000 of relief supporting 208 businesses
- Discretionary Rate Relief policy developed county wide and allocated year 2 funding of £123,000 supporting 135 businesses
- Over 12,000 customers now receive their Council Tax bill electronically

## Key Projects for 2019

- Changes to General Data Protection Regulation (GDPR), requiring large software upgrade, along with changes to data retention, data sharing and consent
- Corporate project procuring outbound mail, award expected June/July 2019
- Business Rates retention
- Council Tax premium increase for long term empty properties

## Name of Service - Recovery

### Service Function

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

## Highlights in 2018

- 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 99.00%, the 15th highest in the whole country
- Signed up to Citizens Advice Council Tax protocol
- Adopted Council Tax, Housing Benefit and Council Tax Support Penalty and Prosecution Policy

### **Key Projects for 2019**

- Changes to General Data Protection Regulation (GDPR), requiring large software upgrade, along with changes to data retention, data sharing and consent
- Business Rates retention

### **Name of Service – Income and Payments**

#### **Service Function**

- Delivery of Creditors and Debtors process

#### **Highlights 2018**

- Creditors team and function relocated from finance

### **Key Projects for 2019**

- Process changes to increase the corporate use of Purchase Orders
- Phase out cheque payment to suppliers

### **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, 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.

### **Health & Wellbeing**

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

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

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

#### **Service Function**

Health and Wellbeing includes Environmental Health and Licensing, part of which falls within the remit of this committee, namely the delivery of the Health and Wellbeing plan and Licensing. The rest of the work of the service falls under the remit of the Environment Committee and the Housing Committee

#### **Highlights 2018**

The Healthy Lifestyles Scheme continued to evolve resulting in:-

- 46% increase in attendances at Healthy Lifestyles Scheme
- 53% increase in attendances at Cardiac, Respiratory and Cancer Rehab classes.
- 1% increase in referrals to the Exercise Referral Scheme.
- 338% increase in attendances at Better Balance Classes. This increase has occurred due to the addition of 4 new classes bringing the total to 8 weekly classes across the district.
- 484lbs in weight lost by participants on the Exercise Referral Scheme
- 296cm total reduction in waist circumference by Exercise Referral Participants.

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A cross-council team was established to drive up mental health awareness to support the wellbeing of the public and staff. This included a coordinated mental health week offer, better training for staff and managers, partnering with mental health services on a number of initiatives, promoting access to support through our District Health & Wellbeing Partnership and promoting awareness via our three elected member Mental Health Champions.

### **Key Projects for 2019**

- Publish a new Health and Wellbeing plan
- Continue to deliver a range of initiatives under the Sport & Healthy lifestyles banner,
- Share the learning from the more established Dementia Friendly Towns groups to support the new groups as they attract members and set work programmes.
- Lead the Stroud HWB Partnership to explore local solutions to our rural transport issues and befriending to reduce social isolation.
- Work with SDC Youth Council on issues around alcohol, cannabis misuse and self harm.
- Work with County data colleagues to keep members informed about health issues at a ward level.
- Improve relationships between the district Mental Health services and SDC front line services in a similar way to our first joint working event.
- Continue to contribute to the improvement of local hospital discharge services as they are rolled out to the Stroud District.
- Support the community capacity needed to make the District 'Community Wellbeing Service' effective.
- Evaluate year 2 of the Forest Green 'Strengthening Local Communities' project.
- Continue to contribute to County and District NHS commissioning and oversight boards.

**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
- Administration support for Animal Welfare Licensing

### **Highlights 2018**

- Licensing hearings by hearing panel
  - Review of private hire driver licence - Warning issued and requirement for driver to complete driving assessment
  - Soul Circus 2018 New Application – Granted with conditions
  - Old Neighbourhood Inn Temporary event notice – Refused
  - Coach and Horses Review – Conditions added to licence
  - Ashen Plains New Application – Refused

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- Visits to licensed premises with Immigration Officers – April 2018
- Multi Agency premises licence/ taxi/ street drinking/ homelessness Evening Operation October 2018
- Multi agency waste/scrap operation March 2019

#### **Key Projects for 2019**

- Review of street trading policy