

DRAFT SERVICE SPECIFICATIONS**Criteria Service specifications should be:**

- High level as the detail will be in the annual service plans that will underpin these contracts
- Sufficient detail to show what functions will be undertaken
- Based on current provision not future expectations
- Specified in terms of outputs where possible
- Specified in terms of broad based Council requirements rather than in terms of current service configurations

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Notes:	<ul style="list-style-type: none"> • Service area headings may be different to team names in the individual Councils. • Not all functions are provided for all Councils. • Functions provided by the Councils to Publica (Legal and Counter Fraud) are not included.
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Service area: Customer Services

Function	Council	Service Standards
Reception / Face to Face service, including: <ul style="list-style-type: none"> • Provision of main reception facility / first point of contact – face to face • Maintenance of visitor records • Issuing temporary passes and keeping records • Directing visitors to relevant services / answering simple queries • Information provision for first point of contact enquiries • Assisting customers with accessing information / payments • Collection point for deliveries / letters • Bag sales and ordering/collection of waste and recycling containers • Supervising examination of Register of Electors 	F, CO, WO	
<ul style="list-style-type: none"> • Management of information/TV screens and temporary displays 	CO, F only	
<ul style="list-style-type: none"> • Supply and issue of radar / pavilion keys 	F only	
<ul style="list-style-type: none"> • Cashier service for public 	CO (Moreton), WO (Town)	
<ul style="list-style-type: none"> • Tourist information 	F, CO (Moreton), WO (Guildhall)	

Function	Council	Service Standards
Enquiries dealt with at First Point of Contact (FPOC) – Telephone/email including: <ul style="list-style-type: none"> • Switchboard service / signposting / answerphone / phonebook entries • Payments • Responding/redirecting customer emails from various email boxes • Service information as required, including: <ul style="list-style-type: none"> ○ Waste / recycling / missed collections / container requests / bulky waste ○ Street cleansing matters / fly tipping / bins / dog fouling ○ Garden waste scheme ○ electoral registration / democratic services ○ Council tax / housing benefits / business rates ○ General planning enquiries ○ Support for Pest Control / Public Protection / Licensing ○ Contact messaging system / support for public protection enquiries ○ Housing and Homelessness/Homeseeker enquiries 	CO, F, WO	F = target is to answer calls within 15 seconds CO & WO = % answered within 20 seconds (70% target); F, CO & WO = % call abandoned (5% target)
<ul style="list-style-type: none"> ○ Support for Street Wardens 	F only	
<ul style="list-style-type: none"> ○ Forest Linkline and Cotswold Careline 	F only	
<ul style="list-style-type: none"> ○ Parking appeals process 	CO only	

Function	Council	Service Standards
Support / administration / other, including: <ul style="list-style-type: none"> • Management of meeting rooms • Producing Customer Relationship Management (CRM) statistics • Assist electoral registration / democratic services • Refund transactions 	CO, F, WO	
<ul style="list-style-type: none"> • Language support schemes 	CO, WO only	
<ul style="list-style-type: none"> • Lost property 	CO, WO only	
<ul style="list-style-type: none"> • Web and social media customer communications 	CO, WO only	
<ul style="list-style-type: none"> • Logging complaints 	CO, WO only	
<ul style="list-style-type: none"> • Manage unreasonable customer log 	CO, WO only	
<ul style="list-style-type: none"> • Logging, registering and acknowledging FOI requests 	CO, WO only	
<ul style="list-style-type: none"> • Process cheques / payments 	F, WO only	
<ul style="list-style-type: none"> • Stationery / controlled stationery office supplies – purchase and management 	CO only	
<ul style="list-style-type: none"> • Fire alarm testing 	CO only	
<ul style="list-style-type: none"> • Contact for 'Tell us Once' 	CO only	
<ul style="list-style-type: none"> • Issue permanent security passes and keep records 	CO only	
<ul style="list-style-type: none"> • Provide cashier advice / guidance / forms / corporate petty cash facility 	WO only	
<ul style="list-style-type: none"> • Support mail and post room service 	WO only	
<ul style="list-style-type: none"> • Custodian service 	WO only	
<ul style="list-style-type: none"> • Council tax and benefits administrative service 	WO only	
<ul style="list-style-type: none"> • Customer satisfaction questionnaires 	WO only	

Key: Councils: C = Cheltenham Borough Council, CO = Cotswold District Council, F = Forest of Dean District Council, WO = West Oxfordshire District Council

Service area: ICT

Function	Council	Service Standards
Provide strategic ICT advice and guidance to Councillors and Council employees	C, CO, F, WO	
Oversee ICT related procurement activities and provide input where required	C, CO, F, WO	
Design, manage and install Council networks and infrastructure	C, CO, F, WO	
Telecoms – design, implementation and management	C, CO, F, WO	
Disaster Recovery / Backups	C, CO, F, WO	
Specify, deploy and manage ICT hardware and devices	C, CO, F, WO	
ICT Helpdesk	C, CO, F, WO	
Business World Helpdesk and infrastructure support	C, CO, F, WO	
Support Business World infrastructure	C, CO, F, WO	
Ensure compliance with Government and industry standards	C, CO, F, WO	
Local Land and Property Gazetteer	CO, F, WO	
GIS and mapping service	C, CO, F, WO	
Street naming and numbering service	CO, F, WO	
Website and digital services	CO, F, WO	
Data services – complex reporting, data migration, transformation and extraction	C, CO, F, WO	
Application development and integration	C, CO, F, WO	
Specify, implement and update Application systems	C, CO, F, WO	
Support corporate Applications and Systems	C, CO, F, WO	
ICT related Security policies, procedures and advice	C, CO, F, WO	
Data Protection and handling advice and guidance – liaison with SIRO	C, CO, F, WO	
Information Security – policy development, registration and coordination of breaches, liaison with Information Commissioner	C only	
ICT training for elected members and Council employees	C, CO, F, WO	

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Function	Council	Service Standards
BACs Bureau Service	C, CO, F, WO	
Issuing ID/security access cards	C, F only	
Maintaining Contracts Register	CO, WO only	

Service area: Finance

Function	Council	Service Standards
Accounts payable	C, CO, F, WO	Weekly payment of creditors – every effort will be made to make urgent payments more quickly. Pay undisputed creditors within 30 days of receipt (target: 90%)
Purchase ordering	C, CO, F, WO	Advice in line with Financial Rules and Contract Rules
Accounts receivable	C, CO, F, WO	Reducing the number of outstanding debtors invoices over 6 months old, per quarter per Council (target: >1%)
General ledger management	C, CO, F, WO	
Cash and bank input	C, CO, F, WO	
VAT	C, CO, F, WO	Quarterly VAT return to be completed on time
Bank reconciliation	C, CO, F, WO	Complete within one month of period end
Trust Funds	C, CO, F, WO	
Mortgages, Car Loans and Loans to Third Parties	C, CO, F, WO	
Mayor's/Chairman's charity	C, CO, F, WO	
Leasing - employee cars / pool cars (financial aspects)	C, CO, F, WO	
Leasing – Other leases	C, CO, F, WO	
Support services costing	C, CO, F, WO	
Journals	C, CO, F, WO	
Statement of Accounts	C, CO, F, WO	Complete by end of May each year
Collection Fund accounting	C, CO, F, WO	

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Function	Council	Service Standards
Financial Strategy / Budget preparation	C, CO, F, WO	In line with Council timescales and in accordance with the Chief Finance Officer requirements
Management Reporting	C, CO, F, WO	Quarterly management accounts produced in line with Council performance reporting arrangements
Business Partnering	C, CO, F, WO	
Government Returns – RO, RA, QRO, C.O. etc.	C, CO, F, WO	Returns made by date required
Technical accounting support	C, CO, F, WO	
Treasury Management	C, CO, F, WO	Transactions and performance reporting in line with the Treasury Management Strategy.
Insurance support and advice	C, CO, F, WO	
Collate Precept data from Parish Councils, Upper Tier Authorities, Police Authorities	C, CO, F, WO	Return by specified date

Function	Council	Service Standards
<p>Business World System Support</p>	<p>C, CO, F, WO</p>	<p>Urgent enquiries responded to within 24 hours. All telephone queries not resolved in the same day will be logged and answered within 5 working days. Email messages will be receive a reply within 3 clear working days following receipt, and within 5 working days after return from leave or other absence. All correspondence will be answered within 5 working days of receipt. Services will be delivered in accordance with all applicable legislation and best practice, and client's policies and procedures. Finance will seek to provide timely, professional advice</p>

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Service area: Human Resources and Payroll

Function	Council	Service Standards
HR functions for staff employed directly by the Council: Including: <ul style="list-style-type: none"> • Workforce intelligence • Recruitment and induction • Leavers • Disclosure and Barring Scheme • Staff welfare • Employee Relations/Case work • Grievance, Disciplinary & Capability • Absence Management • Redundancy • Job evaluation; Employee benefits; Reward & Recognition • Maternity/Paternity Support • Long Service Awards • Retirements and Flexible Retirements • Death in Service • Annual Leave and Flexi-leave • Performance and Appraisals • Apprenticeships and Apprenticeship Levy 	C, CO, F, WO	Urgent enquiries responded to within 24 hours. All telephone queries not resolved in the same day will be logged and answered within 5 working days. Email messages will be receive a reply within 3 clear working days following receipt, and within 5 working days after return from leave or other absence. All correspondence will be answered within 5 working days of receipt. Services will be delivered in accordance with all applicable legislation and best practice, and client's policies and procedures. HR will seek to provide timely, professional advice
HR Procedure & Policy Development	C only	
Organisational HR Strategy	C only	
Learning & Organisational Development Including learning skills, knowledge & behaviours	C, CO, F, WO	
Health and Safety	C, CO, F, WO	In accordance with Health and Safety legislation

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Function	Council	Service Standards
Pensions Administration	C, CO, F, WO	Returns and payments to be made in accordance with GCC/OCC timescales and admin strategies
Payroll Function: For employees directly employed by Councils (including elected members)	C, CO, F, WO	Payments to be made on/by 20 th Month. Comply with HMRC requirements.

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Service area: Procurement

Function	Council	Service Standards
Common Procurement Strategy , reflecting local flexibility	C, CO, F, WO	
Common Contract Rules	C, CO, F, WO	
Common suite of Standard Documentation	C, CO, F, WO	
Standardised procurement web pages	C, CO, F, WO	
Common Contract Register	C, CO, F, WO	
Support through full tender/quotation process	C, CO, F, WO	
Contract Management	C, CO, F, WO	
Contract Monitoring	C, CO, F, WO	
Procurement Portal – management of and guidance	C, CO, F, WO	
Business World procurement module strategy and directional guidance including suppliers, products and training	C, CO, F, WO	
Spend analysis , reporting and identification of procurement savings	C, CO, F, WO	
Common work plan	C, CO, F, WO	
Supplier adoption on e-portal where in use	C, CO, F, WO	
Supplier engagement and Meet the Buyer events	C, CO, F, WO	
Credit checks (organisational)	C, CO, F, WO	
Category Management	C, CO, F, WO	
Purchase Order management	C, CO, F, WO	
Purchase Cards / Corporate credit cards	C, CO, F, WO	
Procurement support to other Gloucestershire and Oxfordshire Districts for joint procurement/tendering	C, CO, F, WO	
Procurement training	C, CO, F, WO	

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Service area: Property Services

Function	Council	Service Standards
Strategy: <ul style="list-style-type: none"> • Preparation and delivery of Asset Management Strategy, Accommodation Strategy and Commercial Property Investment Strategy • Identification of and option appraisals for potential development sites • Setting energy policy (in conjunction with corporate policy officers) for Council-owned buildings and procuring supply of utilities • Liaison with county and other external groups to deliver on common goals • Support delivery of other strategies and corporate projects from property perspective, e.g. car parking, developments etc. 	CO, F, WO	
Maintenance and Management: <ul style="list-style-type: none"> • Procurement: <ul style="list-style-type: none"> ○ Contracts for annual, routine and reactive maintenance, minor capital works, utilities and cleaning ○ Risk assessments and action plans for Health & Safety compliance for all operational assets, including for asbestos, legionella, fire and glazing ○ Formulation and procurement of maintenance frameworks and condition surveys • Major Projects: <ul style="list-style-type: none"> ○ Managing/delivering capital programme works ○ Managing/delivering other large projects, e.g. office relocations, redevelopment • Management: <ul style="list-style-type: none"> ○ Delivery of annual, routine and reactive/emergency maintenance programme for all operational assets (including admin support) 	CO, F, WO	In accordance with contract procurement rules and health & safety policies
	CO, F, WO	
	CO, F, WO	

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Function	Council	Service Standards
<ul style="list-style-type: none"> ○ Administer cyclical/routine term contracts including M&E, CE, PPM, Fire Precaution, Security Systems, Lifts, Crematoria Plant, Premises Hygiene, structural maintenance, Townscape, Utility services and any related compliance works ○ Building management duties for offices 	CO, F, WO	
<ul style="list-style-type: none"> ● Miscellaneous tasks: <ul style="list-style-type: none"> ○ Party wall awards, contaminated land issues, insurance matters on Council owned property, tender evaluations, development budget estimates, ad hoc enabling works ○ Schedules of dilapidations, periodic asset condition surveys, prepare/review planned maintenance programme ○ Report maintenance issues, vermin control requirements, conservation (green spaces & historic buildings) compliance ○ Landscape, open spaces and boundary inspection and maintenance works 	CO, F, WO	
<ul style="list-style-type: none"> ● General <ul style="list-style-type: none"> ○ Client management for services, e.g. off street parking management and enforcement, cemetery management, grounds maintenance, caretaking, office cleaning and public toilets, green space and play area management and maintenance ○ Bereavement services, including lot management, funerals and assisted burials (where there is no next of kin) ○ Management of Council-owned car parks 	F only	

Function	Council	Service Standards
Estate Management: <ul style="list-style-type: none"> • Landlord and Tenant, including: <ul style="list-style-type: none"> ○ Rent reviews, lease renewals, variation and breaches, licences, freeholder approvals, service charges, approval for works landlords' consent, mapping, schedules, dilapidations, tenant compliance, rent arrears, mediation and arbitration 	CO, F, WO	
<ul style="list-style-type: none"> • Land management, including: <ul style="list-style-type: none"> ○ Easements, rights of way, compensation for disturbance, memoranda of understanding, Section 123 Notices, stakeholder engagement, consultation, encroachments, land protection measures, registration of land, adverse possession claims, agricultural and other land management, unauthorised occupation and vandalism 	CO, F, WO	
<ul style="list-style-type: none"> ○ Cemetery management ○ Management of trees owned by the Council 	F only	
<ul style="list-style-type: none"> • Property management, including: <ul style="list-style-type: none"> ○ Support and advisory services for commercial transactions, insurance claims 	CO, F, WO	
<ul style="list-style-type: none"> • Valuations, including: <ul style="list-style-type: none"> ○ Undertake valuations e.g. capital valuations, insurance, rating, rental and rent reviews 	CO, F, WO	
<ul style="list-style-type: none"> • Land and property terrier: <ul style="list-style-type: none"> ○ Management and maintenance of the land and property terrier ○ Ensuring records are updated on completion of transactions ○ Reconciliation with Finance Asset register ○ Management of electronic property related records, e.g. deeds and legal documentation 	CO, F, WO	

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Function	Council	Service Standards
<p>General:</p> <ul style="list-style-type: none"> • Land enquiries, property searches/replies, advice on property related matters • ICT system management and development e.g. Uniform • Agency e.g. marketing, viewings and procurement of agents where required 	CO, F, WO	

Service area: Land Charges

Function	Council	Service Standards
<p>Manage all aspects of Land Charges service, including:</p> <ul style="list-style-type: none"> • Maintain Local Land Charges Register • Responding to requests for CON29 enquiries and charges against particular properties • Responding to requests from personal search companies • Liaison with County Council and other internal services regarding responses to CON29 requests and coordinate responses • Dealing with SI57 requests 	CO, F, WO	CON29 enquiries and personal search companies' requests processed within 10 working days

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Service area: Building Control

Function	Council	Service Standards
Fee earning: <ul style="list-style-type: none"> Processing of building regulation applications 	CO, F, WO	
Additional fee earning: <ul style="list-style-type: none"> Energy efficiency calculations (SAP and SBEM) Air testing Acoustic testing Water efficiency calculations Fire risk assessments Inspection of structures at public events CDM assessments Party Wall surveys 	CO, F, WO CO, WO only CO, WO only	
Non fee earning: <ul style="list-style-type: none"> Dangerous structures (including client management of out of hours contracts) Demolitions Enforcement Maintaining a property database Professional advice to in-house departments 	CO, F, WO	

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Service area: Public Protection

Function	Council	Service Standards
<p>Operational Services:</p> <ul style="list-style-type: none"> • Nuisance complaints • Caravan park regulation • Welfare assessments for traveller encampments • Housing complaints • Licensed HMO inspection • Abandoned vehicles • Fly tipping • Fly posting • A boards • Littering • Dog fouling • Environmental enforcement • Pest control (regulation) • Housing enforcement prosecutions • TENS and Licensing consultation • Public Health Act 	<p>CO, F, WO</p>	<p>Reported fly tips investigated with evidence present, which result in enforcement action being taken. Target 90%.</p>
<ul style="list-style-type: none"> • Respond to Planning consultations 	<p>CO, F, WO</p>	<p>Respond to Planning consultations within 21 days.</p>

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Function	Council	Service Standards
<p>Technical Pollution Services:</p> <ul style="list-style-type: none"> • Local air quality management • Environmental permitting • Private water supplies • Contaminated land • Radon • Oil spills • Environmental searches 	<p>CO, F, WO</p>	
<p>Food and Health and Safety:</p> <ul style="list-style-type: none"> • Premises License consultations • Food inspections • Food sampling • Infectious diseases • Food complaints • Approved premises • Primary Authority • Food poisoning outbreaks • H&S accident investigations • H&S premises complaints • H&S licensing inspections/consultations • H&S licensing Animal and Skin inspections • H&S large events • Food H&S enforcement 	<p>CO, F, WO</p>	<p>'High risk' notifications (including food poisoning outbreaks, anti-social behaviour, contaminated private water supplies, workplace fatalities or multiple serious injuries) reviewed within 1 working day. Target 90%</p> <p>Percentage of food premises that are 'poor performing' that receive follow up action. Target 90%</p>

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Function	Council	Service Standards
Business Support: <ul style="list-style-type: none"> • Licensing policy and reports and Licensing Committees • Licensing large events • Licensing enforcement • Licensing technical administration • Issue of TENS • Premises Licenses – new and variations • Premises Licenses – transfers and change of DPS • Personal licenses • Taxi private hire licensing • Gambling • Animal licensing • Skin piercing • Lotteries • Street collections and house to house collections • Scrap metal licensing • Land Charge responses • Environmental Information Regulations/Freedom of Information • Public health burials 	CO, F, WO	Licenses processed under the Licensing Act 2003 within statutory timescales as a percentage of those issued. Target 90%
• Road closures	F only	
• Markets	WO only	
• Outstanding debt	CO & WO only	

Service area: Revenues, Council Tax and Business Rates

Function	Council	Service Standards
Valuation and Property Maintenance: <ul style="list-style-type: none"> Maintain the council tax property database to correspond with the Valuation List and the Council's LLPG 	CO, WO only	
Liability and Billing: <ul style="list-style-type: none"> Determine appropriate liability, create new or amend existing accounts and issue appropriate bills 	CO, WO only	
Recovery and Enforcement: <ul style="list-style-type: none"> Prepare, process and issue statutory recovery notices Set up, monitor, check and chase payment arrangements Attend court/committal hearings as appropriate Make trace enquiries Prepare/recommend irrecoverable debts for write off cases 	CO, WO only	
Review of discounts, exemptions and empty properties: <ul style="list-style-type: none"> Produce annual timetable and review discounts Rolling review of empty properties by visiting officers SPD review with annual bill and NFI data match 	CO, WO only	Quarterly report to members on numbers of long term empty properties within the districts.
Customer Service: <ul style="list-style-type: none"> General queries, change of address, discounts & exemptions, payment and recovery queries, paperless direct debits, response to bills, letters, notices and card payments 	CO, WO only	
Income Control and Reconciliation: <ul style="list-style-type: none"> Payment, direct debit and revenues refund processing Quality control monitoring and compliance Manage revenues email accounts/Open Revenues workflow 	CO, WO only	

Function	Council	Service Standards
Compliance: <ul style="list-style-type: none"> • Inspection of new, altered and empty properties • Verification/review of discounts, exemptions and reliefs • Recovery/debt collection • Fraud Prevention and tenancy fraud • Revenue maximisation through business rates 	CO, WO only	
Financial reconciliation, reporting and forecasting: <ul style="list-style-type: none"> • Monthly reconciliation and collection performance • Quarterly budget monitoring report • Tax base and New Homes Bonus forecasting • Business rates retention monitoring and forecasting • Calculating tax base for council tax setting including Parishes • Statutory government returns, including: QRC, CTB1, NNDR1, NNDR3 	CO, WO only	Quarterly performance reports to members: <ul style="list-style-type: none"> • In year Business Rate collection (target 98.5%) • In year Council Tax collection (target 99.0%) • Reduction of outstanding Council Tax debt from previous years • Reduction of outstanding Business rate debt from previous years
Annual billing and year end processing: <ul style="list-style-type: none"> • Annual billing - testing, processing, reconciliation and issuing • End of year processing and reconciliation 	CO, WO only	
System administration of Open Revenues and related software: <ul style="list-style-type: none"> • Liaison with ICT on installation of releases and upgrades • Testing releases, upgrades and new functionality • Managing set up and workflow 	CO, WO only	

Service area: Benefits Services

Function	Council	Service Standards
Revenues and Benefits Support: <ul style="list-style-type: none"> • Administrative support for Revenues and Benefits team, including: <ul style="list-style-type: none"> ○ Scanning/referencing Revenues & Benefits post/documents ○ Downloading and processing DWP related information ○ Land registration enquiries ○ Validation of welfare benefits entitlement 	CO, WO only	
Housing Benefit/Council Tax Support and Advice: <ul style="list-style-type: none"> • Face to face advice service for housing benefits, council tax support, benefit overpayments and general welfare advice • Checking/verifying forms/supporting documents • Universal Credit advice/support and debt counselling for DWP • Benefit/council tax support helpline service • Home visit service for those unable to visit council offices 	CO, WO only	
Benefit Overpayment Recovery: <ul style="list-style-type: none"> • Raise, process and manage debtor accounts for overpayments, including: <ul style="list-style-type: none"> ○ Liaison with DWP, landlords, councils' legal teams, Baliffs etc. 	CO, WO only	
Benefit/Council Tax Support, Reconsideration and Appeals: <ul style="list-style-type: none"> • Independent review of benefit/support decisions • Prepare for and attend tribunal hearings 	CO, WO only	
Quality Control Monitoring, including: <ul style="list-style-type: none"> • 20% sample check within 24 hours before decision sent to customers • 10% sample of write offs and manual adjustments each month. 	CO, WO only	20% of all Benefit assessments checked prior to customer notification (within 24 hours of assessment being made)

Function	Council	Service Standards
Processing of Housing Benefit/Council Tax Support: <ul style="list-style-type: none"> • Check, validate, calculate and process all new claims and changes in circumstances in accordance with national and local regulations/policies 	CO, WO only	Quarterly performance reports to members: <ul style="list-style-type: none"> • Average time to process new claims (target 14 days) • Average time to process change of circumstance notifications (target 6 days)
Discretionary Housing Fund: <ul style="list-style-type: none"> • Assess and process claims and appeals for discretionary housing payments 	CO, WO only	

Service area: Housing Services (All except Strategic Housing responsibilities linked to Planning)

Function	Council	Service Standards
Maintaining the Waiting List through Homeseeker plus for people seeking affordable housing	CO, F, WO	
Coordination of Gloucestershire & West Oxfordshire partnership delivering Homeseeker plus	F only	
Maintenance and management of Allocation systems and Homelessness processes	CO, F, WO	
Policy management and development , including support for 5 year Housing Strategy for District	CO, F, WO	
Managing Homelessness , including: <ul style="list-style-type: none"> • Homelessness prevention work • Management of homelessness applications and securing emergency housing • Five year Homelessness prevention strategy reviewed annually • New responsibilities under Homelessness Reduction Bill 	CO, F, WO	Quarterly performance reports on: <ul style="list-style-type: none"> • Households with children in Bed & Breakfast accommodation (limited to 6 weeks) • Number of homelessness preventions recorded • F = Determine Homelessness cases within 33 working days.
Allocation of Social Sector Housing	CO, F, WO	
Working with Private Sector housing providers with the aim of increasing the availability of Private Rented Sector properties and ensuring that Private Rented Sector tenancies are sustained	CO, F, WO	

Function	Council	Service Standards
Providing housing related advice and dealing with enquiries from the public (phone and face to face)	CO, F, WO	<p>F:</p> <ul style="list-style-type: none"> • Phone access 9am-4.45pm (Mon-Thurs) & 9am-4.30pm (Fri) • One drop-in session per working day • Formal interviews seen within two weeks <p>CO/WO:</p> <ul style="list-style-type: none"> • Phone access 9am-5pm (Monday to Friday) • Face to face access: <ul style="list-style-type: none"> ○ Allocations - 2-4pm (Mon, Tues, Thurs, Fri) ○ Homelessness – 9am-5pm (Monday to Friday) ○ Homelessness appointments arranged within 5 days
Conducting home visits where necessary	CO, F, WO	
Providing specific services in relation to vulnerable groups (e.g. Young people and victims of domestic violence)	CO, F, WO	
Working with providers of Floating Support	CO, F, WO	
Working with Registered Providers (e.g. Housing associations) to enable supply of housing that is affordable for local residents	CO, F, WO	
Maintain strategic and operational housing partnerships (e.g. with the County Councils, such as Gloucestershire Affordable Warmth partnership)	CO, F, WO	
Provision of client support in relation to welfare benefits, debt, budgeting, tenancy sustainment, grant advice	CO, F, WO	
Administration and allocation of Disabled Facilities Grants (DFG)	CO, F, WO	Decision on DFG made within 6 months of receiving application
Provision of Home Improvement Agency services	CO, F, WO	

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Function	Council	Service Standards
Refugee support: <ul style="list-style-type: none"> • Management of family support, finances and home office liaison 	CO, F, WO	
Service related liaison with voluntary sector organisations	CO, F, WO	
Management of service related voluntary sector grant allocation to Citizen's Advice Bureau	CO, WO only	
Housing responsibilities under Home Energy Conservation Act (HECA)	CO, F, WO	Biennial HECA report – externally commissioned

Service area: Development Management

Function	Council	Service Standards
Pre-Application Advice: Processing and administration of queries relating to development proposals (charging in line with Council Policy)	CO, F, WO	Response times in line with individual Council standards
Permitted Development Advice: Processing and administration of queries relating to development proposals and legislation	CO, F, WO	Where processed formally as Lawful Development Certificates - statutory target of 8 weeks
Planning Applications, Notifications and Related Matters: Including processing of Planning Applications, approval of reserved matters, applications for Listed Building Consent, Certificates of Lawfulness and Prior Notifications, and Tree Notifications, including presentation to Planning Committee where appropriate	CO, F, WO	In line with Statutory processing targets: Including: <ul style="list-style-type: none"> • 8 weeks (Minor and Other applications) • 13 weeks (Major applications) • 16 weeks (Environmental Impact Assessment applications)
Environmental Impact Assessments Screening and scoping work	CO, F, WO	Screening – 3 weeks from date of receipt or up to 90 days if agreed with applicant. Scoping – 5 weeks from date of receipt or as agreed with applicant.
Site Inspection Panels/Briefings Organise and hold site inspection panels/briefings for application sites, in line with protocol	CO, F, WO	
Section 106 agreements Negotiate and monitor Section 106 agreements as required Manage and distribute 106 monies to Parish/Town Councils	CO, F, WO	In accordance with targets for planning applications (above)

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Function	Council	Service Standards
Planning Appeals: <ul style="list-style-type: none"> • Processing and administration of Planning Appeals, including: Liaison with Planning Inspectorate, appellants and third parties (Written Representations, Informal Hearings and Public Inquiries) • Defending Council decisions at appeal 	CO, F, WO	In accordance with national response time for Appeals
Planning Enforcement: Administration, investigation of issues from public and internal sources, and actions in accordance with: <ul style="list-style-type: none"> • Council policy and plans on Planning Enforcement • Implementation of Planning Legislation • Monitoring compliance with planning permissions 	CO, F, WO	In line with relevant Council enforcement policy
Article 4 Directions Processing and implementation of Article 4 Directions (Restriction of Permitted Development Rights)	CO, F, WO	
Local Land Charges Search Information Providing Planning information and documents, advice, guidance and administration	CO, F, WO	Respond to searches within 5 working days
Provide/commission training for elected members as required	CO, F, WO	F – 6 Sessions a year are programmed
Respond to Environmental Information Regulations /Freedom of Information requests	CO, F, WO	In line with national response times

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Service area: Regeneration, Business and Economy

Function	Council	Service Standards
Implementation of Major and Strategic Sites , including <ul style="list-style-type: none"> • Council and site-specific work to encourage/manage implementation of major, strategic sites, including: <ul style="list-style-type: none"> ○ Oxfordshire Cotswold Garden Village ○ Chesterton Strategic Site, Cirencester ○ Cinderford Northern Quarter ○ Lydney Harbour • Project manage site preparation, demolition and built development • Commission specialist technical, consultancy and contractor input to support project delivery 	CO, F, WO WO only CO only F only F only F only F only	
Regeneration advice , including: <ul style="list-style-type: none"> • Specialist input into planning applications with potential regeneration impact/implications 	CO, F, WO	
Regeneration support, preparation and implementation of Local plan and other planning strategies, policies and documents , including: <ul style="list-style-type: none"> • Cinderford Area Action Plan • Cinderford Masterplan & Design Codes • Cinderford Biodiversity Strategy Technical Guidance • Lydney Our Future – Economic Plan • Lydney Coastal Community Team – Economic Plan • Carterton Town Centre • Cirencester Town Centre 	CO, F, WO F only F only F only F only F only WO only CO only	

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Function	Council	Service Standards
Preparation and implementation of economic development action plans, including:	CO, F, WO	
<ul style="list-style-type: none"> • Forest Growing the Economy Action Plan 	F only	
<ul style="list-style-type: none"> • Cotswold Business Implementation Plan 	CO only	
<ul style="list-style-type: none"> • West Oxfordshire Snapshot 	WO only	
Regeneration Boards and Projects Administration and support for: <ul style="list-style-type: none"> • Cinderford Regeneration Board • Cinderford Northern Quarter Delivery Group • Lydney Coastal Community Team (Executive and Stakeholder Groups) • West Dean & Coleford Regeneration Board 	F only	
Town Centre Reports Data collection and research to prepare annual Town Centre Reports (Annual process based on LEP Retail Toolkit report)	F only	
Input to and/or attend meetings of County-wide economic growth bodies, including:		
<ul style="list-style-type: none"> • Oxfordshire Growth Board 	WO only	
<ul style="list-style-type: none"> • Oxfordshire ESIF Sub-Committee 	WO only	
<ul style="list-style-type: none"> • Gloucestershire Joint Economic Growth Committee 	CO, F only	
<ul style="list-style-type: none"> • GFirst LEP & Sector Groups 	CO, F only	
Broadband Delivery & Support:		
<ul style="list-style-type: none"> • Delivery of Superfast Broadband in West Oxfordshire 	WO only	
<ul style="list-style-type: none"> • General support for Broadband roll out 	CO, F only	

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Function	Council	Service Standards
Liaison with key businesses/developers to facilitate business growth and inward investment	CO, F, WO	
Town Centre, Villages and Local Business Support Support towns and town centres, villages, local businesses, and business and trader groups	F only	
Support for Property Team Support property team to market and handle enquiries for Council owned land	CO, F, WO	

Service area: Local Plan and Planning Policy

Function	Council	Service Standards
Preparation and review of Local Plan and other development plan documents All stages, including: <ul style="list-style-type: none"> • Formulation of Local Plan Strategy, including the Local Plan, CIL (where required) and Area Action Plans • Preparation of Local Plan supporting material (e.g. Strategic Housing Land Availability Assessment, Supplementary Planning Documents and other guidance) • Habitat Regulations, Environmental and Sustainability Assessment development and monitoring • Consultations and examination • Commissioning of material not prepared in-house 	CO, F, WO	In accordance with statutory process
Duty to Cooperate Discussions with other Councils and other agencies as appropriate	CO, F, WO	In accordance with regulations/statutory process
Plan implementation, e.g. business delivery plans and work on strategic sites	CO, F, WO	

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Function	Council	Service Standards
Policy advice on development proposals and interpretation of planning policies Including support at planning appeals	CO, F, WO	Consultation on Planning and related applications within 21 days
Annual Monitoring Reports Including housing land supply position statements and preparation of annual five year housing land supply statement	CO, F, WO	Annual reports in accordance with national policy and guidance
Infrastructure Delivery Plan Preparation and review of Infrastructure Delivery Plan	CO, F, WO	In accordance with National Planning Policy Framework and guidance
Community Infrastructure Levy Preparation, adoption and review of a CIL Charging Schedule	CO, WO only	In accordance with statutory process
Implementation and operation of a CIL where agreed by the Council	CO, WO only	In accordance with statutory process
Preparation and maintenance of Brownfield Site Register	CO, F, WO	In accordance with regulations
Working with County Councils on Transport Planning and Design process for major strategic infrastructure , including:	CO, F, WO	In accordance with statutory process and Duty to Cooperate arrangements
• Missing Link/Air Balloon	CO only	
• A40 bus lane and Park & Ride	WO only	
• Potential third Severn Crossing	F only	
• Infrastructure Development Plan projects	CO, F, WO	
Engagement with County Council on minerals and waste planning	CO, F, WO	
Neighbourhood Development Plans Support Parish & Town Councils to prepare and implement NDPs, including arranging examinations and referenda	CO, F, WO	In accordance with national policy and guidance

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Service area: Ecology, Heritage and Design

Function	Council	Service Standards
Trees/Forestry Processing and administration of: <ul style="list-style-type: none"> • Tree Preservation Orders – serving, modification and revoking (including review) • Hedgerow removal notifications • High Hedges • Dangerous trees (including arranging for safety inspections) • Enforcement and prosecution 	CO, F, WO	In accordance with statutory deadlines
Landscape and Biodiversity advice <ul style="list-style-type: none"> • Specialist input into and formal consultation on planning applications, planning policy, appeals, enforcement, pre-applications and neighbourhood plans on landscape, ecology, biodiversity, green infrastructure and arboriculture • Advice to other in-house teams and local stakeholders. Briefs and project work • Management of Council-owned Nature conservation assets/ responsibilities in Cinderford 	CO, F, WO	Respond to formal consultation on planning applications within 21 days
Climate Change adaptation and mitigation	F only	
Management of trees owned by the Council	CO, WO only	In accordance with Tree Strategies/ management plans
Strategic Landscape and Wildlife Partnerships, including: <ul style="list-style-type: none"> • Local Nature Partnership • Gloucestershire Centre for Environmental Records • Gloucestershire Local Authority Group 	CO, F only	

Function	Council	Service Standards
Lead for Partnership Projects, including:		
• Areas of Outstanding Natural Beauty	CO, F only	
• Cotswold Water Park	CO only	
• Foresters' Forest Partnership	F only	
• Landscape Enhancement Projects, including:		
○ Wychwood	WO only	
○ Severn Estuary	F only	
○ Cinderford Environmental Forum	F only	
○ Forestry Commission	F only	
Footpath diversions Maps and statements for footpath diversions	CO, F, WO	In accordance with statutory timescales
Conservation, Heritage and design advice Provide or commission specialist input into Planning Applications, planning policy, enforcement, appeals, pre-applications and neighbourhood plans on historic environment and urban design	CO, F, WO	Respond to formal consultation on planning applications within 21 days
Conservation Area appraisals Preparation of appraisals	CO, F, WO	In accordance with timetable in approved Historic Environment Strategy where relevant
Action on buildings at risk In line with Council's Historic Environment Strategy and/or buildings at risk register	CO, F, WO	In accordance with Historic Environment Strategy and/or buildings at risk register

Service area: Strategic Housing

Function	Council	Service Standards
Strategic Housing Market Assessment County or district-wide assessment as agreed locally, including Objectively Assessed Need.	CO, F, WO	
Affordable Housing Enabling <ul style="list-style-type: none"> • Negotiation of affordable housing delivery and Section 106 agreements • Negotiations around affordability of housing, e.g. size of discount, first tranches of shared ownership • Input into planning applications in relation to affordable housing requirements as consultee • Viability discussions with developers and housing providers • Work with stakeholders to enable delivery of affordable housing, including on exception sites (e.g. Parish Councils, Homes & Communities Agency, Housing Associations, Community Land Trust) 	CO, F, WO	
Self-Build Housing Enabling <ul style="list-style-type: none"> • Collate, maintain and monitor Self-build and Custom-build evidence/register • Liaise with planning colleagues on delivery • Work with stakeholders to enable delivery of Self-build housing • Work with parish councils & GRCC/ Community First Oxfordshire rural enabling 	CO, F, WO	
Management/Delivery of Community Led Housing Fund <ul style="list-style-type: none"> • Work with stakeholders 	CO, F, WO	In accordance with targets in action plans for delivery of support and affordable housing units
Analysis and monitoring of affordable housing delivery, including: <ul style="list-style-type: none"> • Monitoring of affordable housing S106 compliance 	CO, F, WO	Quarterly performance reporting in F

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Function	Council	Service Standards
Specialist Accommodation and Support <ul style="list-style-type: none"> • Work in partnership with other agencies (including Health), local communities and voluntary sector organisations to support delivery and viability of specialist accommodation and support services 	CO, F, WO	Identified needs and requirements are met
Housing Strategy <ul style="list-style-type: none"> • Produce and monitor housing strategy (working with Housing service) setting out: need across the housing market; actions Council can take to assist in balancing the market across all tenures; and actions required from stakeholders • Deliver strategic and enabling actions arising from Housing Strategy 	CO, F, WO	
Empty Homes <ul style="list-style-type: none"> • Work (as required) to bring empty homes back into use 	CO, F, WO	
Tenancy Strategy <ul style="list-style-type: none"> • Produce and monitor the Tenancy Strategy 	CO, F, WO	
Gypsy and Traveller Accommodation Assessment <ul style="list-style-type: none"> • Contribute to the procurement and production of a county-wide Gypsy & Traveller Accommodation Assessment, as agreed locally 	CO, F only	
Research and Partnership working including: <ul style="list-style-type: none"> • Assessing current and future need for different affordable housing products (based on identified need) and demand for market housing • Contributing to County-wide projects and partnerships as required • Partnership working with registered providers and other agencies 	CO, F, WO	

Service area: Democratic Services

Function	Council	Service Standards
All aspects of meetings administration , including: <ul style="list-style-type: none"> • Planning, arranging and coordinating meetings • Agenda preparation, arranging printing and despatch • Attendance at meetings • Production of minutes or decision notices 	CO, F, WO	In line with legislative and/or constitutional requirements
Meetings administration for Cotswolds Conservation Board	CO only	Service level agreement between CO and Cotswold Conservation Board
Compilation, production and publication of Executive (Cabinet) Forward Plan and Forward Plans for other Committees as required	CO, F, WO	In line with legislative and/or constitutional requirements
Provision of constitutional/procedural advice at meetings	CO, F, WO	In line with constitutional requirements
Provision of procedural and other advice to town/parish councils	CO, F, WO	In line with constitutional requirements
Maintenance and review of the Council's Constitution (working to Monitoring Officer)	CO only	In line with constitutional requirements
Provision of general support and advice on democratic services to members, officers and the general public	CO, F, WO	
Members' Allowances: <ul style="list-style-type: none"> • Review of allowances (including liaison with Independent Remuneration Panel) • Processing of claims 	CO, F, WO	All claims to be processed and forwarded to payroll by the deadline each month
Maintaining records and registers , including: <ul style="list-style-type: none"> • Records of attendance at meetings • Register of public questions • Register of member questions • Register of Notices of Motion 	CO, F, WO	All updates to be processed within 5 working days of receipt
• Register/Declarations of member interests for District and Town/Parish Councils	CO, F only	
• Register/Declarations of Officer interests	CO only	

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Function	Council	Service Standards
Maintaining registers for: <ul style="list-style-type: none"> • Member hospitality and gifts • Officer hospitality and gifts 	CO, F only	All updates to be processed within 5 working days of receipt
	CO only	
Updating and maintenance of Committee systems: <ul style="list-style-type: none"> • Committee Management Information System (CMIS) • Modern.gov system 	CO, F, WO	CO: annual update finalised by end of May; In year updates processed within 5 working days of receipt All: Committee documents uploaded within 24 hours of agenda despatch
Production of Annual Schedule of Meetings	CO, F, WO	All: Schedule to be finalised by end of February each year CO: diary pages circulated by end of March each year
Production of Year Book and/or Council Diary	CO, F, WO	CO: Annual update produced by end of May; in-year updates processed within 5 working days of receipt
Coordinate and manage member induction training and ongoing member development	CO, F, WO	
Providing support to Leader, Cabinet members, Committee Chairmen, senior officers, Independent Persons and other Councillors as required	CO, F, WO	
Undertaking research for Scrutiny Committee and its panels and task groups	F only	
Maintain contact details for all town and parish councils	CO, F, WO	

Service area: Electoral Services

Function	Council	Service Standards
Electoral Registration , including: <ul style="list-style-type: none"> • Annual Canvass, including appointment and training of canvassers • Maintenance of register of electors and processing voter registration applications • Maintenance of list of absent voters • Issuing register of electors to statutory bodies • Sale of register to third parties • 5 yearly Polling District Review • Dealing with queries from the public 	CO, F, WO	In line with Representation of the People Act and guidance from Electoral Commission and Cabinet Office. Annual Canvass conducted between August and end of November. Register of electors published 1 st December.
Management of all Elections and Referenda including: <ul style="list-style-type: none"> • Booking of polling stations and count venues • Preparation of project plans, risk assessments and nomination packs • Appointment and training of staff • Process nominations • Issuing of poll cards, postal votes and other information to electors and publishing statutory notices • Liaison with political parties and candidates, including receipt of nomination papers and candidate/agent briefings • Verifying postal votes • Conducting verification and count up to declaration of result • Close down and budget returns 	CO, F, WO	In line with Representation of the People Act and guidance from Electoral Commission and Cabinet Office
Management of Neighbourhood Planning Referenda , coordinating with colleagues in other services as required	CO, F, WO	In line with Neighbourhood Plan regulations
Process all casual vacancies for Parish/Town Councils in advance of any formal election or co-option	CO, F, WO	In line with Representation of the People Act

Function	Council	Service Standards
Undertake boundary and/or community governance reviews as required	CO, F, WO	In line with regulations and guidance from Local Government Boundary Commission for England

Service area: Post Room Services

Function	Council	Service Standards
Outgoing mail service, including: <ul style="list-style-type: none"> • Receipt and franking of outgoing mail 	CO only	All mail items delivered in advance of Royal Mail collection time sent out on same working day
Incoming mail service, including <ul style="list-style-type: none"> • Receipt of incoming mail items from Royal Mail and other delivery companies 	CO only	All mail items received from Royal Mail delivered by 12 noon on same working day
Internal mail service, including: <ul style="list-style-type: none"> • Collection of mail items • Distribution of mail items 	CO only	Collection each working day Distribution of all items collected/received by 12 noon delivered by next working day

Service area: Print Room Services

Function	Council	Service Standards
Printing of in-house material as required, including Committee agenda papers	CO only	
Printing of third party material	CO only	In line with external agreements made by Cotswold District Council
Design and print of material and publications	CO only	In line with external agreements made by Cotswold District Council
Technical support for Cotswold District Council website	CO only	

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Service area: Communities/Community Engagement

Function	Council	Service Standards
Community support and engagement: <ul style="list-style-type: none"> • Support and responding to community needs for older and vulnerable people; children and young people • Data and intelligence gathering • Town and parish council liaison, including: <ul style="list-style-type: none"> ○ allocation of s106 and CIL funding • Community resilience (community emergency planning) • Asset based community development 	CO, F, WO CO, WO only F only	In accordance with legislative requirements and national guidelines where these exist
Voluntary and community sector support: <ul style="list-style-type: none"> • Voluntary sector signposting to support • Manage and administer: <ul style="list-style-type: none"> ○ Voluntary and community sector grants ○ Service Level Agreements with voluntary sector organisations ○ Gloucestershire County Council funded youth grants ○ Community defibrillator grants 	CO, F, WO CO, F, WO F only CO, F only CO, F only	
Healthy Lifestyles and Healthy Communities, including: <ul style="list-style-type: none"> • Health advocacy and scrutiny of health provision • GP Referral schemes and healthy lifestyles courses, including: <ul style="list-style-type: none"> ○ Weight management, falls prevention, respiratory, cardiac and cancer rehabilitation • Health promotion projects • Dementia support • Health inclusion projects • Social prescribing projects • Community Connectors 	CO, WO only F only CO, WO only CO, F, WO CO, WO only CO, F only F only	NB: GP Referral schemes, Community Connectors and social prescribing are externally funded. In accordance with contract arrangements

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Function	Council	Service Standards
Community safety , including: <ul style="list-style-type: none"> • Support for local Community Safety Partnerships • Representative at Safer Gloucestershire • Safeguarding children and vulnerable adults • Community safety advocacy • Bidding for and allocation of Police & Crime Commissioner funding 	CO, F, WO CO, F only CO, F, WO CO only CO, F, WO	In accordance with legislative requirements and national guidelines where appropriate
Street Warden service , including: <ul style="list-style-type: none"> • Abandoned vehicles • Stray dogs • Investigating/evidence gathering for littering & fly-tipping • Issuing Fixed Penalty Notices for littering, fly-tipping and dog fouling • Animal welfare, stray dogs and dog microchipping • Issuing notices for non-compliance of microchipping • Graffiti removal • Ward walks and liaison with groups and communities 	F only	In line with appropriate legislation, regulations and national guidance

Service area: Leisure Facilities

Function	Council	Service Standards
Procurement and contract monitoring of leisure management contractors	CO, F, WO	Standards of services are set out in the leisure management contracts
Provision of play areas and green spaces	CO, WO only	In accordance with national standards of provision
Allocation of S106 and CIL funding for recreational infrastructure and Public Art	CO, WO only	Standards set out within individual contractual arrangements
Management of community facility grants – capital and revenue	CO, WO only	In line with approved council process
Managing and delivering capital work programmes including identifying and bidding for external funding	CO, WO only	In accordance with statutory standards associated with capital build

Service area: Tourism

Function	Council	Service Standards
Leadership and management of Cotswold Tourism Partnership , including: <ul style="list-style-type: none"> • Management of Cotswold.com destination website and social media • Business support and liaison • Marketing initiatives for domestic and international visitors • Group travel • Promotional projects with towns and villages 	CO, WO only	
Manage relationship with Forest of Dean and Wye Valley Tourism	F only	
Promote activities to increase number of people visiting and staying in the district	F only	
Provide specialist input and advice on Planning applications	F only	In line with agreed timescales

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Service area: Waste

Function	Council	Service Standards
Service design and procurement of contracts to deliver environmental services including: <ul style="list-style-type: none"> • Waste and recycling services • Grounds maintenance • Street cleansing • Pest Control 	CO, WO only	In line with procurement and funding approvals by relevant Council
Procurement of environmental services fleet vehicles	CO, WO only	In line with procurement and capital funding approvals by relevant Council
Provision of depot facilities for waste contractors, including: Procurement, development and maintenance of depot facilities	CO, WO only	In line with procurement and capital funding approvals by relevant Council
Management of contracted services for: <ul style="list-style-type: none"> • Refuse collection • Recycling • Haulage, bulking and processing of recyclates • Garden waste collection • Food waste collection • Street cleansing services • Grounds maintenance services • Provision and maintenance of recycling bring sites • Pest Control • Stray Dogs • Cleansing and maintenance of public conveniences 	CO, WO only	In compliance with Environmental Protection Act and Waste regulations Frequency of collections and recyclate collection etc. set out in contracts and Council policies

Function	Council	Service Standards
Strategic Client Management for Gloucestershire Joint Waste Team, including: <ul style="list-style-type: none"> • Strategic oversight of refuse and recycling contract • Attendance at Gloucestershire Joint WasteTeam Strategic Management Group • Officer support for members on Gloucestershire Joint Waste Committee 	CO, F, WO	

Service area: Parking

Function	Council	Service Standards
Management of contract for off-street parking enforcement	CO only	In line with Parking Orders
Management of in-house service providing on and off-street parking enforcement	WO only	Off-street in line with Parking Orders On-street enforcement to enforce Traffic Regulation Orders in line with agreement with Oxfordshire County Council
Parking policy and strategy development and delivery including: <ul style="list-style-type: none"> • Management of carparks • Delivery of additional parking capacity 	CO, WO only	In line with Council Parking Strategies: CO = 2010 Strategy WO = 2016 Strategy
Management of shop mobility scheme	W only	

Service area: Flood Engineering

Function	Council	Service Standards
Consultee on Planning applications	CO, F, WO	Consultation response within timescales designated by Planning
Design, procurement and implementation of flood relief schemes	CO, F, WO	Work controlled by Planning process & Environment Agency consent. Council approval of funding for flood schemes
Flood consent and enforcing	CO, F, WO	In line with Flood and Water Management Act 2010 and Land Drainage Act 1991

Service area: Community Alarm Services

Function	Council	Service Standards
Provide Community Alarm services to help people maintain independence in their own home, including: <ul style="list-style-type: none"> • Forest Linkline service in Forest of Dean District • Cotswold Careline service in Cotswold District • Procurement and management of contractors as appropriate • Marketing and Business Development of the services 	F only	

Service area: Pest Control

Function	Council	Service Standards
Provide effective Pest Control service to the general public and businesses to promote public health.	F only	

Service area: Communication, Press & Media Liaison

Function	Council	Service Standards
Press and Media Liaison , including: <ul style="list-style-type: none"> • Media releases and photo shoots as required • Media monitoring • Communication campaigns • Social Media management • Responding to enquiries from media 	CO, F, WO	
Public communications , including: <ul style="list-style-type: none"> • Social media management • Website updates • Newsletters and leaflets as appropriate • Interview coaching 	CO, F, WO	

Service area: Corporate Functions

Function	Council	Service Standards
Equalities work, including: <ul style="list-style-type: none"> • Prepare and publish of Equality Impact Assessments • Support Councils in their Equality Duty 	CO, F, WO	In line with Equality Act 2010
Emergency management, including: <ul style="list-style-type: none"> • Attendance at Local Resilience Forum and associated groups • Produce and review emergency plans and contact details • Support organisation and training of emergency management teams (drawn from all service areas) • Support county-wide emergency plans and risk assessments • Carry out training and exercises to test response plans • Coordinate response to emergencies • Participate in multi-agency emergency planning meetings • Promote community resilience and provide advice and support to groups completing a community emergency plan 	CO, F, WO	Best practice as guided by county-wide Local Resilience Forums
Business continuity management: <ul style="list-style-type: none"> • Support for Councils to ensure business continuity plans are in place for all services, including those delivered externally • Carry out training and exercises to test plans • Promote good practice to business community and voluntary sector 	CO, F, WO	
Civic functions: <ul style="list-style-type: none"> • Organise and support civic events, including: <ul style="list-style-type: none"> ○ Armed Forces and Commonwealth Day flag raisings ○ Procurement of wreathes for Remembrance Day ○ Pride of the Forest Awards / Charity Dinners ○ Christmas Carol Concert ○ Diary/PA support for Council Chair and Vice Chair 	CO, F, WO	
	F only	
	F only	
	F only	

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Function	Council	Service Standards
Complaints: <ul style="list-style-type: none"> • Log and coordinate responses to complaints escalated to senior level • Review customer feedback/complaints policy & process 	CO, F, WO	
Coordination of Freedom of Information requests	CO, F, WO	
Consultation: <ul style="list-style-type: none"> • Support council consultation exercises on budget and other areas as required 	CO, F, WO	
Performance management: <ul style="list-style-type: none"> • Prepare quarterly performance reports for members • Maintain databases of performance information and audit recommendations • Review data quality policy and document control procedure 	CO, F, WO	
Client management: <ul style="list-style-type: none"> • Provide strategic and operational client management services as required for Council contracts with third parties 	CO, F, WO	
Produce Council corporate and annual plans as required	CO, F, WO	
Coordinate production of service specifications and service plans for Councils as required	CO, F, WO	

Service area: All Services

Function	Council	Service Standards
<p>Generic responsibilities:</p> <ul style="list-style-type: none"> • Production of reports as and when required in accordance with prescribed timetables • Attendance at meetings/dealing with elected members as required • Engagement with internal and external stakeholders and partners as appropriate • Maintaining appropriate legislative/regulatory/professional knowledge/networks and complying with relevant Continuous Professional Development (CPD) requirements • Writing and contributing to appropriate policies, procedures and guidance notes • Maintenance of records, including online records • Corporate responsibilities e.g. responding to complaints, Freedom of Information (FOI) requests, transparency agenda, safeguarding, business continuity, emergency response, equality, Prevent, audit, health and safety, and risk management in compliance with specific Council policies as appropriate • Processing payments and invoices • Keeping website information up to date • Benchmarking, performance monitoring and statistical reporting/returns as required • Responding to local and national consultations • Preparing and contributing to relevant funding bids • Providing training for elected members and parish/town councils as required • Responding to Ombudsman complaints and legal challenges 	CO, F, WO	All in accordance with relevant legislation, national or local guidance and timescales