

**Cabinet response to comments on Council performance arising from the Overview and Scrutiny Committee held on
7 September 2026**

Recommendations and comments	Response	Responsible Cabinet Member
1 Comment – Land Charges Concern was expressed at the extended processing times for Land Charges at a time when the number of requests had fallen. Extended lead times had been highlighted in previous performance reports and members sought an assurance that this was being addressed as a priority.	The concern of members is recognised and improving turnaround times is a priority. Whilst demand has reduced overall, the service has experienced a higher proportion of complex searches and ongoing capacity challenges. As a result, the Council has moved beyond short-term backlog management and is undertaking a comprehensive service improvement programme. The discovery phase of this work has now been completed, involving detailed performance analysis, process mapping, staff workshops and a review of customer demand. This has identified a number of opportunities to improve the service and build greater resilience. Actions already implemented include: • Additional short-term support from Customer Services and Service Support to help manage workloads.	Cllr Juliet Layton, Deputy Leader and Cabinet Member for Housing & Planning

	• Automation of performance tracking and reporting, replacing manual spreadsheets and enabling more effective monitoring and escalation. • Clearer ownership and accountability through a team charter and revised operational arrangements. • Recruitment activity to strengthen resilience and reduce dependency on individual officers. • Introduction of regular performance management and weekly monitoring. The objective is not only to improve current turnaround times but to deliver a more resilient, efficient and sustainable Land Charges service capable of consistently meeting expectations for customers in the future.	
2 Comment – Community Infrastructure Levy (CIL) It was noted that the underspend of £65k on the budget for CIL administrative support was being used to fund a staff underspend elsewhere in Planning and Infrastructure. Members recognised the importance of distributing CIL funds to local communities in a timely way and they sought an assurance that	The Infrastructure Delivery Team has recently been restructured to provide more officer time and resource to fulfil the monitoring and distribution of the Community Infrastructure Levy and S106 obligations. This includes the distribution of the Neighbourhood CIL to parish and town councils and the CIL bidding process, both of which have been successfully delivered in the past. The team is currently fully staffed with a lead officer (2 days a week), one senior, one planning officer and one technician, all of which are fulltime.	Cllr Juliet Layton, Deputy Leader and Cabinet Member for Housing & Planning

adequate staffing arrangements were in place to facilitate this.	Prior to the restructure, the team was less than 2 full-time equivalents (FTE).	
3 Comment – supporting information To note the value of contextual information drawn from other sources that would aid members’ understanding of service performance, notably where it had changed significantly since the last quarter.	Officers will consider what additional information could be provided in the report, and make changes, as appropriate, to the next quarterly report.	Cllr Mike Evemy, Leader of the Council
4 Comment – Local Government Reorganisation (LGR) Serious concern was expressed at the Government’s decision to pause LGR when councils across Gloucestershire had already committed significant funds and staff resources to the process. Members suggested that the Leader of the Council send a letter to the Secretary of State for Housing, Communities and Local Government in the strongest terms.	Leaders of all Gloucestershire Councils met this morning together with Chief Executives, where we discussed the unexpected decision of government to pause the LGR decision for Gloucestershire. We have decided to write collectively to the Secretary of State for Housing, Communities and Local Government about the impact of the decision and state our ambition for a rapid review so that we can continue our work. Leaders will meet again on 18 September to review the impact of the decision and consider our key asks of government. We have asked the Chief Executives to meet with MHCLG officials and they have arranged a face to face meeting on 24 September.	Cllr Mike Evemy, Leader of the Council