

End of Year Progress Report on Council Plan Actions and Projects 2022-2024			
Council Plan Key Action/Project	Action Deadline	Comment/Update	Expected Outcome
Building greener, healthier, and more inclusive communities			
Leading A Healthy Lifestyle			
Recruit and manage a Food Inclusion Officer for Gloucester for two years and report on the outcomes of that work.	March 2022	The objectives associated with the Food Inclusion Officer role have been brought into the wider work of the Community Wellbeing Team and a draft Food Strategy is currently being prepared. The strategy will set out how the Council will work with partners to deliver coordinated and holistic solutions to food insecurity by developing capacity and sustainability within our communities, supporting the network of trusted organisations and finding opportunities to use food as a mechanism for bringing people together.	Completed
Ensure delivery of a quality leisure offer for residents through conducting an options appraisal for seeking the best operational model for the city.	September 2023	The Council is working towards commissioning a procurement consultant and scoping options for future leisure provisions. We now expect the process to take until 1 June 2024. In the meantime, the contract with the current provider will be extended until the end of March 2024 and a Sports and Physical Activity Strategy is being prepared. The aims of the strategy are to increase the health and wellbeing of residents, reduce inactivity and increase participation, provide quality facilities, and work with local clubs and groups. A suite of Key Performance indicators has been identified to monitor progress against the priorities.	Delayed
Provide a grant of £10k per year to 'We Can Move', as part of the partnership delivery of the project.	Annual commitment	The grant was provided to We Can Move earlier in the year and, along with contributions from other partners, it has helped to fund various initiatives aimed at getting more people to enjoy an active life. This includes continued support for the development of Blackbridge	Completed

		Sports & Community Hub, which seeks to create a range of sport, physical activity and community activities provided through indoor and outdoor facilities at Blackbridge Playing Fields in Podsmead. We Can Move also provides training and resources to individuals promoting physical activity in communities and has a referral programme that links young people to activities that will support their mental health.	
Tackling Inequalities			
Deliver the Barton and Tredworth Task Force, reporting on and embedding learning from this work.	March 2023	<p>The Task Force completed its work in Q3 and, based on the positive impact of this work in the project area, the Council will continue to maintain the same level of enviro-crime resource in the ward and expand its remit to the whole ward.</p> <p>Daily inspections of all the fly-tipping hotspots are carried out, with more than 60 fines issued in the first three quarters of 2022/23. Checks are carried out for any potential 'bin on the highway' offences within the ward, along with regular Trade Waste with all businesses in the ward.</p>	Completed
Review and update the People Impact Assessment process to ensure equality is reflected in council decision-making and ensure that the Equalities Working Group action plan is delivered across our teams by integrating into team service plans each year.	March 2023 and moving into business as usual	<p>People Impact Assessments are being completed and retained for all relevant decisions.</p> <p>The new ED&I Action Plan, along with the annual progress report on ED&I work, were approved in April 2023. The ED&I Action Plan is subject to formal monitoring, and will be distributed to ED&I Working Group members in May 2023. The Action Plan is focused on a smaller number of actions that will seek to generate a larger impact overall with a continued focus on People Impact Assessments.</p>	On time completion expected

		Service Plans have been completed, with managers asked to indicate how the work of their team will contribute tackling inequalities.	
Support the Commission to Review Race Relations and formally consider any recommendations that are relevant to the council – reporting on progress and further activity in 2023.	March 2023	Officers continue to meet with GREAG (Gloucestershire Race Equality Action Group) in order to discuss progress to date on the work the organisation is undertaking, and a soft launch event for GREAG took place in April 2023. Wider work on implementing the Calls to Action of the Commission to Review Race Relations continues, with engagement focused on how the Council can support GREAG and while simultaneously progressing implementation of the recommendations of the Race Commission report.	On time completion expected
Keeping Our Streets Safe			
Develop policy to increase the use of Community Protection Notices by January 2023. <i>(Going forward, this action will focus on the 'appropriate' use of CPNs alongside the other tools available for tackling antisocial behaviour.)</i>	January 2023	A policy setting out the arrangements and threshold for the use of Community Protection Notices (CPN) to tackle ongoing antisocial behaviour was approved in March 2022. CPNs are part of a wide range of enforcement powers available to the Council, our restorative approach (Engage, Support, Enforce) to intervention has worked successfully, avoiding the need to utilise the enforcement provisions of the policy. It is an important addition to the tools available, and a positive step that demonstrates the Council takes antisocial behaviour in its communities seriously.	Completed
Secure the continuation of Solace, our antisocial behaviour service, as a partnership with the Police and Crime Commissioner and Cheltenham Borough Council by December	January 2023 moving into business as usual	Solace has continued its important work in the City. It measures its success by prioritising work that minimises the impact of the antisocial behaviour on victims and, where possible, takes a public health approach to intervene before matters escalate. Solace works closely	On time completion expected

2022, and monitor interventions.		<p>with other organisations and support agencies to identify the appropriate approach in each case.</p> <p>Solace undertook 141 interventions in 2022/23 compared with 88 in 2021/22 and, following the introduction of new monitoring processes, it is positive to see that 35% of interventions in Q3 and Q4 were resolved informally.</p>	
Deliver Annual Asset Based Community Development training to staff, building on the learning from COVID-19 and community recovery.	Annual commitment	Training on ABCD was delivered in March 2023 and further training is planned for later in the year.	On time completion expected
Reducing Homelessness			
Develop Wessex House.	March 2024	The site is being used as a compound for the railway station works until September 2023 and The Forum development until summer/autumn 2024. This usage reduces costs to Council arising from these developments, but does prevent development of the site until such time as the compound use ceases.	Delayed
Reduce the use of Bed & Breakfast accommodation for temporary accommodation by 20%.	March 2024	With the exception of Q4, where a significant increase in presentations requiring alternative accommodation has been seen, the average number of households placed in B&B accommodation has remained below the challenging target set. However, the pressure on the local housing market has both increased the Council's need for temporary accommodation and reduced opportunities to source alternative temporary accommodation solutions, meaning that progress against reducing reliance on B&B accommodation by the 20% target has been limited. To respond to the challenge we are seeing we are working with registered providers to look at opportunities to secure further Temporary Accommodation units, which will reduce the need for B&B use. We are also looking at	Completion not expected

		ways to secure accommodation to move people out of temporary accommodation where they can stay for longer/ as a permanent placement. Exit from temporary placements is critical to reducing the use of B&B. Due to the availability of units in the City and the complexity of delivering in partnership with others, such as registered providers, we do not expect to see these solutions materialise quickly.	
Set up an in-house Home Improvement Agency to support vulnerable and disabled residents to remain in their homes.	March 2023	Preparatory work has been undertaken to review processes and procedures in preparation for setting up the Home Improvement Agency. Work has been delayed due to the impact of the cyber incident that has reduced staffing capacity to progress this work.	Delayed
Combatting Environmental Crime			
Reduce reported incidences of flytipping by 30% by March 2024.	March 2024	The number of reported incidences of flytipping has reduced from 377 in Q2 to 200 in Q3 and then remained at a similar level for Q4. Over this period, it would appear that the reduction is sustaining, however, while it is too early to confirm the downward trend, it appears that the systematic enforcement (warning letters, FPNs, and prosecutions), coupled with regular engagement with stakeholders/residents (stickers, posters and leaflets) are starting to have an impact on the ground. We will continue to monitor the data over a longer period of time to determine whether this is a permanent trend. The reported incidences have resulted in 740 FPNs being issued in 2022/23.	On time completion expected
Continue to tackle littering through the use of Fixed Penalty Notices (FPNs) – stabilise in year 2022-23 and reduce FPNs in 2023-24.	March 2024	At times, enforcement activity has been affected by recruitment and retention issues in 2022/23. While the number of FPNs issued has fallen just short of the target for the year as a whole, when the team has been at full capacity, targets have been comfortably exceeded.	On time completion expected

		The aim for 2023/24 is to reduce the number of FPNs issued.	
Report on the actions and learnings from taking a place-based task force approach in September 2022, with recommendations to embed within business as usual.	March 2024	The learning has been embedded within business as usual within the Private Sector Housing Team.	On time completion expected
Building A Sustainable City of Diverse Culture and Opportunity			
Advancing Regeneration Schemes			
Complete construction of the Forum with Hotel open and offices 50% occupied or pre-let by December 2024.	December 2024	Work has been largely progressing as planned on site and construction of the two office buildings is now well under way. The hotel slab has been laid and works will commence shortly. IHG has been selected as the hotel operator and Reef have taken a lease on 1.5 floors of the office space. Our next office occupier and carpark operator will be announced in due course.	On time completion expected
Deliver and complete the Kings Square regeneration project by Spring 2022.	30 June 2022	The square is open, and works are complete. Many events and programmes have already taken place in the square, including Arboria II as part of the Luminaria series, as well as hosting dance performances and a high-wire act. Community-led initiatives have included a celebration of Polish Heritage and, Filipino Heritage Day.	Completed
Continue to work with Gloucester City Homes to achieve the regeneration of Matson and Podsmead. <i>(Reporting on this action will focus on the Podsmead scheme as the regeneration of Matson is</i>	March 2023	Negotiations to draft an agreement to transfer three sites currently used for recreation in Podsmead to Gloucester City Homes are ongoing. The Council is also liaising with GCH over the drafting of a Housing Needs Assessment to inform the provision of new homes by the housing association following the transfer.	Delayed

<i>now likely to extend beyond the period of this plan.)</i>			
Growing Gloucester's Economy			
Further develop the model of Skills Academy at the Forum using the Social Value model to provide appropriate placements/skills for Gloucester residents.	November 2024	<p>The Learning Hub continues to provide valuable resources to encourage and enable local people to secure employment in the construction sector. As the focus of attention has shifted in recent months towards securing occupants of The Forum, so the support available from the Learning Hub has similarly shifted, and the Hub is now discussing with Hotel Indigo the provision of learning services to support recruitment to the hotel industry.</p> <p>Officers are also discussing with Kier the legacy of the Learning Hub, and particularly how to ensure continuity of its services beyond the construction of The Forum.</p>	On time completion expected
Actively support the BID re-ballot in 2022.	July 2022	The BID second term ballot was carried out in June 2022 and was successful, with the BID being elected for a further 5 year term.	Completed
Promote the City as a place for businesses to invest using the Invest in Gloucester channel with messaging consistent with the Tourism and Destination Marketing Plan and emerging new City branding.	Business as usual	<p>Activities to market the city to investors continue, working alongside the GFirst LEP and other County partners to promote the County internationally.</p> <p>The GFirst LEP continues to promote the County to investors, and officers work closely with the other districts and the LEP accordingly. In March, Gloucester hosted a visit by a delegation of 12 Canadian tech businesses who spent a morning viewing The Forum and other city centre developments.</p>	On time completion expected
Strengthening Our Cultural Offerings			
Implement Years 1, 2 & 3 of the Museum Development Plan by	March 2024	Notable achievements from the Museum Development Plan this year include:	On time completion expected

the end of 2023, secure Blackfriars Priory future management with Historic England by 2023 and secure funding to implement improvements (ie. bar expansion, dance floor refurb, live-streaming performances) at Gloucester Guildhall by the end of 2024.

- A successful second year in the Royal Photographic Society Partnership with IPE163 Exhibition.
- Delivery of the Wild Escape Project, a national campaign in partnership with Art Fund.
- Submission of two funding bids to support the autumn 2024 exhibition and an archaeological engagement and archiving project.
- Remodelling of the Museum first floor, opening spaces to increase the visitor experience.
- Meeting commercial income targets in the shop, cafe and exhibition.
- Investment in new blinds to protect the Museum Collection for future years and transforming the 1st floor space.

The Council is currently negotiating terms with English Heritage to extend the Blackfriars Priory lease for the next 25 years and a 5 year Business Plan is currently being prepared.

Following a 10-week closure and £260k investment from Arts Council England and the Council, the following improvements have been completed at the Guildhall to enable it to compete with similar venues:

- Installation of state of the art projector and amplifier.
- Ugraded stage lighting.
- Refurbished floor in the main hall.
- New dance studio with sprung flooring, new lighting, and audio.
- Super-fast Wi-Fi with download speeds matching those of large-scale exhibition centres and live streaming capabilities.
- Remodelled kitchen/bar area.

		<ul style="list-style-type: none"> ▪ Upgraded air cooling in the cellar. 	
<p>Work in partnership with Gloucester Culture Trust and others to ensure that the Cultural Strategy action plan is delivered to ensure that culture is accessible to all, reporting progress to council on an annual basis.</p>	Business as usual	<p>The Council continues to work with Gloucester Culture Trust and others to ensure the Cultural Strategy drives change within the city. Meetings are held regularly with GCT, The Music Works, Strike A Light, Your Next Move and the University of Gloucestershire.</p> <p>Directors of GL4 will sit on the Steering Group for Gloucester Guildhall along with local artist George Moorey and Gloucester young entrepreneur Kobe Francis.</p> <p>For the Light Games produced in February in Matson as part of the Bright Nights Festival in partnership with Strike A Light, 2400 people registered for free tickets and of those:</p> <ul style="list-style-type: none"> ▪ 43% were living in a GL4 postcode ▪ 61% were living in a postcode in Gloucester in the top 20% areas of deprivation ▪ 78% new audience ▪ 21% identified as a deaf or disabled person or had a long term health condition or mental health condition 	On time completion expected
<p>Using the opportunity offered by Gloucester being identified as a Priority Place by Arts Council England, encourage our cultural partners to be ambitious, demonstrate best practice and seek national recognition from the arts, heritage and cultural sectors. Increase the number of National Portfolio Organisations in the</p>	Business as usual	<p>Meetings have been held with all recipients of National Portfolio Organisations funding in Gloucester to discuss how we can partner with and support the sector. Programming has included some nationally significant work to position the City as a cultural hub e.g. Kings Square launch – Cirque Bijou and Bullzini, Avant Garde Dance.</p> <p>Meetings are held regularly with cultural leader Marcus Davey to discuss plans and best practice, and best practice is shared with local partners e.g. plans to work with Strike</p>	On time completion expected

city and retain accreditation status for the Museum of Gloucester. Encourage co-creation with our communities and ensure that culture is embedded in the city's future plans, policies and strategies.		A Light on setting up our artist residency programme for Gloucester Guildhall.	
Promoting Our City			
Working with our partners to support the Festivals and Events sector we will provide advice, guidance and funding to ensure a quality and engaging programme of events across the city including Kings Square, with an annual report on activity and planned future activity.	Business as usual	<p>The Council continues to provide support for the sector. Outdoor Events Fund contributions have been confirmed for 2023-24:</p> <p>Voices Gloucester, Three Choirs Festival, Jamaican Independence Day, Gloucester Pride and Gloucester History Festival</p> <p>Three awards were granted for the New Projects and Commissions Fund in round 2:</p> <p>The Music Works, Canal and River Trust and Strike A Light.</p>	On time completion expected
Deliver the city's Tourism and Destination marketing plan to increase the number of visitors into the city on an annual basis, with increased emphasis on digital channels to attract identified priority visitors and reduce carbon impact.	March 2024	The Council continues to work through the remainder of the marketing plan. Key objectives including digital growth are still exceeding targets , with ambitious new targets to double the number of unique visits to the Visit Gloucester Website in 2023/24. In the past quarter alone, there has been an increase from 24,000 to nearly 30,000 visitors a month.	On time completion expected
Brand, capture and promote the rich and diverse story of Gloucester in order to attract national and international audiences to the city. Encourage responsible tourism through	Business as usual	The branding roll-out will evolve into a rebrand of Visit Gloucester in 2023, and the creation of a kitemarking system for businesses who interact with Visit Gloucester. Over summer 2023, the Council aims to create a cohesive 'core campaign' for the city using existing assets so we have a continual presence in front of both businesses and	On time completion expected

<p>providing information and advice on our website and through targeting eco-travellers by the end of 2023. Work with partners to use and embed the new city branding by the end of 2022.</p>		<p>consumers year-round. Recently, there has been a focus on encouraging sustainable transportation options when visiting our cultural venues and events within the city.</p>	
<p>Enhancing Our Green Spaces</p>			
<p>Report on the progress of the Open Space strategy.</p>	<p>March 2024/ Business as usual</p>	<p>The Council continues to make progress against the objectives set out in the Open Spaces Strategy. Notable activity includes:</p> <ul style="list-style-type: none"> ▪ A new orchard at Hempsted. ▪ New trees have been planted to replace those lost during the drought last year. ▪ A further £80,000 has been spent on playground repairs, in addition to the two additional outdoor gyms provided at Milton Avenue and Armscroft Park. ▪ Habitat creation schemes and management plans have been introduced on 25 sites. ▪ Grant funding of £100,000 has been made available to sports clubs for grass pitch improvement works. ▪ Additional support in the form of training and insurance cover has been given to Friends groups. ▪ Green flags have been retained for existing sites and work is underway on Green Flag management Plan for Gloucester Park. 	<p>On time completion expected</p>
<p>Increase the number of Green Flag parks to 4 by 2024.</p>	<p>March 2024</p>	<p>Green flags for Barnwood Arboretum, Saintbridge Pond and Robinswood Hill have been retained. This is testament to the dedication of the communities and officers involved. Work is well underway on a Green Flag Management Plan for Gloucester Park, set to be completed for January 2024, with the aim of attaining a Green Flag in 2024. This work has included communication</p>	<p>On time completion expected</p>

		with community groups involved in supporting the park, along with wider work to improve safety in Gloucester Park, including through additional lighting.	
Develop a Green Infrastructure Plan.	March 2023	This continues to be a work in progress and will be discussed as part of the Climate Change Strategy.	Delayed
Building A Socially Responsible and Empowering Council			
Our Promises Becoming A Smart City			
Agree a suite of projects that will comprise the second phase of the Gloucester Digital Strategy by summer 2022. The projects will be ambitious and collaborative, aiming to set the agenda for combined action over the next 5 years.	March 2024	In the light of the Council's cyber incident in December 2021, IT resources have been focused on the repair and replacement of essential IT systems and servers, instead of taking forward the Digital Strategy.	Delayed
Establish a Gloucester Digital Steering Group to comprise Gloucester organisations that are committed to driving forward the Digital Strategy and to put Gloucester on the map as a smart, digital city.	March 2024	In the light of the Council's cyber incident in December 2021, IT resources have been focused on the repair and replacement of essential IT systems and servers, instead of taking forward the Digital Strategy.	Delayed
Continuously improve and expand our end-to-end digital services in line with best practice, ensuring that they are as accessible as possible.	Business as usual	Throughout 2022/2023, promotion, monitoring and improvement of self-service and online options has continued, along with the introduction of new online services, such as the addition of missed bins to the Report It functionality. An improved container ordering process and "Check you Bin Day" process have been implemented. The total number of customer service interactions has decreased by 10%, indicating that our focus on improving	On time completion expected

		<p>the customer journey is moving in the right direction. We have seen real channel shift this year, with a 187% increase in the use of Report It, which has in turn led to an 11% reduction in phone calls and a 21% reduction in emails to Here to Help. With more residents choosing to use Report It instead of telephoning the Council, we have been able to reduce average call waiting times by 42% compared to 2021/22, thereby providing an improved standard of service to those who prefer to speak to us.</p> <p>While most residents are still choosing to contact the Council by phone, we hope to see these trends continue as more online options become available.</p>	
Embedding Social Value			
Increase the social value generated through the Social Value Policy for the City by 2024.	March 2024	<p>The value generated by the Social Value Policy has increased throughout the course of the year. The end year total is £1,142,629 of delivered social and local economic value.</p> <p>£687k of value was generated by spending in the local supply chain as a direct result of our contracts and £412k of value was generated by employing local people on contracts or retaining them for the delivery our contract. The main contracts which have delivered this level of social value are:</p> <ul style="list-style-type: none"> ▪ Kings Square - completed ▪ Housing- Somewhere Safe to Stay Hubs- current 	On time completion expected
Enhance the Social Value Policy to include wider purchasing by the Council.	March 2024	The review of the policy has commenced and will continue in the next financial year. Options being explored include incorporating contract extensions, purchases on frameworks and purchases via delivery partners into the policy.	On time completion expected

<p>Deliver the Social Value plan for the Forum.</p>	<p>Summer 2024</p>	<p>Kier Construction set up the Learning Hub in NEM House in 2021, employing a person dedicated to running the centre and engaging with stakeholders. The centre engages actively with schools and other learning providers and acts as a brokerage to encourage local people to secure jobs in the construction industry, particularly in the development of The Forum.</p> <p>As of November 2022 the Learning Hub reported that, through Kier and its subcontractors it had provided:</p> <ul style="list-style-type: none"> ▪ 9 FTE jobs for local people ▪ 220 hours of careers support to young people ▪ 70 formal training hours ▪ 15 apprenticeships. 	<p>On time completion expected</p>
<p>Delivering Quality Waste and Street Care Services</p>			
<p>Transition successfully to the new waste partnership by 1st April 2022.</p>	<p>April 2022</p>	<p>The contract was successfully migrated with a seamless transition for residents. The service remains as it was and collection days have also remained the same. As we move forward, we look to digitally transform our systems bringing greater efficiency and improving performance.</p>	<p>Completed</p>
<p>Maintain a minimum recycling level of 45% and develop a waste strategy to enable an increase.</p>	<p>March 2024</p>	<p>The Gloucestershire Resources Waste Partnership interim strategy 2023-2026 has been recommended for adoption this week and all District partners commit to the strategy in the spirit of partnership working. It is recognised that due to delay in new waste legislation from government any major change to service would be fool hardy, however there is still desire to move things forward within our partnership to increase recycling, reduce residual waste with our climate agenda in mind. This interim strategy is flexible and it is accepted it may need to change to adapt as new legislation becomes clear in the coming months. The cost of living crisis is starting to affect tonnages across all waste streams and it is expected that both residual</p>	<p>Delayed</p>

		waste and recycling tonnages will fall this year. The percentage of total waste recycled across 2022/23 is 41%, and to reach 45% a step change will be required which may involve collecting less residual waste either with less frequent collections or a smaller container.	
Deliver a community consultation to get feedback on our plans to increase recycling and reduce waste.	March 2024	As part of work on their wider waste plan, Gloucestershire County Council carried out a consultation on waste management. The results from this have been made available, and the City Council is looking to use these findings to develop an action plan to increase recycling and reduce waste in the near future.	Completed
Addressing Climate Change			
Work towards the delivery of net zero emissions across the City Council's functions by 2030 and district-wide net zero emissions by 2045.	March 2024/ Business as usual	Consultants have been appointed as a partner in the delivery of the Climate Change Strategy and Action Plan, and accompanying Climate Risk and Vulnerability Assessment. The two documents are crucial to the council's efforts to reach Net Zero emissions across its own functions by 2030 and carbon neutrality across the wider district by 2045. The project commenced in April 2023 and is expected to take six months to complete.	On time completion expected
Energy use in council properties will be continuously monitored and reported on annually, with a view to utilising available funding and grants to reduce consumption.	Business as usual	A report was delivered to Cabinet in January, and annual updates will continue. The report showed energy consumption (gas and electric) and gave an overview of the success of the ground source heat pump and solar panels at Plock Court and the bus station roof and the impact this has had on reducing our carbon output (and cost). We continue to work with our tenants to help secure possible climate sensitive retrofits, such as LED's, EV's and solar panels and investigate grant funding opportunities to deliver future projects.	On time completion expected
All capital projects being funded by the Council to be net carbon zero in operation with the	March 2024	The major capital project funded by the authority at present is The Forum development. This project started prior to this target, however there are a range of carbon	On time completion expected

ambition to be net carbon zero in construction.		initiatives built into that scheme. Examples of carbon reduction at The Forum include solar provision on the roof, a green wall on the carpark, electric parking provision, thermal efficiency and construction materials designed to reduce carbon footprint.	
Serving Our Residents			
Increase online options and monitor customer feedback quarterly.	Business as usual	<p>Details of work to increase the options available through the Report It functionality are set out above and work is currently focused on a project to support refuse vehicle in cab technology and make reporting of missed bins easier through the provision of a real-time view of the completion of rounds. In 2023/34, digital processes for assisted collections and bulky collections will be implemented.</p> <p>With regard to customer satisfaction, data from online self-feedback is now included with the results of emailed feedback surveys and this has provided a much higher volume of responses. Based on the feedback received there has been a significant increase in customer satisfaction. In 2021/22, both pre and post cyber incident, satisfaction levels were below the 75% target and in 2022/23, satisfaction levels have reached 88% across the year as a whole, including 7 months at 90% or above. There has also been a 35% drop in the number of complaints and the number of complaints escalating to Stage 2 has remained consistently below the 10% target, ending on 3.62% for the year as a whole.</p> <p>In 2022/23, residents were consulted on their preferred options for contacting the Council and this was also promoted to voluntary and community services. The</p>	On time completion expected

		results will be used to inform the provision of services in the future.	
Set a balanced budget each year and monitor income and expenditure to ensure value for money in the delivery of services, and report on this quarterly.	Business as usual	A balanced budget was set for 2023/2024 and approved by Council in February 2023.	Completed
Benefits, council tax support and grants for local businesses will be delivered in a timely manner and reported on quarterly.	Business as usual	<p>In 2022/23 work has continued to recover and restore all aspects of the Revenues and Benefits Service following the cyber incident. Good progress has been made, though some workarounds remain in place.</p> <p>In the last three months of the year, the time taken to process of new housing benefit claims has been much closer to the target and additional resource has been put in place to clear the backlog of Universal Credit notifications.</p> <p>Administration of the Energy Bills Support Scheme AFP and AF to help households faced with rising energy costs is well underway, and at the end of March 2023 a total of 251 households had received a payment.</p>	On time completion expected