

**TO EACH MEMBER OF THE
EXECUTIVE COMMITTEE**

19 March 2024

Dear Councillor

EXECUTIVE COMMITTEE- WEDNESDAY 20 MARCH 2024

Further to the Agenda and papers for the above meeting, previously circulated, please find attached the following report:

Agenda Item	Description
6.	Council Plan Performance Tracker - Quarter Three 2023/24 To receive and respond to the findings of the Overview and Scrutiny Committee's review of the quarter three performance management information.

Should you have any queries regarding the above please contact Democratic Services on
Tel: 01684 272021

Yours sincerely

Executive Director: Resources

Council Plan Performance Tracker - Quarter Three 2023/24

Findings of the the Overview and Scrutiny Committee's review

1. This is the Overview and Scrutiny Committee's fourth report to the Executive Committee on the performance of the Council under the new administration. Performance is judged according to the Key Performance Indicators (KPIs) set out when the Council Plan was approved in January 2020.
2. The Overview and Scrutiny (O&S) Committee reviewed the Council's Q3 (October-December) 2023 performance at their meeting on 13 February 2023.
3. This report is published in advance of the formal O&S Committee minutes being available from Democratic Services – Democratic Services continues to have a very high workload given the vacancy situation in the team.
4. It should be noted that the key Q3 financial information wasn't available for the Committee to consider due to pressures on the Finance Team to complete year-end closedown work; O&S will take the Q3 financial information at its March meeting (26 March at 16:30).
5. Specific issues identified with the Q3 report are listed below under Portfolio headings:
6. **Finance and Resources** (Lead Member(s): Cllr Stewart Dove and Cllr Debbie Harwood)
 - a. The Committee noted how complications around the closure of the waste service had made it take longer than anticipated.
7. **Economic Growth** (Lead Member: Cllr Richard Stanley)
 - a. The Committee noted the progress of work on the Tewkesbury Town Centre Masterplan and Design Code but that work would need to be completed by the end of FY 23/24 when the Heritage Action Zone funding ends. The Committee asked for more information on the schedule of upcoming consultations.
 - b. The Committee noted the decreasing number of business 'births' and 'deaths' in the Borough. They are keen to hear from Officers whether there are effective things the Council can do to improve the situation.
 - c. The Committee noted the issue around youth unemployment in the Borough and were keen to see this addressed in the upcoming Economic Development and Tourism Strategy when its was scrutinised at the June O&S meeting.
8. **Housing and Communities** (Lead Member: Cllr Mary Jordan, Cllr Cate Cody and Cllr Alex Hegenbarth)
 - a. The Committee noted the improvement in response times to Planning Applications. They also noted the issues with the Planning Enforcement service – back-office processes were causing the team to not meet its targets; the Committee would be looking for improvements in the Q4 figures.

- b. The Committee was keen to better understand the full cost to the Council of successful planning appeals. They also noted how dangerously close the Council was to the Government target of 10% of appeals being successful. The Committee welcomes the work between Associate Director: Planning and Lead Member for Built Environment to tackle the issue.
- c. The Committee continues to find it difficult to scrutinise the Council's ability to support infrastructure and facilities development. It's also not able to tell whether we are meeting housing development targets and especially the delivery of much-needed social housing. The Chief Executive suggested some improvements that might be made to future reporting – suggestions the Committee would welcome.
- d. The Committee is keen to understand how well the Council is responding to homelessness as the figures supplied don't provide an answer. Head of Service Housing is working with other districts to investigate better ways of providing such information. This will be picked up in detail when the Committee scrutinises the Housing and Homelessness Strategy at their next meeting on 26 March.

9. **Customer First** (Lead Member: Cllr Mike Sztymiak)

- a. The Committee noted the high demand for Business Transformation services and was keen that this would not act as a bottleneck to Council service improvements. They were pleased to see the improvements in governance with the COG now making priority decisions. The Committee also noted the role that the Transform Working Group were making in ensuring this Team was deployed with optimum impact to Council improvements in efficiency and effectiveness.

10. **Sustainable Environment** (Lead Member: Cllr Sarah Hands)

- a. The Committee noted the increase in fly-tipping being reported over the period. The Committee was keen to understand whether there are any predictable seasonal variations and whether that might affect preventative measure the Council might take. Director: Communities will sponsor some further analysis.
- b. The Committee noted the length of time its taken for the Council to conduct a review of the litter picker scheme. It was told that this is primarily down to gaining GDPR consent from volunteers.

11. Next O&S Committee Meeting. The next meeting is on 26 March at 16:30. As well as starting to put together its work programme for the next FY, it will be scrutinising the **Housing and Homelessness Strategy** and the Customer Care Strategy. We will also be taking the **Depot Services Working Group** Annual Report. Relevant Lead Members have been invited to attend.

Matt Dimond-Brown

Chair, Overview & Scrutiny Committee