

21 April 2017

<b>Committee</b>	Overview and Scrutiny
<b>Date</b>	Tuesday, 2 May 2017
<b>Time of Meeting</b>	4:30 pm
<b>Venue</b>	Committee Room 1

**ALL MEMBERS OF THE COMMITTEE ARE REQUESTED TO ATTEND**



**for Sara J Freckleton  
Borough Solicitor**

<b>Agenda</b>
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**1. ANNOUNCEMENTS**

When the continuous alarm sounds you must evacuate the building by the nearest available fire exit. Members and visitors should proceed to the visitors' car park at the front of the building and await further instructions (during office hours staff should proceed to their usual assembly point; outside of office hours proceed to the visitors' car park). Please do not re-enter the building unless instructed to do so.

In the event of a fire any person with a disability should be assisted in leaving the building.

**2. APOLOGIES FOR ABSENCE AND SUBSTITUTIONS**

To receive apologies for absence and advise of any substitutions.



	Item	Page(s)
<b>3.</b>	<b>DECLARATIONS OF INTEREST</b>	
	Pursuant to the adoption by the Council on 26 June 2012 of the Tewkesbury Borough Council Code of Conduct, effective from 1 July 2012, as set out in Minute No. CL.34, Members are invited to declare any interest they may have in the business set out on the Agenda to which the approved Code applies.	
<b>4.</b>	<b>MINUTES</b>	1 - 15
	To approve the Minutes of the meeting held on 21 March 2017.	
<b>5.</b>	<b>CONSIDERATION OF THE EXECUTIVE COMMITTEE FORWARD PLAN</b>	16 - 21
	To determine whether there are any questions for the relevant Lead Members and what support the Overview and Scrutiny Committee can give to work contained within the Plan.	
<b>6.</b>	<b>OVERVIEW AND SCRUTINY COMMITTEE WORK PROGRAMME 2017/18</b>	22 - 33
	To approve the Overview and Scrutiny Committee Work Programme for the forthcoming year.	
<b>7.</b>	<b>ANNUAL OVERVIEW AND SCRUTINY COMMITTEE REPORT 2016/17</b>	34 - 57
	To approve the annual report as required by the Council's Constitution to ensure that the activities of the Overview and Scrutiny Committee are promoted both internally and publicly to reinforce transparency and accountability in the democratic process.	
<b>8.</b>	<b>CUSTOMER CARE STRATEGY</b>	58 - 64
	To consider the progress made in relation to the actions contained within the Customer Care Strategy Action Plan 2016/17 and to endorse the action plan for 2017/18.	
<b>9.</b>	<b>REVIEW OF COMMUNICATIONS STRATEGY 2014-16</b>	65 - 77
	To consider the progress made in delivering the Communications Strategy Action Plan 2014-16.	
<b>10.</b>	<b>ECONOMIC DEVELOPMENT AND TOURISM STRATEGY REVIEW REPORT</b>	78 - 95
	To endorse the Economic Development and Tourism Strategy and recommend to the Executive Committee that the Strategy be adopted.	
<b>11.</b>	<b>ANNUAL REVIEW OF UBICO</b>	96 - 104
	To consider the 12 month update on the services provided by Ubico and to agree that the annual report for 2017/18 be brought to the Overview and Scrutiny Committee meeting in July 2018 in order to align with the financial year.	

Item	Page(s)
12. REVIEW OF ENVIRO-CRIMES	105 - 111
To consider the current position in relation to enviro-crimes and the proposed action plan for tackling enviro-crimes.	
13. DISABLED FACILITIES GRANTS REVIEW MONITORING REPORT	112 - 119
To consider the progress made against the recommendations arising from the Disabled Facilities Grants Review.	

**DATE OF NEXT MEETING**

**TUESDAY, 13 JUNE 2017**

**COUNCILLORS CONSTITUTING COMMITTEE**

Councillors: P W Awford (Chair), Mrs G F Blackwell (Vice-Chair), G J Bocking, K J Cromwell, Mrs J E Day, R D East, D T Foyle, Mrs R M Hatton, Mrs H C McLain, T A Spencer, Mrs P E Stokes, P D Surman, M G Sztymiak, H A E Turbyfield and M J Williams

**Substitution Arrangements**

The Council has a substitution procedure and any substitutions will be announced at the beginning of the meeting.

**Recording of Meetings**

Please be aware that the proceedings of this meeting may be recorded and this may include recording of persons seated in the public gallery or speaking at the meeting. Please notify the Democratic Services Officer if you have any objections to this practice and the Chair will take reasonable steps to ensure that any request not to be recorded is complied with.

Any recording must take place in such a way as to ensure that the view of Councillors, Officers, the public and press is not obstructed. The use of flash photography and/or additional lighting will not be allowed unless this has been discussed and agreed in advance of the meeting.