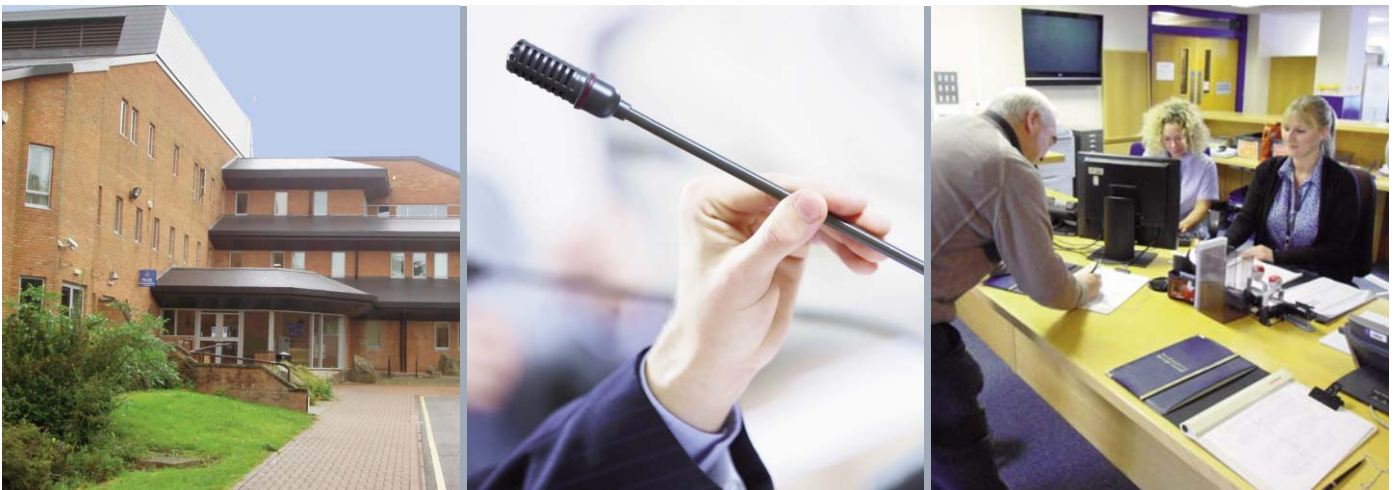


# Overview and Scrutiny Committee's annual report

## 2015-16



April 2016

# Message from the Chairman of Overview and Scrutiny Committee, Councillor Phil Awford



I am pleased to present the 2015-16 Annual Report of Tewkesbury Borough Council's Overview and Scrutiny Committee. This is my first year as chairman of Overview and Scrutiny Committee and have been supported by Councillor Gill Blackwell as vice chair, and by a very able and committed group of councillors.

This has been our first year working together as a committee following the elections in May 2015 and we have examined a variety of topics. The committee has once again been at the heart of the council's decision making process and acted as a critical friend to the Executive Committee in helping to shape and inform the council's decision making.

On a quarterly basis, the committee receives a wealth of performance information, which includes a performance tracker report monitoring the progress of actions within the Council Plan, and progress against a range of key performance indicators. A new Customer Care Strategy has been developed following a direct result of a committee member's concern relating to departments call handling procedures.

In February this year, a workshop was held to share the views and experiences of the current Overview and Scrutiny Committee to identify any areas where the committee could add more value. Opinions of members were sought on many areas including the work programme and a review of performance management. Members were very supportive of more training and welcomed the idea of some form of external assessment to give assurance the committee is effective.

Looking ahead, there is a great opportunity for overview and scrutiny to support the council through its future challenges. The development of a new Council Plan will set out new priorities and objectives within the performance tracker and local performance indicators, and the continuation of delivering the peer challenge action plan will all help strengthen the council's improvement journey.

We endeavour to have more external bodies attend the committee such as; Fire and Rescue Service and Healthwatch Gloucestershire. Programmed into the committee's work programme for 2016/17 is the monitoring of the delivery of the Disabled Facilities Grant Review, delivery of the new Council Plan and a review on the scheme of public participation at planning committee.

I would like to take this opportunity to thank all the committee members for their contributions and supporting me in my first year running as chairman for overview and scrutiny.

**Best wishes**

**Councillor Phil Awford**

## contents

The role of overview and scrutiny	1
Formal work programme	1
Task and finish groups	2
Requests for additional information	2
Pre-scrutiny activity during 2015-16	2
Scrutiny reviews of policy and strategy	2
Presentations made to overview and scrutiny	3
Overview and scrutiny working groups	5
Other general areas for review	6
Looking forward to 2016-17	10
Members of the Overview and Scrutiny Committee	11
Appendix A- How to select a potential scrutiny review	12
Appendix B- 2016-17 Workplan	13
Appendix C- Outcomes following review of the effectiveness of Overview and Scrutiny Committee.	21



## **The role of overview and scrutiny- Formal work programme**

Overview and scrutiny is a vital part of the role of the council. It must deliver work required of it as set out in the council’s constitution. This must be set within the context of the council’s priorities, emerging areas of interest and the resources available to the committee.

The committee has a formal work programme for the year and it ensures the volume of work does not compromise the depth of examination required, does not duplicate the work of other committees and adds value. The work programme recognises the council’s priorities and consists of a number of regular items, for example:

- Consideration of the Overview and Scrutiny Committee forward work plan – this ensures the programme remains relevant and activities are correctly timetabled.
- Consideration of the Executive Committee’s forward work plan- this highlights any emerging areas where the Overview and Scrutiny Committee could support the Executive Committee.
- Performance management – on a quarterly basis, the committee receives both financial and non-financial information on how well the council’s priorities are being delivered. This provides a wealth of information and opportunity for the committee to make a difference through the challenge and scrutiny of the performance data.
- Complaints – on a six monthly basis a report is received summarising customer complaints and Local Government Ombudsman complaints made in the period. This helps to identify trends and potential opportunities to learn from the complaints made.
- Policy and strategy monitoring – in addition to the formal review of new or updated policies and strategies during the year, a number of these are then formally monitored by overview and scrutiny to ensure their delivery.
- Feedback from the Gloucestershire Police and Crime Panel – the committee receives regular feedback from Councillor Rob Garnham on any issues arising and where the council can act as advocates for community safety.
- Feedback from the Gloucestershire County Council Health and Care Overview and Scrutiny Committee – the committee receives regular feedback from Councillor Janet Day on any issues arising and where the council can act as advocates for health and well-being.
- Progress of any scrutiny reviews that are being undertaken.
- Progress against actions following conclusion of a scrutiny review.

## **Task and finish groups**

The committee can appoint task and finish groups to focus on specific reviews. These small scrutiny groups undertake research to fully understand the topic it is reviewing. This could involve inviting external people to attend meetings to provide information on the review topic; for example members of the public, specialists or other external bodies. These groups provide an excellent arena for the committee to consider ways to improve existing practices within the council and ultimately have a positive impact upon our residents. A flow chart on how to consider potential scrutiny reviews can be found at Appendix A.

## **Requests for additional information**

The committee, whilst undertaking its review of the work programme activities, may challenge or request additional information to help increase their knowledge or understanding of a particular area. This is particularly relevant when reviewing the performance management information. When the committee has requested further information, this is normally provided in the form of a presentation. For example, a presentation of the Revenue and Benefits Improvement Project resulted in a follow-up presentation being held on Universal Credit to get an understanding of the scheme and its impact to the council.

## **Pre-scrutiny of key policies and strategies**

The committee also provides support to the Executive Committee by undertaking pre-scrutiny of key policies and strategies. This gives the

committee the opportunity to feed its thoughts and recommendations into the decision making process. Previously members made an excellent suggestion of pulling together a list of policies and strategies and their review dates. This list now helps to inform the work programme. Reviews of a single policy or strategy have been shorter, sharper reviews and have enabled the whole committee to participate rather than a small working group of members, for example the Customer Care Strategy.

The committee is also responsible for any ‘call-in’ of decisions. This is an important part of scrutiny and allows the Overview and Scrutiny Committee to ensure decisions have been made within the council’s policy framework. No call-ins have been made during this year.

## **Overview and scrutiny activity during 2015-16**

### **Scrutiny reviews of policy and strategy**

#### **Review of discretionary housing payment policy - 21 July 2015**

The existing policy for discretionary housing payments needed to be reviewed following the impact of the welfare reform, the Chancellor’s budget of 8 July 2015, work carried out on financial inclusion and the completion of the revenue and benefits improvement project.

The new policy set out that the local authorities may make payment awards towards other housing costs in order to better reflect the proposed changes to the policy. It was also necessary to set out that the level of discretionary housing

**"Whilst customer care is important to the council, we have never had a customer care strategy before."**

---

payments were made in writing, and with supporting evidence, and consideration was given to background information about levels of income and expenditure.

Members of Overview and Scrutiny Committee attended a workshop to conduct the review and resolved that the findings of the review of the Discretionary Housing Payments Policy be endorsed and was recommended to the Executive Committee to adopt the revised policy, the policy was adopted on 2 September 2015.

### **Review of customer services strategy 23 February 2016**

Whilst customer care is important to the council, we have never had a Customer Care Strategy before. With this in mind a new strategy was created detailing how we plan to deliver the council's customer care and outlines the organisational commitments we will make to our customers.

Members of Overview and Scrutiny Committee attended a workshop on 11 January where the standards within the strategy were reviewed. Members were fully supportive of the strategy and subsequently it was reported to Overview and Scrutiny Committee on 23 February 2016. The strategy was subsequently approved at Executive Committee on 9 March 2016.

### **Presentations made to overview and scrutiny**

#### **Revenues and benefits improvements project presentation 7 April 2015**

The committee received a presentation from the revenue and benefits group manager and benefits operations manager. The presentation covered the following areas:

- The council's aim- to improve the service delivered to customers.
- Background information on processing times, benefits and council tax collections.
- The review's response- regular meetings of the transformation group engaging with staff; mapping the processes to strip out bureaucracy and engaging with other organisations such as Severn Vale Housing Society, Citizen's' Advice Bureau and customers.
- The outcome- now top quartile nationally, which exceeded expectations with better performance in collections and processing; housing benefit subsidy, business rates, housing benefits new claims and council tax. This was carried out removing unnecessary software, processes and a culture change for staff.

#### **Committee questioning included the following:**

- How much of the improvement was due to the new way of working and how much could be attributed to simplifications at a national level.
- Performance would continue to be monitored against other authorities and confirmation was provided that this was the case.
- Whether the new ways of working were conducive to Universal Credit.



### **Joint Waste Committee presentation 21 July 2015**

The contracts team leader for the Gloucestershire Joint Waste Team (JWT) carried out a presentation on the work of the JWT and Joint Waste Committee. The presentation covered the following areas:

- Background of the Gloucestershire JWT and committee, its key objectives, functions and the council's role as a member of the committee.
- Details of the Gloucestershire Joint Municipal Waste Management Strategy- showing the waste and recycling service design for each authority across the county.
- An update was given on the actions that took place from the business plan covering 2015-2018. This included details on waste minimisation by increasing the volume of food waste diverted to landfill.
- Information relating to legislative changes in collections of recycling and the impact of this.
- Changes to the funding availability for school and community education programmes.

#### **Committee questioning included the following:**

- Possible provisions of recycling banks be included as part of the planning permission for developments over a certain size.
- Options of the recycling collections following legislative changes.
- What happened to textile materials that are not being recycled and could they be placed in the residents blue recycling bins.

### **Community Safety Partnership 8 September 2015**

The committee received a presentation from the environmental and housing services group manager and Tewkesbury Police Inspector Dave Goga on the borough's Community Safety Partnership (CSP). The presentation covered the following key points:

- Proposed changes to the CSP structure.
- Involving communities- help relaunch Neighbourhood Coordination Groups.
- Funding the priorities- bid submitted to Police Crime Commissioner which targeted six priorities (Accessibility and Accountability; Older but not Overlooked; Young People becoming Adults; Safe Days and Nights for All; Safe and Social Driving; and Safer Cyber).
- What's next- arrange a workshop to share the structure and receive feedback from partners and decide a launch date.
- The re-organisation of police shift patterns.
- Reintroduction of Street Safe and Pubwatch Scheme reinvigorated with local licensees.
- Crime performance indicators.
- Anti-social behavior group- understanding issues in the area.

#### **Committee questioning included the following:**

- Clarification of the Neighbourhood Watch.
- Updates on crimes within rural areas.
- Crime figures- did these include crimes investigated by the Military.
- Police Crime Commissioner's priorities and funding- how much could be used on anti-social behavior?
- Police involvement at parish meetings.

“Once adopted, the new Economic Development Tourism Strategy will help to drive the borough to be the **primary growth engine** of Gloucestershire’s economy.”

---

## Update on Universal Credit 20 October 2015

The committee received a presentation from the revenues and benefits group manager giving members an update on a new government scheme Universal Credit. The presentation covered the following:

- Details of what universal credit is.
- Who the scheme would apply to.
- Implementation timescales.
- The council’s role in the scheme.

### Committee questioning included the following:

- Raising awareness for residents who are not able to manage their own finances.
- Whether claimants would be allocated a particular person to offer help and advice.

## Overview and scrutiny working groups

### Review of Economic Development and Tourism Strategy

Terms of reference: approved 16 June 2015

The current Economic Development and Tourism Strategy ‘Regenerating and Growing the Economy’ 2012-2015, was successfully delivered and a new strategy is required. A working group of six members plus the lead member of economic development/ promotion, and finance and asset management was formed to consider the following:

- The key priorities for the borough to have a strong and prosperous economy.
- The council’s Small Business Grant Scheme and how it could be developed into a wider support programme.
- What actions the borough can undertake to help new-start businesses, support existing enterprises, attract new businesses, improve skills and support residents back to work.
- How the borough can develop within the M5 Growth Zone.
- How priorities can be aligned with wider growth opportunities emerging through the Gloucestershire Strategic Economic Plan, Growth Deal and EU Structure and Investment Funds Strategy.
- The partnerships the council will need to work with to enable and achieve sustainable economic growth.
- How policies and employment allocations in the Joint Core Strategy and Borough Plan can support jobs growth, sector development and inward investment.
- An assessment of the borough economy, including relevant policies and economic drivers.

The working group is meeting regularly, and is gathering, considering and reviewing a range of information including data, funding options, liaising with representatives from the Local Enterprise Partnership and ensuring the new strategy links into the new Council Plan.

Once adopted, the new Economic Development Tourism Strategy will help to drive the borough to be the primary growth engine of Gloucestershire’s economy.



## **Review of Disabled Facilities Grants (DFG)**

Terms of reference: approved  
21 July 2015

A working group of four members plus the lead member for clean and green environment was formed to consider the council’s approach to DFGs. The aim of the review was to gain a clear understanding of:

- The statutory and discretionary processes involved in allocating grants and how they are applied locally.
- How grants are funded (including comparisons with other local authorities).
- What agencies are involved in the processes and what role they fulfil (including the involvement of registered providers).
- The potential use of previously adapted properties.
- To consider the council’s current approach in administering grants, in particular how current practices impact on those who could or do benefit from applying.
- To look at good practice elsewhere, especially those that provide cost effectiveness and good customer satisfaction.
- To determine possible ways in which processes can be improved.

There were six recommendations around accommodation options, procurement, costings and looking at ways to digitalise processes to improve time and become more customer friendly. These, together with a full report, were considered by the committee on 23 February, which referred it for approval to Executive Committee on 6 April 2016.

## **Scheme for public participation at planning committee review**

Terms of reference: approved  
23 February 2016

A working group comprising of seven members has been formed to review the Scheme of Public Participation at Planning Committee following the Council’s decision to introduce the scheme for a one year trial period which commenced in May 2015. The terms of reference outlined the following:

- To undertake an assessment of how the scheme had worked since its introduction at the Planning Committee meeting in June 2015.
- To inform Council as to whether the scheme should continue and, if so, whether any amendments need to be made.

The working group and terms of reference was approved at Overview and Scrutiny Committee on 23 February 2016. The outcome of the review will be reported to the committee on 12 April 2016. This will be referred to Planning Committee for consideration on 10 May 2016 and then Council on 17 May 2016.

## **Other general areas of review**

### **Annual review of Communication Strategy 16 June 2015**

Communication has a vital role to play in helping the council deliver its vision, priorities and objectives to local people. Given that that the council delivers a wide range of complex services to more than 80,000 residents, we face a significant challenge to communicate well. The strategy and action plan details how we go about facing that challenge.

“A member raised concerns about **telephone protocols for officers**. This has led to a set of customer services standards being created to ensure these issues are addressed.”

---

The strategy was approved at Executive Committee on 30 April 2014, where members agreed it would be reviewed on an annual basis to ensure the actions identified in the strategy are monitored effectively. A report was presented at Overview and Scrutiny Committee on 16 June 2015 and members noted the progress made.

### **Enviro-Crimes review (six monthly)**

Following the recommendation of the committee on 10 June 2014, an update on the progress of the working group was carried out on 21 July 2015 and 19 January 2016. Reports were created by the environmental health and housing service group manager giving a high level overview of the enviro-crimes review recommendations e.g. awareness, prevention and educate.

On 19 January 2016, members noted the progress against the recommendations arising from the Enviro-Crimes Review and approved the closure of the review.

### **Flood risk management (quarterly report)**

The Flood Risk Management Group (FRMG) oversees delivery of the council's flood risk management projects and contributes to the future development of flood risk management policies and report their work to the Overview and Scrutiny Committee.

Various works have been carried out during 2015-16 which include; Tewkesbury Borough Council owned watercourse maintenance works in various locations across the borough, grant applications schemes such as property level protection in

Kenulf Road Winchcombe and flood attenuation and alleviation measures in Tirley and is planned for Chaceley.

### **Health and well-being Strategy monitoring report (six monthly)**

The development services group manager brought a report to Overview and Scrutiny Committee on 21 July 2015, setting out the progress made in the first two years against the actions within the Health and Wellbeing Strategy 2013-16. The final update scheduled for 19 January was deferred until 12 April 2016 on the basis that the strategy comes to an end in March 2016.

### **Performance management (quarterly report)**

On a quarterly basis, the committee receives the Council Plan Performance Tracker, local performance indicator report and financial summary. This provides a wealth of information in relation to the overall progress of the Council Plan's actions. The review of this information naturally prompts a range of individual questions but some key outcomes are detailed below:

- A member raised concerns about telephone protocols for officers. This has led to a set of Customer Services Standards being created to ensure these issues are addressed.
- Complaints framework- to ensure complaints handling is effective, a new complaints framework is being established.
- Planning review- committee has continually challenged planning performance, leading to a review of planning, which has recently been completed.

### **Review of complaints (six monthly)**

A report is brought to committee by the corporate services group manager providing an update on formal complaints that have been recorded and managed through the corporate feedback management procedures and the Local Government Ombudsman.

Reports were brought to the committee on 7 April 2015 and 20 October 2015 which summarised the following:

- Number of formal complaints and compliments received
- Number of upheld complaints
- The total of which were resolved within the timescales
- Number of Ombudsman complaints including if any had progressed beyond the initial investigation.

### **Review of UBICO (six monthly)**

#### **20 October 2015**

Following a request of the Overview and Scrutiny Committee on 16 June 2015, a six monthly report was added to the Committee's Work Programme. The first update was carried out on 20 October 2015, members were advised on performance, recycling figures, health and safety and the new reporting issues system- Achieve. A further update is scheduled to take place on 12 April 2016.

### **Gloucestershire Families First (six monthly)**

The committee received two updates during 2015/16 on Gloucestershire Families First programme on 7 April 2015 and 20 October 2015. These updates were to consider the progress

made in delivering the Families First Programme.

On 20 October the council's community development officer, the Families First Plus programme manager and Gloucestershire Families First Plus team manager delivered a presentation which outline the first following key points:

- Background information of Families First.
- Aim of the programme
- Progress made to date
- The roles of Families First Plus Team
- Expanding the programme

### **Housing, renewal and homelessness strategy review monitoring report (six monthly)**

#### **1 December 2015**

The Housing, Renewal and Homelessness Strategy 2015-16 was developed by an Overview and Scrutiny Working Group and adopted in September 2012.

As requested by the Working Group a review of the activities against the strategy action plan was to be undertaken. On 1 December 2015 a report from the environmental and housing services group manager identified the key activities that had been achieved over the last 12 months.

### **Peer challenge action plan monitoring report (six monthly)**

#### **1 December 2015**

Following the Peer Challenge in November 2014, facilitated by the Local Government Association, Overview and Scrutiny Committee members were asked to consider the progress made so far in delivering the recommendations set out within the

Peer Challenge Action Plan. This action plan was approved by Council on 19 February 2015.

A report was brought to Overview and Scrutiny on 1 December 2015 by the corporate services group manager, which confirmed all actions are progressing well. The majority of actions are being progressed through the ongoing work around the development of the new Council Plan, individual service reviews, project management, financial management, overview and scrutiny, and member development.

### County updates

The committee receives regular updates from Gloucestershire Health and Care Overview and Scrutiny Committee, and the Gloucestershire Police and Crime Panel. These updates provide the committee with any issues arising and where the council can act as advocates for both community safety and for health and well-being.

For further details on both, Gloucestershire Health and Care Overview and Scrutiny Committee and Gloucestershire Police and Crime Panel see link below:

- Gloucestershire Health and Care Overview and scrutiny  
<http://glostext.gloucestershire.gov.uk/mgCommitteeDetails.aspx?ID=669>
- Gloucestershire Police and Crime Panel-  
<http://glostext.gloucestershire.gov.uk/mgCommitteeDetails.aspx?ID=650>

### Training and development

Three training and development sessions were carried out during 2015/16 these were:

- Members scrutiny induction - 28 May 2015
- Performance tracker and performance indicators- how to read the reports and how it is linked with the Council Plan – 7 September 2015
- Overview and Scrutiny Introduction- 14 September 2015. A tutor from South West Councils, Ann Reeder, gave a presentation which included:
  - Background information on Overview and Scrutiny the origins, principles and powers.
  - Ways of working
  - Discussions and feedback session
  - Key tasks of Overview and Scrutiny such as; work programming, project scoping, budget scrutiny, evidence gathering, questioning and listening and decision tracking and follow ups.

### Review of the effectiveness of the Overview and Scrutiny Committee 23 February 2016

It is good practice to ensure the Overview and Scrutiny Committee is adding as much value as possible. A workshop was held and members of the Overview and Scrutiny Committee had the opportunity to share their views and experiences of the current committee and to identify any areas where the committee could add more value.

The opinion of members was sought on a number of areas including;

- The committee’s work programme
- Review of performance management information
- Choosing areas for review

- Challenge role currently provided by the committee
- Its role as a ‘community’ committee
- Training and development

Summary of suggestions raised were:

- To receive presentations from Healthwatch Gloucestershire, the Fire and Rescue Service and social housing.
- Include more external parties to the task and finish groups when required.
- Trial a 30 minutes briefing before a committee.
- Invite an external judicator to give feedback on an Overview and Scrutiny Committee to assess if the committee is effectively scrutinising agenda items and if there are any areas to improve.

A full list of review recommendations can be found at Appendix C and these will be taken forward in 2016-17.

## Looking forward to 2016/17

The committee has an indicative work programme for 2016-17. The programme as it stands is a combination of standing agenda items such as performance management and complaints information, six monthly policy and strategy updates, and new areas of review that have emerged. The programme is based upon what is known at this point in time but remains flexible, to allow changes to be made where appropriate. The 2016-17 work programme can be found in Appendix B.

Key areas of activity during the next financial year includes monitoring of the new council plan priorities, the continuation of the Scheme of Public Participation at Planning Committee review, and ensuring the remaining recommendations made from the November 2014 peer challenge are being delivered.

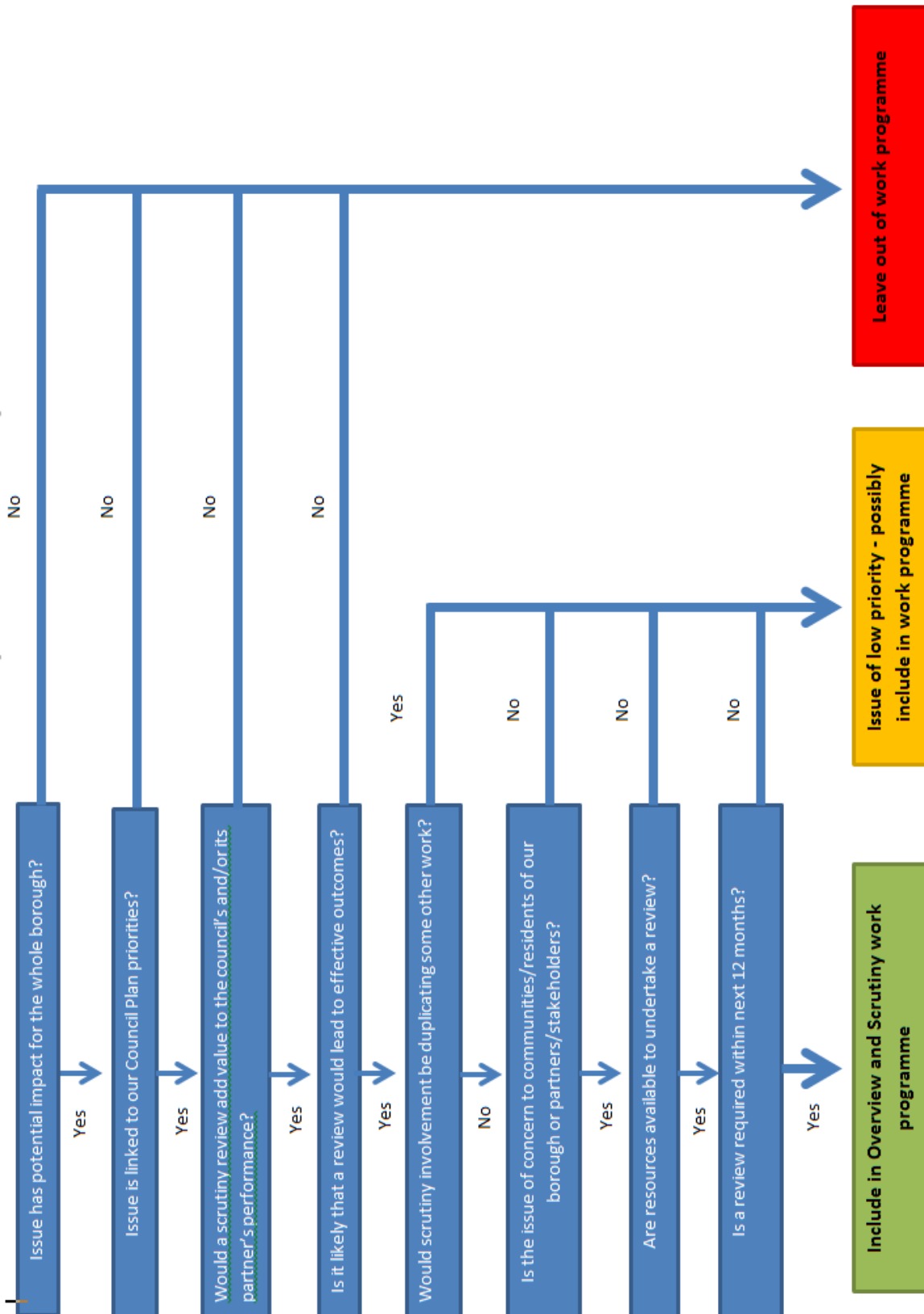


## Members of the Overview and Scrutiny Committee 2015-2016

			
Chair Councillor Phil Awford Highnam with Haw Bridge	Vice Chair Councillor Gill Blackwell Hucclecote	Councillor Bob East Cleeve St Michael's	Councillor David Foyle Churchdown Brookfield
			
Councillor Graham Bocking Innsworth with Down Hatherley	Councillor Harry Turbyfield Brockworth	Councillor Heather McLain Ashchurch with Walton Cardiff	Councillor Janet Day Winchcombe
			
Councillor Kevin Cromwell Tewkesbury Priors Park	Councillor Mark Williams Coombe Hill	Councillor Mike Sztymiak Tewkesbury Town with Mitton	Councillor Pearl Stokes Churchdown St John's
			
Councillor Philip Surman Shurdington	Councillor Ruth Hatton Brockworth	Councillor Terence Spencer Twynning	



Flowchart on how to select a potential scrutiny review



<b>Committee Date: 14 June 2016</b>				
<b>Agenda Item</b>	<b>Overview of Agenda Item</b>	<b>Lead Officer</b>	<b>Has agenda item previously been deferred? Details and date of deferral required</b>	
Citizens' Advice Bureau Presentation.	To provide an update on CAB activity in the borough.	Andy Sanders, Economic and Community Development Manager	Yes – moved from February 2016 due to the size of the Agenda for the meeting.	
Performance Management – Quarter 4 and full year 2015/16.	To review and scrutinise the performance management information and, where appropriate, to require response or action from the Executive Committee	Graeme Simpson, Corporate Services Group Manager	No.	
Corporate Policies and Strategies.	For potential review by the Overview and Scrutiny Committee during 2016/17.	Graeme Simpson, Corporate Services Group Manager	No.	
Review of Communications Strategy 2014-16.	To consider – annual review.	Graeme Simpson, Corporate Services Group Manager	No.	
Health and Wellbeing Strategy Monitoring Report.	To consider – six month update.	Andy Sanders, Economic and Community Development Manager	Yes – originally deferred from 19 January on the basis that the current strategy came to an end in March 2016. Deferred from 12 April to allow more time for Officers to collate year-end figures.	
Housing, Renewal and Homelessness Strategy Review Monitoring Report	To consider - six month update.	Paula Baker, Housing Services Manager	No.	

<b>Committee Date: 14 June 2016</b>			
<b>Agenda Item</b>	<b>Overview of Agenda Item</b>	<b>Lead Officer</b>	<b>Has agenda item previously been deferred? Details and date of deferment required</b>
Gloucestershire Health and Care Overview and Scrutiny Committee Update	To receive an update from the Council's representative on matters considered at the last meeting.	N/A	No.

<b>Committee Date: 19 July 2016</b>			
<b>Agenda Item</b>	<b>Overview of Agenda Item</b>	<b>Lead Officer</b>	<b>Has agenda item previously been deferred? Details and date of deferment required</b>
Planning Systems Thinking Review Presentation	To receive a presentation on the review of Planning.	Paul Skelton, Development Manager	No.
Peer Review Action Plan	To consider - six month update	Graeme Simpson, Corporate Services Group Manager	No.
Gloucestershire Police and Crime Panel Update	To receive an update from the Council's representative on matters considered at the last meeting.	N/A	No.
Gloucestershire Health and Care Overview and Scrutiny Committee Update	To receive an update from the Council's representative on matters considered at the last meeting.	N/A	No.

<b>Committee Date: 6 September 2016</b>			
<b>Agenda Item</b>	<b>Overview of Agenda Item</b>	<b>Lead Officer</b>	<b>Has agenda item previously been deferred? Details and date of deferment required</b>
Performance Report – Quarter 1 2016/17.	To review and scrutinise the performance management information and, where appropriate, to require response or action from the Executive Committee	Graeme Simpson, Corporate Services Group Manager	No.
Complaints Report	To consider – six month update.	Graeme Simpson, Corporate Services Group Manager	No.
Gloucestershire Health and Care Overview and Scrutiny Committee Update	To receive an update from the Council's representative on matters considered at the last meeting.	N/A	No.

<b>Committee Date: 18 October 2016</b>				
<b>Agenda Item</b>	<b>Overview of Agenda Item</b>	<b>Lead Officer</b>	<b>Has agenda item previously been deferred? Details and date of deferment required</b>	
Review of Ubico	To consider – six month update.	Richard Kirk, Interim Environmental and Housing Services Group Manager / David Steels, Environmental Health Manager	No.	
Update from Joint Waste Team	To receive an update from the Joint Waste Team on the business plan.	Richard Kirk, Interim Environmental and Housing Services Group Manager / David Steels, Environmental Health Manager	No.	
Gloucestershire Families First Update	To consider – six month update.	Adrian Goode, Community Development Officer	No.	
Scrutiny of the Community Safety Partnership	To consider - six month update.	Paula Baker, Housing Services Manager	No.	
Gloucestershire Police and Crime Panel Update	To receive an update from the Council's representative on matters considered at the last meeting.	N/A	No.	

<b>Committee Date: 29 November 2016</b>			
<b>Agenda Item</b>	<b>Overview of Agenda Item</b>	<b>Lead Officer</b>	<b>Has agenda item previously been deferred? Details and date of deferment required</b>
Performance Report – Quarter 2 2016/17.	To review and scrutinise the performance management information and, where appropriate, to require response or action from the Executive Committee	Graeme Simpson, Corporate Services Group Manager	No.
Disabled Facilities Grants Review Monitoring Report	To consider – six month update.	David Steels, Environmental Health Manager	No.
Gloucestershire Health and Care Overview and Scrutiny Committee Update	To receive an update from the Council's representative on matters considered at the last meeting.	N/A	No.
Gloucestershire Police and Crime Panel Update	To receive an update from the Council's representative on matters considered at the last meeting.	N/A	No.

<b>Committee Date: 10 January 2017</b>			
<b>Agenda Item</b>	<b>Overview of Agenda Item</b>	<b>Lead Officer</b>	<b>Has agenda item previously been deferred? Details and date of deferment required</b>
Housing, Renewal and Homelessness Strategy Review Monitoring Report	To consider – six month update.	Paula Baker, Housing Services Manager	No.



<b>Committee Date: 7 February 2017</b>			
<b>Agenda Item</b>	<b>Overview of Agenda Item</b>	<b>Lead Officer</b>	<b>Has agenda item previously been deferred? Details and date of deferment required</b>
Peer Review Action Plan	To consider - six month update	Graeme Simpson, Corporate Services Group Manager	No.
Review of the Effectiveness of the Overview and Scrutiny Committee.	To consider progress against the action plan.	Graeme Simpson, Corporate Services Group Manager	No.
Annual review of the effectiveness of the Council's involvement in the Gloucestershire Health, Community and Care Overview and Scrutiny Committee	In order to authorise payment of the Council's contribution to the running costs for the forthcoming year.	Graeme Simpson, Corporate Services Group Manager	No.

<b>Committee Date: 21 March 2017</b>			
<b>Agenda Item</b>	<b>Overview of Agenda Item</b>	<b>Lead Officer</b>	<b>Has agenda item previously been deferred? Details and date of deferment required</b>
Performance Report – Quarter 3 2016/17.	To review and scrutinise the performance management information and, where appropriate, to require response or action from the Executive Committee	Graeme Simpson, Corporate Services Group Manager	No.
Complaints Report	To consider - six monthly update.	Graeme Simpson, Corporate Services Group Manager	No.
Flood Risk Management Group Report	To receive an annual report on the progress against the Flood Risk Management Action Plan and to recommend to the Executive Committee that the Flood Risk Management Group Terms of Reference be adopted for the next 12 months.	David Steels, Environmental Health Manager	No.

<b>Committee Date: 2 May 2017</b>			
<b>Agenda Item</b>	<b>Overview of Agenda Item</b>	<b>Lead Officer</b>	<b>Has agenda item previously been deferred? Details and date of deferment required</b>
Overview and Scrutiny Committee Work Programme 2017/18.	To approve the Overview and Scrutiny Committee Work Programme for the forthcoming year.	Graeme Simpson, Corporate Services Group Manager	No.
Annual Overview and Scrutiny Report 2016/17.	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.	Graeme Simpson, Corporate Services Group Manager	No.
Review of Ubico	To consider – six month update.	Richard Kirk, Interim Environmental and Housing Services Group Manager / David Steels, Environmental Health Manager	No.
Gloucestershire Families First Update	To consider - six monthly update.	Adrian Goode, Community Development Officer	No.
Scrutiny of the Community Safety Partnership	To consider - six monthly update.	Paula Baker, Housing Services Manager	No.
Customer Care Strategy	To consider- annual update.	Clare Evans, Communications and Policy Manager	No.
Disabled Facilities Grants Review Monitoring Report	To consider - six monthly update.	David Steels, Environmental Health Manager	No.

**PENDING ITEMS**

Agenda Item	Overview of Agenda Item
Healthwatch Gloucestershire Presentation	Requested following the Gloucestershire Health and Care Overview and Scrutiny Committee Update on 20 October 2015.
Severn Vale Housing Presentation	Requested during the Review of the Effectiveness of Overview and Scrutiny Committee.
Gloucestershire Fire and Rescue Service Presentation	Requested during the Review of the Effectiveness of Overview and Scrutiny Committee.

Review of effectiveness of Overview and Scrutiny Committee  
February 2016

**Key**

- ✓ Suggestion can be implemented into existing working practice.
- X This was discussed but the committee did not feel this would add value.

Feedback received		Status
<b>1. The committee's work programme</b>		
a) Members of the committee would like to see more challenge/review of presentations of external organisations and key partners. Specific organisations mentioned were Severn Vale Housing Society, Fire Service, Healthwatch Gloucestershire.		✓
b) Very supportive of the updates given at committee on Police and Crime Panel and Health and Care Overview and Scrutiny Committee and this should continue.		✓
c) The committee adds real value through their task and finish review groups and policy reviews. Two to three review groups per year can be accommodated.		✓
<b>2. The committee's review of performance management information</b>		
a) Quarterly performance management information provided a good overview to members on how well the council is performing and should continue in its current format. Officers will look at further improvements to how it is presented in light of the new council plan.		✓
b) Where appropriate, give consideration to lead members attending committee meetings where issues in their portfolio have arisen.		✓
c) The financial position overview supporting the performance information was more detailed than previously reported. This current format was well received and should continue.		✓

Review of effectiveness of Overview and Scrutiny Committee  
February 2016

Feedback received	Status
d) The potential of forming a performance management sub group that could scrutinise the performance information in more detail and feedback to the main committee was discussed. There was strong opinion regarding how this arrangement would work and it was felt the whole committee should receive the information and be able to challenge.	X
<b>3. Choosing areas for review</b>	
a) A neighbouring council includes within their annual report a form so that members of the public can put forward potential review subjects. Members felt this would not add value and could potentially lead to vexatious requests. Officers had contacted other councils on this and confirmed there had been limited success.	X
b) Members agreed they need to keep eyes and ears open to things that might be coming up and not necessarily rely on officers – horizon scanning.	✓
<b>4. The challenge role currently provided by the committee</b>	
a) The potential for lead members to attend overview and scrutiny and be challenged on their portfolio – see 2b) above.	✓
b) A pre-briefing, immediately before the main committee on key areas for challenge – it was acknowledged this should not become a committee type meeting in itself. Agreed to try as a pilot. An alternative may be to email members with key areas for consideration.	✓
c) The critique that generally, individual members need to be more challenging and that overall the committee, where relevant needs to show the attributes of a select committee. Members agreed for an independent person to watch and critique the workings of the committee.	✓
d) The potential of changing the dynamics of challenge in relation to performance management. Performance management information could first be presented at Executive Committee with the decisions and response from this committee then subject to scrutiny. Members strongly agreed that the current system works well.	X



Review of effectiveness of Overview and Scrutiny Committee  
February 2016

Feedback received		Status
<b>5. Its role as a 'community' committee</b>		
a)	The potential to take the committee out into the community, for example, holding meetings within other parts of the borough was not strongly supported as this had been tried in the past but without great success.	X
b)	There was recognition though that this would work well with regard to certain working groups, where members of the public may have an interest.	✓
<b>6. Training and development</b>		
a)	All new members to the committee should receive an induction on the role of the committee – this is 'one-off' action and has been completed. Members commented on how comprehensive induction had been.	✓
b)	Training needs to be ongoing and not just at the induction stage.	✓
c)	A quarterly bulletin on local and national scrutiny topics has been produced and issued to all members – feedback on this is welcomed.	✓
d)	A link to the Centre for Public Scrutiny website has been sent to overview and scrutiny members so they can subscribe to alerts.	✓
e)	Look to learn from others, for example, how other councils undertake scrutiny – members would be supportive of this but only if adds value. A member suggestion to consult the facilitator who undertook the scrutiny training to advise on possible best practice councils was supported.	✓



**Graeme Simpson**  
**Group Manager Corporate Services**  
Tewkesbury Borough Council  
Tel: 01684 272002  
email: [graeme.simpson@tewkesbury.gov.uk](mailto:graeme.simpson@tewkesbury.gov.uk)

