

# TEWKESBURY BOROUGH COUNCIL

**Minutes of a Meeting of the Council held at Henley Bank High School, Brockworth on Tuesday, 8 May 2018 commencing at 6.00pm and reconvened at the Council Offices, Gloucester Road, Tewkesbury on Tuesday, 15 May 2018 commencing at 6:00 pm**

## **Present:**

The Worshipful the Mayor

Councillor H A E Turbyfield

## **and Councillors:**

R E Allen, P W Awford, K J Berry, R A Bird, G F Blackwell, K J Cromwell, D M M Davies, M Dean, J H Evetts, R Furolo, R E Garnham, P A Godwin, M A Gore, J Greening, R M Hatton, E J MacTiernan, J R Mason, A S Reece, P E Stokes, P D Surman, R J E Vines and M J Williams

## **CL.1 APOLOGIES FOR ABSENCE**

- 1.1 Apologies for absence were received from Councillors J E Day, R D East, D T Foyle, S E Hillier-Richardson, A Hollaway, T A Spencer, M G Sztymiak, D J Waters and P N Workman.

## **CL.2 ELECTION OF MAYOR**

- 2.1 With the retiring Mayor, Councillor Harry Turbyfield, in the chair, it was proposed by Councillor Jim Mason, and seconded by Councillor Andrew Reece, that Councillor Ruth Hatton be, and is hereby elected, Mayor of the Borough of Tewkesbury for the ensuing Municipal Year.
- 2.2 On the Motion being put to the meeting it was declared to be carried, whereupon the Mayor took the chair, signed the Declaration of Acceptance of Office and took the Oath of Allegiance to Her Majesty the Queen.
- 2.3 In thanking Members for the honour and pleasure of being elected Mayor of the Borough of Tewkesbury, Councillor Hatton paid particular tribute to Councillor Terry Spencer who, through unforeseen circumstances, had unfortunately had to stand down from becoming Mayor. She indicated that she would do her best to uphold the tradition and versatility of the Borough which she felt was unique and hoped to continue to encourage the family feeling and team spirit of Councillors and staff within the Council in working for the betterment of the Borough.
- 2.4 The Mayor advised that her Consort for the year would be her partner, Councillor Harry Turbyfield, and her Chaplain would be Reverend Wendy Ruffle, Minister for Prior's Park. She felt sure that she would gain the support and guidance needed to ensure a successful year in Office. The organisations that she would be supporting during the Mayoral year were the Gloucestershire Fire and Rescue Service - Tewkesbury Fire Cadets and the Aston Project, Tewkesbury. The Tewkesbury Fire Cadets was a new organisation which was part of a nationally recognised youth programme for 13 to 18 year olds. The aim of the organisation was to inspire and empower young people through personal development opportunities and practical skills as part of the Fire and Rescue Service. In line with the theme of 'young

people', the second organisation which she would support was the Aston Project, Tewkesbury. The Project had first been set up in Cheltenham in 2011 in memory of Neighbourhood Officer PC Lynn Aston; it built upon the "work for reward" ethos and aimed to work with young people aged 9-17 years by identifying their interests and engaging them in constructive activity.

- 2.5 In concluding her speech, the Mayor thanked everyone for attending and expressed the hope they would have an enjoyable evening.

### **CL.3 RETIRING MAYOR - COUNCILLOR HARRY TURBYFIELD**

- 3.1 Councillor Rob Bird expressed the Council's thanks to Councillor Harry Turbyfield for the way that he had represented the Borough throughout his year in Office. Councillor Bird indicated that he had proposed Councillor Turbyfield as Mayor last year - he had felt then that he would make an excellent ambassador for the Borough and he was pleased to say he had been right. He indicated that Councillor Turbyfield had many attributes and one of his favourites was his ability to make people laugh. Councillor Turbyfield had shown dedication, hard work and commitment to the role of Mayor and had been a fantastic representative and he thanked Councillor Turbyfield, again, on behalf of the Council, for everything he had done during his Mayoral year.
- 3.2 Councillor Turbyfield thanked Councillor Bird for his kind words and indicated that it had been a fantastic year which he had thoroughly enjoyed. He had met many people, made many friends and it had reaffirmed to him what a wonderful place the Borough was.
- 3.3 In concluding his speech, Councillor Turbyfield offered his thanks to all of the Officers at the Council who had helped him throughout the year and to everyone who had attended his events and made them such a success.
- 3.4 The Worshipful the Mayor, Councillor Ruth Hatton, presented Councillor Harry Turbyfield with a Past Mayor's Badge and the Consort's Badge of Office and Councillor Harry Turbyfield presented the Mayor with her Past Mayoress' Badge.

### **CL.4 APPOINTMENT OF DEPUTY MAYOR**

- 4.1 It was proposed by Councillor Elaine MacTiernan, and seconded by Councillor Julie Greening, that Councillor Gill Blackwell be, and is hereby appointed, Deputy Mayor of the Borough of Tewkesbury for the ensuing Municipal Year.
- 4.2 The Motion was put to the meeting and was carried.
- 4.3 Councillor Blackwell expressed thanks to her fellow Councillors for their support and indicated that she felt honoured to be elected Deputy Mayor for a second time. She looked forward to supporting Councillor Hatton during her Mayoral year and indicated that her Consort for the year would be her husband Mike.
- 4.4 Councillor Blackwell accepted the Deputy Mayor's Badge of Office from the Mayor and signed the Declaration of Acceptance of Office.
- 4.5 Flowers were presented to Councillor Gill Blackwell and Councillor Ruth Hatton.

### **CL.5 ADJOURNMENT**

- 5.1 Upon the Motion of the Mayor, the meeting of the Council stood adjourned until Tuesday 15 May 2018 at 6.00pm.

**CL.6 RESUMPTION**

- 6.1 The meeting then resumed in the Council Chamber of the Tewkesbury Borough Council Offices, Gloucester Road, Tewkesbury on Tuesday 15 May 2018, when the attendance was as follows:

**Present:**

The Worshipful the Mayor  
Deputy Mayor

Councillor R M Hatton  
Councillor G F Blackwell

**and Councillors:**

R E Allen, P W Awford, K J Berry, R A Bird, R Bishop, K J Cromwell, D M M Davies, J E Day, M Dean, R D East, J H Evetts, R Furolo, R E Garnham, P A Godwin, M A Gore, J Greening, S E Hillier-Richardson, A Hollaway, E J MacTiernan, J R Mason, H C McLain, A S Reece, V D Smith, T A Spencer, P E Stokes, P D Surman, M G Sztymiak, H A E Turbyfield, R J E Vines, D J Waters and P N Workman

**CL.7 APOLOGIES FOR ABSENCE**

- 7.1 Apologies for absence were received from Councillors G J Bocking, D T Foyle and M J Williams.

**CL.8 DECLARATIONS OF INTEREST**

- 8.1 The Committee's attention was drawn to the Tewkesbury Borough Council Code of Conduct which was adopted by the Council on 26 June 2012 and took effect from 1 July 2012.
- 8.2 There were no declarations of interest made on this occasion.

**CL.9 MINUTES**

- 9.1 The Minutes of the meeting held on 17 April 2018, copies of which had been circulated, were approved as a correct record and signed by the Mayor.

**CL.10 ANNOUNCEMENTS**

- 10.1 The evacuation procedure, as noted on the Agenda, was advised to those present.
- 10.2 The Mayor thanked all those that had attended her Mayor Making ceremony on 8 May for helping to make it a memorable and enjoyable occasion.

**CL.11 ITEMS FROM MEMBERS OF THE PUBLIC**

- 11.1 There were no items from members of the public on this occasion.

**CL.12 MEMBER QUESTIONS PROPERLY SUBMITTED IN ACCORDANCE WITH COUNCIL PROCEDURE RULES**

- 12.1 There were no Member questions on this occasion.

**CL.13 ELECTION OF LEADER OF THE COUNCIL**

13.1 Upon being proposed and seconded it was

**RESOLVED** That Councillor R A Bird be elected as Leader of the Council, and therefore Chair of the Executive Committee, for the ensuing Municipal Year.

13.2 Councillor Bird thanked the Council for having confidence in him; he hoped that he would perform in accordance with their expectations.

**CL.14 ELECTION OF DEPUTY LEADER OF THE COUNCIL**

14.1 Upon being proposed and seconded it was

**RESOLVED** That Councillor J R Mason be elected as Deputy Leader of the Council, and therefore Vice-Chair of the Executive Committee, for the ensuing Municipal Year.

14.2 Councillor Mason thanked the Council for his appointment and promised to fulfil the role to the best of his ability for the good of the Council and the Borough of Tewkesbury.

**CL.15 MEMBERSHIP OF COMMITTEES, LEAD MEMBERS AND APPOINTMENT TO OUTSIDE BODIES****Membership of Committees 2017/18**

15.1 Upon being proposed and seconded it was

**RESOLVED** That the following Committee Memberships be **AGREED**:

**Executive (9)**

K J Berry  
R A Bird  
G F Blackwell  
M Dean  
R Furolo  
M A Gore  
J Greening  
E J MacTiernan  
J R Mason

**Licensing Committee (15)**

K J Berry  
G F Blackwell  
G J Bocking  
J E Day  
A J Evans  
R Furolo  
R E Garnham  
P A Godwin  
J Greening  
R M Hatton  
A Hollaway  
A S Reece  
H A E Turbyfield  
M J Williams  
P N Workman

**Planning (19)**

R E Allen  
 P W Awford  
 D M M Davies  
 R D East  
 J H Evetts  
 D T Foyle  
 M A Gore  
 J Greening  
 R M Hatton  
 A Hollaway  
 E J MacTiernan  
 J R Mason  
 A S Reece  
 T A Spencer  
 P E Stokes  
 P D Surman  
 H A E Turbyfield  
 R J E Vines  
 P N Workman

**Overview and Scrutiny (15)**

R E Allen  
 P W Awford  
 G J Bocking  
 K J Cromwell  
 J E Day  
 D T Foyle  
 P A Godwin  
 R M Hatton  
 H C McLain  
 T A Spencer  
 P E Stokes  
 P D Surman  
 M G Sztymiak  
 H A E Turbyfield  
 M J Williams

**Standards Committee (7)**

M Dean  
 S E Hillier-Richardson  
 T A Spencer  
 P D Surman  
 M G Sztymiak  
 H A E Turbyfield  
 R J E Vines

**Audit (7)**

G F Blackwell  
 K J Cromwell  
 P A Godwin  
 B C J Hesketh  
 S E Hillier-Richardson  
 H C McLain  
 V D Smith

**AD HOC COMMITTEES****Employee Appeals Committee  
(any 5 from 8)**

K J Berry  
 G F Blackwell  
 J E Day  
 R E Garnham  
 M A Gore  
 E J MacTiernan  
 J R Mason  
 P D Surman

**Employee Appointments (5)**

R E Allen  
 M Dean  
 R E Garnham  
 E J MacTiernan  
 M G Sztymiak

**Housing Allocations and  
Homelessness Review (any 5  
from 9)**

G F Blackwell  
J E Day  
R Furolo  
P A Godwin  
R M Hatton  
E J MacTiernan  
J R Mason  
P E Stokes  
M J Williams

**Report from the Leader of the Council**

- 15.2 The Leader of the Council indicated that, as part of the Constitution, he was required to report at the Annual Council meeting on the number of Lead Members and the scope of their Portfolios for the coming year, the number of specialist Members and the specialist areas to be covered, and any other matters in relation to the political management of the Council. He proposed that the number of Lead Members remain at nine with a Support Member for each; the Members to take on each Portfolio would be confirmed at the Executive Committee on 6 June 2018 as set out within the Constitution. In respect of the Economic Development/Promotion Portfolio, he intended to remain as the Portfolio Holder with the addition of the Council Plan, External Relations and Communication, and Community Leader for Emergencies from the previously named 'Leader of the Council' portfolio. He would be proposing that the remainder of the Portfolio previously taken by the Leader of the Council be renamed 'Corporate Governance'. He did not intend to nominate any Member Specialists, as had been the case during the current Council term. He proposed that the Membership of Working Groups, Boards and Panels remain unchanged in line with normal practice; should any changes be necessary due to resignations etc. the Borough Solicitor, in consultation with himself and the Deputy Leader, would deal with this in accordance with the delegated powers set out within the Constitution. Accordingly, it was

- RESOLVED**
1. That the Leader's report be **NOTED**.
  2. That the Economic Development/Promotion Portfolio be amended to include the Council Plan, External Relations and Communication, and Community Leader for Emergencies from the previously named 'Leader of the Council' Portfolio and the remainder of that Portfolio be renamed 'Corporate Governance'.

**Outside Bodies 2018/19**

- 15.3 Taking account of the Leader's Report, and upon being proposed and seconded, it was

- RESOLVED**
1. That, subject to a review by Democratic Services to establish that representation is still required, the following Outside Bodies representation be **AGREED**:

2gether NHS Foundation Trust ( <i>observer</i> )	J Greening
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A46 Member Partnership	V D Smith
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A48 Meeting	D M M Davies
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Ambulance Trust ( <i>observer</i> )	J Greening
Cleeve Common Trust	R D East
Community Safety Partnership	Lead Member ( <i>Community</i> ) E J MacTiernan
Cotswolds AONB Conservation Board	M Dean
District Councils Network	Leader of the Council
Gloucester and District Citizens' Advice Bureau	A J Evans
Gloucestershire Airport Consultative Committee	M J Williams
Gloucestershire Hospitals NHS Foundation Trust ( <i>observer</i> )	G J Bocking
Gloucestershire Joint Waste Committee	Lead Member ( <i>Clean &amp; Green Environment</i> )  Support Member ( <i>Clean &amp; Green Environment</i> )
Gloucestershire Playing Fields Association	D T Foyle
Leadership Gloucestershire	Leader of the Council Deputy Leader of the Council (Reserve)
Local Government Association	Leader of the Council  <i>* should the Leader of the Council be unable to attend the Annual Local Government Association Conference in any year, authority will be delegated to the Chief Executive, in consultation with the Leader, to appoint a representative to attend.</i>
Lower Severn (2005) Internal Drainage Board	P W Awford

Parking and Traffic Regulations Outside London (PATROL) Adjudication Joint Committee	K J Cromwell J R Mason (Reserve)
Prior's Park Neighbourhood Project	J Greening
Riverside Partnership	Lead Member ( <i>Built Environment</i> ) Lead Member ( <i>Economic Development/Promotion</i> ) Lead Member ( <i>Health and Wellbeing</i> ) P N Workman
Roses Theatre Trust	A Hollaway
South West Councils	Leader of the Council M Dean (Deputy)
South West Councils – Employers Panel	M Dean
Tewkesbury District Twinning Association Management Committee	P W Awford
Tewkesbury Leisure Centre Partnership Board	Lead Member ( <i>Health and Wellbeing</i> ) Lead Member ( <i>Finance and Asset Management</i> )
Tewkesbury Regeneration Partnership	Lead Member ( <i>Built Environment</i> ) Lead Member ( <i>Economic Development/Promotion</i> ) Lead Member ( <i>Health and Wellbeing</i> ) P N Workman
Tewkesbury Road Safety Liaison Group	K J Cromwell M Dean
Winchcombe Sports Hall Management Committee	J E Day



Winchcombe Town Trust	J R Mason
Gloucestershire Police and Crime Panel	R E Garnham R E Allen (Reserve)
Shared Legal Services Joint Monitoring and Liaison Group	Lead Member <i>(Corporate Governance)</i> D T Foyle M A Gore (Substitute) H C McLain (Substitute)
Shared Building Control Joint Monitoring and Liaison Group	Lead Member <i>(Built Environment)</i> R D East

2. That authority be delegated to the Borough Solicitor, in consultation with the Leader of the Council, to nominate other Members to attend a meeting of an Outside Body in the event that the nominated Member or their representative is unable to attend.

#### **Chairs and Vice-Chairs, County Council Health and Care Scrutiny Committee and Gloucestershire Economic Growth Scrutiny Committee**

15.4

A short meeting of each of the main Committees set out in Paragraph 15.1 (excluding Ad-Hoc Committees) took place to elect a Chair and Vice-Chair and the Overview and Scrutiny Committee elected representatives to the County Council's Health and Care Overview and Scrutiny Committee and Gloucestershire Economic Growth Scrutiny Committee. Accordingly, it was

#### **RESOLVED**

1. That the Chairs and Vice-Chairs for each Committee be **AGREED** as follows:

#### **Overview and Scrutiny Committee**

Chair – Councillor P W Awford.

Vice-Chair – Councillor R E Allen.

#### **Audit Committee**

Chair– Councillor H C McLain.

Vice-Chair – Councillor V D Smith.

#### **Planning Committee**

Chair – Councillor J H Evetts.

Vice-Chair – Councillor R D East.

#### **Licensing Committee**

Chair – Councillor R E Garnham.

Vice-Chair – Councillor J Greening.

#### **Standards Committee**

Chair – Councillor P D Surman.

Vice-Chair – Councillor M Dean.

2. That Councillor J E Day be the Council's nominated representative on the County Council's Health and Care Overview and Scrutiny Committee and that Councillor R E Allen be the reserve.
3. That Councillor P W Awford be the Council's nominated representative on the Gloucestershire Economic Growth Scrutiny Committee and that Councillor H C McLain be the reserve.
4. That future Planning Committee meetings commence at 10:00am and that Planning Committee Site Visits commence at 9:30am.

#### **CL.16 MAYOR OF TEWKESBURY'S APPEAL FUND**

16.1 It was proposed, seconded and

**RESOLVED** That Councillors P W Awford, J R Mason and D J Waters be appointed as Trustees of the Mayor of Tewkesbury's Appeal Fund for 2018/19.

#### **CL.17 OVERVIEW AND SCRUTINY COMMITTEE ANNUAL REPORT 2017/18**

17.1 Attention was drawn to the report, circulated at Pages No. 16-39, which set out the draft Annual Overview and Scrutiny Report 2017/18. Members were asked to consider the report.

17.2 The Chair of the Overview and Scrutiny Committee felt that the report demonstrated the breadth of coverage provided by the Committee. The work undertaken should give assurance to Members – and the communities they served – that the Committee more than fulfilled its Terms of Reference in ensuring that the Council was open and transparent and held accountable for its decision-making. In terms of specific pieces of work undertaken, he indicated that the adoption of the new Economic Development and Tourism Strategy in June 2017 was the result of a dedicated Overview and Scrutiny Committee Working Group. He believed that the value of the Committee was maximised in shaping policy and strategy and the Economic Development and Tourism Strategy was now helping to drive one of the Council's key priority areas. As Members would be aware, the recent review of the water supply outage was possibly the Committee's highest profile piece of work for a number of years. As Chair he was extremely proud of how the Committee had conducted itself during the public hearing which had lasted for several hours. Questioning had been robust but fair and he also made reference to the willing engagement from other agencies, particularly Severn Trent Water. Over recent years, the Committee had also reviewed its own effectiveness and the benefit of that could be seen during the hearing, especially in terms of the quality of the supplementary questions that had been asked. In addition, the Committee received the Council Plan performance tracker on a quarterly basis and valued this as an excellent tool to monitor progress against actions. The Committee had continually challenged the performance information and had helped to drive a proactive plan for tackling enviro-crimes, an improvement plan for Development Services and the development of a Planning Enforcement Plan. With regard to the coming year, the Committee had been tasked by the Council to monitor the delivery of the Development Services Improvement Plan; it looked forward to receiving the report on the water outage and the summary of lessons learnt; and it would be monitoring the refreshed Council Plan which was on the Agenda for this evening's meeting. The Overview and Scrutiny Committee always held a mirror up to itself to ensure it continued to add value - for example, the introduction of pre-briefings prior to

Committee meetings over the last couple of years had helped Members to focus on what was really important - and it had also received independent critique from an external facilitator; he provided assurance there would be more of this in the future.

- 17.3 With regard to the review of the water outage, the Leader of the Council indicated that he had sat in on some of the hearing and had also been very impressed by the way the Overview and Scrutiny Committee had gone about this task. Whilst the various authorities participating in the review had been made aware of the initial questions, at times when the response had been unsatisfactory, Members had pursued them with diligence and scrutiny and he thanked the Committee for its hard work. The Chair thanked his Vice-Chair, and the Officers and Members that supported the Committee, for their hard work over the past year. Accordingly it was
- RESOLVED** That the Overview and Scrutiny Committee Annual Report 2017/18 be **NOTED**.

## CL.18 RECOMMENDATIONS FROM EXECUTIVE COMMITTEE

### Council Plan Update - Year Three

- 18.1 At its meeting on 25 April 2018, the Executive Committee had considered a report which detailed the year three refresh of the 2016-20 Council Plan. The Executive Committee had recommended that the Council Plan refresh be adopted, subject to the following amendments:
- 'Our priorities and objectives 2016-20' – second bullet point entitled 'Promoting and supporting economic growth' amend fifth point to read '~~Promoting~~ **Promote** the borough as a ~~visiting~~ **visitor** attraction';
  - 'Our priorities and objectives 2016-20' – third bullet point entitled 'Growing and supporting communities' amend second point to read '~~Achieve~~ **Maintain** a five year supply of land';
  - 'Why this is a priority – Finance and resources' – first bullet point entitled 'Seek to be financially independent of the government's core grants' amend point a) to read 'Deliver the Council's transformation programme **to deliver a balanced budget**';
  - 'Why this is a priority – Growing and supporting communities' – amend second bullet point heading to read '~~Achieve~~ **Maintain** a five year supply of land';
  - 'Why this is a priority – Growing and supporting communities' – amend point b) under the fourth bullet point to read 'Achieve the council's affordable homes target **by working with local housing providers**';
  - 'Why this is a priority – Growing and supporting communities' – amend point d) in the fourth bullet point to read '~~Work to support the Severn Vale Housing Merger with its partners in accordance with the programme~~ **Work with Severn Vale Housing Society, Bromford Housing Group and Merlin Housing Society in respect of their merger**';
  - 'Why this is a priority – Customer focussed services' – amend first bullet point to add '**To continue to proactively enforce against enviro-crimes including flytipping and dog fouling in accordance with the action plan**'; and,
  - 'Why this is a priority – Customer focussed services' – amend point d) under the third bullet point – to read '~~Look at~~ **Investigate** digital methods to improve customer engagement'.

- 18.2 The amended version of the Council Plan had been circulated with the Agenda for the current meeting at Pages No. 40-57.
- 18.3 The recommendation was proposed by the Chair of the Executive Committee and duly seconded. With regard to the amendment to the third bullet point, a Member expressed the view that this was a significant change and he asked for an explanation of the thinking behind it. The Chair of the Executive Committee advised that, whilst being financially independent was a general aspiration, in terms of being a commitment in the Council Plan, it was felt that this would be very difficult to achieve within the timeframe recognising the challenging circumstances of government financing.
- 18.4 During the debate which ensued, a Member agreed with one of the first principles in the document under 'Our Visions and Values 2016-20' in relation to putting customers first; however, there was very little reference to customers throughout the remainder of the document. He found this disappointing as he felt that there were a few occasions over the last 12 months where the Council had fallen below the standard which he, and the people he represented, considered to be acceptable. In terms of refuse collection, he noted the impact of service changes in this area and recognised that Ubico had attended the Overview and Scrutiny Committee to explain the situation; notwithstanding this, refuse collection was a real problem that had not been properly resolved and there was nothing within the Council Plan to address what was a very important issue for residents. He raised a similar concern in relation to grass cutting which was not being carried out as expected; whilst he understood there were reasons for this, he felt it was remiss for it not to be referenced within the Council Plan documents. In recognition of these important services, he proposed an amendment to include two additional bullet points at the bottom of Page No. 5 of the Council Plan document under Customer-Focused Services: maintain an effective bin collection service; and, continue to cut green areas in a tidy manner and on a regular basis. A Member agreed that the issues of bin collection and grass cutting were two of the topics consistently discussed by residents and he was more than happy to second this amendment.
- 18.5 The Chief Executive explained that the Council Plan was a high level document which set the framework upon which service plans were based; service plans were taken to the Executive Committee for consideration and performance against the Council Plan was monitored on a quarterly basis by the Overview and Scrutiny Committee. Members and Officers were well aware of the issues with the refuse collection service following the round changes in April 2017 and this had been, and would continue to be, closely monitored by the Overview and Scrutiny Committee. In respect of grass cutting, he advised that the Head of Community Services had sent an email to Members advising them of the latest position; an agreement had been reached with the County Council in relation to the frequency of grass cutting and Ubico had committed additional resources assist in improving the current position. In terms of customer services, he pointed out that this was one of the Council's values and a main priority within the Council Plan itself. The Chair of the Executive Committee thanked the Member for raising these points and provided assurance that bin collections and grass cutting were things which the Council was committed to in respect of customer service. Whilst they were extremely important to the authority - and he appreciated there had been specific problems in both areas - they related to the day-to-day management of the service. As the Chief Executive had alluded, the Council Plan was a strategic document about shaping services for the future and was not an appropriate vehicle for trying to address these problems. He hoped the email from the Head of Service had demonstrated the action that was being taken to manage the service delivery issues.

- 18.6 A Member drew attention to Page No. 9 of the Council Plan document which discussed the Council's customer-focused priorities. Two of the most important things for residents were that the bins were collected efficiently and that the grass was being cut. In her eyes these were priorities and they should be included in a document which set out the Council's priorities. The Chair of the Overview and Scrutiny Committee reiterated that the Committee received quarterly performance reports and he considered this was the appropriate place to scrutinise these issues. The Lead Member for Clean and Green Environment confirmed that there had been problems but they were being dealt with. He asked Members for their patience in resolving the issue with grass cutting and pointed out that the Council had the best waste collection service in the County and this was something which he was passionate about maintaining. The seconder of the motion to amend the Council Plan took on board these points and agreed that, for the most part, the Council operated a very good bin collection service; however, he indicated that one of the objectives and actions on Page No. 9 of the Council Plan, under 'Maintain and improve our culture of continuous service improvement', was "to continue to proactively enforce against enviro-crimes including fly-tipping and dog fouling in accordance with the action plan"; as such, he could see no reason why the Council Plan should not make specific reference to bin collections and grass cutting.
- 18.7 A Member expressed the view that the Minutes of the meeting would reflect the discussion regarding these service areas and the problems that were being addressed and he was sure that the Chief Executive would raise this with the appropriate Officers; however, the Council Plan was intended to be a strategic document and, whilst he understood why the amendments had been proposed, he could foresee issues with the inclusion of a general statement around cutting green areas "in a tidy manner and on a regular basis" – i.e. what constituted a regular basis, did this mean grass would be cut when it was not growing etc. He felt that these were discussions for another time and the Council Plan should be kept at a strategic level which set out the Council's commitment to do its best for its customers. A Member echoed these sentiments and agreed that these were operational issues. He pointed out that the winter had been particularly harsh which had meant that grass cutting had been delayed but he was hopeful that the extra resources which had been put in place would ensure an increased level of activity over the forthcoming weeks.
- 18.8 The proposer of the motion to amend the Council Plan indicated that he had been very disappointed with some of the comments that had been made. He was asking the Council to reaffirm its commitment to maintaining its refuse collection and grass cutting services which were two areas that were very important to residents. Quite simply, they were priorities and the amendment would make it explicit that the Council recognised their value and importance to residents. Upon being put to the vote, the proposal to amend the document was lost.
- 18.9 With regard to the priority around delivering the Public Services Centre refurbishment project, a Member raised concern about the current condition of the site. She felt that the signage was poor and members of the public were unsure how to access the building. In her view it was not an acceptable standard and would not help to encourage customers to use the Public Services Centre or the Growth Hub. The Chair of the Executive Committee reminded Members that the Public Services Centre was essentially a building site and he felt this comment was rather misplaced. The coming weeks would see the opening up of the new reception area and the launch of the Growth Hub so work was progressing at pace. The recommendation on the papers, duly proposed and seconded, was subsequently put to the vote and it was

**RESOLVED** That the Council Plan refresh be **ADOPTED**.

**CL.19 SEPARATE BUSINESS**

19.1 The Mayor proposed, and it was

**RESOLVED** That, under Section 100(A)(4) of the Local Government Act 1972, the public be excluded from the meeting for the following items on the grounds that they involve the likely discussion on exempt information as defined in Part 1 of Schedule 12A of the Act.

**CL.20 SEPARATE MINUTES**

20.1 The separate Minutes of the meeting held on 17 April 2018, copies of which had been circulated, were approved as a correct record and signed by the Mayor.

The meeting closed at 7:11 pm