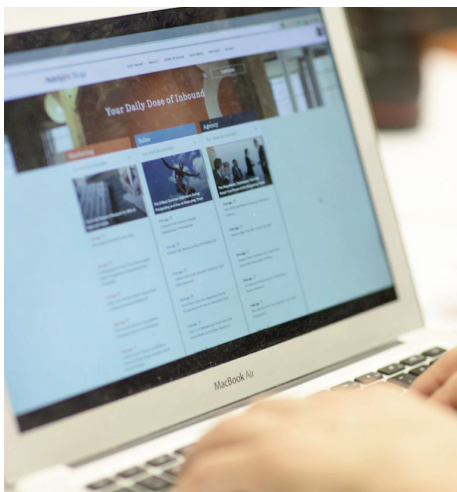


Overview and Scrutiny Committee's annual report

2018-19



March 2019

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



I am pleased to present the annual report of Tewkesbury Borough Council's Overview and Scrutiny Committee for 2018-19. I have chaired the committee for over three years, supported by Councillor Ron Allen as vice chair, and a very able and committed group of councillors.

This has been another interesting year for the Overview and Scrutiny Committee with a range of topics examined. The committee has once again been at the heart of the council's decision making process helping to shape and inform council decisions and providing support to key areas, acting as a critical friend to the Executive Committee.

This year saw the conclusion of the committee's review of the water supply outage. On 24 April 2018, a public hearing was held and the Overview and Scrutiny Committee asked a series of questions to all the agencies involved with the aim of being able to produce a report which would be useful to all agencies in the future. The review is the biggest piece of work that has been undertaken by the Overview and Scrutiny Committee during the council term with a tremendous amount of dedication shown by all involved. This work has culminated in a multi-agency action plan, which will deliver positive outcomes to our communities.

As well as the review of the water supply outage, the committee has continued to monitor the progress of important activities

such as Ubico performance, enviro-crimes, delivery of key strategies such as the Housing Strategy and the Economic Development and Tourism Strategy, formal complaints and more.

The committee also continues to receive, on a quarterly basis, a wealth of performance information on the delivery of the Council Plan 2016-2020.

It is important that the committee builds its knowledge and understanding of how our partners help deliver our priorities. To help do this, the committee receives presentations from key bodies such as Healthwatch Gloucestershire and Citizen's Advice Bureau.

Looking ahead, there is a great opportunity for the Overview and Scrutiny Committee to support the council through its future challenges and I am positive the committee will add even greater value through the work currently being carried out around grass cutting within the borough and enviro-crimes.

I would like to take this opportunity to thank all the committee members for their support over the last four years. I am sure the new committee, which will be formed as part of the new Council, will carry on this exceptional work.

Best wishes

Councillor Phil Awford

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The role of overview and scrutiny

The role of Overview and Scrutiny Committee is an important one in the council's governance structure, in providing challenge and driving improvement. It is often referred to as the "critical friend" of the council and can hold a magnifying glass over any area of the council's activities.

Tewkesbury Borough Council has a single overarching Overview and Scrutiny Committee that examines all areas of the council's business.

The Overview and Scrutiny Committee has a number of roles within the council. These include:

- Holding the Executive Committee to account by thoroughly scrutinising their decisions - ensuring the council continues to provide the best services possible for residents.
- Supporting the Executive Committee by reviewing council policies and strategies, making recommendations where appropriate.
- Overseeing topics of interest to the committee and members of the council – including feedback from the Gloucestershire Police and Crime Panel, Gloucestershire Health and Care Overview and Scrutiny Committee and Gloucestershire Economic Growth Scrutiny Committee.
- Council Plan performance and financial monitoring and, where relevant, individual service improvements.
- Commissioning reviews of services that impact on the council or on the lives of Tewkesbury Borough residents.
- Overseeing complaints – on an annual basis

a report is received which helps to identify trends and potential opportunities to improve or make changes to services.

- Setting up 'task and finish groups' to focus on specific reviews and recommend ways to improve existing practices within the council. A flow chart on how to consider potential scrutiny reviews can be found at Appendix A (page 10).

Overview and scrutiny activity during 2018-19

Scrutiny reviews of policy and strategy

Review of housing strategy monitoring report 1 May and 16 October 2018

One of the council's key priorities is 'growing and supporting communities', and reflecting this is the council's Housing Strategy. This is one of the council's most important strategies, recognising how important it is for residents to access good quality housing and housing-related services that make a real difference to their lives. Not only is housing important for the health and well-being of individuals and families, but it is an important part of building and maintaining strong communities and supporting the overall economic prosperity of the borough.

Overview and Scrutiny Committee plays a key role in monitoring the outcomes of the strategy. As part of its scrutiny, the committee wanted to delve deeper into the cost of providing bed and breakfast accommodation – an often expensive option and one that isn't always suitable for

families. The committee was reassured that the housing team is exploring a range of alternatives, this includes working with partners to explore modular housing - an innovative solution which allows construction of housing to be carried out offsite, with the finished units transported to the development site for installation. The advantages include its affordability, speed and impact on the environment.

As part of the explorative work, members visited a modular housing site in Nuneaton and were impressed with the approach taken. The committee was pleased, therefore, with an update in October that reported Rooftop Housing and Severn Vale Housing Society are now considering these modern methods of construction on former garage sites at Winchcombe and Staverton.

Customer Care Strategy **1 May 2018**

In our Council Plan, we make the promise that we will put the needs of our customers at the heart of what we do, and listen to what they say – treating people fairly and without bias. The Customer Care Strategy is an important step to making this a reality.

The strategy is supported by an annual action plan, which includes key actions such as making online forms as customer-focused as possible, and reviewing the complaints system to ensure it is fit for purpose. As part of its role in monitoring the action plan, the Overview and Scrutiny Committee reiterated its desire to ensure that the customer services standards are

embedded into the way each service conducts its work.

Economic development and tourism strategy 12 June 2018

The Economic Development and Tourism Strategy was developed by an Overview and Scrutiny working group and adopted in June 2017. 'Promoting and supporting economic growth' is one of the council's four key priorities. The committee was pleased to hear that significant progress had been made in delivering actions within the strategy. For example, the successful launch of the UK's first district council-located growth hub received national attention, and the launch of a new business grants scheme is helping to support the borough's small and medium sized organisations to grow.

The action plan for 2018-19 demonstrates the council's ambition to maximise economic growth. Actions include, developing a masterplan for J9 of the M5, creating an Airport Strategy and producing a Joint Inward Investment campaign with other districts in the county.



Review of communications strategy

12 June 2018

To communicate effectively means to listen as well as broadcast. It only works, when what we are saying is clear and easy to understand. Given we are a council delivering a wide range of complex services to more than 85,000 residents, we face a significant challenge to communicate well. The Communications Strategy explores how we do this, and is supported by an action plan which is monitored by Overview and Scrutiny Committee.

The committee was informed about the range of work being carried out by the communications team, including being the lead on Joint Core Strategy communications, supporting the communications for the new garden waste system, introducing a new magazine format for Tewkesbury Borough News, and growing the council's social media accounts through increased engagement and creative postings.

The planned action plan for 2018-19 included a review of the council's media protocol, formulating a new approach to Parish Matters, as well as carrying out a formal competitive tender exercise for the Tewkesbury Borough News magazine.

Presentations made to overview and scrutiny

Citizens' Advice Bureau (CAB)

12 June 2018

A Citizens' Advice Bureau service is held in our Public Services three times a week, giving people the knowledge and confidence they need to find their way forward – whoever they are, and

whatever their problem.

Supporting their work in Tewkesbury Borough, we provide the CAB with a grant of £52,000 and the Overview and Scrutiny Committee plays a role in monitoring the effectiveness of this grant. During a presentation in June, the committee was informed that in the first nine months of 2018, the service helped 1213 clients with the main issues being around benefits, debt, relationships, employment and housing. Since, April 2018, the committee was pleased to hear that clients have benefited from £231,272 of financial gains.

Gloucestershire healthwatch

12 February

Healthwatch is the country's independent health and social care champion – and it exists to ensure that people are at the heart of care. Healthwatch Gloucestershire comprises of a dedicated team of staff and volunteers who listen to what people like about local health and care services, and what could be improved. These views are then shared with the decision-making organisations so a real difference can be made.

During a presentation providing members with an overview of the service, the committee was told about their current focus on mental health services. It was highlighted that Tewkesbury Borough was one of the least represented areas in terms of volunteers, and members made suggestions as to possible avenues for Healthwatch to explore in order to gain more interest, including contact with the council's community development officers and exposure through Tewkesbury Borough News. Officers will

work with Gloucestershire Healthwatch to progress these suggestions.

Overview and Scrutiny working groups

Scrutiny review of the water supply outage

24 April 2018 and 12 March 2019



In December 2017, 10,000 homes, a significant number of businesses, agricultural farmers, the community hospital and 17 schools were left without water in the run-up to Christmas. The scale of the incident was significant and there was national coverage in the media. There had also been two previous outages in August and October 2017.

Due to the impact on the local community, a working group was set up to review the incident and capture any lessons that could be learnt. Over four sessions, the working group engaged with businesses, partners and other members of the community to understand the impact and how effective the response to the incident was. The information gathered was then used to develop a hearing process, and a public hearing was held on 24 April 2018.

The aim of the hearing was to have a discussion based on a series of questions, which would help bring forward information and actions to help agencies in the future.

In attendance were representatives from Gloucestershire Fire and Rescue Service, Gloucestershire Local Resilience Forum, Gloucestershire Police and Severn Trent Water.

The questions aimed at bringing out useful information for future incidents were around:

- Maintenance and infrastructure
- General questions to the organisations represented
- Communications
- Water distribution
- Impact to businesses

The hearing revealed that the root cause of the incident was a burst in one of the three pipes which fed into Tewkesbury (located at the Ham) and initial attempts to re-direct water had been unsuccessful due to an unknown cross-connection.

The discussion was a really useful and positive one, and while there were some challenging and at times complex questions, it was felt that the hearing was extremely useful and benefitted all agencies in attendance.

A report outlining the actions resulting from the hearing was taken to Overview and Scrutiny Committee on 4 September 2018. It highlighted 20 actions including considering a real time communications system for emergency incidents, revising the bottled water distribution plan and a review on how data on vulnerable people is shared between agencies. It was confirmed that all partners were fully engaged and committed with delivering the action plan.

At its meeting in March 2019, the committee was really positive about the update from Severn Trent who confirmed all relevant actions had been implemented or were programmed for implementation. Given this assurance, the committee was satisfied to 'sign off' the work of Severn Trent. A further update of the last few actions outstanding which are mainly the responsibility of the council, will be brought back in six months' time.

Members extended their thanks to all involved in the review.

Grass cutting improvement plan working group

27 November 2018

Following an unacceptable level of complaints being received about grass cutting from members of the public in the early part of 2018, the Executive Committee expressed concern about the level and quality of grass cutting across the borough. In response, a Grass Cutting Improvement Plan was adopted by the Executive Committee with responsibility for monitoring given to the Overview and Scrutiny Committee.

The Overview and Scrutiny Committee had detailed discussions about the grass cutting service, and the Grass Cutting Improvement Plan, at its meetings on 17 July and 4 September 2018. From those discussions, it was apparent there was some detailed work to be done, in particular on the future standard of the service, number of cuts, level of cuts in different areas and resources etc.

It was felt important to involve members to get their feedback and views on various aspects of

the service, including the future level of service and Key Performance Indicators. As such, a small working group was established to work with the head of community services on all aspects of the Grass Cutting Improvement Plan.

The committee's working group met three times and considered the improvements already in place, including:

- Grass cutting maps are now up to date and accurate
- Rounds were in the process of being put into logical order for best use of crews' time.
- Increased and effective supervision is now in place.

The contribution of the working group was excellent with lots of suggestions and ideas being discussed between members, officers and our contractors Ubico. As well as developing new key performance indicators, the group recommended introducing a new electronic mapping system, for Ubico to undertake an audit of all equipment, monitoring the level of additional land adopted by the council and considering, where appropriate, to increase the grounds maintenance budget.

The working group also felt it important that a new member group be established with effect from the new council to oversee delivery of the council's grounds maintenance service. The report of the working group and recommended actions were approved by Executive Committee on 6 March 2019.

Other general areas of review

Performance management quarterly reports

The committee has an important role in scrutinising the delivery of actions within the Council Plan. To achieve this, on a quarterly basis, the committee receive detailed information through our 'Council Plan Performance Tracker'. This provides a range of qualitative and quantitative information which allows the committee to review missed target dates, progression of actions, financial performance and, where appropriate, refer for a response or action from the Executive Committee.

Three additional Key Performance Indicators (KPIs) were added for the 2018/19 performance tracker around the number of visitors entering the growth hub, percentage of Freedom of Information (FOI) requests answered on time and percentage of formal complaints answered on time. During the year, the committee has scrutinised a wide range of service activity including sickness absence, benefits, planning processing times and Ubico financial overspend. In relation to slippages in timescales, committee requested individual reports on trade waste and Healings Mill so they could understand, more fully, the issues relating to progressing these actions.

Enviro-crime report

12 June 2018 and 8 January 2019

Overview and Scrutiny Committee has been at the forefront of driving our enviro-crimes agenda and vast improvements have been made over the past year.

The committee plays a key role in monitoring our approach to tackling enviro-crimes, and update reports are provided on a six-monthly basis. It was agreed that moving forward the first report issued in January would focus more on outcomes, such as number of fly-tips reported, number of fixed penalties issues, and the annual report issued in June would provide a more detailed review of the achievements and outcomes of the previous year.

Members were pleased to note that positive steps have been made with prosecutions relating to fly-tipping, however other areas such as dog fouling and littering, continue to present a challenge and be a significant concern for local communities.

Encouragingly, a number of positive steps have been taken to combat this, including:

- Launching a Public Space Protection Order, which helps enforce against dog owners who allow their dogs to foul in public without picking it up. As part of this, dog walkers can be fined £100 for not picking up after their dogs and they can also be fined £100 for not carrying dog poo bags.



- The introduction of a new regulation, which empowers councils to issue fixed penalties to be issued when litter is thrown out of cars.

To help encourage increased reporting of environmental crimes, the committee suggested a member seminar be arranged for later in the year, to help raise awareness of the various mechanisms available with ward members.

Now the 2018/19 action plan has been delivered, officers are in the process of drawing up the 2019/20 action plan.

Ubico performance report 8 January 2019

Ubico has been delivering our waste, recycling, grounds maintenance and street cleansing services since April 2015. These services have a direct impact on our communities and the Overview and Scrutiny Committee plays a key role in monitoring Ubico's performance. A report was brought to committee in January outlining the service and financial performance for the first half of the year. Following a request from committee, the information Ubico provided was much more detailed than it had been previously, giving members a really in-depth view of how the contractor is performing. Members were generally satisfied with performance, particular praise being given to the successful Christmas bin collections. As it is a high profile service, committee will continue to monitor performance, particularly around financial outturn.

Community Safety Partnership (CSP) update

17 July 2018 and 9 April 2019

At its meeting in July 2018, the committee was pleased to hear about the reconstitution of the Tewkesbury CSP. This is a multi-agency approach to dealing with issues such as anti-social behaviour, domestic abuse and hate crime. The partnership has an approved terms of reference and it is now in the process of setting local priorities for the borough. Work has started on the community services strategy for the borough building on the priorities already set by Safer Gloucestershire. A draft strategy will be brought to Overview and Scrutiny Committee in the first half year of 2019/20.

Complaints report 4 September 2018

Understanding and responding to complaints is an important element of our customer care and the council is consistently benchmarked as being one of the best performers in relation to the low number of complaints we receive.

Between April 2017 and March 2018, we received 157 formal complaints, of which 145 related to council services. Over half of the complaints relate to our waste service – a high profile service with nearly 4million collections during the course of the year. The majority of these complaints related to the change in waste rounds and the impact of snow, and the number of complaints in proportion to the number of collections is really very small. Overall, members of the committee were really pleased with council performance.

Development Services review action plan

16 October 2018

The Development Services Review was approved by Council in April 2018. The action plan is a dynamic document, which is being used as a tool to help manage service improvement, and the Overview and Scrutiny Committee was specifically tasked with monitoring it. The committee was pleased to see that following a new structure for Development Services, key appointments have been made.

Members raised concerns around the performance of planning enforcement and the change in target dates. It was decided a further update would be brought to the committee in six months' time and a report on Planning Key Performance Indicators would be brought to the Overview and Scrutiny Committee meeting on 8 January 2019.

Planning key performance indicators

8 January 2019

As part of its monitoring of the Development Services review action plan, the committee requested a separate report on Key Performance Indicators for the planning service.

The indicators focus on a number of themes including validation of planning applications, number of dwellings and affordable homes permitted and planning enforcement cases.

Given these are a new set of KPIs, the committee was keen to ensure they were sensible and realistic, and they were reassured by officers that despite them being challenging

they are achievable – there had been a significant recruitment drive and the planning service is now fully staffed.

Tewkesbury Borough News review

12 February 2019

Tewkesbury Borough News is the council's main proactive communication tool, and is delivered to all households across the borough.

A member working group was set up to review Tewkesbury Borough News, and it introduced some significant changes to its format and style.

The group recommended a change from newspaper format to magazine format, and for it to be delivered twice a year instead of three times a year. The magazine format would enable a different, and more informal, tone to be applied across the articles and it would lend itself well to more interviews and features on people and organisations across the borough.

In February, members were updated on progress in terms of the review's final recommendations. There was concern among members that the delivery of the magazine wasn't consistent across the borough, and officers assured members that this would be investigated. Members were informed that feedback of the new format was positive, and the next steps would be to carry out a formal competitive tender exercise. A suggestion from members to introduce a section for readers' feedback was also well received and will be included in the next edition of the magazine.

Trade waste

12 February 2019

We offer businesses in the borough a commercial waste collection service at a competitive price. Run by waste contractors Ubico, the weekly services provides a range of options to choose from.

The effectiveness of the trade waste service was picked up by the Overview and Scrutiny Committee through the performance tracker, and members requested that a report be provided highlighting what the next steps were going to be in respect of making improvements.

It was noted that the service operates at a small deficit and officers have been looking at options for the future development of the service, and an action plan was presented for the committee's consideration.

The action plan included items such as mapping the customer base, carrying out targeted marketing, and exploring alternative options to run the service – for example, joining up the service with other councils for economies of scale.

The committee questioned whether the council really needed to run a trade waste service given current cost to the council. Although, it was also noted that the Tewkesbury Borough Council brand should not be underestimated - it was recognised and trusted.

It was also pointed out by the committee that we currently don't offer a trade recycling service and that this is a shortcoming of the service given that most businesses in the borough accept they have a responsibility to recycle.

The committee agreed that an additional action should be added to the plan, to investigate the

potential of another organisation collecting trade waste on our behalf. A progress report will be provided to committee in December 2019, which will include a recommendation on the long-term sustainability of a trade waste service going forward.

Annual review of the effectiveness of the council's involvement in the Gloucestershire health and care overview and scrutiny committee

12 February 2019

Along with all other Gloucestershire districts, we make a contribution of £2,500 to Gloucestershire Health and Care Overview and Scrutiny Committee. A member of our Overview and Scrutiny Committee represents the council and reports back on the work being carried out and the action being taken at a county level.

On an annual basis, the committee is asked to consider if the council should continue to be involved in the health and care committee, and whether value for money is being achieved.

Given the wealth of reports on vital issues which impact the lives of people across the borough, and how it enables us to act as an advocate for the communities in the borough, members felt strongly that we continue to have a representative on the committee and that we continue to make the payment.

Flood risk management group annual report

12 March 2019

Flooding remains a key issue for the council, and we are committed to protecting our borough from future risk of floods.

The Overview and Scrutiny Committee is provided with an annual summary report of the Flood Risk Management Group. The group monitors land drainage and flood risk projects from the flood risk management action plan – a living document where opportunities can be added as and when they arise.

The committee was pleased to hear about the significant progress that has been made on the Grange Field project in Bishop's Cleeve and the watercourse maintenance works. An innovative approach to improve the water channel was taken – leading to the creation of an improved meandering watercourse with wetland and wildflower meadow features. Work on the soft landscaping will progress over the next three years, and feedback from park users and local residents has been overwhelmingly positive. The approach has multiple benefits for flood risk, water and air quality, biodiversity and amenity.

The committee was also informed of plans to consider increasing the land drainage revenue budget, as it has not increased in the past decade despite the rise in development and adoption of land. The FRMG will be working with officers over the coming months to consider increasing the fund as part of the 2020/21 budget proposals.

A significant success factor in delivering flood related projects is through partnership working. Details were provided on how the council is working with partners such as Gloucestershire County Council and Gloucestershire Rural Community Council. Additionally, how successful external funding has been obtained to progress projects in Bishops Cleeve, Woodmancote and Southam, Churchdown and Brockworth.

Review of workforce development strategy

12 March 2019

The development of this strategy was a key recommendation from an external peer review facilitated by the Local Government Association. In light of this, it is a key strategy that the committee was keen to review prior to approval.

In recent years there have been significant changes in national, regional and local job markets impacting on all councils. These have been driven by uncertainties over Brexit, continued growth of the UK economy and the growing impact of new technologies on how jobs are performed. These factors are expected to grow in influence over the coming years and will be compounded by significant demographic changes which will impact the job market even further.

Developed by officers with support from an Overview and Scrutiny workshop, the Workforce Development Strategy is a necessary response to those pressures and challenges, and reflects good practice in local authorities setting out plans and priorities for its most expensive resource – its staff. It identifies how we will meet current and future workforce needs so that we have skilled people to deliver high quality services, and sets out the critical challenges, opportunities and threats regarding workforce requirements, outlining a flexible set of responses to meet them.

Healings Mill

12 March 2019

Although the Mill is not owned by the council, it is an action within the Council Plan for the council to help in whatever way to support its

redevelopment. The Overview and Scrutiny Committee asked for a report on the progress of this, particularly given the number of challenges associated with the site (such as flood risk and heritage status) and the limited role the council is able to play due to it being privately owned.



Healings Mill is an importance piece of the fabric of Tewkesbury Town Centre – and the council has made clear its aspirations to see the mill redeveloped both in the emerging Tewkesbury Borough Plan and the draft Supplementary Planning Document (SPD) for Tewkesbury Town Centre.

The committee was informed that following discussions with agents working on behalf of the owners, a strategy for the delivery of a scheme to regenerate the mill appear to be viable and will be forthcoming. At this point in time, negotiations are commercially sensitive and it was agreed a report be brought back in six months to ascertain progress.

Looking forward

The committee has an exciting work programme for the forthcoming year with important topics being addressed such as a single use plastic policy and the reviews of key policies such as our enforcement policy and our complaints policy. The committee will also scrutinise the final year of the current council plan (2016-2020) which has delivered significant achievements to date. There will also be on-going work to ensure the Ubico contract is satisfactorily delivered, the success of enviro-crimes work is continued and service related improvements are delivered, such as the Development Services action plan.

The committee's work programme is flexible so any new areas for review can be added throughout the year. The 2019-20 work programme can be found in Appendix B (page 14).

The committee also looks forward to challenging its effectiveness, particularly as the committee will have new membership. The new committee will be well supported at officer level, ensuring it continues to play an important role in helping deliver successful outcomes for both the council and its communities.

Members of the Overview and Scrutiny Committee 2018-19



Chair
Councillor Phil Awford



Vice Chair
Councillor Ron Allen



Councillor Graham
Bocking



Councillor Kevin
Cromwell



Councillor Janet
Day



Councillor David
Foyle



Councillor Pauline
Godwin



Councillor Ruth
Hatton



Councillor Heather
McLain



Councillor Terence
Spencer



Councillor Pearl
Stokes



Councillor Philip
Surman



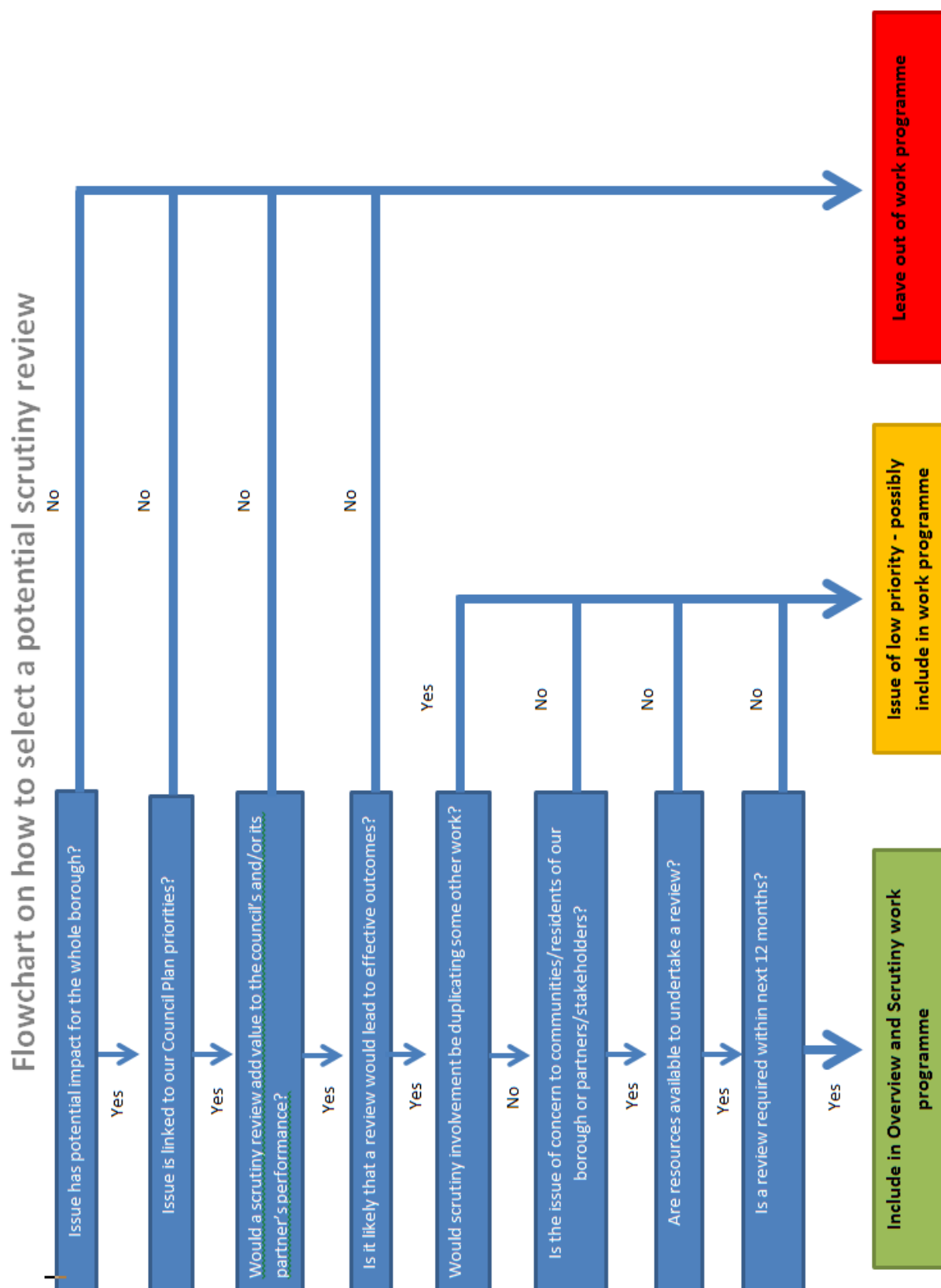
Councillor Mike
Sztymiak



Councillor Harry
Turbfield



Councillor Mark
Williams



OVERVIEW AND SCRUTINY COMMITTEE WORK PROGRAMME 2019/20

REGULAR ITEMS:

- **Executive Committee Forward Plan**
- **Overview and Scrutiny Committee Work Programme 2019/20**

Committee Date: 18 June 2019			
Agenda Item	Overview of Agenda Item	Lead Officer	Has agenda item previously been deferred? Details and date of deferment required
Citizens' Advice Bureau Presentation	To consider the annual update on Citizens' Advice Bureau activity in the borough.	Economic and Community Development Manager	No.
Economic Development and Tourism Strategy 2017-21	To consider the progress made against the delivery of the Economic Development and Tourism Strategy during year two and the actions identified for 2019/20.	Economic and Community Development Manager	No.
Performance Management – Quarter 4 and Full Year 2018/19	To review and scrutinise the performance management information and, where appropriate, to require response or action from the Executive Committee.	Head of Corporate Services	No.
Single Use Plastic Policy	To consider the actions undertaken to implement the Council motion on single use plastic.	Deputy Chief Executive	No.
Enviro-Crimes Annual Report	To consider the annual Enviro-Crime report and action plan.	Head of Community Services	No.

Committee Date: 18 June 2019			
Agenda Item	Overview of Agenda Item	Lead Officer	Has agenda item previously been deferred? Details and date of deferment required
Disabled Facilities Grants Review Monitoring Report	To consider progress against the actions arising from the Disabled Facilities Grants Review and to determine what, if any further monitoring arrangements are required, including timescales, or whether Members are content to sign off the action plan.	Head of Community Services	No.
Review of Communications Strategy	To consider the progress made against the actions within the Communications Strategy during 2018/19 and to endorse the action plan for 2019/20.	Head of Corporate Services	No.
Corporate Policies and Strategies	To consider the corporate policies and strategies and identify which will be reviewed by the Overview and Scrutiny Committee during 2019/20.	Head of Corporate Services	No.
Gloucestershire Economic Growth Scrutiny Committee Update	To receive an update from the Council's representative on matters considered at the last meeting (5 June 2019).	N/A	No.

Committee Date: 23 July 2019			
Agenda Item	Overview of Agenda Item	Lead Officer	Has agenda item previously been deferred? Details and date of deferment required
Ubico Report 2018/19	To consider the Ubico performance report for 2018/19.	Head of Community Services	No.
Community Services Improvement Plan	To consider the progress made against the Community Services Improvement Plan.	Head of Community Services	No.
Review of Planning Enforcement Plan	To review the effectiveness of the Planning Enforcement Plan.	Head of Development Services	No.
Gloucestershire Police and Crime Panel Update	To receive an update from the Council's representative on matters considered at the last meeting (19 July 2019).	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 (16 July 2019).	N/A	No.

Committee Date: 10 September 2019			
Agenda Item	Overview of Agenda Item	Lead Officer	Has agenda item previously been deferred? Details and date of deferment required
Performance Report – Quarter 1 2019/20	To review and scrutinise the performance management information and, where appropriate, to require response or action from the Executive Committee.	Head of Corporate Services	No.
Complaints Report	To consider the annual update to provide assurance that complaints are managed effectively.	Head of Corporate Services	No.
Review of Water Supply Outage Monitoring Report	To consider the progress made against the remaining actions arising from the review.	Head of Community Services	No.
Healings Mill	To receive an update on progress made in respect of the redevelopment of the Healings Mill site.	Head of Development Services	No.

Committee Date: 22 October 2019			
Agenda Item	Overview of Agenda Item	Lead Officer	Has agenda item previously been deferred? Details and date of deferment required
Gloucestershire Joint Waste Committee Update	To consider the progress made to date in relation to the 2019/20 Gloucestershire Joint Waste Committee Action Plan.	Head of Community Services	No.
Development Services Improvement Plan	To consider the progress made against the actions within the plan.	Head of Development Services	No.
Housing Strategy Monitoring Report	To consider the progress made in respect of the outcomes identified in the Housing Strategy Action Plan.	Head of Community Services	No.
Warm and Well Update	To consider the update in respect of the Warm and Well Scheme.	Head of Community Services	No.
Gloucestershire Police and Crime Panel Update.	To receive an update from the Council's representative on matters considered at the last meeting (13 September 2019).	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 (10 September 2019).	N/A	No.

Committee Date: 3 December 2019			
Agenda Item	Overview of Agenda Item	Lead Officer	Has agenda item previously been deferred? Details and date of deferment required
Performance Report – Quarter 2 2019/20	To review and scrutinise the performance management information and, where appropriate, to require response or action from the Executive Committee.	Head of Corporate Services.	No.
Gloucestershire Police and Crime Panel Update	To receive an update from the Council's representative on matters considered at the last meeting (12 November 2019).	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 (19 November 2019).	N/A	No.
Gloucestershire Economic Growth Scrutiny Committee Update	To receive an update from the Council's representative on matters considered at the last meeting (30 October 2019 PROVISIONAL and 20 November 2019)	N/A	No.

Committee Date: 14 January 2020			
Agenda Item	Overview of Agenda Item	Lead Officer	Has agenda item previously been deferred? Details and date of deferment required
Trade Waste Report	To review progress against the action plan and make a recommendation on the long-term sustainability of a trade waste service going forward.	Head of Community Services.	No.
Enviro-Crimes Interim Report	To consider the six month interim report Enviro-Crimes and progress made against the action plan.	Head of Community Services	No.

Committee Date: 11 February 2020			
Agenda Item	Overview of Agenda Item	Lead Officer	Has agenda item previously been deferred? Details and date of deferment required
Tewkesbury Borough News Review	To consider the progress made against the recommendations arising from the Tewkesbury Borough News Review.	Corporate Services Manager	No.
Annual review of the effectiveness of the Council's involvement in the Gloucestershire Health, Community and Care Overview and Scrutiny Committee	To conduct the annual review of the effectiveness of the Council's involvement in the Gloucestershire Health and Care Overview and Scrutiny Committee in order to authorise payment of the Council's contribution to the running costs for the forthcoming year.	Head of Corporate Services.	No.

Committee Date: 10 March 2020			
Agenda Item	Overview of Agenda Item	Lead Officer	Has agenda item previously been deferred? Details and date of deferment required
Performance Report – Quarter 3 2019/20.	To review and scrutinise the performance management information and, where appropriate, to require response or action from the Executive Committee.	Head of Corporate Services	No.
Flood Risk Management Group Report	To consider the annual summary report of the Flood Risk Management Group and to make a recommendation to the Executive Committee as to whether there is a continuing role for the Group.	Head of Community Services	No

Committee Date: 14 April 2020			
Agenda Item	Overview of Agenda Item	Lead Officer	Has agenda item previously been deferred? Details and date of deferment required
Overview and Scrutiny Committee Work Programme 2020/21	To approve the Overview and Scrutiny Committee Work Programme for the forthcoming year.	Head of Corporate Services	No.
Overview and Scrutiny Committee Annual Report 2019/20	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.	Head of Corporate Services	No.
Community Safety Partnership Update	To consider the report on local arrangements for community safety.	Head of Community Services	No.
Housing Strategy Monitoring Report	To consider the progress made in respect of the outcomes identified in the Housing Strategy Action Plan.	Head of Community Services	No.
Customer Care Strategy	To consider the progress made in relation to the actions contained within the Customer Care Strategy Action Plan 2019/20 and to endorse the action plan for 2020/19.	Corporate Services Manager	No.

PENDING ITEMS

Agenda Item	Overview of Agenda Item
Review of Corporate Enforcement Policy	Review by O&S Workshop – agreed by Overview and Scrutiny Committee at its meeting on 13 June 2017 – March 2019.
Review of Complaints Policy	Identified for review in the Corporate Policies and Strategies Report and agreed by the Overview and Scrutiny Committee at its meeting on 4 September 2018.
Single Use Plastic Policy	Identified in the Corporate Policies and Strategies Report and agreed by the Overview and Scrutiny Committee at its meeting on 4 September 2018 – Workshop to be arranged for March 2019. A report to Overview and Scrutiny Committee on 18 June 2019 will mitigate the need for a workshop.
Planning Key Performance Indicators – Annual Review of Committee Overturns	To approve the template for the annual review of Committee overturns – agreed by Overview and Scrutiny Committee at its meeting on 8 January 2019.
Safeguarding Policy and Procedure	Identified for review in the Corporate Policies and Strategies Report and agreed by the Overview and Scrutiny Committee at its meeting on 4 September 2018 – put on hold pending new national guidance.

ITEMS FOR INCLUSION IN 2020/21 WORK PROGRAMME	

NB – Changes from previous work programme highlighted in bold

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