

15 February 2016

Committee	Overview and Scrutiny
Date	Tuesday, 23 February 2016
Time of Meeting	4:30 pm
Venue	Committee Room 1

ALL MEMBERS OF THE COMMITTEE ARE REQUESTED TO ATTEND



**for Sara J Freckleton
Borough Solicitor**

Agenda

1. ANNOUNCEMENTS

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

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

2. APOLOGIES FOR ABSENCE AND SUBSTITUTIONS

To receive apologies for absence and advise of any substitutions.



Item	Page(s)
3. DECLARATIONS OF INTEREST	
Pursuant to the adoption by the Council on 26 June 2012 of the Tewkesbury Borough Council Code of Conduct, effective from 1 July 2012, as set out in Minute No. CL.34, Members are invited to declare any interest they may have in the business set out on the Agenda to which the approved Code applies.	
4. MINUTES	1 - 9
To approve the Minutes of the meeting held on 19 January 2016.	
5. CONSIDERATION OF THE EXECUTIVE COMMITTEE FORWARD PLAN	10 - 12
To determine whether there are any questions for the relevant Lead Members and what support the Overview and Scrutiny Committee can give to work contained within the Plan.	
6. OVERVIEW AND SCRUTINY COMMITTEE WORK PROGRAMME 2015/16	13 - 15
To consider the forthcoming work of the Overview and Scrutiny Committee.	
7. GLOUCESTERSHIRE POLICE AND CRIME PANEL UPDATE	
To receive an update from the Council's representative on matters considered at the last meeting.	
8. GLOUCESTERSHIRE HEALTH AND CARE OVERVIEW AND SCRUTINY COMMITTEE	
To receive an update from the Council's representative on matters considered at the last meeting.	
9. ANNUAL REVIEW OF THE EFFECTIVENESS OF THE COUNCIL'S INVOLVEMENT IN THE GLOUCESTERSHIRE HEALTH AND CARE OVERVIEW AND SCRUTINY COMMITTEE	16 - 20
To consider whether to authorise payment of the Council's contribution to the running costs of the Gloucestershire Health and Care Overview and Scrutiny Committee for the forthcoming year.	
10. PERFORMANCE MANAGEMENT - QUARTER 3 2015/16	21 - 77
To review and scrutinise the performance management information and, where appropriate, to require response or action from the Executive Committee.	
11. REVIEW OF CUSTOMER CARE STRATEGY	78 - 92
To recommend to the Executive Committee that the revised Customer Care Strategy be approved as set out at Appendix 1.	

Item	Page(s)
<p>12. ENVIRONMENT MANAGEMENT ACTION PLAN</p> <p>To receive a presentation on the Environment Management Action Plan.</p>	
<p>13. DISABLED FACILITIES GRANTS REVIEW REPORT</p> <p>To adopt the Disabled Facilities Grants Review Report and to refer it for consideration by the Executive Committee.</p>	93 - 115
<p>14. REVIEW OF THE EFFECTIVENESS OF THE OVERVIEW AND SCRUTINY COMMITTEE</p> <p>To approve the Overview and Scrutiny Committee Review of Effectiveness Action Plan attached at Appendix 1.</p>	116 - 122
<p>15. SCHEME OF PUBLIC PARTICIPATION AT PLANNING COMMITTEE REVIEW</p> <p>To establish an Overview and Scrutiny Committee Working Group to review the Scheme of Public Participation at Planning Committee, to approve the proposed Terms of Reference for the Working Group and to name seven Members to serve on the Working Group.</p>	123 - 127

DATE OF NEXT MEETING

TUESDAY, 12 APRIL 2016

COUNCILLORS CONSTITUTING COMMITTEE

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

Substitution Arrangements

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

Recording of Meetings

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

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