

23 April 2018

<b>Committee</b>	Overview and Scrutiny
<b>Date</b>	Tuesday, 1 May 2018
<b>Time of Meeting</b>	4:30 pm
<b>Venue</b>	Committee Room 1

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



**for Sara J Freckleton  
Borough Solicitor**

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

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

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

**2. APOLOGIES FOR ABSENCE AND SUBSTITUTIONS**

To receive apologies for absence and advise of any substitutions.



Item	Page(s)
<b>3. DECLARATIONS OF INTEREST</b>	
Pursuant to the adoption by the Council on 26 June 2012 of the Tewkesbury Borough Council Code of Conduct, effective from 1 July 2012, as set out in Minute No. CL.34, Members are invited to declare any interest they may have in the business set out on the Agenda to which the approved Code applies.	
<b>4. MINUTES</b>	1 - 12
To approve the Minutes of the meeting held on 20 March 2018.	
<b>5. CONSIDERATION OF THE EXECUTIVE COMMITTEE FORWARD PLAN</b>	13 - 19
To determine whether there are any questions for the relevant Lead Members and what support the Overview and Scrutiny Committee can give to work contained within the Plan.	
<b>6. OVERVIEW AND SCRUTINY COMMITTEE WORK PROGRAMME 2018/19</b>	20 - 33
To approve the Overview and Scrutiny Committee Work Programme for the forthcoming year.	
<b>7. HOUSING STRATEGY MONITORING REPORT</b>	34 - 55
To consider the progress made in respect of the outcomes identified in the Housing Strategy Action Plan.	
<b>8. DISABLED FACILITIES GRANTS REVIEW MONITORING REPORT</b>	56 - 63
To consider progress against the recommendations arising from the Disabled Facilities Grants review.	
<b>9. CUSTOMER CARE STRATEGY</b>	64 - 74
To consider the progress made in relation to the actions contained within the Customer Care Strategy Action Plan 2017/18 and to endorse the action plan for 2018/19.	
<b>10. ANNUAL OVERVIEW AND SCRUTINY REPORT 2017/18</b>	75 - 91
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.	

**DATE OF NEXT MEETING****TUESDAY, 12 JUNE 2018****COUNCILLORS CONSTITUTING COMMITTEE**

Councillors: R E Allen (Vice-Chair), P W Awford (Chair), 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 and M J Williams

**Substitution Arrangements**

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

**Recording of Meetings**

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

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