

1 February 2021

Committee Overview and Scrutiny

Date Tuesday, 9 February 2021

Time of Meeting 4:30 pm

This is a remote meeting in accordance with the Local Authorities and Police and Crime Panels (Coronavirus) (Flexibility of Local Authority and Police and Crime Panel Meetings) (England and Wales) Regulations 2020.

Members of the public will be able to view this meeting whilst it is in session by clicking on the link that will be available on the [Agenda publication](#) page immediately prior to the commencement of the meeting.

Agenda

1. ANNOUNCEMENTS

2. APOLOGIES FOR ABSENCE AND SUBSTITUTIONS

To receive apologies for absence and advise of any substitutions.

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

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To approve the Minutes of the meeting held on 12 January 2021.



Item	Page(s)
<p>5. EXECUTIVE COMMITTEE FORWARD PLAN</p> <p>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.</p>	12 - 14
<p>6. OVERVIEW AND SCRUTINY COMMITTEE WORK PROGRAMME 2020/21</p> <p>To consider the forthcoming work of the Overview and Scrutiny Committee.</p>	15 - 18
<p>7. REVIEW OF COMPLAINTS POLICY</p> <p>To consider a review of the Complaints Policy.</p>	19 - 28
<p>8. GLOUCESTERSHIRE HEALTH AND CARE OVERVIEW AND SCRUTINY COMMITTEE 2021/22 FINANCIAL CONTRIBUTION</p> <p>To conduct the annual review of the effectiveness of the Council's involvement in the Gloucestershire Health Overview and Scrutiny Committee in order to authorise payment of the Council's contribution to the running costs for the forthcoming year.</p>	29 - 32
<p>9. GLOUCESTERSHIRE HEALTH OVERVIEW AND SCRUTINY COMMITTEE UPDATE</p> <p>To receive an update from the Council's representative on matters considered at the last meeting (12 and 26 January 2021).</p>	33 - 37
<p>10. GLOUCESTERSHIRE ECONOMIC GROWTH SCRUTINY COMMITTEE UPDATE</p> <p>To receive an update from the Council's representative on matters considered at the last meeting (20 January 2021).</p>	38 - 42

DATE OF NEXT MEETING
TUESDAY, 9 MARCH 2021
COUNCILLORS CONSTITUTING COMMITTEE

Councillors: G J Bocking, C L J Carter, K J Cromwell (Chair), P A Godwin, H C McLain, P D McLain, H S Munro, J W Murphy (Vice-Chair), J K Smith, R J G Smith, S A T Stevens, P D Surman, S Thomson, M J Williams and P N Workman

Substitution Arrangements

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

Recording of Meetings

In accordance with the Openness of Local Government Bodies Regulations 2014, please be aware that the proceedings of this meeting may be recorded.

TEWKESBURY BOROUGH COUNCIL

**Minutes of a Meeting of the Overview and Scrutiny Committee held remotely on
Tuesday, 12 January 2021 commencing at 4:30 pm**

Present:

Chair
Vice Chair

Councillor K J Cromwell
Councillor J W Murphy

and Councillors:

G J Bocking, C L J Carter, P A Godwin, H C McLain, P D McLain, H S Munro, J K Smith,
R J G Smith, P D Surman, S Thomson, M J Williams and P N Workman

also present:

Councillors D J Harwood

OS.50 ANNOUNCEMENTS

50.1 The Chair advised that the meeting was being held under the emergency provisions of the Coronavirus Act 2020 and, specifically, the Local Authorities and Police and Crime Panels (Coronavirus) (Flexibility of Local Authority and Police and Crime Panel Meetings) (England and Wales) Regulations 2020. The meeting was being broadcast live via the internet, it was not being recorded by the Council but, under the usual transparency rules, it may be being recorded by others.

OS.51 APOLOGIES FOR ABSENCE AND SUBSTITUTIONS

51.1 There were no apologies for absence but the Chair noted that he would need to leave the meeting at 5.30pm and would hand over to the Vice-Chair to manage the meeting at that point.

OS.52 DECLARATIONS OF INTEREST

52.1 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.

52.2 There were no declarations of interest on this occasion.

OS.53 MINUTES

53.1 The Minutes of the meeting held on 24 November 2020, copies of which had been circulated, were approved as a correct record.

OS.54 EXECUTIVE COMMITTEE FORWARD PLAN

54.1 Attention was drawn to the Executive Committee Forward Plan, circulated at Pages No. 21-25. Members were asked to determine whether there were any questions for the relevant Lead Members and what support the Overview and Scrutiny Committee could give to the work contained within the Plan.

54.2 It was

RESOLVED That the Executive Committee Forward Plan be **NOTED**.

OS.55 OVERVIEW AND SCRUTINY COMMITTEE WORK PROGRAMME 2020/21

55.1 Attention was drawn to the Overview and Scrutiny Committee Work Programme 2020/21, circulated at Pages No. 26-34, which Members were asked to consider.

55.2 The Head of Corporate Services apologised for the printing error which had resulted in some of the items being split across two pages and some of the pages duplicated. He advised that he would be taking the Work Programme to Management Team for discussion on Monday to understand if the main items in March and April would be coming forward. In terms of the meeting on 9 March, the Head of Community Services advised that the Private Rented Housing Sector Scheme was in the process of being evaluated but the member of staff doing that work was currently on sickness absence so it may be delayed.

55.3 Referring to the 'pending items', a Member questioned whether there was any update on when the presentation from Severn Trent would be received. In response, the Head of Community Services advised that he had not had any contact with Severn Trent to date but he would make contact and invite them to a future meeting.

55.4 A Member noted that the Climate Change and Flood Risk Management Group was due to report back to the Committee in July. He understood there had been some issues in his area with flooding and he had asked those Parishes affected to compile a list of the issues encountered so they could be reported on a multi-agency basis but he felt it important to understand what input the Committee would have to any multi-agency meeting and how Members and Parishes could be more involved in the Climate Change and Flood Risk Management Group when it discussed such issues. In response, the Head of Community Services advised that the Council's flooding response was not something that was discussed at the Climate Change and Flood Risk Management Group but an Officer review was currently being undertaken and he could bring some learning from that to a future meeting of the Overview and Scrutiny Committee. In terms of the report of the Climate Change and Flood Risk Management Group which was due in July, the Head of Development Services and Head of Finance and Asset Management would be discussing the form that would take now they had taken over lead responsibility for it from the Deputy Chief Executive.

55.5 A Member referred to the 'Planning Committee Overturns' item which was due to be received in February and questioned why that would no longer be considered by the Overview and Scrutiny Committee. In response, he was advised that planning performance was scrutinised through the Key Performance Indicators. The Minutes of the Overview and Scrutiny Committee made it clear that the framework for the production of the Key Performance Indicators had been endorsed by the Overview and Scrutiny Committee and outturn figures would be considered by the Planning Committee on an annual basis thereafter. A report was programmed for consideration by the Planning Committee in February.

55.6 Accordingly, it was

RESOLVED That the Overview and Scrutiny Committee Work Programme 2020/21 be **NOTED**.

OS.56 COUNCIL PLAN PERFORMANCE TRACKER AND COVID-19 RECOVERY TRACKER - QUARTER TWO 2020/21

56.1 The report of the Head of Corporate Services, circulated at Pages No. 35-119, attached the performance management and recovery information for quarter two of 2020/2021 along with a financial update for the period. The Overview and Scrutiny Committee was asked to review and scrutinise the performance and recovery information and, where appropriate, identify any issues to refer to the Executive Committee for clarification or further action to be taken.

56.2 In presenting the report, the Head of Corporate Services indicated that there were three elements: the Council Plan tracker; the Recovery Plan tracker; and the financial information update. He advised that he would deal with the first two elements and take any questions on those, and then hand over to the Head of Finance and Asset Management to deal with the final element on the Council's finances.

56.3 Members were advised that the ongoing impact of the COVID-19 pandemic had been detrimental to some priorities with resources being redeployed to support staff, residents, businesses and communities whilst maintaining core service delivery. The recovery plan had been established to address those challenges and included a number of objectives and actions. The report presented the second quarter update of the new Council Plan with several key successful activities since the last performance report, which were set out at Paragraph 2.3. However, some actions had been put on hold as staff resources had been deployed to the response and recovery from COVID-19; those had been deferred (greyed out) in the Council Plan and included: introducing and complying with the Chartered Institute of Public Finance and Accountancy's (CIPFA's) new financial management code; updating the Council's asset management plan; approving a new planned maintenance programme; in-sourcing the management of the homeless property portfolio; working with the Local Enterprise Partnership and other partners to deliver the Local Industrial Strategy; bringing forward plans for the redevelopment of Spring Gardens; continuing to improve the proactive homelessness prevention programme; working with Gloucestershire County Council and other partners to help local residents and businesses take action to reduce their own carbon footprint and to make better use of resources; and improving bio-diversity across the Borough and educating communities on its benefits. Paragraph 4.3 of the report explained how the ongoing COVID-19 pandemic was impacting actions within the recovery tracker as some services were operating across response, recovery or business as usual mode or, in some cases, across all three. Unfortunately, since writing the report at the beginning of December, the national picture had changed dramatically again which would impact further on the information to be presented at quarter three. Paragraph 3.2 of the report gave a high level overview of service related Key Performance Indicators which were showing a decline in the direction of travel of performance compared to the previous year or not meeting target in the current year. However, it was noted that performance compared to national figures was still good for a number of the Key Performance Indicators. Paragraph 3.4 set out the new Key Performance Indicators, or areas where key indicators were performing particularly well, which included KPI 24: an average of seven days was being taken to process new benefit claims which was below the national average of 17 days; KPI 28: a dramatic reduction had been seen in the average number of sick days per full-time equivalent when compared against last year; KPI 30: 92% of freedom of information requests

received during quarter two were answered within the 20 working day timescale which was above the 80% target; and KPI 31: 42 formal complaints were received of which only three were answered outside of the timescale resulting in 93% being answered in time.

- 56.4 Referring to Paragraph 3.2 of the report, a Member noted that, in terms of direction of travel status, there were eight indicators that were better than last year, 10 which were not as good and three where data was not available and he questioned why the data was not available. In response, the Head of Corporate Services explained that two of those related to Citizens Advice Bureau data which had not been received due to the immense pressure the service had been under; however, he was aware that the data had now been received by the Lead Officer and could be circulated outside of the meeting. In addition, the Member referred to the table at Paragraph 5.2 of the report and questioned what MRP stood for and, at Paragraph 5.4, what the relationship was between Tewkesbury Borough Council and the Ministry of Defence in respect of the income deficit that was highlighted in that paragraph. In response, the Head of Finance and Asset Management explained that MRP was Minimum Revenue Provision which was essentially the amount of money the Council needed to set aside each year to pay back its debt, e.g. it had borrowed money to purchase commercial properties and this was the annual set aside to pay for that. The Chair reminded Officers that the Committee had previously asked for acronyms in reports to be kept to a minimum. In terms of the Ministry of Defence (MoD), the Head of Finance and Asset Management explained that it had been anticipated that an application for the MoD site at Ashchurch was to have been submitted but Officers were now aware that this was not likely in the current financial year hence the deficit reported. The Development Manager confirmed that the Planning Agent had indicated an application was expected, and the fee would be substantial, but this was likely to be in the next financial year. In response to a query about the commercial property in Tipton, the Head of Finance and Asset Management confirmed that the Council had purchased the industrial site in the first quarter of the financial year – it comprised five industrial units which formed the complex now in the Council’s ownership.
- 56.5 During the debate which ensued, the following queries and comments were made in relation to the Council Plan and Recovery Plan trackers:

Priority: Finance and Resources	
P54 – Objective 4b) in-source the management of our homeless property portfolio – a Member noted that bringing the management in-house had been deferred and the contract to manage the properties had been extended - he questioned what the cost to the Council was.	The Head of Finance and Asset Management confirmed that the estimated saving on bringing the service in-house was £18,000 per year; however, the impact on services from COVID-19 had meant it was not possible to manage the properties in-house so the best way to continue provision for the year was to remain with the current contractor.
Priority: Economic Growth	
P61 – Objective 4c) celebrate with partners the significance of 2021 for Tewkesbury – a Member felt the target date of December 2021 seemed very late and questioned whether there was a date in the project plan where the money would not be spent if there	The Community and Economic Development Manager advised that he was in constant communication with the Steering Group, which was a separate organisation that the Council had representation on. The December date was included because there

<p>were no events planned due to the COVID-19 pandemic. Another Member questioned whether local Members would be updated.</p>	<p>would be events taking place throughout 2021. Unfortunately the project had been severely affected by the pandemic and not being able to plan effectively. However there were discussions ongoing about what could be done online – although this would obviously reduce the impact of the events – and looking at whether anything could be moved to 2022 - although that would be difficult given the celebration was about the year 2021. No firm decisions had been made as yet given the ever changing situation.</p> <p>The Community and Economic Development Manager advised that he would ensure all Members were updated via the Member Update when any plans had been confirmed.</p>
<p>Priority: Housing and Communities</p>	
<p>P71, P72 and P73 – KPI 12 – percentage of ‘major’ applications determined within 13 weeks or alternative period agreed with the applicant; KPI 13 – percentage of ‘minor’ applications determined within eight weeks or alternative period agreed with the applicant; KPI 14 – percentage of ‘other’ applications determined within eight weeks or alternative period agreed with the applicant; KPI 17 – investigate Category C cases within 10 working days (risk of material harm to environment or undue harm to residential amenity); and KPI 18 – investigate Category D cases within 15 working days (breaches causing limited material disturbance to local residents or to the environment) – a Member noted that all of these were below target and unlikely to be achieved and he questioned the reasons for this. In particular he queried why there was a problem with the minor applications being determined and what the reasons were for the requests for extension of time. Another Member noted that there had been a shared agreement between Tewkesbury Borough and Gloucester City Councils and he questioned what impact there had been on the Council’s service and</p>	<p>The Development Manager explained that, in terms of minor applications, performance had been extraordinary in quarter one and had now dipped. In relation to the requests for extension of time, this would have been either the Council or the applicant looking for an extension and could be for various reasons. During the first lockdown this was partly due to Officers struggling to get out on site and the amount of processes that needed changing, so Officers had been almost routinely asking for extensions of time, however, whilst they had not been doing that as a matter of routine more recently, the impact of COVID-19 had created some backlog. There were also some capacity issues in both the Planning Admin and Planning Officer teams - primarily from sickness absence – and the service was currently recruiting in both teams to try and address the backlog.</p> <p>The Head of Development Services advised that the Council had a shared agreement with Gloucester City Council but that had now ceased and the Development Manager had returned full-time to Tewkesbury Borough Council. In addition, the Business Transformation Officer had returned to the Borough Council for a</p>

<p>budget now that arrangement had ended. It was also queried whether the targets were too high, and therefore unachievable, and whether the external communications were as good as they should be.</p>	<p>couple of days a week since November – that post was looking to improve some of the processes of the planning service. The Development Manager’s full-time post was within budget and that post coming back full-time had made a difference to the service. The Development Manager had been overseeing how the service had dealt with the COVID-19 pandemic, e.g. ensuring all Officers could work from home and that the virtual Planning Committee was in place, as well as overseeing a number of appeals. The new procedures were now in place and the Development Manager would be focusing on the management of the service to make improvements and ensure it was working efficiently. The Head of Development Services indicated that she was keen to see improvements to the planning service and this was one of her key drivers.</p> <p>In terms of targets, the Head of Development Services confirmed that the national targets had to be met but she would be happy to take a report to Management Team to look at revising the localised targets, which were higher than the national targets, as it was her view that some of the localised targets were unachievable in the current circumstances of the COVID-19 pandemic.</p> <p>The Head of Development Services acknowledged that external communications were not as good as she would like but this was a top priority to address and she hoped to see improvements in the next few weeks.</p>
<p>Priority: Customer First</p>	
<p>P80 – KPI 26 – percentage of Council Tax collected – a Member felt that 57.5% was not very much and implied there were a fair number of people not paying their Council Tax and there seemed to be nothing the Council could do about it because of COVID-19 – she questioned what the knock on effect of that was. Another Member noted that, when the Courts opened, there was likely to be a large strain on</p>	<p>The Head of Corporate Services advised that this was actually only 0.8% down on the projected target but unfortunately the Council was unable to do anything to address it as the Courts were not up and running yet with no date available as to when they would be. Officers were sending out reminders but there was no enforcement action behind it. He understood there were a few thousand</p>

<p>some teams and he questioned whether help would be diverted to them if needed.</p>	<p>summons in the pipeline so when the Courts did reopen the Council would need to obtain Liability Orders. This would put more pressure on the team due to phone calls etc.</p> <p>In terms of the impact on finances of not collecting the Council Tax, the Head of Finance and Asset Management indicated that it was currently estimated there would be a 2% deficit which equated to around £1.2 million in Council Tax – this was not unusual as the Council did have outstanding amounts at every year-end but that was usually collected in the next year which resulted in very few write-offs; however, the period for the next couple of years would most likely be trickier for people paying Council Tax, meaning write-offs may increase but they were not expected to increase dramatically.</p> <p>In terms of irrecoverables, the Council would be making a claim to the government's local tax income guarantee scheme and the team would be trying to recover outstanding amounts when and how they could.</p> <p>Referring to the effect on budget, the Head of Finance and Asset Management confirmed that the Council normally had a surplus on Council Tax that fed into the budget, he felt it was likely to still be in surplus but much reduced – normally the surplus was around £80,000 but it was estimated to most likely be closer to zero; however it was good that current estimates showed it as not being in deficit.</p> <p>The Chief Executive advised that throughout the COVID-19 crisis resources had been redeployed to where they were needed and this would continue, particularly around income collection. Management Team would be reviewing resources around that and the Council would be chasing down debts.</p>
<p>P82 – KPI 29 - food establishment hygiene ratings – a Member noted that there appeared to be an overall increase of 61 premises on the previous year – he felt this was</p>	<p>The Head of Community Services advised that the reason for the increase was that a lot of businesses that would not normally serve food had registered to provide takeaways</p>

surprising and questioned what the reason was. In addition, he was of the view that a target of no more than 5% of businesses having a hygiene rating of three seemed quite low and questioned whether this could be improved.	throughout the pandemic. In terms of the target, he felt it was a fairly good stretch target as it had not always been met in previous years but he was happy to review the target and bring it back to a future meeting.
Priority: Sustainable Environment	
P86 – objective 2b) - improve biodiversity across the Borough and educate communities on its benefits – a Member was very pleased a maintenance plan was being prepared for the Grangefield and questioned whether there was a date when that would be ready and whether it would include seeding.	The Community and Economic Development Manager explained that this was a funding agreement with the European Union which remained in place despite the UK leaving the European Union. The agreement meant the Council had to have the plan in place by the Spring and he would share that with the Councillor when it was ready. In terms of the seeding of wildflowers, he anticipated that would be included in the plan but he would have to take advice from colleagues on seeding times.
P88 – KPI 32 – number of reported enviro-crimes - a Member noted that 580 enviro-crimes had been reported in quarter two which brought the total to 92 this year so far – he questioned whether this was an error.	The Head of Corporate Services confirmed this was an error and the total should read 927.

56.6

The Head of Finance and Asset Management presented Pages. No. 45-51 of the report which contained a summary of the Council's financial performance for quarter two with Appendices 3-6 providing some added detail. He indicated that the report was in the new format of showing the quarter-end position and forecasting the outturn position at year-end which was a more meaningful way to report the situation. This particular forecast though was based on an expected trajectory which had been forecast before the lockdown in November and before the latest lockdown so the outturn position was likely to change as costs rose and income fell – it was possible there may be some additional grants from government but nothing had been indicated as yet. Bearing in mind there was strong potential the forecast outturn was likely to rise, the position at quarter two had shown a deficit of £329,000 which, considering everything that had happened, was quite a strong position. The projection combined the impact of COVID-19 with normal activities and funding made available by government. The table shown at Paragraph 5.2 of the report highlighted how the forecast was constructed with the main elements being savings on salaries across the board, but significant within One Legal, additional expenditure on the COVID-19 response and recovery including payments to the leisure centre during closure, waste and recycling services, rough sleepers, increased staff resources and allocation for recovery. As well as the £1.3 million shortfall on income - the main elements being detailed on Page No. 47 of the report; additional business rates retention was being received from the government which meant this year the Council was collecting 100% against retail and hospitality sectors which would not normally be achieved – this helped the Council's in-year position but manifested into issues in the following year; £1.8 million of additional government funding had been received which included £1.24 million allocated at the

end of quarter two as straight COVID-19 funding, together with an assumption of approximately £500,000 which had been recovered through the sales, fees and charges scheme. Paragraph 5.7 of the report detailed expenditure against the original business grants scheme – whilst a further £3 million had been given to the Council for the November lockdown further allocations would be received for the tier structure and now for the third national lockdown period. Paragraph 5.8 summarised the revenue position with caveats at the end of quarter two as described, with an expectation for the deficit to rise in quarters three and four. However, if the deficit remained at this level (around £600,000) it would be an excellent position given the circumstances. The deficit could be covered by the significant collection fund surplus generated by the release of business rates provisions from Virgin Media appeals. The rest of the report detailed capital expenditure and reserves expenditure as at the end of quarter two.

56.7 Accordingly, it was

RESOLVED That the performance management information for quarter two of 2020/2021 be **NOTED**.

OS.57 CUSTOMER CARE STRATEGY

57.1 The Chair left the meeting and the Vice-Chair took the Chair.

57.2 The report of the Head of Corporate Services, circulated at Pages No. 120-133, detailed the Customer Care Strategy which Members were asked to recommend to the Executive Committee for approval.

57.3 The Corporate Services Manager explained that the new strategy would help raise the profile of customer care and placed importance on the experience of customers and an understanding of how the standard of care influenced their opinion of the Council. It looked at who the Council's customers were, what they were telling the Council, what was meant by customer service and role of the teams within the Council. To ensure the Council was fulfilling its promise to put its customers first, and put them at the heart of what it did, the strategy set out themes and an action plan complemented those themes. The themes highlighted what the Council needed to focus on to achieve a high level of customer satisfaction: introducing a fresh set of customer service standards – this was very useful as it made it clear to customers what they could expect - the main change, identified at Appendix 2 to the report, was that staff were encouraged to take ownership of calls they received as well as the introduction of a reduction in the number of days taken to respond to emails from 10 to five to reflect best practice and meet customer expectations; to make it easier, simpler and more convenient for customers to interact with the Council when requiring a service – the Customer Services Team Leader was supporting changes in the Planning Admin Team to ensure customer care sat at the heart of the service and that first contact resolution was a priority; use feedback from residents to help shape future service delivery – the Citizens' Panel was a useful tool but an extensive residents satisfaction survey was required; make sure staff are equipped with the skills to deliver high quality customer service – this did not come naturally to some people so there was a need to ensure customer service training was available to all; promote channel shift to provide services in a way that was more convenient for customers and less expensive for the Council – by doing this capacity would be freed up to support customers who needed the more traditional methods of communication; and working with partners in the Public Services Centre to ensure customers had a seamless and worthwhile experience when visiting the offices. The Corporate Services Manager explained that, since the COVID-19 pandemic, the way customers contacted the Council had changed and the impacts of that had been managed really well with very little negative feedback. The demand for the Area Information Centres had been very low as customers had been content with phone calls and virtual meetings and it was felt this success

needed to be captured and encouraged but with the recognition that there would always be a need for face-to-face options.

- 57.4 A Member questioned whether the Council undertook any form of observation of customer service delivery and, if so, whether feedback was given to individuals on their performance as well as how success was celebrated. In response, the Corporate Services Manager advised that there was not a corporate-wide method of monitoring feedback but there was a low level of complaints which was good. The Council had online forms which asked for views on the digital services and set out the customer care standards so if the Council fell short the customer could feedback on that. In terms of observations of staff, any issues/compliments would be fed into the Officer's Personal Professional Development session which took place on an annual basis. In addition, the Council's approach to customer care would now be introduced to the induction sessions so all new members of staff understood the importance placed on excellent customer experiences. Compliments were reported back to Management Team as a way of celebrating the success of the Council's interactions with its customers. In response to a query regarding the Citizens' Panel, the Corporate Services Manager confirmed that she would like more people to sign up to join the Panel and it was regularly promoted through the Borough News and social media and she asked Councillors to encourage residents to sign up if they wished to be involved. It was the intention that the Parish Newsletter would be reintroduced shortly, having ceased during the pandemic, and that would also include information about the Citizens' Panel for promotion within the community. In comparison to some other Councils the number on Tewkesbury Borough Council's Panel was quite good but it would be nice to have more. In terms of the residents satisfaction survey undertaken in 2019, the response rate had been far lower than she would have liked. It had been more of a snapshot survey and an in-depth survey was required which Officers were committed to undertaking in line with the recommendation of the Peer Challenge Review report. The Head of Corporate Services confirmed that, if there was to be a cost associated with the undertaking of a survey, this may need to be approved by Members; the last survey had been around five or six years ago and had used a template from LG Inform which had required external expertise to collate the information at a cost of approximately £5,000.
- 57.5 In response to a query regarding the introduction of a target for answering the phones, the Corporate Services Manager advised that this had been considered but it was felt it would be hard to monitor and, actually, most people answered the phone quite quickly which was the reason the strategy focused on what happened when a call was not answered i.e. responding to voicemails etc. A Member noted that he had called earlier that day and had felt the number of options (one to eight) were excessive. He questioned whether the Council gave out reference numbers for customer enquiries. In response, the Corporate Services Manager indicated that reports made through the online system were provided with a reference number but telephone calls probably were not. The Member also noted that he had not received a copy of the most recent edition of the Tewkesbury Borough News and he was unsure whether many people in his village had received it. The Corporate Services Manager undertook to look into this. Another Member advised that there could be an issue with the classification provided to the delivery of the paper by Royal Mail and the Corporate Services Manager advised that she would investigate this as she had not been aware of an issue. In terms of the annual customer training, two sessions had been provided so far and they had received quite a lot of interest from a variety of Officers from different teams across the Council. In respect of it being made mandatory, the Corporate Services Manager was unaware of the Council having mandatory staff training but she would think about the best way to ensure those that needed it were encouraged to take up the opportunity via their managers.

57.6 Accordingly, it was

RESOLVED That the Customer Care Strategy be **RECOMMENDED TO EXECUTIVE COMMITTEE** to be **APPROVED**.

OS.58 COMMUNICATIONS STRATEGY ACTION PLAN REVIEW

58.1 The report of the Corporate Services Manager, circulated at Pages No. 134-142, detailed the progress made on the 2020/21 action plan along with the proposed actions for 2021/22 which Members were asked to note.

58.2 In introducing the report, the Corporate Services Manager explained that the dates in the covering report were wrong and should be 2020/21 and 2021/22. The current strategy set out how to develop communications and ensure the Council was using best practice as well as strengthening the relationship with the public, stakeholders and staff. The action plan had been delivered alongside the day to day work of the Communications Team which included media enquiries, corporate projects, Tewkesbury Borough News, News 4 U, intranet updates and social media. The team was extremely busy and had been instrumental in communicating the Council's response to the COVID-19 pandemic. The Corporate Services Manager felt it was testament to the team they had managed to complete the majority of actions in the plan. Two actions would miss the end of year deadline and one action had not been started and those were set out at Paragraph 3.2 of the report. The action plan for 2021/22 was attached to the report and contained 27 actions which reflected the additional resource within the team as well as adding a new specific 'graphic design' category which would be delivered by the Council's internal graphic designer. The seven areas of focus for the action plan were: proactive communications; digital communications; training; communicating achievements; internal communications; communicating with partners; and graphic design.

58.3 A Member advised that the Town and Parish Councils had really appreciated the bulletins that had been provided during the COVID-19 pandemic and asked that her thanks be passed onto the team. Accordingly, it was

RESOLVED That the progress made on the 2020/21 action plan be **NOTED** and that the actions for 2021/22 be **APPROVED**.

The meeting closed at 6:00 pm

EXECUTIVE COMMITTEE FORWARD PLAN 2020/21

REGULAR ITEM:

- **Forward Plan – To note the forthcoming items.**

<p><u>Additions to 3 February 2021</u></p> <ul style="list-style-type: none"> • Customer Care Strategy – recommendation from Overview and Scrutiny Committee. <p><u>Deletions from 3 February 2021</u></p> <ul style="list-style-type: none"> • Council Tax Discount for Care Leavers – Not required.

Committee Date: 3 March 2021			
Agenda Item	Overview of Agenda Item	Lead Officer	Has agenda item previously been deferred? Details and date of deferment required
Treasury and Capital Management (Annual)	To approve and recommend approval to Council, a range of statutorily required policies and strategies relating to treasury and capital management.	Head of Finance and Asset Management.	Yes – from January 2021 meeting.
Financial Update - Quarter Three 2020/21.	To consider the quarterly budget position.	Head of Finance and Asset Management.	Yes – from February 2021 meeting.
Civil Penalty Notice and Rent Payment Order Policy.	To approve the Policy.	Interim Environmental Health Manager.	No.
Confidential Item: Irrecoverable Debts Write-Off Report (Quarterly).	To consider the write-off of irrecoverable debts.	Head of Corporate Services.	Yes – from February meeting.
(To be considered in private because of the likely disclosure of exempt information as defined in Paragraph 3 of Part 1 of Schedule 12A to the Local Government Act 1972 – Information relating to the financial or business affairs of any particular person (including the authority holding that information)).			

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Agenda Item 5

Committee Date: 31 March 2021

Agenda Item	Overview of Agenda Item	Lead Officer	Has agenda item previously been deferred? Details and date of deferment required
Council Plan Performance Tracker and COVID-19 Recovery Tracker – Quarter Three 2020/21. (Previously Performance Management Information)	To receive and respond to the findings of the Overview and Scrutiny Committee's review of the quarter three performance management and recovery information.	Head of Corporate Services.	No.
Council Plan 2020/24 Refresh (Annual).	To consider the Council Plan and make a recommendation to Council.	Head of Corporate Services.	No.
High Level Service Plan Summaries (Annual).	To consider the key activities of each service grouping during 2019/20.	Head of Corporate Services.	No.
COVID-19 Corporate Recovery Plan Refresh	To consider the COVID-19 Corporate Recovery Plan.	Deputy Chief Executive.	No.
Trade Waste Service Business Case	To receive a recommendation from the Overview and Scrutiny Committee.	Head of Community Services	No.
Proceeds of Crime and Anti-Money Laundering Policy.	To approve the Money Laundering Policy following a recommendation from the Audit and Governance Committee.	Head of Corporate Services.	Yes – Moved from November meeting to enable consideration by the Audit and Governance Committee in March.

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PENDING ITEMS

Agenda Item	Overview of Agenda Item
Shopfronts Supplementary Planning Document (SPD).	To agree the document for the purposes of consultation.
Spring Gardens Regeneration Phase 1a report.	To agree the recommendation of the preferred option for the regeneration of Spring Gardens.
Parking Strategy Review.	To consider the recommendations from the Overview and Scrutiny Committee.
Parking Strategy Review.	To consider the statutory responses to the Parking Strategy Review.

OVERVIEW AND SCRUTINY COMMITTEE WORK PROGRAMME 2020/21

REGULAR ITEMS:

- **Executive Committee Forward Plan**
- **Overview and Scrutiny Committee Work Programme 2020/21**

<u>Additions to 9 February 2021</u>			
<u>Deletions from 9 February 2021</u>			
Committee Date: 9 March 2021			
Agenda Item	Overview of Agenda Item	Lead Officer	Has agenda item previously been deferred? Details and date of deferment required
Council Plan Performance Tracker and COVID-19 Recovery Tracker – Quarter 3 2020/21	To review and scrutinise the performance management and recovery information and, where appropriate, to require response or action from the Executive Committee.	Head of Corporate Services	No.
Trade Waste Service Business Case	To consider the options and make a recommendation to Executive Committee.	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 (9 February 2021).	N/A	No.
Gloucestershire Health Overview and Scrutiny Committee Update	To receive an update from the Council's representative on matters considered at the last meeting (2 March 2021).	N/A	No.

Committee Date: 6 April 2021			
Agenda Item	Overview of Agenda Item	Lead Officer	Has agenda item previously been deferred? Details and date of deferment required
Depot Services Working Group Update	To receive the biannual update on the progress of the Depot Services Working Group.	Head of Community Services	No – however, this will be the first update to the Committee as a prior update has been removed from the meeting on 13 October.
Housing Strategy Review Monitoring Report	To consider the progress made in respect of the outcomes identified in the Housing Strategy Action Plan. To approve the revised Housing Strategy prior to consideration by Executive Committee/Council.	Head of Community Services	Agreed at Overview and Scrutiny Committee on 13 October to roll Strategy over for another year until March 2022.
Customer Care Strategy	To consider the progress made in relation to the actions contained within the Customer Care Strategy 2020/21 and to endorse the action plan for 2021/22.	Corporate Services Manager	No. – Update now scheduled for 12 January 2021 so this item will not be needed until April 2022.
Overview and Scrutiny Committee Annual Report 2020/21	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.
Gloucestershire Police and Crime Panel Update	To receive an update from the Council's representative on matters considered at the last meeting (23 March 2021).	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 (10 March 2020).	N/A	No.

Committee Date: 6 April 2021			
Agenda Item	Overview of Agenda Item	Lead Officer	Has agenda item previously been deferred? Details and date of deferment required
Growth Hub Presentation.	To receive a presentation on the Growth Hub performance during 2020/21 and its support to economic growth in the Borough.	Economic and Community Development Manager.	Yes – deferred from February 2021.

PENDING ITEMS	
Agenda Item	Overview of Agenda Item
Council Tax Reduction Scheme Review	To approve Terms of Reference and establish membership of the Working Group. To endorse Working Group report and recommend it to the Executive Committee/Council for adoption <i>Review previously scheduled to commence in April 2020, postponed as not appropriate in current climate.</i>
Presentation from Severn Trent Water	Date to be agreed once work has finished (August 2020?) - To receive a presentation from Severn Trent Water on the works carried out to the Severn Ham as a result of the Scrutiny Review of Water Supply Outage – as agreed by the Overview and Scrutiny Committee at its meeting on 10 September 2019.
Update on Local Policing Arrangements	To receive an update from the Police on local arrangements.
Parking Strategy Review	To review consultation responses and make a recommendation to the Executive Committee.
Community Services Improvement Plan	To consider the progress made against the Community Services Improvement Plan.
Lessons learned review following the COVID-19 pandemic.	To receive a document setting out lessons learned.

ITEMS FOR INCLUSION IN 2021/22 WORK PROGRAMME	
June 2021 – Corporate Policies and Strategies	To consider the corporate policies and strategies and identify which will be reviewed by the Committee during 2020/21. <i>Annual item but removed from 2020/21 work programme as unlikely to have capacity for additional reviews this year.</i>
June 2021 - LGA Peer Challenge Report Action Plan	To monitor implementation of the action plan.
June 2021 - Private Rented Housing Sector Scheme	To receive a report on progress of the Private Rented Housing Sector Scheme (as agreed at the O&S meeting on 10 March 2020).
July 2021 – Climate Change Strategy Annual Report	To receive the annual report on the work of the Climate Change and Flood Risk Management Group. <i>Annual report required 12 months after carbon audit and indicative action plan considered by Council.</i>
September 2021 – Development Services Improvement Plan	To receive an update on the outcomes of the customer satisfaction survey on experience of planning application process and the pre-application planning advice service and, if relevant, an explanation on any outstanding actions <i>Due to be taken to 16 June 2020 but delayed to allow time for the Technical Planning Manager to work with the team, including the new Head of Development Services, on survey results following decision for Business Transformation Manager to move to Gloucester City Council full-time.</i>
March 2022 – Housing Strategy Review	To approve the revised Housing Strategy prior to consideration by Executive Committee/Council. <i>Due to be considered at the meeting in April 2021 but at the Committee on 13 October 2020, it was agreed to roll the Strategy over for a further year until March 2022.</i>

TEWKESBURY BOROUGH COUNCIL

Report to:	Overview and Scrutiny Committee
Date of Meeting:	9 February 2021
Subject:	Formal Complaints Policy
Report of:	Head of Corporate Services
Corporate Lead:	Chief Executive
Lead Member:	Lead Member for Customer Focus
Number of Appendices:	Two

Executive Summary:

A review of our formal complaints policy has resulted in a new 'Have Your Say' approach being proposed, which will sit alongside our formal complaints policy.

The Have Your Say approach introduces four 'Cs': Compliments, Comments, Concerns and Complaints.

This report provides Members with details of the formal complaints review, the new 'Have Your Say' approach, as well as how the new digital platform will help the Council to ensure feedback from customers is responded to appropriately and the process is as streamlined and simple as possible.

Recommendation:

To endorse the proposed new, Have Your Say approach and formal complaints policy, and RECOMMEND TO EXECUTIVE COMMITTEE to be APPROVED.

Reasons for Recommendation:

Our Have Your Say approach and our formal complaints policy will ensure that all feedback from residents is managed effectively and that it gets responded to in a timely manner, with lessons being learned where possible.

The supporting digital system will provide an even better customer experience, and some additional benefits for our reporting capability too.

Resource Implications:

The outcome arising from complaints handling, including the findings of the Local Government and Social Care Ombudsman, may impact upon the resources of the authority.

Legal Implications:

None directly arising from this report.

Risk Management Implications:

If complaints are not handled in accordance with the formal complaints policy and the Council does not learn from the complaints received, then there is a potential reputational risk to the Council's reputation.

Performance Management Follow-up:

Our new digital system will allow for more detail to be provided on customer feedback, which will be reported to Overview and Scrutiny on an annual basis and quarterly to the Corporate Management Team.

Environmental Implications:

None directly arising from this report.

1.0 INTRODUCTION/BACKGROUND

- 1.1** Our current formal complaints policy was introduced in 2016 following an audit review, which found the previous complaints process to be flawed with many different ways of formal complaints being recorded. The new process introduced in 2016 offered a clear policy as well as an online system where customer could log their complaints, and officers could respond, report and learn from them.
- 1.2** As it has been four years since our current policy was introduced, and because we are now moving over to a new digital platform, it was felt prudent to carry out a review of our complaints policy and system.
- 1.3** Encouragingly, the number of complaints we receive each year is low – and that indicates to us that, on the whole, customers are satisfied with how we run things. However, we are not a Council to rest on our laurels, and our complaints review introduces new ways for customers to give us feedback to ensure we are capturing all issues.

2.0 A NEW HAVE YOUR SAY APPROACH

- 2.1** Following a discussion with Members at Overview and Scrutiny Committee, it was agreed that introducing more ways for customers to feedback to us would give us a clearer picture of residents' satisfaction, and would prevent some issues which are currently logged as formal complaints to be treated more as a service issue – for example one-off missed bin reports.
- 2.2** In a follow-up conversation with Officers, Councillor J Smith put forward the suggestion of introducing four Cs – compliments, comments, concerns and complaints - an approach successfully used in the NHS.
- 2.3** It was agreed that by introducing the four Cs, we would be encouraging a range of feedback from customers, while at the same time ensuring that feedback is responded to in the appropriate way.

2.4 The description for our four Cs is attached at Appendix 1. This document will support the information on the Have Your Say approach on our website, and we will also promote it more widely on social media and through posters to Parish Councils and libraries once it is appropriate to do so.

2.5 The only feedback channel which requires a supporting policy is the formal complaints due to the statutory process we are required to follow, and our new complaints policy is attached at Appendix 2.

3.0 FORMAL COMPLAINTS POLICY

3.1 Our new formal complaints policy is largely based on our previous policy. It sets out what the customer should expect when they complain, and how and in what timescale we will manage and respond to the complaint. It also details how any appeals will be managed and responded to. The policy was developed in accordance with guidance from the Local Government and Social Care Ombudsman, to ensure compliance with audit recommendations and data protection requirements.

3.2 In terms of changes from our previous policy, the policy attached at Appendix 2 has been updated to ensure clarity on a number of issues including:

1. What cannot be dealt with under our formal complaints policy.
2. Accepting formal complaints via email (our previous policy did not accept them in this format).
3. Further detail around our process for handling stage 2 complaints.

4.0 MONITORING OF COMPLAINTS ON OUR NEW DIGITAL PLATFORM

4.1 We currently use a case management system to ensure that all complaints are handled to the same standard, and their progress is monitored so that responses are sent within the correct timeframe. As part of this process, our Corporate Services Officer monitors the progress of complaints and ensures they are responded to on time and any lessons learned are recorded.

4.2 Our new digital platform will replace this case management system and offer the following additional benefits:

1. Customers will be given the option to log their issue as a concern or comment before accessing the formal complaints system – and the benefits of doing this will be highlighted. It will also be made clear to customers that if they wish for the Local Government and Social Care Ombudsman to consider their issue, then it must be dealt with through our formal complaints system first.
2. Customers will choose which service area their complaint is sent to from a detailed drop-down list. This will ensure the complaint reaches the appropriate officer sooner than it currently does. At the minute, complaints are triaged by Customer Services but this can add an unnecessary delay during busy periods.
3. If the officer receiving the complaint does not feel it has been allocated correctly, they will have the option to reallocate it.
4. Currently the allocation of stage 2 complaints are dealt with outside of the system, but the entire process will now be done through our new digital platform – allowing for quicker response times, better monitoring and improved reporting.
5. The level of reporting will be vastly improved, including the option for Members to receive details on the number and type of complaints in their ward and not just at borough level.

5.0 OTHER OPTIONS CONSIDERED

5.1 None.

6.0 CONSULTATION

6.1 Not applicable.

7.0 RELEVANT COUNCIL POLICIES/STRATEGIES

7.1 Council Plan 2020 to 2024.

Digital Strategy.

Customer Care Strategy.

8.0 RELEVANT GOVERNMENT POLICIES

8.1 None.

9.0 RESOURCE IMPLICATIONS (Human/Property)

9.1 Managed within current resources and budget.

10.0 SUSTAINABILITY IMPLICATIONS (Social/Community Safety/Cultural/ Economic/ Environment)

10.1 None.

11.0 IMPACT UPON (Value For Money/Equalities/E-Government/Human Rights/Health And Safety)

11.1 None.

12.0 RELATED DECISIONS AND ANY OTHER RELEVANT FACTS

12.1 None.

Background Papers: None

Contact Officer: Corporate Services Manager Tel: 01684 272291
Email: clare.evans@teWKesbury.gov.uk

Appendices: 1. Have your Say.
2. Complaints Policy.

Have your say ...

compliments,
comments,
concerns and
complaints

We welcome feedback and we use it, where possible, to help us improve future council services.

We want to hear from you when you think we have done a decent job but also when you feel we could have done better. You can be assured that you will be:

- Listened to.
- Treated honestly, fairly, and politely.
- Given help and advice as quickly as we can.
- Your individual needs and right to privacy will be respected.
- Kept informed about what is happening.

Every assistance will be given for those with specialist needs (e.g. interpreting services) to accommodate all those who may wish to raise a concern. All complainants will be treated fairly, regardless of race, age, gender, disability, sexual orientation, or religious views.

You have the option to provide us with a compliment, comment, concern, or complaint – and an explanation for what each of these are, is below:



Compliments

A compliment is a polite expression of praise or admiration for a service received. A compliment could be about a person, a team, a service, a single event, or a chain of circumstances that made your experience a positive one.

If you would like to submit a compliment, visit [\(insert link to new form\)](#)

An example of a concern is if your bin has been missed on more than one occasion.

When a concern is raised, if it needs investigating to resolve the issue, we will let you know this and provide an appropriate timescale.

If you would like to submit a concern, visit [\(insert link to new form\)](#).



Comments

A comment is a verbal or written remark expressing an opinion or reaction about a standard of service, policy or decision made by Tewkesbury Borough Council. You will receive an automatic reply to let you know we have received your comment, but you may not receive a response from us unless you tick the box requesting one.

If you would like to submit a comment, visit [\(insert link to new form\)](#)



Complaints

A formal complaint is an expression of dissatisfaction that requires a formal response about the standards of service, actions, or lack of action, by the council or our staff. For example, where:

- We have not responded to a service request or we have failed to deliver a service to you.
- The service we delivered did not meet your expectation.
- You were treated in an unprofessional manner.

All formal complaints are dealt with in accordance with our formal complaints policy [\(insert link to policy\)](#).

You will receive a response within 20 working days of when your complaint is acknowledged. If you have gone through our complaints process but are still not satisfied, you have the option to contact the Local Government Ombudsman.

If you would like to submit a formal complaint, visit [\(insert link to new form\)](#)



Concerns

Raising a concern allows you tell us about something which is bothering you, but you don't feel it needs to go down our more formal complaints procedure route. This might be something that you need further advice or information on – concerns are sent directly to the service area your concern is relating to so they can investigate it as quickly as possible. There isn't a specific response time set, but we do aim to respond to all concerns within five working days.



Formal Complaints Policy

2021

Formal Complaints Policy

This policy outlines our approach for dealing with and responding to formal complaints.

Customer care is a priority for us, and we aim to deliver our services in a way that meets our customers' expectations. However, we know that sometimes things can go wrong. We try to encourage our customers to tell us when this happens so that we can put it right and learn lessons to prevent it from happening again.

Our formal complaints process sits within our 'Have Your Say' approach - where we offer our customers a range of ways to let us know how we're doing – you can give us a compliment, comment, concern, or complaint.

To find out more, visit our 'Have Your Say' website page. (insert link when live).

What is a formal complaint?

A formal complaint is an expression of dissatisfaction that requires a response about the standards of service, actions or lack of action, by the council or its staff.

For example, where:

- We have not responded to a service request or we have failed to deliver a service to you.
- The service we delivered did not meet your expectation.
- You were treated in an unprofessional manner.

What if my issue isn't classed as a formal complaint?

Some issues which might appear to be formal complaints have to be dealt with under separate statutory procedures, these include:

- Complaints about councillors. Please contact our monitoring officer on 01684 295010 or email customerservices@tewkesbury.gov.uk.
- Allegations of financial impropriety or criminal activity by the council. Please contact our Section 151 officer and/or an internal auditor, monitoring officer or chief executive. You can do this on 01684 295010 or email customerservices@tewkesbury.gov.uk
- Where there is a separate appeal process then that specific appeals process should be followed e.g. licensing, housing allocations, planning, or parking fines.
- Complaints about national government policy.

What else cannot be dealt with under our formal complaints process?

- We do not consider anonymous complaints.
- If you disagree with the result of a process that has a dedicated appeal mechanism, we cannot accept it as a formal complaint. This includes objecting to planning applications and appealing against parking charge notices.

- Complaints about formal decisions taken by committee or those delegated to staff.
- Complaints against councillors and parish councillors.
- Appeals against decisions on business rates, housing allocations, council tax or housing benefit.
- Appeals against food business inspection results.
- Cases where a more immediate response can be given – for example a missed bin can quickly be reported through our website.

There are some things we cannot change, and they are:

- If our actions are required by law or national policy.
- If our actions were determined properly following our policies and procedures. For example, following planning, licensing, and Council decisions.

How do I make a formal complaint?

Before using our formal complaints process, please consider if it might be more appropriate to submit a comment or concern – comments and concerns are less formal, but we still take them seriously, and we aim to respond to them within five working days. This can often result in a quicker response time than submitting a formal complaint.

Formal Complaints Policy

The easiest and quickest way to make a formal complaint is to use our online formal complaints form:
www.tewkesbury.gov.uk/make-a-formal-complaint

Alternatively, complaints can be made in writing to:

Complaints,
Customer Services,
Tewkesbury Borough Council,
Public Services Centre,
Gloucester Road,
Tewkesbury.
GL20 5TT.

We do not accept complaints over the phone or social media.

We treat all complaints with respect and in confidence. Any personal data gathered as part of a formal complaint will be handled in accordance with the council's Data Protection Policy.

We may share some personal data, where necessary, with third parties where it is appropriate for investigating and resolving a complaint.

What happens once I have submitted my complaint?

Stage One – investigation by service manager

All formal complaints get logged onto our complaints system. The system is used for recording all actions taken during the complaint investigation. Each complaint will be given a unique reference.

We will send you an acknowledgement within three working days of receiving your complaint.

Your complaint will be passed to the relevant service manager for investigation. We aim to respond fully to your complaint as soon as possible and within 20 working days. If your complaint requires a lot of investigation, then we may take longer but we will always keep you informed.

If the complaint is about a service which we do not directly provide, or where this is an alternative appeals process, then we will respond to you with contact details for the organisation responsible.

To help us to investigate your complaint we would ask you to:

- Provide as much detail as possible.
- Allow the council to conduct the investigation and respond in line with the timescales shown in this policy.
- Ensure reference numbers are supplied should you need to contact us during the investigation.
- Follow our process and move to the Ombudsman if you are still unhappy.
- Not be aggressive or abusive to council officers.

A full written response will be sent to you as soon as possible and within 20 working days. There may be times when we might not be able to meet this target, particularly when a complaint requires significant investigation, in such cases we will get in touch and agree a response date.

Our response will include:

- Our decision.
- Any action we will be taking.
- Any remedy we may make.
- Details relating to stage 2 of our complaints procedure.

Stage 2 – investigation by an independent head of service

If you are not happy with our response, you can ask us to review your complaint again. You must do this in writing within 30 calendar days of our response.

Your request should include:

- Your complaint reference number.
- Details of why you disagree and what you would like us to reconsider.

Once we receive your stage two complaint, we will acknowledge your request for a second investigation and inform you of the name and contact details of the officer assigned to the complaint.

Your complaint will be investigated by a head of service who has no operational responsibility for the service in which the complaint relates to.

Formal Complaints Policy

We aim to respond fully to your stage two request for a review as soon as possible and within 20 working days.

If your request requires a lot of investigation, then we may take longer but we will always inform you of this.

Our response will include:

- Our decision
- Any action we will be taking
- Any remedy we may make
- Details of who to contact to take your complaint further if you are still unhappy with the result.

Please note that once stage two has been completed any further correspondence addressed to the council will be directed to the service manager for their response.

Ombudsman

We really hope we can resolve any complaints you might have. If, however, you are unhappy with the action we have taken under stage 1 and stage 2 of our complaints process you may want to contact the, Local Government and Social Care Ombudsman using its online complaint form or phone them via 0300 061 0614.

Alternative you can visit their website at www.lgo.org.uk

Informing ward councillors

Borough councillors are always keen to understand the concerns of residents within their wards. To help them with this it is the responsibility of the investigating officer, where relevant, to inform ward councillors of the complaint without revealing personal details of the complainant. For your information, a list of ward councillors can be found on our website.

Learning from customer feedback

The learning from complaints is monitored by our Corporate Management Team and Overview and Scrutiny Committee.

All formal customer complaints are recorded onto our complaints system. Data is collated and shared across the council to show performance trends and review how we handle and respond to customer feedback.

Please be assured that none of the personal information recorded on the council's complaints system is used in the feedback collated for the purpose of learning.

Learning from complaints is also used to improve services. For example,

- Service managers making operational improvements in response to specific complaints.
- Finding elements of a complaint which may be present in the delivery of other services; and ensuring that the actions are applied

across the council.

- Regular review of upheld complaints for each service area to identify areas that need addressing
- Development of actions plans to improve services, based on specific issues or trends in complaints.

Remedy for formal complaints

We will always try to put things right – and we will do this as soon as possible to minimise the inconvenience to you.

We will acknowledge the fault and apologise, explain what went wrong, what we will do to prevent it happening again and, if appropriate, we will also provide a remedy in the form of:

- Specific action – all lessons learned (including recommendations for improvement and/or staff training) should be considered and implemented by the appropriate team and any action resulting from the lessons learned should be fed back to the complainant.
- Financial settlement and/or refund – reimbursing the person affected (in full or in part) for actual, measurable financial loss, which has directly resulted from the complaint.

Where it is felt that financial compensation is appropriate we will refer to the Local Government and Social Care Ombudsman's

Formal Complaints Policy

latest guidance on Good Practice on Remedies. This will be used as a guide in determining the actual amount of financial settlement and these will be paid as soon as possible following the decision to pay.

The relevant service manager/ head of service will be responsible for determining the appropriate remedy, including financial settlements/refunds up to £1000. Any financial remedy in excess of £1000 will be referred the lead member for the service in which the complaint relates to and the lead member for customer focus, to agree the appropriate approach, and the lead member will be notified. A financial remedy can only be paid once you have notified us that you wish to accept it.

Unreasonably persistent and vexatious complaints

Generally, dealing with a complaint is a straightforward process but in a minority of cases people pursue their complaints in a way which can either impede the investigation or have significant resource issues for the council.

These actions can occur while the complaint is being investigated, or once the investigation into the complaint has concluded. For this reason, we use the terms 'unreasonably persistent complaints' or 'vexatious' complaints.

Where a complaint of this nature is received, it will be carefully considered by either the head

of service and/or the monitoring officer, to ensure that no new issue has been brought to the council's attention that should be pursued.

Once the complaint has been considered, it may result in the complaint not being investigated. Where this happens, the complainant will be advised of the reasons by the head of service or the monitoring officer.

Confidentiality and data protection

Any personal data provided to us will be managed in line with the requirements of the General Data Protection Regulation 2018. We will use this information to respond to you and improve our services.

Personal data will be kept anonymous when we produce and share information about complaints with other services, our Overview and Scrutiny Committee and Management Team (for reviewing) and partners.

Personal information will be shared with council officers when complaints are being investigated /assessed.

More information on our Privacy Notice can be found here www.tewkesbury.gov.uk/council-privacy-data-functions/monitoring-of-complaints.

Any data we keep will be retained for two years after the end date of the complaint process and thereafter destroyed.

If you are unhappy with our handling of personal data, you have a right to complain to the Information Commissioner's Office (ICO).

Their contact details are:

www.ico.org.uk/make-a-complaint
or phone their helpline on: 0303 123 1113

Safeguarding

If a complaint or allegation is made against a member of staff, elected member or volunteer working on behalf of the council, which relates to the safeguarding of children or adults, the matter should be referred initially to our lead safeguarding officer on 01684 295010.

If any complaint or allegation is substantiated and the person is dismissed, resigns, or ceases to provide his/her service, or we cease to use the person's services, the team manager responsible for corporate services will refer the allegation details directly to the Disclosure and Barring Service.

TEWKESBURY BOROUGH COUNCIL

Report to:	Overview and Scrutiny Committee
Date of Meeting:	9 February 2021
Subject:	Gloucestershire Health Overview and Scrutiny Committee – 2021/22 Financial Contribution
Report of:	Head of Corporate Services
Corporate Lead:	Chief Executive
Lead Member:	Lead Member Organisational Development
Number of Appendices:	None

Executive Summary:

As a member of the Gloucestershire Health Overview and Scrutiny Committee (GHOSC) the Council has made a contribution to the running costs since 2002. Executive Committee, at its meeting held on 5 October 2011, agreed that:

- A contribution of £2,500 remain in the Council's base budget to be paid subject to the borough Council's Overview and Scrutiny Committee undertaking an annual review.
- As well as receiving regular reports from the Council's representative, the Overview and Scrutiny Committee considers on an annual basis, the effectiveness of the Council's continued involvement in Gloucestershire Health Overview and Scrutiny Committee and whether value for money is being achieved for the contribution paid.

Subject to this review, and the Overview and Scrutiny Committee being content, payment of the contribution would be authorised.

Recommendation:

- 1) To consider the effectiveness of the Council's continued involvement in the Gloucestershire Health Overview and Scrutiny Committee.**
- 2) That, subject to the Committee being satisfied that value for money is being achieved, officers be authorised to make the payment of £2,500 from the Council's base budget.**

Reasons for Recommendation:

The Council continues to support its commitment to health improvement, to act as an advocate for the borough's communities, and continue working in partnership with other public bodies within the county.

<p>Resource Implications:</p> <p>The £2,500 contribution is included within the Council's budget.</p>
<p>Legal Implications:</p> <p>None directly arising from this report.</p>
<p>Risk Management Implications:</p> <p>Not being part of the Gloucestershire Health Overview and Scrutiny Committee would reduce the Council's ability to influence health related issues within the borough.</p> <p>In view of the fact that all other Gloucestershire districts contribute, there would be a potential reputational issue if the Council did not.</p>
<p>Performance Management Follow-up:</p> <p>Regular feedback is given to Overview and Scrutiny Committee by the Council's representative.</p>
<p>Environmental Implications:</p> <p>None.</p>

1.0 INTRODUCTION/BACKGROUND

- 1.1 In 2003, when the County set up the then, Health, Community and Care Overview and Scrutiny Committee it was agreed to involve the district Councils, and since that date all districts have made a contribution to the running costs. The contribution covers the administrative expense of running the Committee. There is wide coverage of health and care related issues and an officer with specialist knowledge is essential for the Committee to operate effectively. For information, following a review of scrutiny at the County, the scrutiny of adult social care and public health no longer falls within the remit of this Committee. These issues are overseen by a new Adult Social Care and Communities Committee.
- 1.2 The Executive Committee, at its meeting of 1 October 2008, approved payment for three years commencing April 2008. A further report was taken to Executive Committee on 5 October 2011, to agree a way forward, as the 3-year approval period had elapsed. At this meeting, Executive Committee agreed:
- A contribution of £2,500 remain in the Council's base budget to be paid subject to the borough Council's Overview and Scrutiny Committee undertaking an annual review.
 - As well as receiving regular reports from the Council's representative, the Overview and Scrutiny Committee considers on an annual basis, the effectiveness of the Council's continued involvement in Gloucestershire Health Overview and Scrutiny Committee and whether value for money is being achieved for the contribution paid.

2.0 GLOUCESTERSHIRE HEALTH OVERVIEW AND SCRUTINY COMMITTEE

2.1 This is a County Council function but throughout it has included representatives from each district Council. It was decided that the principle behind health overview and scrutiny was to produce a model that involved cross-Council co-operation and the effective joining up of the health agenda in the promotion of community development. This model is recognised nationally as best practice.

2.2 Councillor J Smith is the Tewkesbury Borough Council representative on the Committee and reports regularly to the Council's Overview and Scrutiny Committee on the activities of the Health Overview and Scrutiny Committee. Gloucestershire County Council has verbally confirmed that other Gloucestershire districts all intend to continue with their contribution.

3.0 WORK OF THE HEALTH OVERVIEW AND SCRUTINY COMMITTEE

3.1 During 2020/21 the Committee received a wealth of presentations, monitoring reports, performance reports and financial reports from organisations within the health sector.

These included:

- Gloucester Clinical Commissioning Group performance reports.
- One Gloucestershire Integrated Care System report.
- COVID-19 temporary service changes.
- Winter planning – sustainability and surge management plan.
- Gloucester Clinical Commissioning Group Clinical Chair's and Accountable Officer's report.
- Forest of Dean Community Hospital – proposals and outline plan for a new community hospital.
- Fit for the Future – future provision of urgent and specialist hospital care in Gloucestershire.
- Community Phlebotomy Services – changes and future plans of the service.
- Gloucestershire Workforce – overview of the workforce across the Integrated Care System (joint meeting with Adult Social Care and Communities Scrutiny).
- Director of Public Health update – response to COVID-19 pandemic.
- South West Ambulance Service Performance update.

All Agenda and reports can be accessed here:

<https://glostext.gloucestershire.gov.uk/ieListMeetings.aspx?CId=772&Year=0>

4.0 CONCLUSION

4.1 The Gloucestershire Health Overview and Scrutiny Committee has considered a wide range of scrutiny work during 2020/21 which has contributed to improving health and care services across the whole of the county. Elements of this work impacts in Tewkesbury Borough and this Council's engagement with the Committee has allowed local views to be represented to and considered by the Committee in its deliberations.

4.2 Continued membership of Gloucestershire Health Overview and Scrutiny Committee will allow the Council to maintain its influence on important health issues. Through membership, this Council is able to act as an advocate for the communities in the Borough.

5.0 OTHER OPTIONS CONSIDERED

5.1 None.

6.0 CONSULTATION

6.1 None.

7.0 RELEVANT COUNCIL POLICIES/STRATEGIES

7.1 None directly.

8.0 RELEVANT GOVERNMENT POLICIES

8.1 The Localism Act promotes joint working and the need for local Councils to act as advocates for its communities.

9.0 RESOURCE IMPLICATIONS (Human/Property)

9.1 £2,500 annual contribution.

10.0 SUSTAINABILITY IMPLICATIONS (Social/Community Safety/Cultural/ Economic/ Environment)

10.1 None.

11.0 IMPACT UPON (Value For Money/Equalities/E-Government/Human Rights/Health And Safety)

11.1 Involvement in Gloucestershire Health Overview and Scrutiny Committee helps to identify and improve any health, care and wellbeing issues.

12.0 RELATED DECISIONS AND ANY OTHER RELEVANT FACTS

12.1 None.

Background Papers: None.

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Appendices: None.

Gloucestershire Health Overview and Scrutiny Committee –

12th January 2021

The meeting was held virtually – As usual, the agenda and various reports can be viewed on the Gloucestershire County Council website. Reading the ones of particular interest is recommended, as this is a brief overview.

South West Ambulance Service Performance Update

Points of note:- The Hospitals Trust have taken on an Ambulance Liaison Officer to co-ordinate ambulances arriving and leaving the hospitals. In the performance report, handover of Patients to the hospital has been slower during the pandemic and this is hoped to help this situation.

The report showed a slight decrease in response time of Category 1 and 2 call outs, particularly in the Cotswolds. This is being looked into.

Fit for the Future Interim Report

This report is published on 'One Gloucestershire website' and can be viewed following the link <https://www.onegloucestershire.net/yoursay/>

In the Appendices you can read the full survey report or an easy read version.

New Forest of Dean Community Hospital Consultation

Output of the consultation can be found at www.fodhealth.nhs.uk

Drivers for change were that two much loved elderly hospital buildings have been proving very costly to maintain, and bring up to current Covid compliant standards. Although local opinions were not strongly in support of a new hospital, this needs to happen. New facilities and diagnostics within the forest were supported, not so much support for beds and emergency care being at one site in Cinderford. Lydney is to have a new community based facility to serve that part of the forest, so emphasis is getting the services needed correct in that area. Conversations are to continue with the people of Lydney.

Beds in both the current hospitals in Lydney and Cinderford cannot be guaranteed as Covid safe.

Gloucestershire Clinical Commissioning Group Performance Update

Covid Update

Information given on the 12th January. Infections still increasing as are Covid positive admissions. Enormous pressures reported. Felt the worse is yet to come.

Support required discharging patients ASAP, with support packages or to community hospitals. Adult Care working well with the Hospitals Trust to enable this. The Home First service has doubled its staffing and staffs have been redeployed from other areas. The NHS care family as a whole is said to be working outstandingly at the present.

Primary Care – Business as usual, but increased pressures with staff sicknesses. Some staff deployed to help with Community Vaccination programme.

There are 200 plus patients in the community in a virtual Covid Ward, being monitored daily, to hopefully reduce admissions. Patients admitted if deteriorate and Oxygen levels drop.

Long Covid clinics are being piloted, following a National Directive and in conjunction with some GP practices.

Staff on community visits can't see as many people as they used to due to the Covid secure arrangements slowing things down. Staff are being vaccinated this week.

One Gloucestershire Integrated Care System (ICS) Lead Report

There are 10 Vaccination hubs being run by Primary Care. Staff vaccination hub is at Redwood centre Gloucester Royal Hospital, for all care staff and NHS staff.

Gloucestershire is on target to achieve vaccinating the top 4 groups by mid February. The first injection can give 89% cover and the second injection is for longevity so not such a priority. Trying to get the first vaccination to all initially.

There is a National booking system for the vaccination programme so that no one can fall through the net.

GCCG Clinical Chair/Accountable Officer Report

Some key points:-

Gloucestershire has worked well to ensure the continued provision of urgent cancer treatment and essential patient support. Key priorities are:- 1. Restoring the numbers of people coming forward and being appropriately referred on an urgent cancer pathway. 2. Managing the intermediate growth in people requiring cancer diagnosis and /or treatment. The performance report is positive on all aspects of Cancer care.

Flu vaccination uptake this year has been good, and the South West has seen low levels of flu in the population.

Integrated Care Systems Legislation sets out future legislation to provide stronger partnership working between the NHS, local Government and others in Primary Care

Cllr JK Smith 21/01/2021

Joint Meeting between Adult Social Care and Communities Scrutiny Committee and Gloucestershire Health Overview and Scrutiny Committee –

26th January 2021

The meeting was held virtually – As usual, the agenda and various reports can be viewed on the Gloucestershire County Council website. Reading the ones of particular interest is recommended, as this is a brief overview.

Response to Covid 19 - Adult Social Care and Public Health

Numbers of cases are dropping slowly in the community. Reduction in hospital admissions tends to be 2 weeks behind that of the community. There has been a slight upturn in the number of cases in the Cotswolds, but all other local areas are dropping.

Gloucestershire has seen 910 deaths, but numbers are reducing. The County is lower than its neighbouring Counties for infection rates.

There are high cases in working age adults. The highest affected employment group is the NHS and Social Care workers. The R rate is still too high and aims are to get down to 0.7 -0.8. When this happens depends on the public complying with all the rules.

Transmission was discussed. The best way to reduce transmission is good ventilation, keep 2m apart, wash your hands regularly, particularly if you have taken in shopping or a package or been outside your own home, and wear a mask. 1 in 3 people are asymptomatic. Most areas of work are adhering to the guidelines and extra Environmental Health staff and Covid Marshalls have been employed to monitor premises. More problems are noted at break times, or if people go for a cigarette or car share to work, where the 2m is not adhered to.

A lot of lateral flow testing is being used for many key workers, universities and schools to reduce spread of any infection and to get people back to work asap.

Colleagues in the Hospitals Trust and Social Care sector are working well together, in fact probably the best they have ever done. Lessons learned and models of practice can be learned for future service provision.

Response to Covid 19 - Gloucestershire Clinical Commissioning Group

(GCCG)

The vaccination rollout programme is a system wide approach for both Trusts and the Primary Care Network (PCN). Gloucestershire has various sites in differing locations and this is felt to be more effective than the mass vaccination site. Approx. 3,000 are housebound and will need to receive theirs at home. Different PCNs are moving at different rates, and there has been some slowing of receiving the

vaccination so that the rest of the country can catch up, so that all will achieve the top 4 groups, by mid-February. Some people are not registered with a GP so reaching these people is more difficult. A thank you must go to all the volunteers helping in the rollout.

Virtual Covid wards in the community are monitoring approx. 350 patients at present. These have been issued with oximeters measuring oxygen flow at home and daily phone calls to record levels.

Some operations/diagnostics have now had to be cancelled due to the pressures. There will be a lot of catching up to do in the future. The staff welfare has been majorly impacted by the work hours and constant pressures for nearly a year now.

Response to Covid 19 – Gloucestershire Health Care NHS Foundation Trust (GHCFT)

Covid has had major effects on the working practices in Mental Health and Learning Disabilities Services, but all essential services have been maintained up until recently. Non urgent work has stopped due to staff sickness, redeployment to help other areas and help with the vaccine rollout.

Reports to Note:-

Public Health Report – available to read

Adult Social Care Report – available to read

Chief Fire Officer Report

A lot of Covid work has been undertaken by the Fire Service within the communities. In some areas Fire staff have been redeployed to work in hospitals and with the vaccinations, the local service is prepared to do this if asked.

A couple of blue light drivers have helped the ambulance service in a shortage. There has been a lot of community engagement required e.g. co-responding to cardiac care, respirator fitting and setting up, delivery of food parcels and laptops etc. They have gone over what is expected of a fire service.

Lateral flow testing now being used in the fire service to get people back to work quicker. Cheltenham East Fire Station being used as a vaccination hub.

It was noted that in the first lockdown there was a decrease in both Road Traffic Accidents (RTA's) and domestic fires. In the second lockdown they have only seen a decrease in household fires, not RTA's.

Road Safety Cabinet Panel

A detailed report with recommendations was shared. A more co-ordinated approach is needed to ensure road safety, including local knowledge of the areas that should be considered. Shared funding for this is needed.

Some costs for road accidents were shared. A major fatality can cost £2.26 million per accident and a serious accident from £262,000. Costs of unreported accidents are not known. A senate is suggested involving Councillors, Police, Fire Service, local residents, interested parties with an interest in road safety etc. to co-ordinate road safety and help prevent accidents. The full report available online will be going to cabinet in March. Any comments can be fed into this.

The Panel is aiming for zero accidents by 2040 and a 50% reduction by 2030.

Cllr JK Smith 27/01/2021

Gloucestershire Economic Growth Scrutiny Committee Wednesday 20th January 2021 at 1.30 pm

1. Gloucestershire Economic Growth Joint Committee (GEGJC) Update

Cllr. Patrick Molyneux gave an update on that morning's meeting:

1.1 Taxi Licensing

Kate Haigh presented a report from the Taxi Licensing Scrutiny Task Group. The Joint Committee noted the importance of safe and reliable taxi services for economic growth and of having a consistent approach to taxi services across the county. There were some comments about the need for taxi services within the rural areas as well as within the more urban areas such as Gloucester and Cheltenham. This report was presented later on in this meeting.

1.2 Cyber Growth

Officers from Cheltenham Borough Council provided a presentation on cyber growth in Gloucestershire. They gave a summary of how the project would benefit the county in terms of business and employment growth. They also provided an overview the progress of the project and described how the project fits in from a local, national and international perspective.

The presentation can be viewed at:

<https://www.youtube.com/watch?v=qMV-8ivbnfU> (from 11:30 mins.).

STRATEGIC FIT BENEFITTING GLOUCESTERSHIRE & UK

Local Industrial Strategy



"To exploit Gloucestershire's position as the 'cradle of cyber-tech innovation'"

UK Cyber & Industrial Strategy



"Cheltenham – established home of cyber security / excellence"

International



UK as the world leader in Cyber Security

The difference between and overlap of digital (connectivity of homes and people and city) and cyber (e.g. GCHQ, software businesses and international opportunities) was commented upon. This resulted in an action to ensure that the county's cyber and digital strategies were developed in a co-ordinated and harmonised manner.

1.3 Strategic Planning - Statement of Common Ground

The seven 7 local authorities within Gloucestershire and the GFirst LEP have produced a draft statement of common ground from a spatial and planning perspective.

Please refer to the document at the following link:

WinchcombeWard.com/gsocg.pdf

The committee agreed in principle to the report's overall direction. They have asked the senior officer's group to refer it to the leaders' board for further analysis. Once all districts within the county are comfortable with the report's content, the final version will be produced and shared with the GEGJC and the 7 authorities.

1.4 Gloucestershire's COVID Economic Recovery Update

A verbal update on Gloucestershire's economic recovery planning was received.

The committee noted that since the last meeting the action plan had had costs applied. Approximately £500k of funding per year has been requested to support the first 3 years of the plan.

People, Place and Connectivity -£150K to 200K per annum
Skills and Employment - £100K per annum
Infrastructure, Economy and Growth -£150K per annum

On the 27th January, this planning documentation will be going to cabinet for approval.

Members were informed that as part of the plan there has already been indicative approval to roll out further innovation labs into 5 district libraries during 2021.

It was explained that a good example of one such lab is in Coleford where, for example, the online provision of basic training and 3D modelling has been provided. In addition, Coleford library provides suitably targeted digital training to 5 and 7 year olds. 10 year old children are able to use scanners and 3D printers. This equipment is also used by start-up companies and those in their early stages of development. The Department of Work and Pensions also runs courses for young adults to help them access jobs. A Further objective is to provide various training courses at local district level rather than centrally at Gloucester.

For your information, please visit:

<https://www.youtube.com/channel/UC0mT-d5h6i9CwkEypggexJQ/playlists>

Although the COVID situation remains very fluid, the committee is happy with the progress that has been made to date.

1.5 GFirst LEP

Dev Chakraborty provided a GFirst LEP update.

Since before Christmas, the LEP has been looking at pooling central government's discretionary grant funding across the county. Each local authority has had in the region of one and a half to two million pounds from central government. Of the ideas that were proposed, central government only accepted that a pooled fund could be used to help small to medium sized enterprises (SME's) trade online.

The LEP are also looking to obtain funding for an online apprenticeship “matching service”. This is a portal where businesses that are looking for apprentices can directly link to young people who are looking to be apprentices - and vice versa.

The committee wants to make sure that discretionary funds are used in the best possible way by targeting businesses that really need this assistance. This is to ensure that the county as a whole gets through the pandemic in the best possible shape.

1.6 Business Rates Pool

Andrew Cummings provided an update and report on the business rates pool.

Questions were asked about how the pandemic may affect the future of the pool. This is something the committee needs to continue to examine closely

The committee approved strategic economic development funding requests. The first was for a city region prospectus - £50K. The second was for cyber and digital growth in Gloucestershire - £200K. The committee asked that details related to the bids goes through the senior officer group so that all districts are comfortable that the money is being spent in the right ways to benefit the whole of Gloucestershire.

2. Social Mobility

2.1 Social Mobility Task Group

John McGinty stated that there was no universally agreed definition of “social mobility”.

He said there were various dictionary definitions but colloquially it could be regarded as *“making sure everyone has the opportunity to make a good life for themselves regardless of their background”*

Or

“Making sure people have a fair chance of reaching their potential”.

He said that successive governments have tried to improve social mobility. However, in Britain, he suggested that *“unfortunately where you start from still has a very big influence on where you end up in life”.*

He explained that social mobility is affected by income, class and geographic location. He said there were income differential between London and the rest of the country and between urban and rural settings. Also, some of the most affluent areas of the country deliver much worse outcomes for their disadvantaged children than places that are much “poorer”.



The Life Chances act of 2010 saw the creation of the Social Mobility Commission who produces reports each year. In 2017 the commission produced a report entitled "Social Mobility in Great Britain" where for the first time approximately 16 indicators of social mobility were defined. These indicators were based on the life stages of individuals. Each local authority was then ranked against these indicators.

In the 2017 social mobility report, the Cotswolds was one of the least socially mobile places. In 2018 a Social Mobility Task Group was set up within Gloucestershire to research the educational life stages of children and young adults. The Task Group produced a report just before the first COVID Lockdown arrived in March 2020. All work then came to a standstill.

Subsequently, in September 2020 the Government produced a report entitled "The Long Shadow of Deprivation". This report used different criteria (earnings over time) and the Cotswolds appears as one of the most socially mobile places.

The Task Group's work was shared with the Social Mobility Commission in late 2020. The commission were very interested in the group's work. They have invited it to join a number of local authorities with the intention of meeting up in 2021 to reinvigorate this work across the country.

Gloucestershire appears to be one of the few places in the country that has done work based on the 2017 report and remain interested in the issue of social mobility.

2.2 The Power of 3

Representatives from the Matson, Robinswood and White City Community Partnership then provided a presentation referring to the "Power of 3" initiative.

WinchcombeWard.com/Sm.pdf

3. Local Housing

Mike Dawson provided an update regarding the strategic and local plans in the county. The same report had been presented to the Gloucestershire Economic Growth Joint Committee at a previous meeting.

WinchcombeWard.com/LH.pdf

4. Taxi Licensing Task Group report

Kate Haigh provided a verbal update on the work of the Taxi Licensing task group. A copy of the group's final report can be found via the following link:

WinchcombeWard.com/Taxi.pdf

The district Chief Executives are to take this report forward.

5. Governance of the LEP

A report describing the governance of the LEP was provided for information. A copy of this report can be found via the following link:

WinchcombeWard.com/GovLep.pdf

6. Executive Director's Report

An update report was provided by Colin Chick, Executive Director of Economy, Environment and Infrastructure on Economic Growth issues in the county.

WinchcombeWard.com/EdrJan21.pdf

Cllr John Murphy – January 2021