

25 March 2021

**Committee** Overview and Scrutiny

**Date** Tuesday, 6 April 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 9 March 2021.



	Item	Page(s)
5.	<b>EXECUTIVE COMMITTEE FORWARD PLAN</b>	12 - 18
	To determine whether there are any questions for the relevant Lead Members and what support the Overview and Scrutiny Committee can give to work contained within the Plan.	
6.	<b>OVERVIEW AND SCRUTINY COMMITTEE WORK PROGRAMME 2021/22</b>	19 - 32
	To consider and approve the forthcoming Overview and Scrutiny Committee Work Programme.	
7.	<b>GROWTH HUB PRESENTATION</b>	
	To receive a presentation on the virtual Growth Hub performance during 2020/21 and its support to economic growth and COVID-19 business support in the borough.	
8.	<b>DEPOT SERVICES WORKING GROUP UPDATE</b>	33 - 38
	To receive the biannual update on the progress of the Depot Services Working Group.	
9.	<b>OVERVIEW AND SCRUTINY COMMITTEE ANNUAL REPORT 2020/21</b>	39 - 56
	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.	
10.	<b>SEPARATE BUSINESS</b>	
	The Chair will move the adoption of the following resolution:	
	That under Section 100(A)(4) Local Government Act 1972, the public be excluded for the following items on the grounds that they involve the likely disclosure of exempt information as defined in Part 1 of Schedule 12A of the Act.	
11.	<b>SEPARATE MINUTES</b>	57 - 58
	To approve the separate Minutes of the meeting held on 9 March 2021.	
12.	<b>TRADE / COMMERCIAL WASTE SERVICE BUSINESS CASE - INITIAL PROJECT MILESTONES</b>	59 - 65
	<i>(Exempt – Paragraph 3 of Part 1 of Schedule 12A of the Local Government Act 1972 – Information relating to the financial or business affairs of any particular person (including the authority holding that information))</i>	
	To consider the initial project milestones.	

**DATE OF NEXT MEETING****TUESDAY, 8 JUNE 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, 9 March 2021 commencing at 4:30 pm**

**Present:**

Chair  
Vice Chair

Councillor K J Cromwell  
Councillor J W Murphy

**and Councillors:**

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 W Gray and D J Harwood

**OS.69 ANNOUNCEMENTS**

69.1 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.70 APOLOGIES FOR ABSENCE AND SUBSTITUTIONS**

70.1 Apologies for absence were received from Councillor G J Bocking.

**OS.71 DECLARATIONS OF INTEREST**

71.1 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.

71.2 There were no declarations of interest made on this occasion.

**OS.72 MINUTES**

72.1 The Minutes of the meeting held on 9 February 2021, copies of which had been circulated, were approved as a correct record.

**OS.73 EXECUTIVE COMMITTEE FORWARD PLAN**

73.1 Attention was drawn to the Executive Committee Forward Plan, circulated at Pages No. 9-11. 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.

73.2 The Head of Corporate Services explained that the Complaints Policy, which had been considered by the Overview and Scrutiny Committee at its last meeting and recommended to the Executive Committee, would be on the Agenda for that meeting on 31 March 2021.

73.3 A Member queried what a Section 31 grant was and the Head of Finance and Asset Management confirmed that it was a government revenue grant which was made to the Council. Unlike many grants it came with no significant caveats on how it should be spent and as such was very welcome.

73.4 Accordingly, it was

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

**OS.74 OVERVIEW AND SCRUTINY COMMITTEE WORK PROGRAMME 2020/21**

74.1 Attention was drawn to the Overview and Scrutiny Committee Work Programme 2020/21, circulated at Pages No. 12-15, which Members were asked to consider.

74.2 Members were advised that the work programme for 2021/22 would be considered at the next meeting and the Head of Corporate Services was trying to get as much out of the pending section and into the programme as possible prior to that. He hoped the Severn Trent presentation would come forward in June and the review of lessons learnt following the COVID-19 pandemic would be submitted to the Committee in September. At its meeting on 3 March, the Executive Committee had approved funding towards the countywide 'We Can Move' project and those outcomes would be monitored by the Overview and Scrutiny Committee, so that would also need to be added to the work programme in due course.

74.3 In response to a query regarding the nature of the Community Services Improvement Plan, the Head of Community Services explained that some service improvements had commenced within Environmental Health and Housing two or three years ago and had been ongoing – although had been on hold during the COVID-19 pandemic – and an update report would be submitted to the Committee in due course on the outcomes of those improvements. In respect of the 'We Can Move' project, the Chair asked that Members be briefed on what it was, how it would work, how the funding would be administered and the links to other districts etc. prior to being asked to scrutinise the project. In response, the Community and Economic Development Manager confirmed that he intended to provide a Member seminar to engage all Members – that session would also form part of the development of the scheme – and community engagement would also be undertaken. In addition, the Chief Executive indicated that the Executive Committee report could be circulated to Overview and Scrutiny Committee Members as a starting point for information as it set out the proposals and funding arrangements. Significantly more funding was being provided by the Clinical Commissioning Group and the County Council than the £50,000 being provided by each of the District Councils over the five year period.

74.4 Accordingly, it was

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

**OS.75 GLOUCESTERSHIRE POLICE AND CRIME PANEL UPDATE**

- 75.1 The Chair reminded the Committee that they should treat the County and Police Crime Panel updates in the same way as normal scrutiny reports. This meant Members should have read them in advance and be able to ask questions that could be taken back to those groups.
- 75.2 The representative on the Gloucestershire Police and Crime Panel presented his report, circulated with the Agenda at Pages No. 16-17 for the meeting held on 8 February 2021.
- 75.3 During the discussion which ensued, a Member questioned what the 'Bamfurlong' site was; how the intention to ensure all Police Officers received degree level training would work; what the acronym COO stood for; why crime had increased so significantly; and what happened when farms were visited as part of rural crime week. Another Member questioned how many COVID-19 enforcements had been made in the Borough. In response, the representative explained that Bamfurlong was a site off the M5 which was the control centre for all of the Police cars in the County. It had been taken off-line for badly needed refurbishment and the cars distributed across the County. In terms of Police Officers training to degree level, he explained that Officers were available for emergencies whilst they were undertaking training but the Police and Crime Commissioner was keen for people to understand that it took three years for new Police Officers to become fully available for duty. The COO was the Chief Operating Officer and was the person that ran the Police and Crime Commissioner's office. In terms of reporting of crime, the representative explained that two years ago a central review had been undertaken which had criticised the Gloucestershire Police force for not registering all calls as a crime and instead only registering those that had been investigated as a crime. The force now recorded all calls which had resulted in a 10% increase but that did not mean there were actually more crimes just that more were now being recorded. Gloucestershire still recorded the sixth lowest crime rate in the country but it used to be even lower. In terms of rural crime week, farms had been visited to talk about crime prevention i.e. how to ensure farm machinery and livestock were safe so that they did not become a rural crime. In terms of the number of COVID-19 related enforcements, the representative did not know the number in the Borough but he was sure it would be small as the numbers across the whole of Gloucestershire were low compared to other more urban areas.
- 75.4 Accordingly, it was

**RESOLVED** That the Gloucestershire Police and Crime Panel Update be **NOTED**.

**OS.76 GLOUCESTERSHIRE HEALTH OVERVIEW AND SCRUTINY COMMITTEE UPDATE**

- 76.1 The representative on the Gloucestershire Health Overview and Scrutiny Committee presented her report, circulated separately, for the meeting held on 2 March 2021.
- 76.2 A Member expressed concerns about the health visitor services in the area and queried whether the representative could find out what the policy was on this. In response she undertook to try and find out from colleagues and would respond via email copying in all Members of the Overview and Scrutiny Committee.
- 76.3 Accordingly, it was

**RESOLVED** That the Gloucestershire Health Overview and Scrutiny Committee update be **NOTED**.

**OS.77 COUNCIL PLAN PERFORMANCE TRACKER AND COVID-19 RECOVERY TRACKER - QUARTER 3 2020/21**

- 77.1 The report of the Head of Corporate Services, circulated at Pages No. 18-112, attached the performance management and recovery information for quarter three 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.
- 77.2 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.
- 77.3 Members were advised that since the preparation of the report, the government's 'roadmap' route out of lockdown had been provided and the management team was looking closely at that and how it would affect all services. The Head of Corporate Services advised that Paragraph 2.3 of the report set out a number of successful key activities undertaken since the last performance report such as the Medium Term Financial Strategy being approved; the completion of the business case for improving the trade waste service; and the commencement of the Tewkesbury Borough Plan examination in public. As ever, given the complex nature of some of the actions being delivered, and particularly in the current circumstances of the COVID-19 pandemic, it was inevitable that some may not progress as smoothly or quickly as envisaged; those actions were set out at Paragraph 2.4 of the report. Some of the Council Plan actions had been put on hold due to staff resources being deployed to the COVID-19 response and recovery and those were shown by grey shading within Appendix 1 to the report and were highlighted at Paragraph 2.5 of the report. In terms of the Key Performance Indicators (KPIs), those where the direction of travel was down and/or the action had some issues or delay but there was no significant slippage in the delivery; where there was a significant risk to not achieving the action; or where there had been significant slippage in the timetable or performance was below target, were set out at Paragraph 3.3 of the report. Similarly, the recovery tracker exceptions were set out at Paragraph 4.3 of the report and those were the actions that were not progressing as originally intended. The key activities of particular note from the recovery tracker were set out at Paragraph 4.2 of the report and included £170,000 of funding received to support Tewkesbury Leisure Centre; award of 39 emergency community grants; and significant funding secured for the replacement of the heating system at the Public Services Centre. Particular attention was drawn to the recovery plan action to 'support the safe re-opening of buildings that provide a Council service' and Members were advised that, as the government's roadmap out of lockdown had now been released, that project would become live.
- 77.4 Referring to Pages No. 55-57, a Member noted that there were a number of indicators with no direction of travel and questioned when that information would be available. In response, the Head of Community Services advised that those Key Performance Indicators were under review as the legislation had changed and this meant there was no point in attempting to make comparisons, so Officers were in the process of developing new indicators. In respect of planning performance indicators, a Member questioned why the performance went up and down so much. In response, the Development Manager explained that there were often fluctuations from quarter to quarter and this was indicative of the type of service and the different applications that came forward throughout the year; if there were a few major applications that needed a lot of senior officer input this sometimes caused a

bit of a 'bottleneck'; in addition, if there were a number of appeals this could have the same effect. It was understood that there was a need to ensure the service resources were directed in the right place and the way the service was structured needed to try and address this issue so it was something that was being looked at. The Member also raised concerns about the Planning Enforcement team and why there seemed to be a delay with responses to enquiries. In response, the Development Manager explained that he was surprised if there was a lack of acknowledgment of queries as they were auto generated by the system so he undertook to look into this and contact Shurdington Parish Council (which had raised particular concerns) directly. He acknowledged that there were some capacity issues within the Planning Enforcement team and this was certainly impacted by big enforcement cases that took up a lot of time – there was currently a mini review of the team structure being undertaken and the current thinking was that there was a need to fill the Senior Enforcement Officer post which would help release capacity. A Member noted that, whilst Councillors were advised of enforcement cases within their Wards, the information provided was not sufficient and usually resulted in Councillors having to ask a number of additional questions to get the information they required such as what the enforcement was and what the outcome was. The Development Manager conceded that Members should not need to have to ask further questions about what the enforcement issue was and undertook to look into that. He confirmed that the Business Transformation Officer for the planning service was currently working with the Enforcement team to tweak some procedures and it was anticipated that this would help going forward.

77.5 During the debate which ensued, the following queries and comments were made in relation to the Council Plan and Recovery Plan trackers:

<b>Priority: Housing and Communities</b>	
P50 – Objective 1c) Develop a work programme with landlords to ensure residents have a supply of rented properties to meet their needs – a Member questioned what was happening with this as the target date had been amended six times already and had now been amended again.	In response, the Head of Community Services confirmed that this had been a countywide project and the 'goal posts' had been shifted a number of times. However, he was now confident that the summary report from the pilot would be available for the Committee's consideration in June.
<b>Priority: Finance and Resources</b>	
P38 – Objective 3b) Approve a new planned maintenance programme – a Member questioned what this was and whether the Council had a current plan until the new plan was in place.	The Head of Finance and Asset Management advised that the planned maintenance programme covered all major assets of the Council. There was already an Asset Management Plan in place but the Council did not have a detailed 20 year maintenance programme which was what was being worked on. The management and maintenance of assets was going well, e.g. update of the offices / heating system, but a detailed plan was required.

<b>Priority: Economic Growth</b>	
P46 – Objective 4c) Celebrate with partners the significance of 2021 for Tewkesbury – a Member queried whether Officers had any insight into whether it was expected that the £25,000 the Council had put into the project would be spent.	In response, the Community and Economic Development Manager expected that the Steering Group anticipated using the funding and proposals would be provided by the project team shortly. It was anticipated that more events would be held towards the end of the year in accordance with the roadmap out of lockdown.
<b>Priority Housing and Communities</b>	
P50 – Objective 1d) Carry out housing needs assessments to deliver affordable housing in rural areas – a Member questioned whether the completion time for the Gloucestershire Rural Community Council (GRCC) survey work was at risk due to staff illness. He indicated that there was pressure for housing in the Borough and the more options that were available the better.	The Head of Community Services advised that work on the housing needs surveys had been put on hold due to sickness at GRCC; however, the Council had been in contact and GRCC had identified someone else to undertake the work and it was hoped the housing needs assessments could be done quite quickly so the final end date would not slip; he would update Members on this in the usual way through the Council Plan performance tracker.
P54 – Objective 3b) – Through the development process, work with communities to deliver the Community Infrastructure Levy (CIL) and Section 106 – a Member noted that a workshop had been held in October which had been well received by Parishes and, as attendance had been limited to one or two representatives from each Parish, she questioned whether another workshop was planned.	The Head of Development Services explained that Parishes had indicated they had found the session useful so she was happy to arrange another session in October this year. In response to a suggestion that Borough Councillors would also find the information of interest, she confirmed that a session would also be organised for them.
<b>Priority: Customer First</b>	
P62 – Objective 1a) Continue to improve the proactive homelessness prevention programme – a Member noted that this action had been deferred and questioned how long it would be deferred for.	The Head of Community Services indicated that he was not aware any homelessness prevention work had stopped so he may need to reconsider the wording in the comment; he would provide an update to the Committee following the meeting.

<p>P64 – Objective 2b) Implement an online offering for the licensing service – a Member queried why the current software was not being used for the project.</p>	<p>The Head of Community Services explained that the current system was used for Environmental Health and Licensing but the ‘add on’ needed to get the service online was quite clunky and not very user-friendly. As the Council was currently in the process of implementing a new digital platform it was felt using that instead would be more effective. The Head of Corporate Services confirmed that the Business Transformation team was looking at the online licensing project as a priority in the new financial year and there would be cost savings from not buying in additional elements to the Idox system. In response to a query regarding whether Members were used to test new online systems, the Head of Corporate Services advised that the Council’s Citizens Panel was used for that purpose which had been incredibly helpful in terms of feedback. He indicated that he was keen to raise the profile of the Business Transformation team and undertook to set up an information session for Overview and Scrutiny Committee Members to understand what the team was doing.</p>
<p><b>Priority: Garden Communities</b></p>	
<p>P74 – Objective 1d) Deliver the first phase of the ‘bridge project’, in line with the funding requirements – a Member queried whether an overrun of costs was likely on this project.</p>	<p>The Head of Development Services explained that there had been some further information sought on a number of technical issues in respect of the planning application which had caused a slight delay – those had now been resolved and the application would be considered by the Planning Committee on 16 March. In terms of the costs, the Chief Executive advised that the project was still within both the cost and timescale envelope. The next big milestone was the Planning Committee’s consideration of the planning application after which the Garden Town team would be able to provide a briefing note for all Members on what was happening with the project.</p>

<b>Priority: Sustainable Environment</b>	
<p>P78 – Objective 3b) – Working with Gloucestershire Waste and Resources Partnership to encourage recycling and reduce plastic waste – a Member questioned why this action had a smiley face when the plastics recycling awareness campaign had not yet commenced.</p>	<p>The Head of Community Services advised that some additional narrative was required in the comments column to show that the plastics campaign was only one element of the action and there were actually a number of campaigns ongoing which was why the action was shown as a smiley face.</p>
<p>P79 – KPI 32 – Number of reported enviro-crimes – a Member noted that fly tips had increased from 248 in 2019/20 to 395 currently. She questioned whether there was anymore the Council could do to minimise flytipping. She also advised that she was surprised to see incidents of dog fouling had decreased given the current issues residents in her area were facing and she queried whether this was because the Environmental Health team was working on different issues.</p>	<p>In response, the Head of Community Services advised that flytipping was on the rise across the country. The Council was tackling it as part of a countywide partnership to educate people about handling their waste responsibly. In addition, the Council had had a successful prosecution in the last couple of weeks which had been publicised in the press to show that robust action was taken against such crimes. All of that information was placed on the ‘Tewkesbury Waste Aware’ website which detailed the prosecutions undertaken, and the fixed penalty notices issued, over the last year or two and the Head of Community Services undertook to provide the link to that website following the meeting. In terms of dog fouling, this was about whether people were reporting instances of dog fouling rather than the Environmental Health team not dealing with dog fouling. The Environmental Health team had been working on COVID-19 matters consistently in the last 12 months but it was hoped they would be able to start working more on other areas in the next three to four months.</p>
<p>P79 – KPI 33 – Percentage of waste recycled or composted – a Member noted that contamination had been a real issue and he questioned whether it remained a problem.</p>	<p>The Head of Community Services advised that unfortunately two or three bins may contaminate a whole load of 15-20 tonnes. There were still high rejection levels at Avonmouth but this was a problem faced across the country at the moment. Used nappies in the recycling were a recent problem and education campaigns were being put together. The Waste Contracts Manager confirmed that waste management was quite challenging at</p>

	<p>the moment. Tonnages of all waste streams had increased and this inevitably led to higher rates of contamination – information was due to be circulated shortly which sought to remind residents what should go where with particular emphasis on the different types of plastics and what residents should do with the plastic that the Council’s collection did not accept. The Head of Community Services indicated that there was always a need to look at recycling figures alongside residual waste as that was what really needed to be lower. Officers were working on a plan to reduce residual waste.</p>
<p><b>Priority: Finance and Resources</b></p>	
<p>P81 – Action – Refocus c) Produce a new six-monthly internal audit plan and review the whole suite of internal audit recommendations to determine if recommendations remain relevant and timescales for implementation remain feasible – a Member questioned what was meant by ‘some form of internal audit activity was expected in April 2021’.</p>	<p>In response the Head of Corporate Services confirmed that at least one of the internal audit team would be returning to internal audit work from 1 April 2021.</p>
<p><b>Priority: Economic Growth</b></p>	
<p>P86 – Action – Refocus d) – Work closely with partners, businesses and groups to enable the safe and successful reopening of high streets and retail centres – a Member questioned what plans the Council had going forward to ensure safe reopening; he noted that there were a number of measures in place at the moment, such as bollards, floor stickers and sanitiser stations, that had not worked very well to date and questioned whether the Council intended to proactively make changes to address those issues before the high street reopened fully.</p>	<p>The Head of Development Services advised that Officers were working hard to support the reopening of the high street and a company had been commissioned to work on the campaign with positive messaging and physical measures. A briefing with the local Members for Tewkesbury, Winchcombe and Bishop’s Cleeve was to be organised so everyone was aware of what was being put into place. 12 April was the date being worked to when non-essential shops could reopen and Officers were conscious that some people would not have really been out into a town centre for a year so it was imperative that confidence was built to encourage people to ‘shop local and shop safe’. It was hoped the fact that the towns in the Borough were smaller would encourage people to feel safer to visit. Weekly messages would be pushed out to communities about being safe</p>

	<p>and to indicate what businesses were doing to help people feel safe as part of the 'lets spring back' campaign. In response to a Member's concerns about the safety of the bollards in Tewkesbury high street as they were often moved from where they should be, the Head of Development Services confirmed that the physical measures in the high streets would be reviewed and Environmental Health Officers were working with businesses on COVID safety and addressing the issues such as those raised. The Chief Executive reminded the Committee that the overall message at the moment remained to stay at home so, whilst the high streets were open for essential services, there were not very many people using them but the measures currently in place were ensuring those people were safe. In terms of the 'lets spring back' campaign, a Member asked that thought be given to using paid advertising on social media etc. to target people rather than relying on them to access the Council's digital platforms. The Head of Development Services confirmed that one of the reasons for engaging the publicity company was to ensure the right messages were getting to all age ranges of residents.</p>
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- 77.6 The Head of Finance and Asset Management presented Pages. No. 30-35 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. He was pleased to report a significant surplus despite the ongoing impact of COVID; the table at Appendix 3 to the report showed the budget report by service area and the fact that one of the largest losses of income was attributed to the closure of the leisure centre although there were also losses of income in a number of other service areas. The surplus on employee costs was significant and helped to balance out the budget. Property investments were performing strongly and business rates had seen some growth – although performance was aided by the fact that the government had paid in full for all sectors. A large amount of carryover requests were expected with some being due to COVID commitments, some specific service needs and some catch up items that had slipped due to COVID. Officers would also be looking at corporate needs and what reserves might be required i.e. top-up to the COVID reserve. The Chief Executive indicated that it was good news the Council may have a surplus this year, especially given the uncertainty that had been faced throughout and the ongoing reduction of government funding – he hoped there would remain a surplus at the end of the year which could be used to help defend against the uncertainties in future years. In response to a query regarding recruitment of new staff, the Head of Finance and

Asset Management explained that at the beginning of last year there had been a distinct downturn in recruitment figures but that had picked up later in 2020 and the Council was now seeing good amounts of applicants for vacancies. The Chief Executive stated that, whilst unemployment was significantly higher than previously which meant that there were more applicants for jobs, there were still some issues in certain areas like planning where there was demand both in local government and in the private sector as it was a challenge for local government to compete in the private market.

77.7 Accordingly, it was

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

#### **OS.78 SEPARATE BUSINESS**

78.1 The Chair proposed, and it was

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

#### **OS.79 TRADE / COMMERCIAL WASTE SERVICE BUSINESS CASE**

*(Exempt – Paragraph 3 of Part 1 of Schedule 12A of the Local Government Act 1972 – Information relating to the financial or business affairs of any particular person (including the authority holding that information))*

79.1 The Overview and Scrutiny Committee recommended to the Executive Committee that an operational business case be developed in respect of the Council's trade waste service.

The meeting closed at 6:40 pm

**EXECUTIVE COMMITTEE FORWARD PLAN 2021/22**

**REGULAR ITEM:**

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

<b>Committee Date: 2 June 2021</b>			
<b>Agenda Item</b>	<b>Overview of Agenda Item</b>	<b>Lead Officer</b>	<b>Has agenda item previously been deferred? Details and date of deferment required</b>

<b>Committee Date: 7 July 2021</b>			
<b>Agenda Item</b>	<b>Overview of Agenda Item</b>	<b>Lead Officer</b>	<b>Has agenda item previously been deferred? Details and date of deferment required</b>
Financial Outturn Report (including Capital Financing and Earmarked Reserves) (Annual).	To consider the Council's financial outturn.	Head of Finance and Asset Management.	No.
Council Plan Performance Tracker and COVID-19 Recovery Tracker – Quarter Four 2020/21.	To receive and respond to the findings of the Overview and Scrutiny Committee's review of the quarter four performance management and recovery information.	Head of Corporate Services.	No.

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Agenda Item 5

**Committee Date: 1 September 2021**

<b>Agenda Item</b>	<b>Overview of Agenda Item</b>	<b>Lead Officer</b>	<b>Has agenda item previously been deferred? Details and date of deferment required</b>
Financial Update – Quarter One 2021/22.	To consider the quarterly budget position.	Head of Finance and Asset Management.	No.
<b>Proceeds of Crime and Anti-Money Laundering Policy.</b>	<b>To approve the Money Laundering Policy following a recommendation from the Audit and Governance Committee.</b>	<b>Head of Corporate Services.</b>	<b>Yes – Moved from June meeting to enable consideration by the Audit and Governance Committee in July.</b>
Internet and Social Media Investigation Policy.	To approve the Internet and Social Media Investigation Policy following a recommendation from the Audit and Governance Committee.	Head of Corporate Services.	No.
Confidential Item: Irrecoverable Debts Write-Off Report (Quarterly).	To consider the write-off of irrecoverable debts.	Head of Corporate Services.	No.

(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)).

<b>Committee Date: 6 October 2021</b>			
<b>Agenda Item</b>	<b>Overview of Agenda Item</b>	<b>Lead Officer</b>	<b>Has agenda item previously been deferred? Details and date of deferment required</b>
Council Plan Performance Tracker and COVID-19 Recovery Tracker – Quarter One 2021/22.	To receive and respond to the findings of the Overview and Scrutiny Committee's review of the quarter one performance management and recovery information.	Head of Corporate Services.	

<b>Committee Date: 17 November 2021</b>			
<b>Agenda Item</b>	<b>Overview of Agenda Item</b>	<b>Lead Officer</b>	<b>Has agenda item previously been deferred? Details and date of deferment required</b>
Financial Update – Quarter Two 2020/21.	To consider the quarterly budget position.	Head of Finance and Asset Management.	No.
Confidential Item: Irrecoverable Debts Write-Off Report (Quarterly).	To consider the write-off of irrecoverable debts.	Head of Corporate Services.	No.
(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)).			

<b>Committee Date: 5 January 2022</b>			
<b>Agenda Item</b>	<b>Overview of Agenda Item</b>	<b>Lead Officer</b>	<b>Has agenda item previously been deferred? Details and date of deferment required</b>
Medium Term Financial Strategy (Annual).	To recommend to Council the adoption of the five-year MTFS which describes the financial environment the Council is operating in and the pressures it will face in delivering its services and a balanced budget over the period.	Head of Finance and Asset Management.	No.
Housing Strategy Monitoring Report (Annual).	To approve the Housing Strategy Monitoring Report.	Housing Services Manager.	No.
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.	No.

<b>Committee Date: 2 February 2022</b>			
<b>Agenda Item</b>	<b>Overview of Agenda Item</b>	<b>Lead Officer</b>	<b>Has agenda item previously been deferred? Details and date of deferment required</b>
Budget 2022/23 (Annual).	To recommend a budget for 2022/23 to the Council.	Head of Finance and Asset Management.	No.
Financial Update - Quarter Three 2021/22.	To consider the quarterly budget position.	Head of Finance and Asset Management.	No.
Council Plan Performance Tracker and COVID-19 Recovery Tracker – Quarter Two 2021/22.	To receive and respond to the findings of the Overview and Scrutiny Committee's review of the quarter two performance management and recovery information.	Head of Corporate Services.	No.
Confidential Item: Irrecoverable Debts Write-Off Report (Quarterly).	To consider the write-off of irrecoverable debts.	Head of Corporate Services.	No.
(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)).			

<b>Committee Date: 2 March 2022</b>			
<b>Agenda Item</b>	<b>Overview of Agenda Item</b>	<b>Lead Officer</b>	<b>Has agenda item previously been deferred? Details and date of deferment required</b>

<b>Committee Date: 30 March 2022</b>			
<b>Agenda Item</b>	<b>Overview of Agenda Item</b>	<b>Lead Officer</b>	<b>Has agenda item previously been deferred? Details and date of deferment required</b>
Council Plan Performance Tracker and COVID-19 Recovery Tracker – Quarter Three 2021/22.	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 2021/22.	Head of Corporate Services.	No.

## PENDING ITEMS

Agenda Item	Overview of Agenda Item	Date Item Added to Pending
Shopfronts Supplementary Planning Document (SPD).	To agree the document for the purposes of consultation.	12 June 2019
Spring Gardens Regeneration Phase 1a report.	To agree the recommendation of the preferred option for the regeneration of Spring Gardens.	4 September 2019
Parking Strategy Review.	To consider the recommendations from the Overview and Scrutiny Committee.	6 January 2020
Parking Strategy Review.	To consider the statutory responses to the Parking Strategy Review.	6 January 2020
Council Plan 2020/24 Refresh (Annual).	To consider the Council Plan and make a recommendation to Council.	3 February 2021
COVID-19 Corporate Recovery Plan Refresh	To consider the COVID-19 Corporate Recovery Plan.	3 February 2021

## TEWKESBURY BOROUGH COUNCIL

<b>Report to:</b>	Overview and Scrutiny Committee
<b>Date of Meeting:</b>	6 April 2021
<b>Subject:</b>	Overview and Scrutiny Committee Work Programme 2021/22
<b>Report of:</b>	Head of Corporate Services
<b>Corporate Lead:</b>	Chief Executive
<b>Lead Member:</b>	Lead Member for Organisational Development
<b>Number of Appendices:</b>	One

**Executive Summary:**

The work programme detailed in Appendix 1 provides the core work activities of the Committee. The programme is a combination of standing agenda items such as performance management information, complaints, policy and strategy updates and new areas of review that have emerged and have been built into the programme. The programme remains flexible, allowing other emerging areas to be included during the course of the year.

**Recommendation:**

**To APPROVE the Overview and Scrutiny Work Programme 2021/22.**

**Reasons for Recommendation:**

The Overview and Scrutiny Committee must deliver the work required of it as set out in the Council's Constitution. This must be set within the context of the Council's priority areas and the resources available to undertake the review.

**Resource Implications:**

None directly arising from this report.

**Legal Implications:**

None directly arising from this report.

**Risk Management Implications:**

Effective Overview and Scrutiny supports delivery of the Council's vision, values and priorities.

**Performance Management Follow-up:**

The work programme is a standing item on the agenda of each Overview and Scrutiny Committee.

**Environmental Implications:**

None directly arising from this report though an annual report on the Council's climate change action plan is reported to Committee.

**1.0 INTRODUCTION/BACKGROUND**

1.1 The work programme detailed in Appendix 1 provides the core work activities of the Committee for 2020/21. The programme as it stands is a combination of standing agenda items such as performance management information, complaints, six monthly policy and strategy updates and new areas of review that have emerged and have been built into the programme.

**2.0 2021/22 WORK PROGRAMME**

2.1 Some of the Committee's work cannot be planned, for example, any new areas of review that may emerge during the year; referral of issues from Council; call-in of decisions etc. The programme is therefore based upon what is known at this point in time but remains flexible, to allow changes to be made where appropriate.

2.2 Another area that traditionally generates additional work activity for the Committee is presentational reviews. The most common source for these types of presentations is when the Committee reviews the performance management information and asks for further, specific information on a Council Plan activity. Presentations are also often made by one of the Council's key partners, as they contribute to the delivery of the Council's priorities.

2.3 Items of interest within the work programme and for committee to note include:

- Local Government Association Peer Challenge action plan (moved from pending).
- Climate Change Strategy Annual Update (first annual update).
- Lessons learned from response to Covid-19 (moved from pending).
- Active Gloucestershire 'We Can Move' project (added to pending).
- Severn Trent Water Authority presentation (moved from pending).

There are also a number of pending items in the programme which will be brought to fruition during the year.

**3.0 OTHER OPTIONS CONSIDERED**

3.1 None.

**4.0 CONSULTATION**

4.1 None.

**5.0 RELEVANT COUNCIL POLICIES/STRATEGIES**

5.1 Council Plan 2020-24.  
Covid-19 Corporate Recovery Plan.  
Economic Development and Tourism Strategy.  
Communications Strategy.

Housing Strategy.  
Safeguarding Policy.  
Customer Care Strategy.  
Complaints Policy.

**6.0 RELEVANT GOVERNMENT POLICIES**

6.1 None.

**7.0 RESOURCE IMPLICATIONS (Human/Property)**

7.1 None directly linked to this report.

**8.0 SUSTAINABILITY IMPLICATIONS (Social/Community Safety/Cultural/ Economic/ Environment)**

8.1 The Committee will consider these implications when undertaking reviews and in making its recommendations.

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

9.1 The Committee will consider these implications when undertaking reviews and in making its recommendations.

**10.0 RELATED DECISIONS AND ANY OTHER RELEVANT FACTS**

10.1 None.

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**Background Papers:** None

**Contact Officer:** Head of Corporate Services  
01684 272002    [graeme.simpson@teWKesbury.gov.uk](mailto:graeme.simpson@teWKesbury.gov.uk)

**Appendices:** 1 – Overview and Scrutiny Work Programme 2021/22.

## OVERVIEW AND SCRUTINY COMMITTEE WORK PROGRAMME 2021/22

<b>Committee Date: 8 June 2021</b>			
<b>Agenda Item</b>	<b>Overview of Agenda Item</b>	<b>Lead Officer</b>	<b>Has agenda item previously been deferred? Details and date of deferment required</b>
Presentation from Severn Trent Water	To provide an update on the works carried out to the Severn Ham as a result of the Scrutiny Review of Water Supply Outage in 2019.	Head of Community Services	No.
Council Plan Performance Tracker and COVID-19 Recovery Tracker – Quarter Four 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.
Corporate Policies and Strategies	To consider the corporate polices and strategies and identify which will be reviewed by the Committee during 2021/22.	Head of Corporate Services	Yes - deferred in 2020/21 though policies have been considered e.g. complaints, corporate enforcement.
LGA Peer Challenge Report Action Plan	To monitor implementation of the action plan (6 monthly).	Head of Corporate Services.	No.

<b>Committee Date: 8 June 2021</b>			
<b>Agenda Item</b>	<b>Overview of Agenda Item</b>	<b>Lead Officer</b>	<b>Has agenda item previously been deferred? Details and date of deferment required</b>
Private Sector Rented Housing Scheme	To receive a report on progress of the Private Rented Housing Sector Scheme.	Head of Community Services	Yes – moved from 1 September 2020 and 9 March 2021. The pilot was due to end in October but the countywide partnership is considering extending this – much of the work has paused due to COVID-19.

<b>Committee Date: 13 July 2021</b>			
<b>Agenda Item</b>	<b>Overview of Agenda Item</b>	<b>Lead Officer</b>	<b>Has agenda item previously been deferred? Details and date of deferment required</b>
Climate Change Strategy Annual Report	To receive the annual report on the work of the Climate Change and Flood Risk Management Group.	Head of Finance and Asset Management	No.
Annual Workforce Development Strategy Review	To consider progress made against delivery of the Workforce Development Strategy.	Head of Corporate Services	No
Ubico Report 2020/21	To consider the Ubico performance report for 2020/21	Head of Community Services	No.
Gloucestershire Economic Growth Scrutiny Committee	To receive an update from the Council's representative on matters considered at	N/A	No.

<b>Committee Date: 13 July 2021</b>			
<b>Agenda Item</b>	<b>Overview of Agenda Item</b>	<b>Lead Officer</b>	<b>Has agenda item previously been deferred? Details and date of deferment required</b>
Update	the last meeting (9 June 2021).		
Gloucestershire Health Overview and Scrutiny Committee Update	To receive an update from the Council's representative on matters considered at the last meeting (15 June 2021).	N/A	No.
Gloucestershire Police and Crime Panel Update	To receive an update from the Council's representative on matters considered at the last meeting (7 July 2021).	N/A	No.

<b>Committee Date: 7 September 2021</b>			
<b>Agenda Item</b>	<b>Overview of Agenda Item</b>	<b>Lead Officer</b>	<b>Has agenda item previously been deferred? Details and date of deferment required</b>
Citizens' Advice Bureau Presentation	To consider the annual update on Citizens' Advice Bureau activity in the borough.	Economic and Community Development Manager	No.
Council Plan Performance Tracker and COVID-19 Recovery Tracker – Quarter One 2021/22	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.
Lessons learned review following the COVID-19 pandemic	To receive a report setting out lessons learned in responding to and recovery from COVID-19.	Head of Corporate Services	No.
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.	Head of Development Services	Yes – deferred from 16 June 2020. Improvement plan to be reviewed by new Head of Development Services.
Gloucestershire Health Overview and Scrutiny Committee Update	To receive an update from the Council's representative on matters considered at the last meeting (13 July 2021).	N/A	No.

<b>Committee Date: 12 October 2021</b>			
<b>Agenda Item</b>	<b>Overview of Agenda Item</b>	<b>Lead Officer</b>	<b>Has agenda item previously been deferred? Details and date of deferment required</b>
Economic Development and Tourism Strategy	To consider the progress made against the delivery of the Economic Development and Tourism Strategy – year 4 (2021/22 actions)	Economic and Community Development Manager	No.
Complaints Report	To consider the annual update to provide assurance that complaints are managed effectively.	Head of Corporate Services	No.
Gloucestershire Health Overview and Scrutiny Committee Update	To receive an update from the Council's representative on matters considered at the last meeting (14 September 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 (15 September 2021).	N/A	No.
Gloucestershire Police and Crime Panel Update	To receive an update from the Council's representative on matters considered at the last meeting (28 September 2021).	N/A	No.

<b>Committee Date: 23 November 2021</b>			
<b>Agenda Item</b>	<b>Overview of Agenda Item</b>	<b>Lead Officer</b>	<b>Has agenda item previously been deferred? Details and date of deferment required</b>
LGA Peer Challenge Report Action Plan	To monitor implementation of the action plan (6 monthly).	Head of Corporate Services	No.
Gloucestershire Economic Growth Scrutiny Committee Update	To receive an update from the Council's representative on matters considered at the last meeting (20 October and 17 November 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 (16 November 2021).	N/A	No.
Gloucestershire Police and Crime Panel Update	To receive an update from the Council's representative on matters considered at the last meeting (3 November 2021).	N/A	No.

<b>Committee Date: 11 January 2022</b>			
<b>Agenda Item</b>	<b>Overview of Agenda Item</b>	<b>Lead Officer</b>	<b>Has agenda item previously been deferred? Details and date of deferment required</b>
Council Plan Performance Tracker and COVID-19 Recovery Tracker – Quarter Two 2021/22	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.

**Committee Date: 8 February 2022**

<b>Agenda Item</b>	<b>Overview of Agenda Item</b>	<b>Lead Officer</b>	<b>Has agenda item previously been deferred? Details and date of deferment required</b>
Annual Growth Hub report	To receive a report on the performance of the Growth Hub and the support given to the economic growth of the borough.	Economic and Community Development Manager.	No.
Gloucestershire Health Overview and Scrutiny Committee 2022/23 Financial Contribution	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.	Head of Corporate Services.	No.

**Committee Date: 8 March 2022**

<b>Agenda Item</b>	<b>Overview of Agenda Item</b>	<b>Lead Officer</b>	<b>Has agenda item previously been deferred? Details and date of deferment required</b>
Council Plan Performance Tracker and COVID-19 Recovery Tracker – Quarter Three 2021/22.	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.

<b>Committee Date: 5 April 2022</b>			
<b>Agenda Item</b>	<b>Overview of Agenda Item</b>	<b>Lead Officer</b>	<b>Has agenda item previously been deferred? Details and date of deferment required</b>
Customer Care Strategy	To consider the progress made against the actions within the Customer Care Strategy during 2021/22 and to endorse the action plan for 2022/23.	Head of Corporate Services	No.
Communications Strategy 2020-24	To consider the progress made against the actions within the Communications Strategy during 2021/22 and to endorse the action plan for 2022/23.	Corporate Services Manager	No.
Overview and Scrutiny Committee Annual Report 2021/22	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.
Depot Services Working Group	To receive an annual update on the progress of the Depot Services Working Group.	Head of Community Services.	No
Overview and Scrutiny Committee Work Programme 2022/23	To consider and approve the forthcoming Committee work programme.	Head of Corporate Services.	No.

<b>PENDING ITEMS</b>		
<b>Agenda Item</b>	<b>Overview of Agenda Item</b>	<b>Date Item Added to Pending</b>
Housing Strategy 2022 onwards	To consider and recommend for approval a new housing strategy.	24 November 2020
Economic Development and Tourism Strategy 2022 onwards	Report to Overview and Scrutiny Committee to approve the setting up of a task and finish working group to support development of a new strategy.	24 November 2020
Parking Strategy Review	To consider and recommend to Executive Committee for consultation approval a new housing strategy.	24 November 2020
Community Services Improvement Review	To consider the progress made against the Community Services Improvement Plan.	14 July 2020
Update on Local Policing Arrangements	To receive an update from the Police on local arrangements.	13 October 2020
Advice and Information Centres (AIC)	To review the effectiveness of the centres and make a recommendation to the Executive Committee.	April 2020
Active Gloucestershire Report on the progress of its 'We Can Move' Project.	To report on an annual basis following the Council's decision to provide funding to the project of £10,000 per year for five years. Annual reports will commence once the project is up and running.	3 March 2021 following Executive Committee.

## TEWKESBURY BOROUGH COUNCIL

<b>Report to:</b>	Overview and Scrutiny Committee
<b>Date of Meeting:</b>	6 April 2021
<b>Subject:</b>	Depot Services Working Group Working Group
<b>Report of:</b>	Head of Community Services
<b>Corporate Lead:</b>	Chief Executive
<b>Lead Member:</b>	Lead Member for Clean and Green Environment
<b>Number of Appendices:</b>	One

**Executive Summary:**

In July 2019, this Committee agreed to establish the Depot Services Work Group in order to facilitate a better understanding of the operational, financial and governance aspects of Ubico and their partnership relationship with the Council.

The Working Group has met on seven occasions throughout the period since it was established and considered a wide range of subjects including Ubico's business plan, financial budget setting and operational arrangements. The group also considered other matters such as the trade waste service and proposals for a new depot project. The group's work was slightly hampered by the COVID-19 pandemic but has still made good progress in its considerations as set out in the body of the report.

The Working Group considers that due to the amount of ongoing work in this area there is an ongoing role for the group and recommends to the Overview and Scrutiny Committee that its work continues into the next Municipal Year as set out in the report.

**Recommendation:**

1. To **NOTE** the progress of the Depot Services Working Group.
2. To **AGREE** that the group continues to meet for the forthcoming Municipal Year.

**Reasons for Recommendation:**

To allow Councillors further opportunity to scrutinise the Ubico operations and management and to continue to oversee ongoing projects in the field of waste management.

**Resource Implications:**

None arising directly as a result of this report.

**Legal Implications:**

None arising directly as a result of this report.

**Risk Management Implications:**

None arising directly as a result of this report.

**Performance Management Follow-up:**

The Working Group will operate within the Terms of Reference. The Working Group will report back to this Committee at the end of the Municipal Year.

**Environmental Implications:**

None arising directly as a result of this report.

**1.0 INTRODUCTION/ BACKGROUND**

**1.1** At its meeting of 23 July 2019 this Committee agreed to establish the Depot Services Working Group. The reason for establishing the group was set out in a report to this Committee of July 2019 and, in part, included the fact that Members have, at times, expressed frustration about a perceived lack of control and transparency with Ubico. It was considered important that Councillors understand how Ubico operates and the relationship between the Council and the company.

**1.2** The stated aim of the Working Group was to receive reports and information pertinent to the operation and strategic direction of waste and recycling, street cleansing and grounds maintenance services.

**1.3** The Terms of Reference for the Working Group are set out in Appendix 1 to this report.

**2.0 WORKING GROUP CONSIDERATIONS**

**2.1** A considerable amount of work has been undertaken with the Working Group having met on seven occasions between September 2019 and March 2021. It has considered a wide range of topics including:

- An overview of Ubico including partnership arrangements and governance.
- Ubico's and the Council's relationship with the Joint Waste Team.
- Trade Waste Review.
- Extension of the Ubico Contract.
- Strategic Waste Site (Depot Project) Update.
- Operational Review – Vehicle procurement etc.
- Annual Budget Setting.
- Draft Ubico Business Plan.

**2.2** Due to the COVID-19 pandemic a number of meetings were cancelled and the group did not meet at all between March and September 2020.

**3.0 WORKING GROUP OUTCOMES**

**3.1** Despite being slightly hampered by the pandemic, the Working Group has made good progress and has overseen a considerable amount of progress on projects and in gaining a better understanding of Ubico as a company and the arrangements with the Council for delivering the services it is responsible for.

- 3.2 Through the work of the group, it is considered that the Councillors involved have a much better understanding of the partnership arrangements between the Council and Ubico. Councillors also have a much better understanding of how Ubico's finances are managed and the Council's part in monitoring those finances.
- 3.3 Following significant work of this group, the Council has taken the decision to extend its contract with Ubico for a further five years from 2022.
- 3.4 The trade waste project has moved forward considerably to a point where a high-level operational business plan is in place and resources have been identified to take this project forward under the oversight of this Committee.
- 3.5 The Council has entered into a new partnership arrangement with all of the Districts in the County and left the old Joint Waste Committee which only included four of the Districts.
- 3.6 Councillors are sighted on very high-level proposals for a new depot facility which is a project led by Cheltenham Borough Council.

#### **4.0 NEXT STEPS**

- 4.1 At its final meeting in March 2021, the group considered the work that is still ongoing including the trade waste project, oversight of the street cleansing review, the proposed in-cab technology project and the depot project and agreed that there is still a role for the Working Group.
- 4.2 As a result of this, the group is recommending to this Committee that it continues to meet under the same Terms of Reference for the next Municipal Year. It is proposed, if agreed, that meetings would take place on a quarterly basis with the option to call further meetings if any urgent matters arise, for example, if a service area required greater attention from Members i.e. if there were an increased number of complaints or service failures under one element of the Ubico service.

#### **5.0 RELEVANT COUNCIL POLICIES/STRATEGIES**

- 5.1 None.

#### **6.0 RELEVANT GOVERNMENT POLICIES**

- 6.1 Waste and Resources Strategy 2020.

#### **7.0 RESOURCE IMPLICATIONS (Human/Property)**

- 7.1 None.

#### **8.0 SUSTAINABILITY IMPLICATIONS (Social/Community Safety/Cultural/ Economic/ Environment)**

- 8.1 Service changes or improvements relating to waste collections will be in line with the Waste Framework Directive and the Waste Hierarchy and aim to deliver more sustainable waste and environmental frontline services.

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

- 9.1 None.

**10.0 RELATED DECISIONS AND ANY OTHER RELEVANT FACTS**

**10.1** None.

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**Background Papers:** Overview & Scrutiny Report – Ubico Working Group July 2019.

**Contact Officer:** Head of Community Services  
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**Appendices:** 1. Depot Services Working Group - Terms of Reference

**Depot Services Working Group  
Terms of Reference**

**1. AIMS AND OBJECTIVES**

To receive reports and information pertinent to the operation and strategic direction of waste and recycling, street cleansing and grounds maintenance services.

**2. CONSTITUTION AND POWERS**

- (i) The Group shall comprise nine Members of the Council to include six members of the Overview and Scrutiny Committee, one Member of the Audit and Governance Committee and the Lead Members for Clean and Green Environment and Finance and Asset Management.
- (ii) The Group will be supported by Officers, primarily the Head of Community Services and the Head of Finance and Asset Management.
- (iii) The Group shall, at its first meeting, appoint a Chair and Vice-Chair.
- (iv) The quorum of the Group shall be four Members.
- (v) Substitution arrangements will not apply.

**3. TERMS OF REFERENCE**

- (a) To receive and review quarterly financial and performance information in relation to the Ubico contract.
- (b) To review operational aspects of the Ubico contract delivery.
- (c) To receive the annual Ubico Business Plan and Vehicle Summary report.
- (d) To receive the presentation of business cases from Ubico in pursuit of both the commercial and efficiency agenda.
- (e) To receive internal audit reports in relation to the Ubico contract.
- (f) To review the requirements and provision of depot facilities.
- (g) To review the current contract arrangements and evaluate other options for service delivery.
- (h) To review emerging strategic issues.
- (i) To report to Overview and Scrutiny on a bi-annual basis the work undertaken by the Working Group.
- (j) Internal Audit reports will be referred to the Audit and Governance Committee for consideration.

**4. DELEGATED POWERS**

Working Groups are not decision-making bodies, therefore all decisions required will be referred to the appropriate Committee or Council

**5. FREQUENCY OF MEETINGS**

Working Group meetings will take place every three months, or as necessary. The Group will continue until contract renewal at which point it will be reviewed.

## TEWKESBURY BOROUGH COUNCIL

<b>Report to:</b>	Overview and Scrutiny
<b>Date of Meeting:</b>	6 April 2021
<b>Subject:</b>	Overview and Scrutiny Annual Report 2020/21
<b>Report of:</b>	Head of Corporate Services
<b>Corporate Lead:</b>	Chief Executive
<b>Lead Member:</b>	Lead Member for Organisational Development
<b>Number of Appendices:</b>	One

**Executive Summary:**

The role of the Overview and Scrutiny Committee is to assure that the Council's work is transparent, that the Council is held accountable for its decision-making, and that the needs of the community are considered. Reporting the work of the Overview and Scrutiny Committee through an annual report provides an opportunity for both the Council and the public to view the work of the Committee. It is also a requirement of the Council's Constitution that the Committee reports annually to Council.

**Recommendation:**

**To APPROVE the Overview and Scrutiny Annual Report 2020/21.**

**Reasons for Recommendation:**

It is important 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. It is also a requirement of the Council's Constitution that the Overview and Scrutiny Committee reports annually to Council.

**Resource Implications:**

None.

**Legal Implications:**

None.

**Risk Management Implications:**

None.

**Performance Management Follow-up:**

Annual review of the work of the Committee provides transparency and accountability and helps the Overview and Scrutiny Committee prepare its work programme.

**Environmental Implications:**

None.

**1.0 INTRODUCTION/BACKGROUND**

- 1.1 The Overview and Scrutiny function must deliver the work required of it as set out in the Council's Constitution. The Committee has a formal work programme for the year and it ensures the volume of work does not compromise the depth of examination required, does not duplicate the work of other Committees and adds value.

**2.0 OVERVIEW AND SCRUTINY COMMITTEE ANNUAL REPORT**

- 2.1 Not only is it a requirement of the Council's Constitution to report the activities of the Committee on an annual basis but it is good practice.

Over the past year, the Committee has once again been at the heart of the Council's decision-making process and supported the Executive Committee in helping shape and inform the Council's decision making. This year's annual report includes a brief summary of the role and responsibilities of Overview and Scrutiny, the work undertaken over the past year and the various outcomes.

The Overview and Scrutiny Committee held its first-ever virtual meeting in July 2020, thanks to the use of improved technology. It was a great success and has continued for the remainder of the municipal year as the pandemic continues. Despite the disruptions, the annual report highlights that the Committee has scrutinised a range of topics and has once again helped to shape and inform Council decisions and provide support to key areas.

The Committee's work has been undertaken through a combination of the following:

- Progress reports from officers on the delivery of key strategies and policies. For example, the Committee receives update reports on key strategies such as the Customer Care Strategy, Economic Development and Tourism Strategy, Workforce Development Strategy, and Communications Strategy etc.
- Quarterly performance management reporting – The Committee receives a quarterly performance tracker report on the progress of delivering Council Plan and COVID-19 Recovery Plan actions, Key Performance Indicators and financial outturn performance. Further scrutiny led to additional presentations and reports on areas such as the tourism review, Tewkesbury 2021 project and the trade waste service - looking at maximising the commercial opportunities for the service.
- Working Groups to review specific areas of interest - as a direct result of the COVID-19 pandemic, Working Groups have been limited during the course of the year but two Working Groups continued to review the Parking Strategy and Depot Services.
- Presentations from officers and external organisations - presentations were received during the year from organisations such as the Citizens' Advice Bureau and an external consultant provided an in-depth presentation for the tourism review.

- Other general scrutiny reviews - the Committee reviewed multiple reports which came from two Council motions - to support the Tech Talent Charter and support for a local Electricity Bill. The Committee also received updates from the Gloucestershire Economic Growth Scrutiny Committee, Gloucestershire Police and Crime Panel and Gloucestershire County Council Health Overview and Scrutiny Committee.

**2.2** Following approval of the annual report, it will be presented by the Chair of Overview and Scrutiny Committee at Council on 13 April 2021. This fulfils the reporting requirement within the Council's Constitution. The 2020/21 annual report can be found at Appendix 1.

**3.0 OTHER OPTIONS CONSIDERED**

**3.1** None.

**4.0 CONSULTATION**

**4.1** None.

**5.0 RELEVANT COUNCIL POLICIES/STRATEGIES**

**5.1** None.

**6.0 RELEVANT GOVERNMENT POLICIES**

**6.1** None.

**7.0 RESOURCE IMPLICATIONS (Human/Property)**

**7.1** None.

**8.0 SUSTAINABILITY IMPLICATIONS (Social/Community Safety/Cultural/ Economic/ Environment)**

**8.1** None.

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

**9.1** None.

**10.0 RELATED DECISIONS AND ANY OTHER RELEVANT FACTS**

**10.1** None.

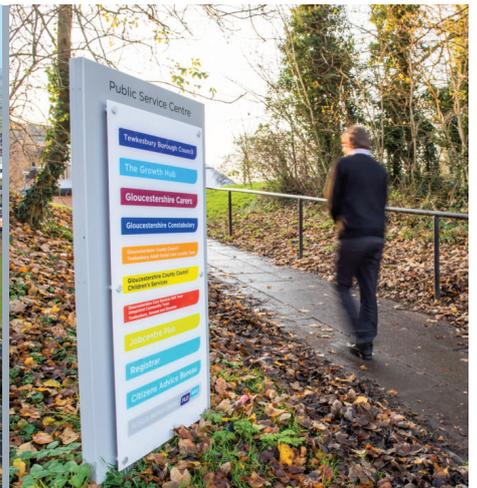
**Background Papers:** None.

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**Appendix:** 1 – Annual Overview and Scrutiny Committee Report 2020/21.

# Overview and Scrutiny Committee's annual report

2020-21



March 2021

# Message from the Chair of Overview and Scrutiny Committee, Councillor Kevin Cromwell



I am very pleased to present the 2020-21 Annual Report of our Overview and Scrutiny Committee.

I have been delighted to chair this committee for two years now while being supported by Councillor John Murphy as Vice- Chair, and of course our very able and committed group of councillors.

This year has seen unprecedented challenges across the country as we have all faced the impact of the Covid-19 pandemic. Like organisations across the world, the biggest test we have ever experienced has been responding to this pandemic. I am extremely proud of our officers, partners and councillors, who continue to go above and beyond to support our communities throughout this difficult period. The pandemic significantly changed how the council operates on a day-to-day basis and in March 2020 the council offices closed, and since then all work has been successfully carried out remotely.

This Overview and Scrutiny committee held our first-ever virtual meeting in July 2020, thanks to the use of improved technology. It was a great success and has continued for the remainder of the municipal year as the pandemic continues.

Despite the disruptions, this report highlights that we, as a committee, have examined a range of topics and we have once again been at the heart of the council's decision-making process - helping to shape and inform council decisions and providing support to key areas.

Our responsibility to scrutinise the performance of the Council Plan's actions continues, with the committee receiving quarterly reports on the delivery of the Council Plan 2020 to 2024. Since the introduction of the Covid-19 Corporate Recovery Plan tracker in September 2020, we are now also responsible for ensuring this plan delivers what it was set out to do, which is to refocus, recover and rebuild our communities.



The committee has also continued to scrutinise and monitor the progress of important activities such as Ubico's performance and formal complaints received by the council. In addition, the committee has helped to shape the development of strategies such as the Customer Care Strategy and Economic Development and Tourism Strategy.

It is important that the committee builds its knowledge and understanding of how our partners help deliver our priorities, and as such the committee continues to receive presentations from key bodies such as the Citizens' Advice Bureau.

Looking ahead, there is a great opportunity for this committee to support the council through its future challenges as the borough emerges from the Covid-19 pandemic. I am confident that the committee will add even greater value through the work due to be carried out in our 2021/22 workplan, including monitoring the Peer Challenge action plan and the lessons learned following the pandemic.

I would like to take this opportunity to thank all the committee members and council officers for their support and hard work facilitating the scrutiny process. I am sure that the same dedication will be shown to scrutinise the work of the council and external partners during the year ahead.

**Best wishes,  
Councillor Kevin Cromwell**

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## The role of overview and scrutiny

The role of overview and scrutiny is an important one in the council's governance structure. It provides challenge and drives improvement and is often referred to as the "critical friend" of the council. The committee is not afraid to hold a magnifying glass over any areas of concern.

## Formal work programme

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

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

- Holding the Executive Committee to account by thoroughly scrutinising their decisions to ensure that the council continues to provide the best services possible for Tewkesbury Borough's residents. As part of this role, the committee has the power to 'call-in' decisions made by the Executive Committee and request that they consider them again, taking into account the issues raised by the committee.
- Supporting the Executive Committee by reviewing council policies and strategies, making recommendations where appropriate.
- Providing overviews of work areas or topics of interest to the committee and members of the council – including feedback from the Gloucestershire Economic Growth Scrutiny Committee, the Gloucestershire Police and Crime Panel and the Gloucestershire County Council Health and Care Overview and Scrutiny Committee.
- Monitoring the Council Plan and Covid-19 Corporate Recovery Plan and finances, to ensure the council services are sustainable, meeting milestones and delivered to the highest possible standard.
- Commissioning reviews of services/topics that impact on the council or on the lives of Tewkesbury Borough residents.

- Pre-scrutiny of items prior to their consideration by the Executive Committee.
- Reviewing the level and types of complaints the council receives. On an annual basis a report is received summarising customer complaints and Local Government and Social Care Ombudsman complaints made in the year. This helps to identify trends and potential opportunities to learn from the complaints made.
- Setting up task and finish groups to focus on specific reviews and recommend ways to improve existing practices within the council. A flow chart on how to select a potential scrutiny review can be found at Appendix A.



## Members of the Overview and Scrutiny Committee 2020-21

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Councillor Graham Bocking



Councillor Craig Carter



Councillor Kevin Cromwell  
**Chair**



Councillor Pauline Godwin



Councillor Heather McLain



Councillor Paul McLain



Councillor Helen Munro



Councillor John Murphy  
**Vice Chair**



Councillor Jill Smith



Councillor Richard Smith



Councillor Sara Stevens



Councillor Philip Surman



Councillor Scott Thomson



Councillor Mark Williams



Councillor Philip Workman

Photographs courtesy of Posers  
Photographic

## Overview and scrutiny activity during 2020-21

### Scrutiny reviews of policy and strategy

#### Corporate Enforcement Policy

13 October 2020

The council is required to have an effective Enforcement Policy so officers can investigate and take action to ensure individuals and businesses within the borough are complying with the law.

The committee was given the details of a new Enforcement Policy, which outlined the standards that the council will apply to its enforcement activities. It also included guiding principles by which the council will seek to protect public health, safety, amenity and environment within the borough through prosecution.

Members were informed the policy was created by the council's Counter Fraud Unit. As a result, this policy is used across several councils with minor tweaks to ensure it fits locally. Members were also informed that some service areas will have separate enforcement plans and policies setting out more relevant service specific procedures, for example planning enforcement.

Members agreed with the importance of this policy and recommended its approval at Executive Committee.

#### Economic Development and Tourism Strategy 24 November 2020

One of the council's key priorities is 'promoting and supporting economic growth' and reflecting this is the council's Economic Development and Tourism Strategy. The committee received the progress made against the delivery of the strategies action plan during year three and the actions identified for 2020/21.

The committee was made aware of the impact as a result of the Covid-19 pandemic but was reassured that services had worked hard to move online and provide a 'virtual offer'. Members of the committee

wanted to know more about what this online offer consisted of and were pleased to hear that it included provisions such as online webinars, one-to-one support and regular updates provided to businesses.

The committee was also informed how the Economic Development and Tourism team will be focusing on economic assessments and understanding the needs of businesses as we recover from the effects of the pandemic.

Reflecting the committee's scrutiny role, it was pointed out that action plans really should be an honest reflection of where teams are at in terms of delivery – and that if areas aren't progressing as well as anticipated, that these are highlighted. It was agreed that this would be made clearer in future reports.

The strategy was due to be refreshed in 2021. However, the committee agreed that due to the uncertainty in the business community it would be more effective for this strategy refresh to be undertaken in 2022.

An integral part of the council's support to economic growth is through the Growth Hub. Now operating in a virtual environment, the Growth Hub has provided advice and support to businesses affected by Covid-19. A presentation is to be made to Overview and Scrutiny Committee in April on the effectiveness of the Growth Hub and how they have operated during these challenging times.

#### Customer Care Strategy

12 January 2021

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

The committee was asked to consider a new customer care strategy, which is supported by an annual action plan and incorporates a refreshed set of Customer Care Standards. The committee held a detailed discussion around the importance of

customer care – and highlighted the fact that customer service is something that all services should be responsible for. The committee welcomed the new strategy, and asked questions around how the strategy and its customer care standards would be implemented and monitored.

Satisfied with the planned rollout, the committee endorsed the strategy and recommended to Executive Committee its approval. Executive Committee approved the strategy at its meeting on 3 February 2021.

## Complaints Policy

9 February 2021

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

As part of its review of formal complaints, the committee was asked to consider a new 'Have Your Say' approach, which introduces four Cs - compliments, comments, concerns and complaints. This new approach was previously put forward by a member of the committee with experience of its success in the NHS. The committee was informed that officers had worked with the member and looked in depth at how the approach would work for the council.

The committee understood and agreed that a formal policy would be needed for complaints, given the statutory requirements involved, but that the other Have Your Say elements (comments, concerns and compliments) would be required to follow the council's wider customer care standards.

The committee also asked questions around how the new complaints system would work with the council's new digital platform Liberty Create, and what benefits this will bring to customers, staff and councillors.

With a number of formatting suggestions made, members supported the changes and recommended that the Executive Committee approve the new 'Have Your Say' approach and support the Formal Complaints Policy.

## Presentations made to overview and scrutiny

### Citizens' Advice Bureau (CAB)

1 September 2020

A CAB service provides free, confidential, independent and impartial advice to everyone on their rights and responsibilities. The service operates from 15 locations, seven of which are across the borough. For a number of years the CAB has had a service level agreement with the council. Supporting the work they provide, the council awards a grant of £52,000 to the CAB and the Overview and Scrutiny Committee plays a role in monitoring the effectiveness of this grant.

During a presentation in September, the North and West Gloucestershire CAB representative updated the committee on the key work the CAB has carried out throughout the year and the challenges they have experienced due to the pandemic. Like many organisations, the CAB had to change its procedures as a result of the pandemic with no face-to-face appointments being carried out in the 15 locations. The organisation was instead offering a virtual call centre to continue casework remotely. The presentation contained a wealth of information relating to performance during 2020/21.

The committee was pleased to hear that in the first nine months of 2020/21, the service helped 1,300 clients - with the main issues being around benefits, universal credits, debt, relationships, employment and housing. Since April 2020, clients have benefited from £1,179,526 of financial gains.

The committee queried if the outreach service provided was parish specific and what could be done to make rural areas aware of the services offered by the bureau. The committee was pleased to hear the representative would arrange for all parish councils in the borough to receive quarterly newsletters providing information about the services available.

## **Tourism review**

### **24 November 2020**

One of the council's objectives within our Council Plan is to 'promote the borough as an attractive place to live and visit'. A tourism review was planned to help identify key areas of work to support this objective.

In an update on the review, the committee was informed it had been delayed until Summer 2020 as a result of the pandemic. The committee was pleased that a consultant had been appointed to look at our current offer, potential future offers and the resources required in delivering these. As part of this update, the tourism team delivered a presentation to the committee.

During the presentation, the committee was advised the review had been split into two parts:

1. An external market assessment - looking at visitor behaviour and digital trends.
2. An internal assessment - looking at the tourism product, current tourism resources and stakeholders.

Members were provided with a snapshot of the borough before the pandemic, which included the number of tourism businesses, number of attractions, and a comparisons of 'day' and 'all stay' visit figures against neighbouring authorities.

The committee learned that there are a lot of attractions across the borough and in the towns of Tewkesbury and Winchcombe - including walking and cycling opportunities - but there was no dedicated staff resource coordinating or leading on the visitor economy.

Members agreed with the information provided in the presentation, particularly that Tewkesbury Borough and its heritage assets had a lot to offer to entice more visitors.

Given the impact of the pandemic, it was agreed a full report on the review would be completed in the new year.

## **Growth Hub presentation**

### **6 April 2021**

To be updated directly following the meeting.

## **Overview and Scrutiny working groups**

The committee can establish working groups also known as 'Task and Finish Groups'. These are small groups comprised of members of the committee and council officers who meet on a regular basis. Sometimes external officers are brought in from outside of the council to take part in the groups - bringing their knowledge and skills of the topics being discussed. The groups are established to undertake a piece of scrutiny work, get 'under the skin' of the subject matter and report back to the committee with their findings and recommendations.

As a direct result of the pandemic, working groups have been limited during the course of the year.

## **Depot Services working group**

This working group was specifically set up in July 2019 to receive reports and information pertinent to the operation and strategic direction of waste and recycling, street cleansing and grounds maintenance services. In particular, to consider the relationship with Ubico and how effectively Ubico delivers the council's waste and recycling, street cleansing and grounds maintenance contract.

The group comprises six members of the Overview and Scrutiny Committee, one Member of the Audit and Governance Committee and the Lead Members for Clean and Green Environment and Finance and Asset Management. The work of the group to date will formally be presented to Overview and Scrutiny Committee in April. Key areas of work they have considered to date included the proposed extension to the Ubico contract, prior to consideration by Executive Committee and Council, consideration of the trade waste business case and early discussions around a strategic waste site depot.

## Parking Strategy working group

The current Parking Strategy was adopted in 2015. A new parking strategy is required and a working group consisting of four members of the Overview and Scrutiny and the lead member of economic development/ promotion and finance and asset management was formed. The working group was set up to consider the following:

- The current and future parking need of its eight existing car parks in Tewkesbury and two in Winchcombe.
- To ensure, where practical, the strategy supports economic, social and regenerative needs of the borough.
- Further deployment of technology within the parking service including electric vehicle charging points and new pay and display machines.
- Gloucestershire County Council's on-street parking review - which included parking in Tewkesbury Town.

As a result of the council's response to Covid-19, the group has only met once in 2020 (September) to consider the impact on the Parking Strategy timetable. Behind the scenes, preparatory work continues in readiness for when the group reconvenes during 2021/22. Consideration of the draft strategy is a pending item within the committee's work programme.

## Other general areas of review

### Performance management

#### Quarterly reports

The committee has an important role in scrutinising the delivery of actions within the Council Plan and to achieve this it receives detailed information through a performance tracker.

Reflecting the committee's role in scrutiny, it was also asked to provide the same service on the council's new Covid-19 Corporate Recovery Plan.

The trackers provide a range of qualitative and quantitative information which allows the committee

to review missed target dates, progression of actions, financial performance and, where appropriate, refer to the Executive Committee for a response or action.

During the year, the committee has questioned a wide range of service activity including enviro-crimes, landlords programme, planning processing times, sickness absence, council tax collection rates etc. and generally challenged slippages in key milestone dates. A review of performance information has led to further presentations and reports on areas such as the tourism review, the Tewkesbury 2021 project and the commercial waste project. The committee have also accepted an offer from the Business Transformation Team to showcase their work. This is because a number of the projects being delivered by the team are reported through the performance tracker. For example, the new digital platform, bulky waste review and council tax paperless billing.

In line with a recommendation from the committee, the performance report has seen the addition of four new key performance indicators on Planning Enforcement response times. The committee has also requested a review of the homelessness indicators. A new set of indicators will be introduced for the 2021/22 reporting year.

Following a request from the committee, officers were asked to improve their performance reports by directly linking the comments made in those reports to the actions within the performance trackers. To help the committee successfully monitor the delivery of both plans, the covering reports also include an additional section highlighting any key actions that have been deferred, as a result of the Covid-19 pandemic.

### Communications Strategy action plan review 12 January 2021

Communications has a vital role to play in helping the council deliver its vision, priorities and objectives to local people across the borough. To communicate effectively means to listen as well as broadcast and it only works when what we are saying is clear and easy to understand. Given that the council delivers a wide range of complex services to more than 90,000

residents, it needs a clear communications strategy to help face the challenges of communicating effectively.

As part of an annual review on the Communications Strategy action plan, the committee was informed about the range of work being carried out by the communications team and was pleased to see most of the action plan being achieved. The committee understood that the team delivers this action plan alongside its day-to-day work, as well as being instrumental in communicating the council's response to the pandemic.

A member of the committee gave their thanks to the team and advised that the town and parish councils had really appreciated the bulletins were being provided during the pandemic.

### **Trade waste review**

**1 September 2020, 13 October 2020 and 9 March 2021**

The committee has sought regular assurance during the year that this project is moving forward, particularly given the additional income that could be generated if improvements to the service are made. Through the continued scrutiny of the committee, good progress has been made, culminating in a high level business plan for service improvements being recommended to Executive Committee for approval. This will be considered by Executive Committee on 31 March 2021. The committee has asked for an operational project plan to be brought forward to detail how and when the recommendations made can be delivered. The committee is determined to maintain an overview of the project and finally see it come to fruition.

### **Ubico annual performance report**

**24 November 2020**

The committee plays a key role in monitoring Ubico's performance. Ubico has been delivering our waste, recycling, grounds maintenance and street cleansing services since April 2015. These services have a direct impact on our communities and so it is

important to ensure it is delivered effectively and efficiently.

A detailed report was brought to committee in November outlining the 2019/20 outturn performance on all services provided by Ubico. As previously requested previously by the committee, it contained key performance indicators, health and safety statistics, the annual commissioner report and a corporate update outlining the company's view on progress throughout the year - including the impact of the pandemic to its service.

Following a range of questions from members on the information provided, Ubico's Managing Director agreed explanatory notes would be provided for some of the health and safety figures, as well as recognising the need to give members clearer figures for the missed bins presented in the key performance indicators.

The committee appreciated the range of information provided but asked that Ubico works with the council's performance team so that future reports are rather more concise and easier to understand.

Overall, Members thanked the officers representing Ubico for their hard work in providing their services – particularly as there had been no significant changes in the waste collections throughout the pandemic.

### **Council motion - support for Tech Talent Charter 13 October 2020**

A Tech Talent Charter is a non-profit organisation leading a movement to address inequality in the UK tech sector.

A motion was presented to Council on 28 July 2020, asking the council's Human Resources Section to look at the charter and identify if it could be of benefit. The council, and what influence the council can have on its shared services. Council agreed to refer the motion to the Overview and Scrutiny Committee to consider, and a make recommendation with its findings back to Council.

In October, the proposer addressed the committee and provided background information to the charter

and what signatories of the tech talent charter would pledge to do. Following a detailed debate it was felt that the motion was addressing a problem that for the most part did not exist at Tewkesbury Borough Council and needed rewording.

The committee recommended the proposer to withdraw the motion and take on board the comments made in the meeting. It was also recommended that the proposer works with all members to prepare an alternative motion that could be submitted at an appropriate time. The proposer agreed and the motion was subsequently withdrawn, and a report was noted at Council on 8 December 2020.

### **Council motion - support for local Electricity Bill 24 November 2020**

At the Council meeting on 28 July 2020 a motion was presented seeking support for the Local Electricity Bill.

The Local Electricity Bill is a campaign run by ‘Power for People’ a not-for-profit organisation, who campaign for electricity generators to become local electricity suppliers to benefit communities.

The bill aims to solve the issues where local renewable energy generators, such as community energy groups, are unable to sell energy that they generate to local people. Council referred the motion to the Overview and Scrutiny Committee to consider and determine a response.

The proposer of the motion provided additional information in support of the bill and felt if the council would show leadership in willing to take forward the ideas and plans for the actions within the bill, it would set a precedent for others to follow.

Following discussions, the committee was appreciative that the motion recognised the council’s climate change work and recognised the important role locally-produced electricity can provide if properly integrated.

After further questions, it was found the motion, at this current time, was lacking information on how it could work, and the committee raised serious concerns over the infrastructure to deliver it, security of power supply delivery, as well as the cost and the potential financial and reputational damage implications for the council.

Consequently, the committee rejected the motion, and then the committee's decision was reported to Executive Committee on 6 January 2021. Following a recorded vote, Executive Committee approved the decision of the Overview and Scrutiny Committee.

### **Workforce Development Strategy - annual review 24 November 2020**

The council values its employees and will support, praise and invest in its workforce to develop the organisation. The Workforce Development Strategy endorses this by identifying how it will meet the current and future needs of the staff to ensure it has skilled people to deliver high quality services.

The strategy was approved at Executive Committee on 3 April 2019 and it was agreed that the Overview and Scrutiny Committee would monitor it on an annual basis.

At its meeting in November 2020 the committee received its first progress report on the 2019/20 action plan. The report highlighted achievements around workforce resilience, health and wellbeing. It was supported by a set of key performance indicators. Members were also made aware of areas where actions had to be refocused due to the changing way in which staff were working as a result of the pandemic.

The committee was pleased to hear the positive work around the Workforce Development Strategy, and it looked in detail around absence. It was requested that future reports include numeric figures for absences instead of percentages so the committee could identify any issues more easily.

It was also delighted with the news that the council was awarded excellence in five out of eight categories by the Health and Wellbeing Charter.

## Complaints report

1 September 2020

The committee receives an annual report on the number of complaints the council receives. This report looks in detail at which areas are receiving complaints, how they are managed, and any lessons learnt.

Between April 2019 and March 2020, the committee was informed the council received 200 formal complaints, of which 178 related to council services. Of these, 89 related to the council's waste and recycling service. Given that waste and recycling is a high-profile service with over 4 million collections during the year, this level of complaints was not considered to be a concern.

The report was well received, and the committee was pleased to hear that the council continues to be one of the best performing councils nationally. Members of the committee suggested that future reports are not as detailed and that more information is included on lessons being learnt.

## Gloucestershire health and care overview and scrutiny committee 2020/21 financial contribution.

9 February 2021

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

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

The committee had an in-depth discussion around how we as a district council can influence health and social care. The committee also considered the wealth of reports it receives on vital issues which impact the lives of people across the borough, and how the county committee enables us to act as an

advocate for the many communities in the borough. As a result, members agreed we continue to have a representative on the committee and that we continue to make the financial contribution.

## Police and Crime Panel update, Gloucestershire Health Overview Scrutiny Committee and Gloucestershire Economic Growth Scrutiny Committee

The committee would like to pay a debt of gratitude to Councillors David Gray, Jill Smith and John Murphy who represent the council on these outside bodies. The committee receives regular updates from all three members around crime, health and economic matters impacting on Gloucestershire and the Borough. Being representatives of the council, they have the ability to influence and act as an advocate for the council at a countywide level. All three members take questions from Overview and Scrutiny Committee and if necessary take any areas of concern back to the respective county groups.



## Looking forward

A key area of focus for the future will be the impact of the pandemic on services and the council's services and finances. The council will need to look at what lessons can be learnt from the response to the crisis.

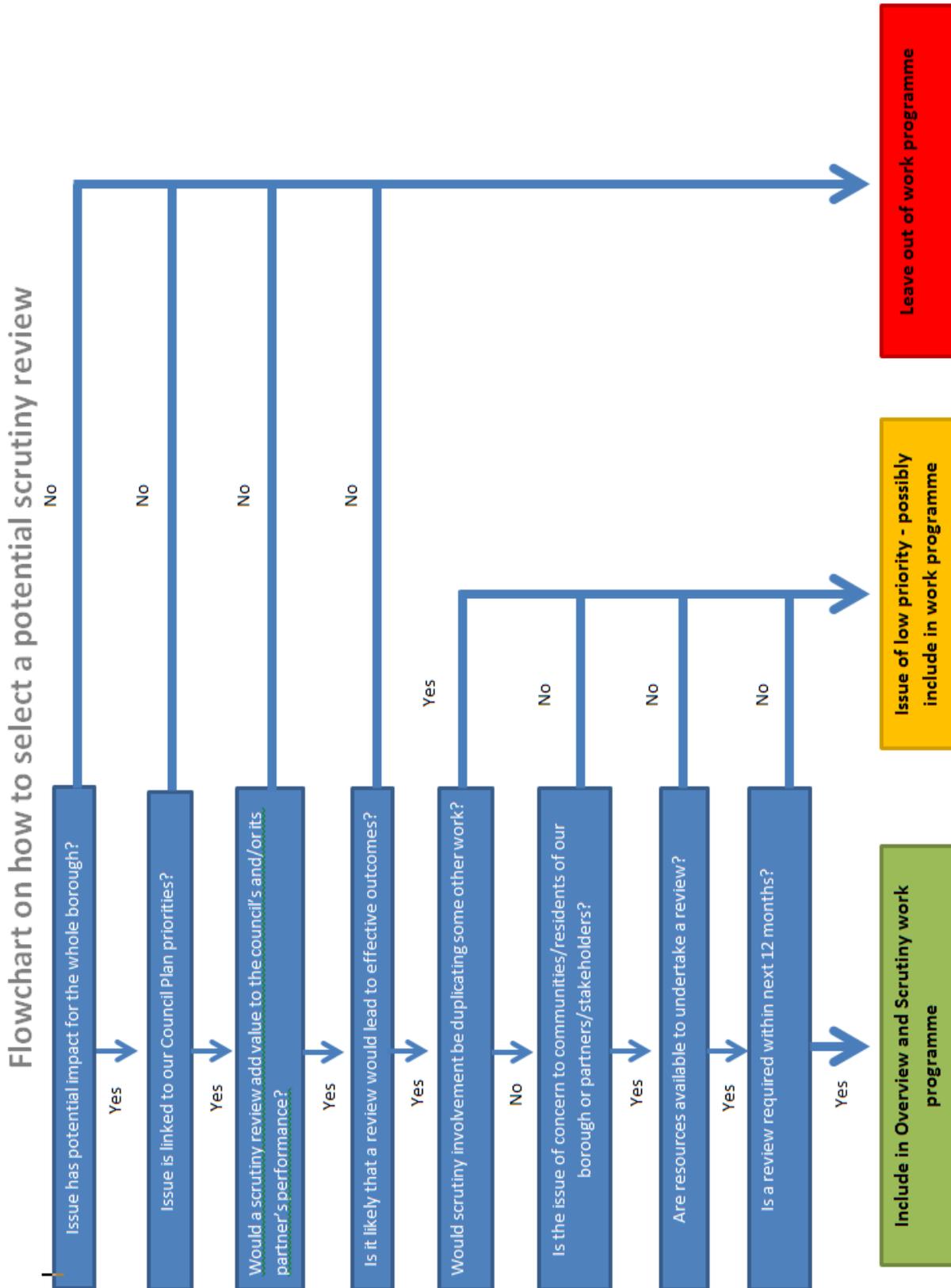
This committee will be at the forefront of ensuring our strategies and policies are delivered effectively and efficiently, along with the council's Covid-19 recovery plan. This will be achieved by monitoring and scrutinising the performance of the actions contained within the plan on a quarterly basis and regularly reviewing the lessons learnt following the pandemic.

Alongside this, other key areas of activity during the next financial year include monitoring the delivery of actions arising from the Local Government Association (LGA) Peer Challenge final report and ensuring other service-related improvements are delivered.

The Overview and Scrutiny Committee's draft work programme for the year 2021/2022 can be found in Appendix B. As always, the programme will be flexible so any new areas for review can be added when required.

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





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