

28 March 2022

<b>Committee</b>	Overview and Scrutiny
<b>Date</b>	Tuesday, 5 April 2022
<b>Time of Meeting</b>	4:30 pm
<b>Venue</b>	Tewkesbury Borough Council Offices, Severn Room

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

### **Agenda**

#### **1. ANNOUNCEMENTS**

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

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

#### **2. APOLOGIES FOR ABSENCE AND SUBSTITUTIONS**

To receive apologies for absence and advise of any substitutions.

#### **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.



	<b>Item</b>	<b>Page(s)</b>
<b>4.</b>	<b>MINUTES</b>  To approve the Minutes of the meeting held on 8 March 2022.	1 - 13
<b>5.</b>	<b>EXECUTIVE COMMITTEE FORWARD PLAN</b>  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.	14 - 20
<b>6.</b>	<b>OVERVIEW AND SCRUTINY COMMITTEE WORK PROGRAMME 2022/23</b>  To approve the Overview and Scrutiny Committee Work Programme for the forthcoming year.	21 - 35
<b>7.</b>	<b>GLOUCESTERSHIRE ECONOMIC GROWTH SCRUTINY COMMITTEE UPDATE</b>  To receive an update from the Council's representative on matters considered at the last meeting (31 March 2022).	
<b>8.</b>	<b>DEPOT SERVICES WORKING GROUP ANNUAL REPORT</b>  To consider the progress made by the Working Group during 2021/22; to agree that the Working Group continue to meet until Ubico contract renewal in 2027 with the revised Terms of Reference as set out at Appendix 1 to the report; and to agree that Officers explore the mechanism for requesting additional capital funding for an additional waste vehicle, and develop a business case for adding the provision of a new waste collection depot to the Infrastructure List to enable Community Infrastructure Levy funding to be used, and report back to the Executive Committee.	36 - 43
<b>9.</b>	<b>CUSTOMER CARE STRATEGY</b>  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.	44 - 60
<b>10.</b>	<b>COMMUNICATIONS STRATEGY 2020-24 - ACTION PLAN ANNUAL REVIEW</b>  To consider the progress made against the actions within the Communications Strategy during 2021/22 and to endorse the action plan for 2022/23.	61 - 80
<b>11.</b>	<b>OVERVIEW AND SCRUTINY COMMITTEE ANNUAL REPORT 2021/22</b>  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.	81 - 118

**DATE OF NEXT MEETING****TUESDAY, 7 JUNE 2022****COUNCILLORS CONSTITUTING COMMITTEE**

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

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

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