

3 October 2022

Committee	Overview and Scrutiny
Date	Tuesday, 11 October 2022
Time of Meeting	4:30 pm
Venue	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.



	Item	Page(s)
4.	MINUTES To approve the Minutes of the meeting held on 6 September 2022.	1 - 15
5.	EXECUTIVE COMMITTEE FORWARD PLAN 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.	16 - 22
6.	OVERVIEW AND SCRUTINY COMMITTEE WORK PROGRAMME 2022/23 To consider the forthcoming work of the Overview and Scrutiny Committee.	23 - 30
7.	PLACES LEISURE PRESENTATION To receive a presentation from Places Leisure to understand how Tewkesbury Leisure Centre is recovering from the pandemic.	
8.	HAVE YOUR SAY (4CS) ANNUAL UPDATE To consider the annual update to provide assurance that complaints are managed effectively.	31 - 52
9.	GLOUCESTERSHIRE ECONOMIC GROWTH SCRUTINY COMMITTEE UPDATE To receive an update from the Council's representative on matters considered at the last meeting (22 September 2022).	53 - 57

DATE OF NEXT MEETING
TUESDAY, 22 NOVEMBER 2022
COUNCILLORS CONSTITUTING COMMITTEE

Councillors: K Berliner (Vice-Chair), G J Bocking, C L J Carter, K J Cromwell, P A Godwin, H C McLain, P D McLain, C E Mills, H S Munro, J W Murphy (Chair), J K Smith, C Softley, 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 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.

TEWKESBURY BOROUGH COUNCIL

**Minutes of a Meeting of the Overview and Scrutiny Committee held at the
Council Offices, Gloucester Road, Tewkesbury on Tuesday, 6 September 2022
commencing at 4:30 pm**

Present:

Chair	Councillor J W Murphy
Vice Chair	Councillor K Berliner

and Councillors:

G J Bocking, C L J Carter, K J Cromwell, P A Godwin, H C McLain, P D McLain, C E Mills,
H S Munro, J K Smith, R J G Smith, S Thomson and M J Williams

also present:

Councillor D J Harwood

OS.33 ANNOUNCEMENTS

33.1 The evacuation procedure, as noted on the Agenda, was advised to those present.

OS.34 APOLOGIES FOR ABSENCE AND SUBSTITUTIONS

34.1 Apologies for absence were received from Councillor P N Workman. There were no substitutes for the meeting.

OS.35 DECLARATIONS OF INTEREST

35.1 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.

35.2 There were no declarations made on this occasion.

OS.36 MINUTES

36.1 The Minutes of the meeting held on 12 July 2022, copies of which had been circulated, were approved as a correct record and signed by the Chair.

OS.37 EXECUTIVE COMMITTEE FORWARD PLAN

37.1 Attention was drawn to the Executive Committee Forward Plan, circulated at Pages No.20-27. 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.

- 37.2 The Corporate Services Manager advised that, following engagement with services across the Council, the Executive Committee Forward Plan was now looking more healthy with a number of items having been added. A Member noted that a report on the Licensing Services Review and Restructure was due to be considered at the meeting on 5 October 2022; however, in the Council Plan Performance Tracker Quarter One 2022/23 report, due to be considered at Agenda Item 7 of today's meeting, it mentioned this had been delayed and could not be completed until January 2023 due to an IT issue. The Member also asked if the costs of GDPR administration for CCTV in taxis was being taken into account as he understood that consultation was currently underway. In response, the Head of Community Services confirmed this item had been delayed and would be taken to the Executive Committee later in the year, although he did not have a confirmed date for that as yet. In terms of CCTV in taxis, he advised that no decision would be made until consultation with the trade had finished. The outcomes of the consultation would be reported to the Licensing Committee in due course.
- 37.3 A Member noted that a report on the new draft Community Infrastructure Levy (CIL) Charging Schedule was due to be taken to the Executive Committee in November and he asked if that would address situations whereby other local authorities benefited from CIL monies for properties built within Tewkesbury Borough on allocated sites within the Joint Core Strategy. The Head of Development Services explained there was an agreement in place that 70% of strategic CIL money was collectively pooled by the three Joint Core Strategy authorities. It was noted that the CIL was a strategic money pot and was not spent on individual sites. All of the projects on the Infrastructure Funding Statement currently related to transport; these were all expensive projects with the majority costing around the £10m mark whereas the CIL pot was around £1-2m so no bids had been made to date. The Member raised concern there was a lot of outstanding infrastructure which was desperately needed in parts of the borough including schools, roads, flood defences etc. and he asked who decided where money from the CIL pot was actually spent as he was seeing more infrastructure within other authority areas than in Tewkesbury Borough which was the one with the most development. In response, the Head of Development Services advised that the Infrastructure Delivery Plan was part of the Joint Core Strategy; the total infrastructure for all transport required totalled £90m so the authorities were working with the County Council to establish key priorities and identify additional funding streams. She provided assurance that it would be a collective decision as to where money was spent, although the governance arrangements for how to make that decision had not yet been formally established. On the basis that CIL money was primarily for transport infrastructure, the Member asked if things like schools would ultimately be paid for by the CIL at some point. The Head of Development Services explained that one of the reasons for the review was the need to establish and see what could be added to the Infrastructure Funding Statement; she felt the next Infrastructure Funding Statement was likely to remain focused on transport but discussions were taking place with stakeholders such as the NHS to establish their requirements. She accepted it was a massive issue that the infrastructure needed to take the Joint Core Strategy forward cost so much and the money being recouped was not enough to facilitate all that was required. The Member went on to indicate that it had been identified via the County Council that, by 2023, there would be a seven form entry shortage at secondary school level in the Gloucestershire catchment area - particularly from development in Innsworth, Churchdown and Brockworth - which was a long way behind where it should be. With that in mind, he asked what the timescales were for schools to be included in the Infrastructure Funding Statement. The Head of Development Services advised that education provision did not have to be paid for by CIL; Gloucestershire County Council could request Section 106 contributions for primary and secondary school provision provided there was an evidence base for that. The CIL review would look at schemes across Tewkesbury Borough, Cheltenham Borough and

Gloucester City; this was very much at the evidence stage and there would be engagement with Members prior to consultation with the public. The Member asked for an update to be provided on what was happening with schooling and the Head of Development Services undertook to find out the school places strategy and advise Members accordingly.

- 37.4 A Member noted that the Parking Strategy Review was due to be considered by the Executive Committee at its meeting on 16 November; however, as set out in the Overview and Scrutiny Committee Work Programme, this had been deferred several times since June 2022 so he asked if this would be coming forward soon and whether any meetings of the Parking Strategy Review Working Group would be required. The Head of Finance and Asset Management confirmed that responsibility for this lay with him. There had been a lot of changes since the Working Group had last met to agree the draft revised strategy in principle so he may need to reconvene the Group in order to consider the various factors in play. In response to a query regarding timescales, the Head of Finance and Asset Management indicated that he would need to find a solution over the next few weeks and hoped to be in a position to provide an update to the Overview and Scrutiny Committee in November.
- 37.5 A Member noted that Spring Gardens Regeneration Phase 1a was included within the pending items of the Executive Committee Forward Plan but he had understood this was not being progressed. The Head of Finance and Asset Management clarified it had been put on hold in 2020 due to budget considerations and the impact of COVID etc. but Officers were currently looking at scoping how the project could be progressed, bearing in mind the changes since the last discussion. It was an ambition of the Council and Officers to take this forward which was why it had remained in the Forward Plan; he expected it would be brought back into the Member arena by 2023.
- 37.6 A Member drew attention to Page No. 20 of the report which showed that the Homelessness Prevention Grant Funding Spending Plan was due to be taken to the Executive Committee in October. She noted this item had been deferred from August and, in view of the current situation, she assumed it would be a fairly high priority so she asked what progress had been made and whether the number of homeless people was expected to increase. In response, the Head of Community Services confirmed it was a very high priority and, in all likelihood he anticipated homelessness figures to rise. He explained that the report had been due to go to the Executive Committee in August but there had been a query from the Finance team regarding some of the figures and, unfortunately, the Officer who had written the report had been on leave at the time which was why it had been deferred. He provided assurance that it would be going to the Executive Committee meeting in October.
- 37.7 It was
RESOLVED That the Executive Committee Forward Plan be **NOTED**.

OS.38 OVERVIEW AND SCRUTINY COMMITTEE WORK PROGRAMME 2022/23 AND ACTION LIST

- 38.1 Attention was drawn to the Overview and Scrutiny Committee Work Programme, circulated at Pages No. 28-37, and the action list setting out the actions arising from meetings of the Overview and Scrutiny Committee between October 2019 and June 2022, circulated at Pages No. 38-47. Members were asked to consider the Work Programme and action list.

- 38.2 The Corporate Services Manager advised that the Overview and Scrutiny Committee workshop to review the Capability Policy had taken place on 23 August where it had been agreed that a further session would be held to consider the draft revised policy prior to bringing that to the Committee for endorsement. In order to facilitate the workshop, that item would now be moved to the Overview and Scrutiny Committee meeting on 22 November 2022. Members were also advised that the Place Leisure Presentation which was currently included in the pending items section of the Work Programme had now been arranged for the meeting on 11 October 2022. Work was underway with other relevant Officers to schedule in the remaining pending items.
- 38.3 A Member noted that use of mobile surveillance equipment for fly-tipping investigations was still included in the pending items section and he asked if the cameras had been purchased and deployed as Members had asked to be notified when that had happened. The Head of Community Services confirmed that the cameras had been received about three weeks ago and these had been deployed to known hotspot areas; if Members were aware of any areas where there were regular problems, he asked them to let him know so they could be investigated.
- 38.4 In terms of the action list, the Corporate Services Manager advised that 13 of the 22 actions had been completed. Two actions related to the proposed training session on the Government's Housing Design Guide and it was hoped the target date of September would be achieved. It was noted that the two actions relating to Ubico, set out at Pages No. 40 and 44 of the report, would be removed from the action list as soon as the information was provided. The following issues were raised during the discussion:

Meeting Date: 22 October 2019

P38 – Warm and Well Scheme Update.

A Member noted that this was intended to be provided at the Town and Parish Council Seminar in April 2023 and she questioned whether it could be brought forward given the concerns around rising energy costs and heating bills faced over the winter. The Head of Community Services undertook to see if this was possible and gave assurance that it was intended to provide information via the Borough News and Parish Newsletter so Parish Councils would have that in advance of the seminar. A Member asked whether social media would be used to promote messages and information throughout the winter and the Head of Community Services confirmed that would be the case. The Financial Inclusion Partnership had been reconvened to look at cost of living issues and Warm and Well had been invited to attend those meetings. He took on board the concerns about the cost of living and confirmed that the Council would do as much as possible to support residents. A Member suggested that information put out by the Borough Council should also be sent to Town and Parish Councils for inclusion within their communications, for instance, the majority had their own websites and some used social media. The Head of Community Services undertook to speak to colleagues in the

Communications Team about the best way to do this.

Meeting Date: 8 March 2022

P42 – Agenda Item – Council Plan Performance Tracker and COVID-19 Recovery Tracker. A Member asked whether there was a date in mind for the session on the Government's Housing Design Guide and the Head of Development Services advised that the Garden Town team had commissioned LDA Design to create the design manual for the Garden Town and discussions were underway to provide the seminar in September if possible, although it may need to move to October.

38.5 Accordingly, it was

RESOLVED That the Overview and Scrutiny Committee Work Programme 2022/23 and the action list be **NOTED**.

OS.39 COUNCIL PLAN PERFORMANCE TRACKER - QUARTER ONE 2022/23

- 39.1 The report of the Head of Corporate Services, circulated at Pages No. 48-107, attached the performance management information for quarter one of 2022/23. The Overview and Scrutiny Committee was asked to review and scrutinise the information and, where appropriate, identify any issues to refer to the Executive Committee for clarification or further action to be taken.
- 39.2 Members were informed that this was the first quarterly monitoring report for 2022/23 and represented the latest information in terms of the status of the actions set out in the Council Plan which was refreshed and adopted by Council on 26 July 2022. Progress against delivering the objectives and actions for each of the six Council Plan priorities was reported through the performance tracker, attached at Appendix 1 to the report, which was a combined document that also included a set of Key Performance Indicators (KPIs). The remaining actions from the COVID-19 Corporate Recovery Plan had been incorporated into the Council Plan Performance Tracker so there would be one strategic document going forward. Key financial information was also reported alongside the tracker documents with a revenue budget statement attached at Appendix 2 to the report, a capital monitoring statement attached at Appendix 3 to the report and a reserves position summary attached at Appendix 4 to the report.
- 39.3 Key actions for the quarter were highlighted at Paragraph 2.3 of the report and included adoption of the Tewkesbury Borough Plan; approval of an interim Medium Term Financial Strategy; submission of the UK Shared Prosperity Fund Investment Plan; and completion of the solar canopy in the rear car park at the Public Services Centre. Members were reminded that, due to the complex nature of the actions being delivered, it was inevitable that some would not progress as smoothly or as quickly as envisaged and the details of those actions were set out at Paragraph 2.4 of the report. It was noted that not all actions started at the same time so any which were yet to commence had been 'greyed out' in the tracker with indicative dates for commencement stated. In terms of KPIs, the status of each indicator was set out at Paragraph 3.2 of the report and KPIs where direction of travel was down and/or not on target, were set out at Paragraph 3.3. of the report. Particular reference was made to KPI 18 – Percentage of minor applications determined within eight weeks or alternative period agreed with the applicant - as the quarter one outturn figure was a significant improvement on the 2021/22 full year outturn despite the target

figure not being met for the quarter. Similarly, performance in relation to KPI 22 – Investigate category C cases within 10 working days – had also improved when compared to the 2021/22 outturn figure albeit the target for quarter one had not been achieved

39.4 During the debate which ensued, the following queries and comments were made in relation to the Council Plan Performance Tracker:

Priority: Economic Growth

P67 – Objective 3 – Action c) Develop an Investment Plan for the Borough through the Shared Prosperity Fund – A Member noted this was a requirement of the UK Shared Prosperity Fund and he asked if it was a local plan and who could access it.

The Community and Economic Development Manager confirmed it was a plan for Tewkesbury Borough and he would be happy to circulate a synopsis to Members following the meeting.

Priority: Housing and Communities

P75 – Objective 3 – Action a) Work with partners, infrastructure providers and developers to progress the delivery of key sites – A Member asked who the partners and infrastructure providers were in this case and how what was needed in communities was established.

The Head of Development Services advised that a range of contributions were secured through planning permissions for things such as education, communities facilities etc. and there were a number of statutory stakeholders under the planning framework. The Community and Economic Development Manager and his team worked closely with Parishes and communities on their requirements. The pre-application process and engaging with members of the public had been identified for review next year as part of the Development Management review and would consider how to bring together spatial issues - especially around the health agenda on larger developments.

The Community and Economic Development Manager confirmed that he worked closely with Parish Councils and encouraged them to look at priorities and community needs. Development of Neighbourhood Development Plans or Parish Plans required consultation with the community to understand need, especially in terms of infrastructure such as open spaces, parks, play areas, village halls, community centres etc. When planning applications were submitted, Officers liaised with the Parish Council to understand what they believed were the needs arising from a new development/population and consultation took place with the community and any relevant sports clubs, groups etc. When applications were approved, Officers ensured the agreed infrastructure was delivered and used appropriately.

The Member raised concern that a lot of residents did not feel connected to the planning process and development in their areas and he felt it would be beneficial for Officers to conduct visits and attend meetings in the community, particularly in respect of large scale development. The Head of Development Services indicated that she was happy to have a discussion with individual Members in relation to any specific large scale planning applications about whether this was necessary and proportionate; however, it was important not to raise expectations given the available resources.

A Member asked which member of staff would be best-placed to deal with queries on Section 106 monies and was advised to contact the Section 106 Monitoring Officer. The Head of Development Services recognised there had been a huge issue with making information available and a lot of work had been done to move Section 106 information onto a new system; that work was nearing completion and it was hoped to have a single system in place that would be front-facing so Members would be able to look online to find out what Section 106 money had been spent.

Key Performance Indicators for priority: Housing and Communities

P81-82 – KPIs 17-19 – Percentage of planning applications determined – A Member recognised that, despite the unhappy faces for these indicators, there had been some improvement and she asked when the targets were likely to be achieved.

The Head of Development Services confirmed there had been improvement compared to the 2021/22 outturn and Officers were striving to meet the targets which had been set; however, the KPIs were very high and reflective of a top-performing authority. Whilst Officers wanted to raise the bar and push performance, that needed to be balanced against the fact that a full service review was currently being undertaken so work was being done to establish more realistic targets. It was demoralising for staff who were working so hard to continue to miss the targets each quarter. Given the Development Management review, performance needed to be assessed over a two to three year period and consideration was being given to introducing a stepped approach to targets and KPIs whereby they were increased over each quarter to ensure the rate was proportionate to what was being achieved through the wider review.

In response to a query regarding staffing, the Head of Development Services advised that there were now three team leaders in post

following two internal promotions, the downside being this had left two senior planner posts vacant which would be advertised shortly. January 2023 was being targeted to have permanent staff in place to be able to drive forward change – there was currently an Interim Development Manager and a number of contractors in post within the team so resources were being put in to deliver the service in the meantime.

Given the challenges with recruitment and retention, a Member indicated there would be budget implications and he asked what the timescales were for a report being brought back to the Overview and Scrutiny Committee; if that was not expected in the short to medium term he questioned whether an interim report was needed in advance of budget setting for 2023/24. The Head of Development Services explained that it had been agreed by the Executive Committee that reports on the progress of the Development Management review would be taken to Transform Working Group. With regard to funding, all processes were currently being reviewed to ensure they were fit for purpose and to check the right level of resources were in place for the type of applications being received. It was intended to change the structure to make it more robust with plans to recruit a Chief Planning Officer. If there were insufficient funds for resources, it would be necessary to submit this as a growth item. She was keen to ensure that processes were as efficient as possible before requesting more resources but that would need to be reviewed if there continued to be issues with caseloads and volumes. In terms of timeframes, she hoped to have a good indication of that by the end of the calendar year in time to have the necessary discussions if more Officers were required.

Priority: Customer First

P86 – Objective 1 - Action f)
Carry out a full review of the licensing services – A Member understood this had been delayed by connectivity issues between the two systems and he asked what progress was being made to resolve the problems and whether the action was likely to be delivered by the end of January 2023.

The Corporate Services Manager advised that the issue lay with the Uniform system and the provider was doing its best to come up with a resolution. The Head of Community Services clarified this was just one aspect of the review and was not preventing other streams from progressing.

P87 – Objective 2 – Action a)
Carry out a review of our corporate website – A Member noted that the Council’s web designer role was vacant, and two attempts had failed to recruit a candidate with the required skills, and he asked if there was any update on this.

The Corporate Services Manager explained that a market supplement had recently been approved to support recruitment to the role. Whilst advertising had attracted candidates, they had not been of the quality required. It was noted that the temporary web developer post had also recently become vacant as the postholder had received a job offer for a permanent position so that role would also need to be filled. She provided assurance that the current website still reflected best practice and was working as it should. A new provider had been identified and work was being undertaken with services across the authority to ensure that all of the information was ready to go onto the new website as soon as the post was filled.

The Member indicated that he had a problem with the planning portal crashing and he asked if anyone else had experienced this. The Head of Development Services confirmed that it had been identified that the portal could not be accessed after 8pm. IT had been made aware and were looking into it. The Corporate Services Manager clarified that the planning portal was separate from the Council’s website but she undertook to pick this up with the IT team following the meeting.

P88 – Objective 2 – Action c)
Create a planning application tracker – A Member asked whether this was still expected to be delivered by the end of September.

The Head of Development Services confirmed that it was on target. A Member asked if it would be possible for Members to receive a demonstration of the tracker as it would be beneficial for them to understand how it worked prior to its public launch. The Head of Development Services indicated that she would be happy to arrange that.

Key Performance Indicators for Priority: Customer First

P92 – KPI 32 – Percentage of NNDR Collected – A Member noted that the average number of days to process change in circumstances to housing benefit claims had increased and she asked if there was a plan to turn this around.

The Corporate Services Manager advised that this KPI had been impacted by high staff turnover within the department and members of the team had also been providing support to other areas e.g. food vouchers, energy rebate. Recruitment had been successful and posts had been filled so it was anticipated there would be a positive change going forward; nevertheless, customer demand remained high and the Business Transformation team was looking at where it could offer digital solutions for some of the processes. It should be recognised that performance was still very good compared to other authorities nationally but assurance was provided that there were plans in place for improvement.

Priority: Garden Communities

P95 – Objective b) Prepare a design manual – A Member noted that consultation was being carried out and he asked how this was being undertaken and when.

The Garden Town Programme Director explained that the production of the design manual for the Garden Town was a 12 month process so Officers were still in the early stages of that work. Discussion had taken place with the Tewkesbury Garden Town Member Reference Panel and it was intended to continue to work very closely with Members as it developed through continuous liaison with the Panel. He indicated there was always an opportunity for other Members to attend the Panel meetings, if they so wished.

Priority: Sustainable Environment

P98 – Objective 1 – Action c) Source and secure funding opportunities to support the delivery of the carbon reduction programme – A Member noted that smaller funding awards were being sought to support the delivery of electric vehicle charging points and he asked if that was for the Council car park or for members of the public as it was often difficult for them to install their own charging points.

The Head of Finance and Asset Management advised that an Electric Vehicle Infrastructure Strategy was being taken to the Climate Change and Flood Risk Management Group to support the roll-out of electric vehicle charging points within the borough. It was noted that Gloucestershire County Council had an on-street charging strategy so it was important to ensure there was no duplication; however, it was intended to obtain as much funding as possible for electric vehicle charging points, whether that be in the Council's car park or other car parks across the borough.

P101 – Objective 4 – Action
 a) Establish and publish a local list of non-designated heritage assets in the borough – A Member asked whether this was still on target for the end of September 2022 as she had looked at the link to the list on the Council's website which suggested it was still open for nominations. She also asked if Parish Councils had been involved.

The Head of Development Services confirmed that the majority of work had been done and the Parish Councils had been heavily involved. There had been a lot of submissions to the Council and the Panel had met to go through those. Once she had completed the decision notice the list would be published on the website.

- 39.5 Turning to the financial information, the Head of Finance and Asset Management advised that the financial budget summary for quarter one showed a projected surplus of £275,461 for the full year against the approved budget; however, a number of assumptions had been made for the report and there had already been an impact on the budget in the first three months of the year. The cost of living impact was only just starting to be felt in terms of the Council's expenditure so that would impact on services moving through the year.
- 39.6 The table at Paragraph 4.2 of the report highlighted the variances against budget. In terms of employees, the Head of Finance and Asset Management explained that the figure in the table was not comparable to the wording at Paragraph 4.5 – the table did not include the gross cost of the Garden Town team which was funded externally and showed a full year variance of £393,676, but the wording at Paragraph 4.5 highlighted a potential gross surplus of £591,914 – although taking into account the corporate expenditure target to save £100,000 from employment costs across the Council, the net position was a surplus of £491,914. Notwithstanding this, the pay award for April 2022 had not yet been determined; whilst the employment costs included an assumed 2% pay award which had been budgeted at the beginning of the year, it was likely to be in excess of that. The employer's side had responded in late July with an offer of £1,925 on every scale point plus an additional day of annual leave. This was a significant pay offer which was being driven by the need to increase the lowest scale point by an estimated 10.5% to meet the expected National Living Wage. If agreed, it was estimated it would cost the Council £500,000 - £300,000 above budget and there was potential for a higher award. If funds were insufficient and there was no surplus to meet the cost, it would be necessary to use the £500,000 reserves which been established for that purpose at year end. Payments to third parties highlighted a projected overspend of £1.68m; however, £1.5m of that was in relation to the grant received and paid over to Gloucestershire County Council regarding the M5/A46 project so the real overspend was projected to be £183,000. Of that, there was £240,000 deficit forecast against the Ubico budget with the rising cost of diesel accounting for £141,000 – since the forecast had been put together prices had dropped so it was hoped to see a reduction in quarter two. Other areas of overspend related to agency staff and increased cost of vehicle hire. It was noted that Ubico was also subject to the Council's pay award. Members were advised that, at the start of the financial year, after the budget had been set, Cheltenham Borough Council had advised of additional running costs in relation to Swindon Road depot; those costs had previously been borne by Cheltenham Borough Council and related to day-to-day running costs and maintenance requirements. As such, Tewkesbury Borough Council was now required to pay a service charge of £150,000 per annum. This would be off-set by a reduction in the gate fee for the Materials Recovery Facility (MRF) which was expected to be £150,000 lower than budget, largely due to the

buoyant market for recycling collected which had resulted in the gate fee dropping from £67 per tonne to £26 per tonne. Income was positive in many areas with Development Management predicting a 20% increase in planning fees due to a rise in the number of planning applications; however, a number of other income streams were not doing as well with income from the Leisure Centre expected to be lower than budget as it continued to recover from the pandemic and the commercial unit on the top floor of the Council Offices remaining vacant.

- 39.7 In terms of corporate expenditure, there was an estimated surplus of £51,867. Treasury activities were expected to deliver savings in borrowing costs as, although rates had increased, the Council's borrowing requirements had reduced. The Council's commercial property portfolio was currently predicting a deficit for the year as a result of the expected temporary void at one office unit in Hertford; that unit had now been let on a 10 year basis so would start to generate income following the inducement period. The overall projected position on retained business rates was currently in line with budget expectations; however, this could be volatile and it would be interesting to see how the Government intended to support businesses through the winter. Members were informed there was an overall budget surplus projection of £275,000 for the year, although that was likely to change moving through the year. The Head of Finance and Asset Management indicated that no further funding was expected from the Government in the current year to support pressures on the budget.
- 39.8 The capital budget position as at quarter one was attached at Appendix 3 to the report and was currently showing an underspend of £525,000 against the profiled budget. The capital programme estimated total expenditure for the year to be circa £5.17m with the main elements being Ashchurch Bridge, vehicle replacement, solar canopy and Disabled Facilities Grants (DFGs). An overspend was shown on DFGs as more grants had been paid out but that had no impact on the Tewkesbury Borough Council's financial position as it was funded by the County Council. Appendix 4 to the report provided a summary of the current usage of available reserves; as expected at the end of quarter one, reserves expenditure was relatively modest but it was anticipated there would be further significant expenditure incurred through the remainder of the year.
- 39.9 A Member noted that it may be necessary to use reserves to fund the pay award and he raised concern as to how the ongoing cost of the increase - and other increases around energy costs etc. - would be met going forward. Another Member drew attention to Page No. 54, Paragraph 4.2 of the report, and noted that the corporate expenditure included a corporate savings target which showed a deficit of £100,000 and he asked for an explanation on this. The Head of Finance and Asset Management explained that the level of employee turnover was generally the same each year; however, this year there had been more than normal and there was often a delay in making new appointments. The approach that had been taken was not to allocate savings targets to individual services. There was an overall surplus of £591,914 which was more than the net £100,000 target – when looking to set a target for the current year, it was set at a level whereby it could be increased to support the overall budget. With regard to the replacement of the Ubico fleet, the Member questioned whether the Council should be spending the money now rather than next year when vehicles were likely to be more expensive. In response, the Head of Community Services advised that there was a balance between trying to extend the life of the current fleet as much as possible and the cost of repairs but it would not be prudent to get rid of the vehicles any earlier than necessary. Currently the whole fleet was replaced at once so consideration was being given as to how that could be smoothed out. The Head of Finance and Asset Management indicated that, in normal circumstances, approximately £4m was spend on the replacement of the vehicle fleet every seven years – this was compounded now by increased prices, uncertainty on Government policy and the commitment to carbon reduction. How best to deliver the Council's waste and recycling service was a

complex piece of work but it was hoped there would be some outcomes over the coming months. The Member asked whether Managers were generally being encouraged to spend their budgets to deliver projects within the current year given that costs were likely to increase next year. The Head of Finance and Asset Management explained that, in general terms, if something was planned for the current year then it should be done within the original timeframe; however, there were particular instances where prices may reduce.

- 39.10 A Member asked what happened in terms of any overspend on the highway projects as he did not fully understand the mechanisms in place for funding. In response, the Garden Town Programme Director explained that there had been unprecedented inflation which nobody could have predicted within general risk management in the budget, for instance, the Junction 10 M5 project now cost many millions more than when the original bid was calculated so there had been a lot of discussion with the Government as to how the funding gap would be covered. The Member asked for clarification of the Borough Council's position in terms of costs and was informed that the funding for each project was slightly different – the J10 project was via the incoming infrastructure fund which the County Council had been eligible to bid for and the work would be done in collaboration with the Department for Transport and National Highways; Ashchurch Bridge was via the Housing Infrastructure Fund which Tewkesbury Borough Council had been eligible to bid for so the money had come direct to the Council which procured or commissioned the work; J9/A46 was the next potential scheme and was currently not funded – it was intended to bid for Department for Transport funds which had slightly different parameters and may be picked up by National Highways. He indicated that all funds were very different and the Council had to conform to criteria and bid accordingly. The Member asked if there was any chance Tewkesbury Borough Council could end up having to pay for any overspend on any project and the Garden Town Programme Director confirmed that there was some risk but it was managed through the individual contract and he provided assurance that, in relation to the large scale projects, the risk was with the County Council not Tewkesbury Borough Council.
- 39.11 A Member drew attention to Page No. 56, Paragraph 4.16 of the report, which related to the additional running costs associated with the Swindon Road Depot and he asked why this had changed. In response, the Head of Community Services advised that this had come as a surprise as Cheltenham Borough Council had previously covered the costs of running the depot; however, it was now intended to agree a work programme which would give Officers the ability to ask questions and push back if necessary. A Member noted that the additional development expected within the borough would have implications for Ubico and the services it provided so he asked if that had been included within the budget going forward. The Head of Community Services advised that, when the fleet had been designed seven years ago, some growth had been built in but that had now been used and the fleet was not far from capacity. Another food waste round was being added next year and a further two recycling rounds were planned for the following year so consideration was being given as to how Section 106 and Community Infrastructure Levy (CIL) could be secured to provide the necessary infrastructure.
- 39.12 In response to a query regarding the Council's reserves, the Head of Finance and Asset Management advised that these were in a very good place having been built up over the last five to six years. A lot of this was external funding to support specific project delivery but also from budget surplus and business rates in-year. Given the current environment he would like to have more money within the reserves but he was comfortable with the level as it stood. Forecasting was difficult; however, it was likely to be necessary to draw upon reserves more frequently in the future.

- 39.13 Having considered the information provided, it was
RESOLVED That the performance management information for quarter one of 2022/23 be **NOTED**.

OS.40 REVIEW OF ECONOMIC DEVELOPMENT AND TOURISM STRATEGY

- 40.1 The report of the Community and Economic Development Manager, circulated at Pages No. 108-112, set out, at Appendix 1, the proposed Terms of Reference for the review of the Economic Development and Tourism Strategy which Members were asked to approve.
- 40.2 The Community and Economic Development Manager indicated that the Committee had expressed a desire to assist with the review of the Economic Development and Tourism Strategy which played a key role in the Council's growth agenda. As the first stage of the review, consultants had been commissioned to undertake an economic assessment of the borough and it was recommended that the Overview and Scrutiny Committee, along with the Lead Member for Economic Development/Promotion, receive a presentation/workshop from the consultants on their findings, following which the draft strategy would be produced for consideration by the Overview and Scrutiny Committee and approval by the Executive Committee.
- 40.3 Accordingly, it was
RESOLVED That the Terms of Reference for the review of the Economic Development and Tourism Strategy be **APPROVED** as set out at Appendix 1 to the report.

OS.41 GLOUCESTERSHIRE ECONOMIC GROWTH SCRUTINY COMMITTEE UPDATE

- 41.1 Attention was drawn to the report from the Council's representative on the Gloucestershire Economic Growth Scrutiny Committee, circulated separately, which gave an update on matters considered at the meeting held on 21 July 2022.
- 41.2 The Council's representative on the Gloucestershire Economic Growth Scrutiny Committee advised that the meeting had focused on public transport and Members had received an overview of the mass transit project and how it related to decarbonisation. He indicated that ambitious actions were needed to close the emissions gap including reducing 7.5% of car trips and increasing the use of public transport by 100%. He advised that the aspiration was for an entirely integrated mass transit system alongside a fully developed express bus network and a high-quality interchange service for all areas which was accessible by public transport with simple and affordable fares and clear information about the system.
- 41.3 A Member questioned if there had been any indication as to how it was intended to achieve the target of increasing public transport usage by 100% and the Council's representative advised that had not been specified. Another Member raised concern that there was a lack of awareness of the cost of travelling on public transport and that would need to be addressed if the ambitions were to be realised – it mentioned affordable fares but they would need to be affordable for everyone.
- 41.4 A Member asked for clarification as to the Overview and Scrutiny Committee's role in terms of actioning the proposals and how departments such as planning were assisting with the ambitions in terms of increasing public transport use. The Council's representative explained that transport and highways was a County Council issue; the Committee's role was to scrutinise the actions of County Officers. The Head of Development Services advised that, although the County Council was doing a lot of the work within the Local Transport Plan, it would be taken into account in the overall planning for the Joint Strategic Plan so she provided

assurance Officers were keeping a close watching brief on the project. The Member raised concern that one of the main issues was the lack of space for cycle/pedestrian routes etc. on existing development so he was keen to ensure that was being taken into consideration for new development. He felt that behavioural change was a significant factor so it was important to give people a choice – for instance, bus service provision was a problem, particularly in rural areas. Another Member agreed with the points raised about affordability and felt that was where efforts should be focused.

41.5 It was

RESOLVED That the Gloucestershire Economic Growth Scrutiny Committee update be **NOTED**.

OS.42 SEPARATE BUSINESS

42.1 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.43 SEPARATE MINUTES

43.1 The separate Minutes of the meeting held on 12 July 2022, copies of which had been circulated, were approved as a correct record and signed by the Chair.

The meeting closed at 6:30 pm

EXECUTIVE COMMITTEE FORWARD PLAN 2022/23

REGULAR ITEM:

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

<p>Additions to 5 October 2022</p> <ul style="list-style-type: none"> • Confidential Item: Ashchurch Bridge over Rail Project Update. • Impact of Inflation. • Confidential Item: Tewkesbury Leisure Centre.
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Committee Date: 16 November 2022

Agenda Item	Overview of Agenda Item	Lead Officer	Has agenda item previously been deferred? Details and date of deferment required
Financial Update – Quarter Two 2021/22.	To consider the quarterly budget position.	Head of Finance and Asset Management.	No.
Review of Capability Policy.	To approve the Capability Policy.	HR and OD Manager.	No.
First Floor Refurbishment Project.	To approve the First Floor Refurbishment Project.	Head of Finance and Asset Management.	No.
Car Parking Strategy.	To approve the Car Parking Strategy.	Head of Development Services.	Yes – delayed from October to allow time for it to go to Overview and Scrutiny Committee.
Empty Homes Strategy.	To approve the Empty Homes Strategy.	Head of Community Services.	No.
M5 J10 Development Consent Order.	To receive an update on the M5 J10 Development Consent Order process.	Head of Development Services	No
Infrastructure Funding Statement 2022, CIL and S106 reports on the Financial Year 2021/22 and the Infrastructure List	To consider and make a recommendation to Council.	Community Infrastructure Levy Manager.	No.

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Agenda Item 5

Committee Date: 16 November 2022

Agenda Item	Overview of Agenda Item	Lead Officer	Has agenda item previously been deferred? Details and date of deferment required
CIL Review of Charging Schedule(s) with the new 'draft' Charging Schedule submitted for approval to go out to formal public consultation.	To consider and make a recommendation to Council.	Community Infrastructure Levy Manager.	Deferred until the New Year to allow for the JSP partners to undertake the review at the same time.
Electric Vehicle Charging Point Strategy.	To consider the Electric Vehicle Charging Point Strategy.	Head of Finance and Asset Management.	No.
Council Tax Reduction Scheme and Council Tax Discounts.	To recommend the Council Tax Reduction Scheme and Council Tax Discounts to Council for approval.	Revenues and Benefits Manager.	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)).

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Committee Date: 4 January 2023

Agenda Item	Overview of Agenda Item	Lead Officer	Has agenda item previously been deferred? Details and date of deferment required
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.
ICT Strategy.	To approve the ICT Strategy.	ICT Operations Manager.	No.
Data Protection Policy.	To approve the Data Protection Policy.		No.
Risk Management Strategy.	To approve the Risk Management Strategy.		No.
Joining Project Solace.	To approve a one year pilot of Project Solace, an antisocial behaviour partnership with Gloucestershire Police.	Head of Community Services.	No.

Committee Date: 1 February 2023			
Agenda Item	Overview of Agenda Item	Lead Officer	Has agenda item previously been deferred? Details and date of deferment required
Budget 2023/24 (Annual).	To recommend a budget for 2023/24 to the Council.	Head of Finance and Asset Management.	No.
Financial Update - Quarter Three 2022/23.	To consider the quarterly budget position.	Head of Finance and Asset Management.	No.
Council Plan Performance Tracker and COVID-19 Recovery Tracker – Quarter Two 2022/23.	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.
To approve the 'Health in All Policies' policy.	To approve a policy to better consider the Council's approach to health and wellbeing in the community.	Head of Community Services.	No.
Economic Development and Tourism Strategy.	To approve the Economic Development and Tourism Strategy.	Community and Economic Development Manager.	Moved from January 2023.
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)).			

Committee Date: 1 March 2023			
Agenda Item	Overview of Agenda Item	Lead Officer	Has agenda item previously been deferred? Details and date of deferment required
Asset Management Strategy.	To approve the Asset Management Strategy.	Head of Finance and Asset Management.	Yes – from 1 June 2022.
Waste Services Fleet Procurement.	To approve the procurement of the waste services vehicle fleet.	Head of Community Services.	No.

Committee Date: 29 March 2023			
Agenda Item	Overview of Agenda Item	Lead Officer	Has agenda item previously been deferred? Details and date of deferment required
Council Plan Performance Tracker and COVID-19 Recovery Tracker – Quarter Three 2022/23.	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 2022/23.	Head of Corporate Services.	No.
Volunteering Policy.	To approve the Volunteering Policy.	HR and OD Manager.	No.

2022/23 Items

Committee Date: June 2023			
Agenda Item	Overview of Agenda Item	Lead Officer	Has agenda item previously been deferred? Details and date of deferment required
Planned Maintenance Programme.	To approve the Planned Maintenance Programme.	Asset Manager.	No.

PENDING ITEMS

Agenda Item	Overview of Agenda Item	Lead Officer	Date Item Added to Pending
Community Infrastructure Levy Review – New Draft Charging Schedule.	To recommend to Council for approval.	Head of Development Services.	January 2022.
Spring Gardens Regeneration Phase 1a report.	To agree the recommendation of the preferred option for the regeneration of Spring Gardens.	Head of Finance and Asset Management.	4 September 2019.
Capital Funding for Additional Waste Vehicle.	To receive a report following exploration of the mechanism for requesting additional capital funding for an additional waste vehicle, and for adding the provision of a new waste collection depot to the Infrastructure List to enable Community Infrastructure Levy funding to be used.	Head of Community Services.	Request by Overview and Scrutiny Committee April 2022.
Council Tax, Business Rates and Housing Benefits Overpayments Debt Recovery Policy	To approve the Council Tax, Business Rates and Housing Benefits Overpayments Debt Recovery Policy.	Head of Corporate Services.	21 June 2022
Licensing Services Review and Restructure.	To approve the new licensing service structure and associated use of funds.	Head of Community Services.	Removed from 5 October 2002 and added to pending on 7 September 2022.

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Agenda Item	Overview of Agenda Item	Lead Officer	Date Item Added to Pending
CIL Review of Charging Schedule(s) with the new 'draft' Charging Schedule submitted for approval to go out to formal public consultation.	To consider and make a recommendation to Council.	Community Infrastructure Levy Manager.	Added to pending on 13 September. Deferred from 16 November until the New Year to allow for the JSP partners to undertake the review at the same time.
Equalities and Diversity Policy.	To approve the Equalities and Diversity Policy.	Head of Corporate Services.	Removed from 5 October 2022 and added to pending on 21 September 2022.

OVERVIEW AND SCRUTINY COMMITTEE WORK PROGRAMME 2022/23

REGULAR ITEMS:

- Executive Committee Forward Plan
- Overview and Scrutiny Committee Work Programme 2022/23 (to include the Action List Update on a quarterly basis – June, September, January and March meetings each year).

<p><u>Additions to 11 October 2022</u></p> <ul style="list-style-type: none"> • Places Leisure Presentation – Moved from pending items. <p><u>Deletions from 11 October 2022</u></p> <ul style="list-style-type: none"> • Review of Capability Policy – Moved to 22 November to accommodate a follow-up workshop (on 6 October) to consider revisions to the policy. • Gloucestershire Police and Crime Panel Update – removed as meeting on 9 September was cancelled.
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Committee Date: 22 November 2022			
Agenda Item	Overview of Agenda Item	Lead Officer	Has agenda item previously been deferred? Details and date of deferment required
Housing and Homelessness Strategy	To monitor delivery of the actions in relation to the Housing and Homelessness Strategy.	Head of Community Services	Yes – deferred from 11 October 2022 as the action plan requires approval from Executive Committee at its meeting on 5 October 2022.
Parking Strategy Review	To endorse the findings of the Parking Strategy Review and approve the draft strategy for public consultation.	Head of Finance and Asset Management	Yes – deferred from 7 June 2022 (and subsequent meetings) due to lack of Officer resources and other priorities.
Review of Capability Policy	To endorse the revised Capability Policy and recommend it to the Executive Committee for approval.	Head of Corporate Services	Yes – deferred from 11 October 2022 to accommodate a follow-up workshop on 6 October 2022.

Committee Date: 22 November 2022			
Agenda Item	Overview of Agenda Item	Lead Officer	Has agenda item previously been deferred? Details and date of deferment required
Active Gloucestershire Report on the Progress of its 'We Can Move' Project	To consider the annual report on the progress of the project which the Council had agreed to fund for five years (2021/22-2025/26).	Community and Economic Development Manager	No – added following Executive Committee decision 3 March 2021. Agreement signed October 2021.
Depot Services Working Group Update	To consider the update on the work of the Depot Services Working Group (biannual).	Head of Community Services	No.
LGA Peer Challenge Report Action Plan	To monitor implementation of the action plan (six monthly).	Head of Corporate Services.	No.
Gloucestershire Police and Crime Panel Update	To receive an update from the Council's representative on matters considered at the last meeting (4 November 2022).	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 (18 October 2022).	N/A	Removed as the meeting was rearranged to 18 October which clashes with Planning Committee therefore neither the Council's representative or the reserve Member can attend.

Committee Date: 10 January 2023			
Agenda Item	Overview of Agenda Item	Lead Officer	Has agenda item previously been deferred? Details and date of deferment required
Council Plan Performance Tracker– Quarter Two 2022/23	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.
Economic Development and Tourism Strategy	To consider the draft Economic Development and Tourism Strategy and to recommend to Executive Committee that it be approved.	Community and Economic Development Manager	Yes – deferred from 7 June 2022 as joint commissioning is no longer taking place and will now be solely delivered by Tewkesbury Borough Council.
Parking Strategy	To consider the consultation responses and to recommend to the Executive Committee that the strategy be approved.	Head of Finance and Asset Management.	Yes – deferred from 22 November due to delay in commencing the consultation. Moved to 7 February 2022.
Gloucestershire Health Overview and Scrutiny Committee Update	To receive an update from the Council's representative on matters considered at the last meeting (6 December 2022).	N/A	
Gloucestershire Economic Growth Scrutiny Committee Update	To receive an update from the Council's representative on matters considered at the last meeting (29 November 2022).	N/A	
CONFIDENTIAL ITEM – Trade Waste Project Update	To receive an update on the progress of the trade waste project.	Head of Community Services.	No.

Committee Date: 7 February 2023			
Agenda Item	Overview of Agenda Item	Lead Officer	Has agenda item previously been deferred? Details and date of deferment required
Community Services Improvement Review	To consider the progress made against the Community Services Improvement Plan.	Head of Community Services	No.
Parking Strategy	To consider the consultation responses and to recommend to the Executive Committee that the strategy be approved.	Head of Finance and Asset Management.	Yes – deferred from 22 November and 10 January due to delay in commencing the consultation.
Gloucestershire Economic Growth Scrutiny Committee Update	To receive an update from the Council's representative on matters considered at the last meeting (18 January 2023).	N/A	
Gloucestershire Police and Crime Panel Update	To receive an update from the Council's representative on matters considered at the last meeting (3 February 2023).	N/A	No.

Committee Date: 7 March 2023

Agenda Item	Overview of Agenda Item	Lead Officer	Has agenda item previously been deferred? Details and date of deferment required
Council Plan Performance Tracker– Quarter Three 2022/23	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.
Housing and Homelessness Strategy	To monitor delivery of the actions in relation to the Housing and Homelessness Strategy.	Head of Community Services	No.

Committee Date: 4 April 2023			
Agenda Item	Overview of Agenda Item	Lead Officer	Has agenda item previously been deferred? Details and date of deferment required
Customer Care Strategy	To consider the progress made against the actions within the Customer Care Strategy during 2022/23 and to endorse the action plan for 2023/24.	Head of Corporate Services	No.
Communications Strategy 2020-24	To consider the progress made against the actions within the Communications Strategy during 2022/23 and to endorse the action plan for 2023/24.	Corporate Services Manager	No.
Depot Services Working Group Annual Report	To receive the annual report on the work of the Depot Services Working Group and to consider whether there is a continuing role for the Group and if any changes to the Terms of Reference are required.	Head of Community Services.	No
Overview and Scrutiny Committee Work Programme 2023/24	To consider and approve the forthcoming Committee work programme.	Head of Corporate Services.	No.

Committee Date: 4 April 2023			
Agenda Item	Overview of Agenda Item	Lead Officer	Has agenda item previously been deferred? Details and date of deferment required
Overview and Scrutiny Committee Annual Report 2022/23	To approve the annual report as required by the Council's Constitution to ensure that the activities of the Overview and Scrutiny Committee are promoted, both internally and publicly, to reinforce transparency and accountability in the democratic process.	Head of Corporate Services.	No.
Gloucestershire Police and Crime Panel Update	To receive an update from the Council's representative on matters considered at the last meeting (24 March 2023).	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 (30 March 2023).	N/A	

PENDING ITEMS		
Agenda Item	Overview of Agenda Item	Date Item Added to Pending
Use of Mobile Surveillance Equipment for Fly-tipping Investigations	To consider the results of the six month trial to inform a final recommendation to the Executive Committee on the way forward. NB – this will be added to the Work Programme when the cameras have been purchased and deployed.	12 October 2021
Scrutiny of Relationship between the Council and Community Policing	Follow-up from the update on local policing arrangements – as agreed at the O&S meeting on 7 June 2022. Mutually convenient time to be agreed with the Police once the new Chief Inspector has had time to settle into the post.	7 June 2022
Community Safety/Aston Project Presentation	To evaluate whether it is delivering against its Terms of Reference - agreed at the O&S meeting on 7 June 2022	7 June 2022
Places Leisure Presentation	To understand how it is recovering from the pandemic – agreed at the O&S meeting on 7 June.	7 June 2022 – Added to the Agenda for October meeting.
Gloucestershire Rural Community Council	Remit to be agreed with the Community and Economic Development Manager - agreed at the O&S meeting on 7 June.	7 June 2022
Fit for the Future 2 Outcome Report	To receive a presentation from NHS Gloucestershire on the outcome report arising from the Fit for the Future 2 engagement.	12 July 2022

TEWKESBURY BOROUGH COUNCIL

Report to:	Overview and Scrutiny Committee
Date of Meeting:	11 October 2022
Subject:	Have Your Say (4Cs) Annual Update
Report of:	Head of Corporate Services
Head of Service/Director:	Head of Corporate Services
Lead Member:	Lead Member Customer Focus
Number of Appendices:	One

Executive Summary:

This report provides a summary of Compliments, Comments, Concerns and Complaints received during 2021/22. These four Cs make up the 'Have your say' approach, which sits alongside our formal complaints process. The report at Appendix 1 also includes the annual letter received from the Local Government and Social Care Ombudsman (LGSCO) on complaints it has decided. The 4Cs framework was introduced in May 2021 using the digital platform, Liberty Create. The new framework widens the options available for our customers to feedback to us, we can get a better understanding of any performance trends or areas of concern. Building it on our platform also means customers can get in touch with us about any issue they wish to at a time that suits them.

Recommendation:

To CONSIDER the annual update to provide assurance that complaints are managed effectively.

Financial Implications:

None directly from this report but under the Formal Complaints Policy, on some occasions remedies include compensation to the complainant.

Legal Implications:

The Local Government and Social Care Ombudsman has power to investigate complaints of maladministration against the Council (subject to certain exceptions) and may make recommendations as to how such complaints may be resolved. Where considered appropriate, the Ombudsman has the power to issue a formal report on any particular case for consideration by the Council. Although not legally bound to accept any recommendations from the Ombudsman, it is important that the Council takes careful note of them and learns from any recommendations.

Environmental and Sustainability Implications:

None directly.

Resource Implications (including impact on equalities):

There is a manpower resource to investigate any complaints that are received. Throughout the financial year complaints were impacted by the Council's response to COVID-19. This saw stage two formal complaints put on hold to allow Officers to respond to the national emergency.

Safeguarding Implications:

None.

Impact on the Customer:

None directly from this report but the impact of poor customer service leading to formal complaints being raised can lead to unnecessary delays, stressful situations for the customer, and reputational damage to the Council.

1.0 INTRODUCTION

- 1.1** As a result of annual monitoring of formal complaints, Overview and Scrutiny Committee Members and Officers felt a review on the complaints framework was required as it had been in place since 2016. Members agreed that introducing more ways for customers to feedback to the Council would give a clearer picture of residents' satisfaction. It would also prevent some issues which were being logged as formal complaints to be treated more as a service issue, for example, one-off missed bin reports.
- 1.2** The review resulted in a new 'Have Your Say' approach being approved at Executive Committee in March 2021. The approach sits alongside our Formal Complaints Policy and introduced the four 'Cs': Compliments, Comments, Concerns and Complaints.
- 1.3** The four C's framework sits on the digital platform, Liberty Create, to help ensure feedback from customers is responded to appropriately and that the process is simple as possible for the customer. The system went live at the end of May 2021 and Appendix 1 set out the first annual report using the new framework.
- 1.4** The framework is monitored by a designated officer within the Corporate Services team, and a quarterly analysis is presented at Corporate Management Team and annually to the Overview and Scrutiny Committee. The reporting and monitoring system has helped ensure that complaints are handled to the same standard and their progress can be closely monitored so that responses are made in a timely manner. Complaints may be reported onwards to the Local Government and Social Care Ombudsman (LGSCO) by the complainant once the complaint has been dealt with through the Council's complaints framework.

2.0 HAVE YOUR SAY APPROACH- THE FOUR Cs.

2.1 Whilst there is no statutory requirement for us to report the details contained within Appendix 1, we recognise the importance of ensuring our customers feel they will be:

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

This annual report provides an overview of how we are performing in respect of customer feedback and helps to inform our Customer Care Standards and customer first Council Plan (2020- 2024) priority.

3.0 COMPLIMENTS

3.1 A compliment is defined as 'a polite expression of praise or admiration for a service received'. It could be about a person, a team, a service, a single event, or a chain of circumstances that made the experience a positive one. Overall, there was an increase of 56.25% in the number of compliments received during 2021/22 compared to 2020/21. A selection of compliments received can be found under section one of Appendix 1.

4.0 COMMENTS

4.1 We consider a comment to be 'a verbal or written remark expressing an opinion or reaction about a standard of service, policy or decision made by Tewkesbury Borough Council.'

4.2 Comments is a new strand to our Customer Care framework so yearly comparison data is not available but in 2021/22 a total 340 comments were received. Examples of comments received varied from queries relating to applying for licenses to change of circumstances for Council Tax accounts. Under section two of Appendix 1, you will find a breakdown of comments received by service area.

5.0 CONCERNS

5.1 We let our residents know that we consider a concern to be something that is bothering the customer, but they don't feel they need to go through our more formal complaints procedure route to reach a resolution. An example of a common concern is if a bin has been missed on more than one occasion.

5.2 This too is a new strand to the framework as we recognised that not all customers wanted to submit a formal complaint but wanted to raise their concerns. By introducing 'concerns' to the framework it benefits the customer, as raising a concern instead of a formal complaint will generally see a quicker response time. Formal complaints have a statutory response time of 20 working days, whereas concerns should be responded to within our Customer Care Standards expectation of five working days.

5.3 Details of the number of concerns received by service area and examples of concerns can be found under section three of Appendix 1.

6.0 COMPLAINTS

6.1 Unlike compliments, comments and concerns, there is a statutory process in place for formal complaints. Our formal complaints policy sets out what customers can expect from the two-stage process including how we receive, manage, and respond to complaints. Section four of Appendix 1 provides the following breakdown in relation to complaints received during 2021/22:

- the number of complaints received for both stage one and stage two;
- four year trend of complaints;
- service areas the complaints related too and how many were justified;
- the nature of the complaint issues;
- how many were answered within the 20-working day timescale across a four year period; and
- how we are performing compared to other local authorities.

6.2 If complainants remain dissatisfied after the second stage of our formal complaints procedure, they can escalate their complaint to the Local Government and Social Care Ombudsman (LGSCO). On an annual basis every Council receives an Annual Review Letter from the LGSCO, which sets out the number of complaints it has received in the year and the decisions made. These decisions are published on its website at <https://www.lgo.org.uk/your-councils-performance/tewkesbury-borough-council/statistics> but can also be found attached to the annual report.

7.0 LESSONS LEARNT

7.1 We consider a lesson learnt to be when ‘knowledge or understanding is gained by an experience’. This could be as a direct result from a positive or negative experience. When it is positive, we will look to see if it can be applied elsewhere, and when it is negative, we want to ensure that the issue is not repeated. Key learning points identified following formal complaints can be found within section 6 of Appendix 1.

8.0 LOOKING AHEAD

8.1 As a Council, we agree that it is important we place importance on the information we gain from complaints, and we continually look to ensure our complaints process is robust. A training session has been organised in November 2022 for those Officers who respond to complaints.

9.0 CONSULTATION

9.1 None.

10.0 ASSOCIATED RISKS

10.1 If complaints are not handled in accordance with the approved framework and the Council does not learn from the complaints received there is a potential reputational risk.

11.0 MONITORING

11.1 The Council will continue to report on a quarterly basis to the Management Team and Operational Managers, where necessary, providing a summary report for each quarter. Formal complaint response times are monitored through a key performance indicator in the Council Plan Performance Tracker which is reported to Overview and Scrutiny Committee on a quarterly basis.

12.0 RELEVANT COUNCIL PLAN PRIORITIES/COUNCIL POLICIES/STRATEGIES

12.1 Corporate Formal Complaints Policy
Customer Care Strategy
Council Plan 2020-2024

Background Papers: None.

Contact Officer: Head of Corporate Services
01684 272002 Graeme.simpson@tewkesbury.gov.uk

Appendices: Appendix 1 - 'Have your Say' (4C)'s Annual Report 2021/2022.

Have your say

4Cs Annual Update



2021-2022

Introduction

This report presents our first year (1 April 2021 to 31 March 2022) summary of our Have Your Say (4Cs) approach.

Our 4Cs approach covers Compliments, Comments, Concerns and Formal Complaints – we encourage residents to give us their views, and these are captured and reported through our digital platform, Liberty Create.

Whilst there is not a statutory requirement for us to report the details contained within this report, we recognise the importance of ensuring our customers feel they will be:

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

This annual report provides an overview of how we are performing in respect of customers' feedback to us and helps to inform our Customer Care Standards and our customer first Council Plan (2020- 2024) priority.

We are pleased to report that overall, the number of complaints received in 21/22 is 30% lower than the previous year. This continues the established four-year trend of reducing the number of complaints we receive year-on-year.

This is the first report covering our comments, concerns, and compliments, which were introduced following the launch of our digital platform. By widening the options available for our customers to feedback to us, we can get a better understanding of any performance trends or areas of concern. Building it on our platform also means customers can get in touch with us about any issue they wish to at a time that suits them.

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1. Compliments

We let our residents know that we consider a compliment to be 'a polite expression of praise or admiration for a service received'.

Compliments can be received in various methods, including phone, email and through our online compliments form.

Last year, we received 75 compliments, which is a 56.25% increase when compared to the 48 received in 2020/21.

Here is a selection of the compliments we received.

Business Grants team

'Thanks for your help in my incompetence, excellent help from you, I wish everyone was as helpful! You should forward this e-mail to your boss and they should give you a rise!'

Corporate Services

'Thank you, your help has definitely improved my view of the council considerably.'

Customer Services

'... You are a star and I think you should be promoted - so if your boss needs a recommendation for you, please get her to email me! Thanks again for sorting all this out!'

Economic and Community Development

'....You've demonstrated kindness, patience and professionalism in terms of making me aware of the possibility, explaining the guidelines within which the Fund could be used and listening as I share the needs of the Festival in the aftermath of covid...'

'...Your contribution towards the project has enable all of this to happen. The club has some fantastic plans for the future and the facilities will enable them to be delivered. This will not only benefit our members but also the wider community. Thank you so much for supporting us in this project. We look forward to sharing the success of it with you into the future.'



Environmental Health

'Just wanted to thank you for your support and going the extra mile for us. We really appreciate all that you've done.'

Grounds maintenance/cleansing

'A wonderful job the grounds maintenance team has done with cutting all the grass and verges around the village - who ever cut all the grass has done a super job!!'

A huge thanks to the crew that swept the road earlier this week - it and the paths were the cleanest I have ever seen! An amazing job!

Licensing

'It has been an absolute pleasure coming here to deal with Tewkesbury Borough Council'

Parking

'Good afternoon, My wife and I have just spent another fantastic few days in Tewkesbury and when went to your car park behind the Abbey we saw your sign stating that we could park free of charge due to the work being carried out. We wanted to complement you for your forethought and common sense approach and wanted to thank you. It is a shame that the majority of other councils don't follow your example. Once again thank you and well done.'

Planning

'Thank you so much for your help. I'm speechless how quickly you have done this for all concerned. Thank you once again.'

'Hi XXX, Just wanted to get in touch to say thanks for your engagement on our project over the past year. We are obviously thrilled to have planning approved, so really appreciate you working with us to find a way forwards.'

Revenue and Benefits

'Thank you so much for some fab joined up working. It's been a lovely experience dealing with you.'

Waste and Recycling

'To all the recycling and waste collectors at Tewks BC, who he stands in the window waiting for every Tuesday morning...he loves the 'orange men in the lorry'. We can see how busy you are but you still take the time to wave to him and make his waiting all worthwhile. I've seen you tap your colleagues on the shoulder or shout and point them towards the little boy standing mesmerised in the window so that they too can give him a wave and make his day. Your kindness bowls us over. Thank you.'

2. Comments

We let our residents know that we consider a comment to be 'a verbal or written remark expressing an opinion or reaction about a standard of service, policy or decision made by Tewkesbury Borough Council.'

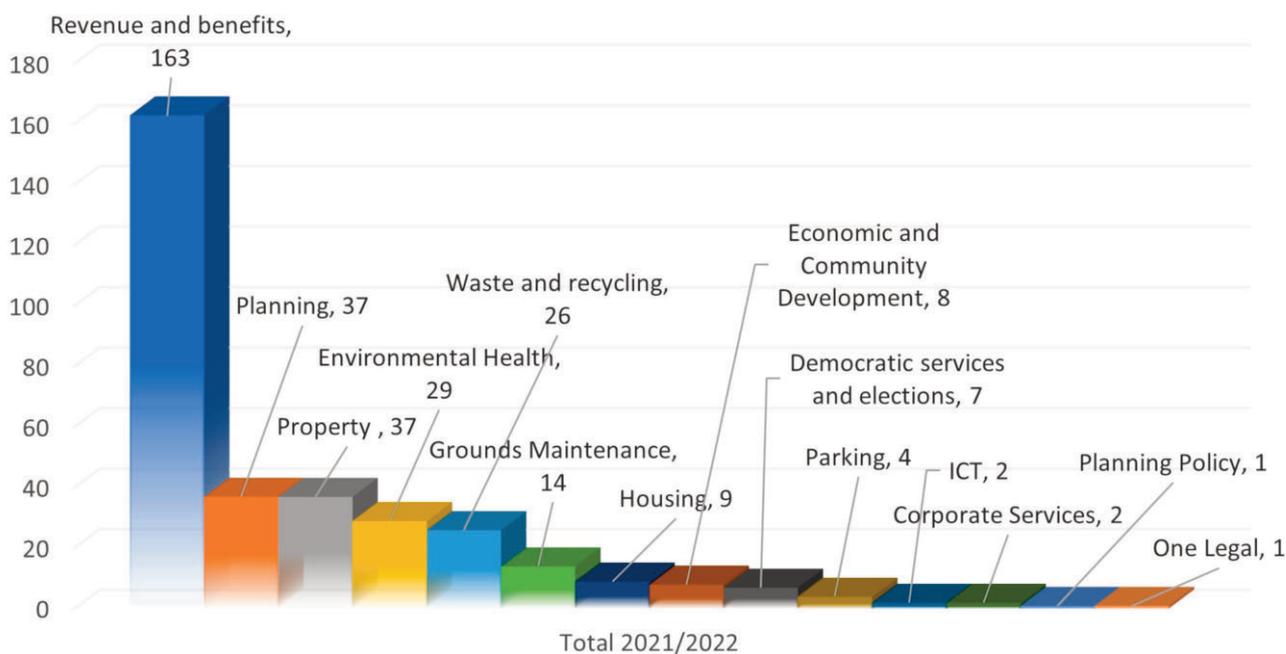
During the year we received 340 comments through the 'comment' option online.

Comments are the responsibility of the service area to ensure they are responded to effectively and efficiently in line with our customer standards and 'have your say' approach.

Examples of comments received during the year include enquiries relating to S106, how to apply for licenses, planning application queries, change of circumstances for council tax accounts, council tax payments, and queries relating to the Jubilee.

During 2022/23, work will be carried out to get a better understanding of the response timescales for comments, as well as the types of comments being received.

The chart below shows a breakdown of comments received by service area:



3. Concerns

We let our residents know that we consider a concern to be 'something that is bothering the customer, but they don't feel they need to go through our more formal complaints procedure route to reach a resolution'. An example of a common concern is if a bin has been missed on more than one occasion.

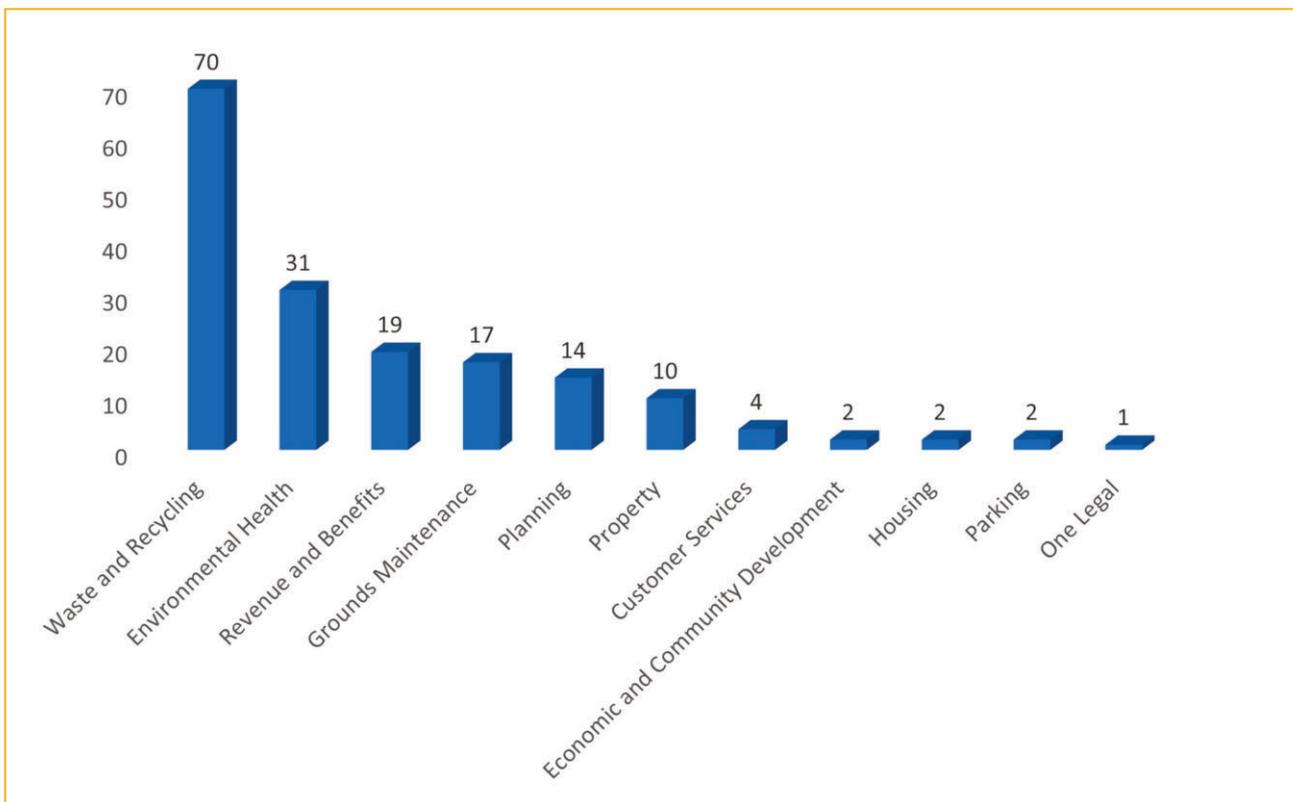
The benefit to a customer raising a concern rather than a formal complaint is that the response time is generally quicker. Formal complaints have a statutory response time of 20 working days, whereas concerns should be responded to within our Customer Care Standards expectation of five working days.

Last year, a total of 172 concerns were raised.

Concerns raised tended to be around front-line services such as waste and recycling, environmental health, revenue and benefits, planning and grounds maintenance.

Examples of concerns raised include repeated missed bins, placement of bins, behaviour of taxi drivers, and chasing for responses for various departments.

The below chart is a breakdown of concerns received by service area during 2021/22:



4. Formal Complaints

Unlike comments, concerns and compliments, there is a statutory process in place for formal complaints.

We let our customers know that we consider a formal complaint to be ‘an expression of dissatisfaction that requires a formal response about the standards of service, actions, or lack of action, by the council or our staff.’

Our formal complaints policy sets out what customers can expect from this two-stage process – including how we receive, manage, and respond to complaints.

There are two stages to our complaints process:

- **Stage one** - the complaint will be acknowledged within three working days and responded to fully by the relevant operational manager of the service within 20 working days.

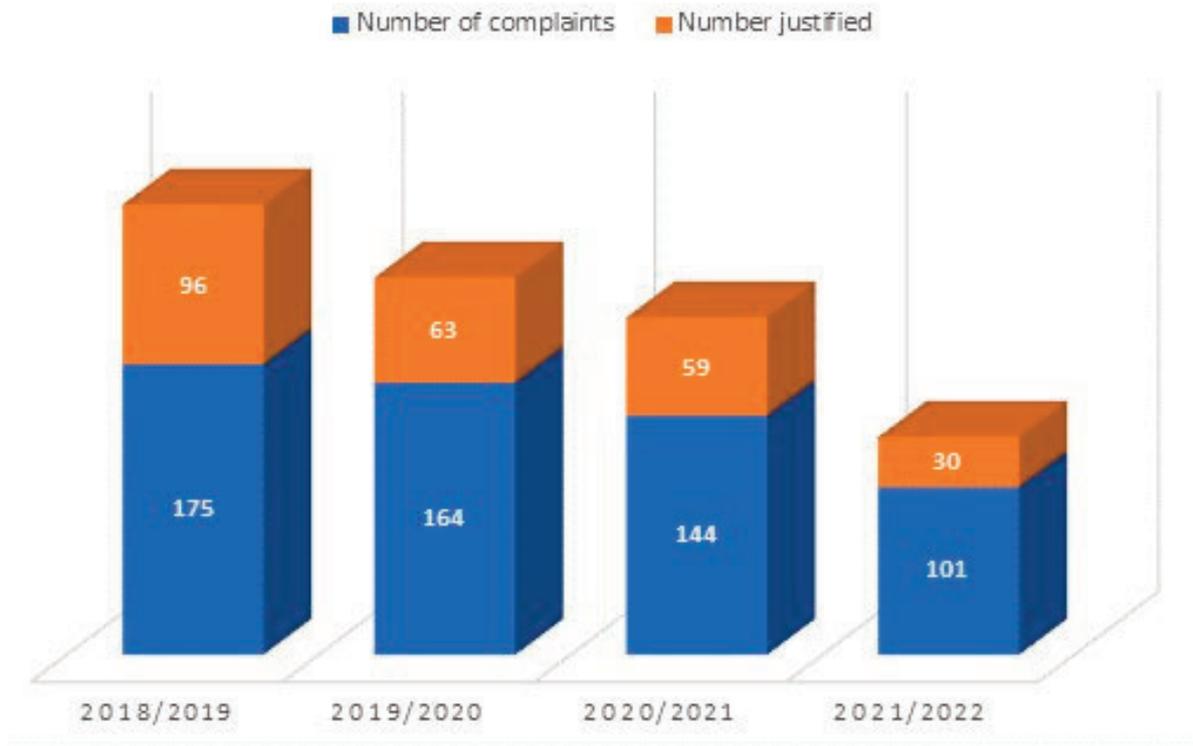
- **Stage two** - if the customer is not satisfied with the stage one response, they may ask (within 30 working days) for the complaint to be reconsidered. An independent head of service will be assigned to investigate the stage two complaint. We aim to respond fully within 20 working days.

We aim to respond to 90% of formal complaints within the agreed timescale. This is monitored as a key performance indicator through the Council Plan performance tracker, which is reported on a quarterly basis to our Overview and Scrutiny Committee.

If the customer remains dissatisfied, they may appeal to the Local Government and Social Care Ombudsman (LGSCO). A summary of LGSCO complaints can be found on page 11.



FOUR-YEAR TREND

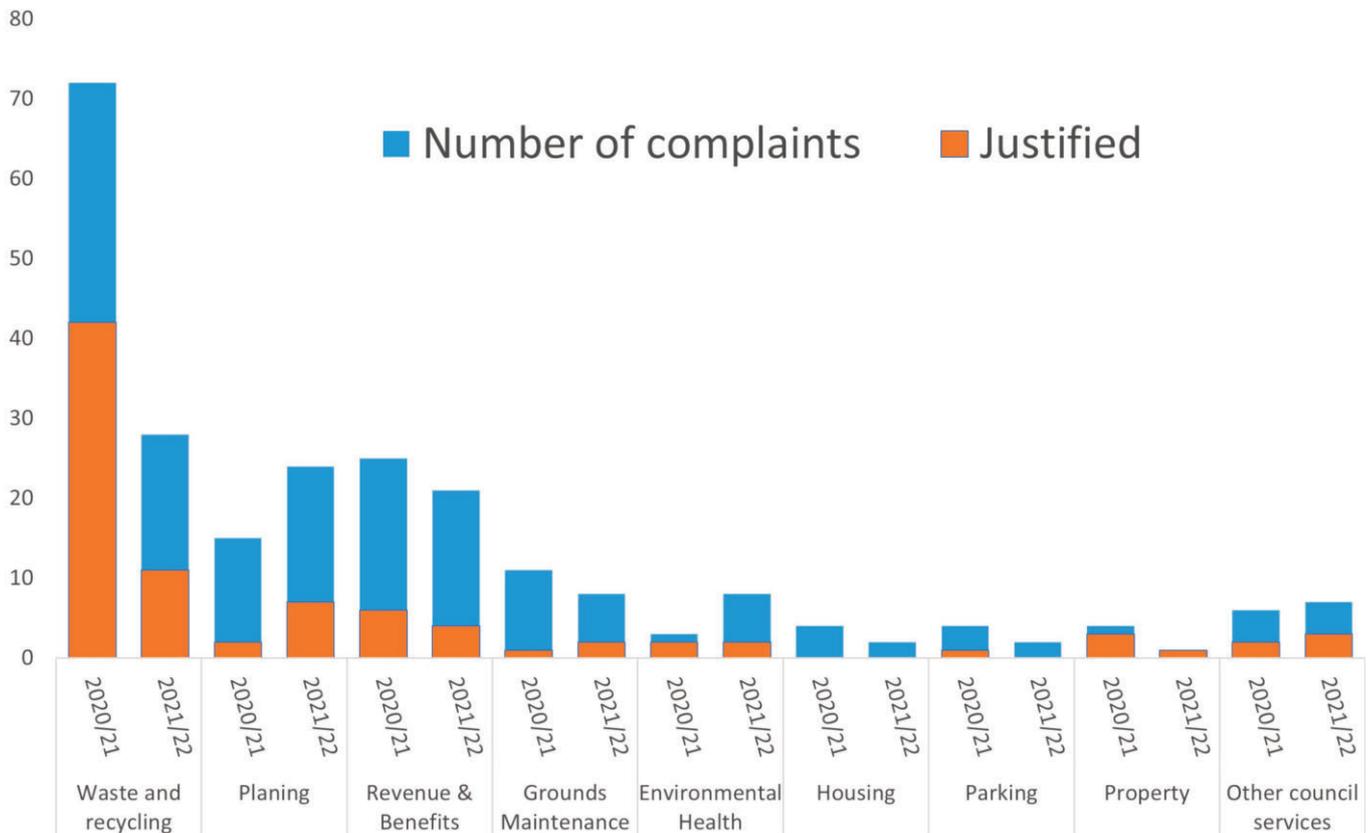


- 101 complaints were received in 2021/22. Four were withdrawn during the complaints process. Of the 97 complaints where decisions were made, 74% were responded to within the required timescale.
- Complaints have reduced since 2018/2019 by 42% - a year-by-year decrease of approximately 11%.
- Around one in three complaints were not justified following investigation at stage one.
- 15 complaints were escalated to stage 2.

Stage one

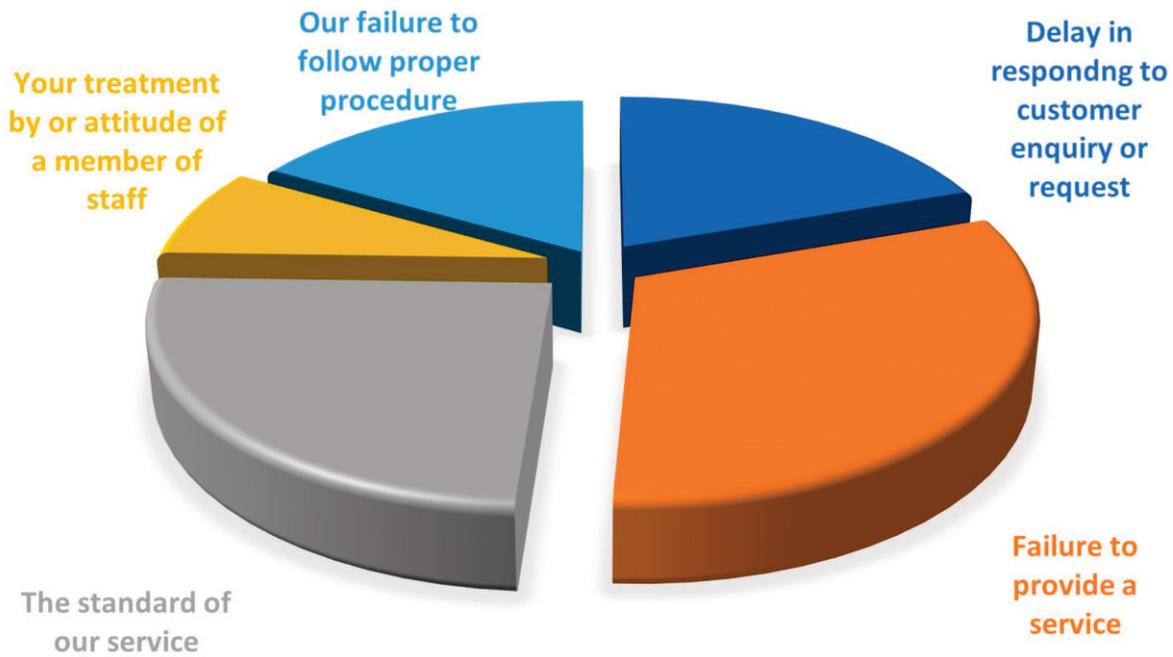
What service area did the complaints relate to and how many were justified?

The complaints were made to the following services:

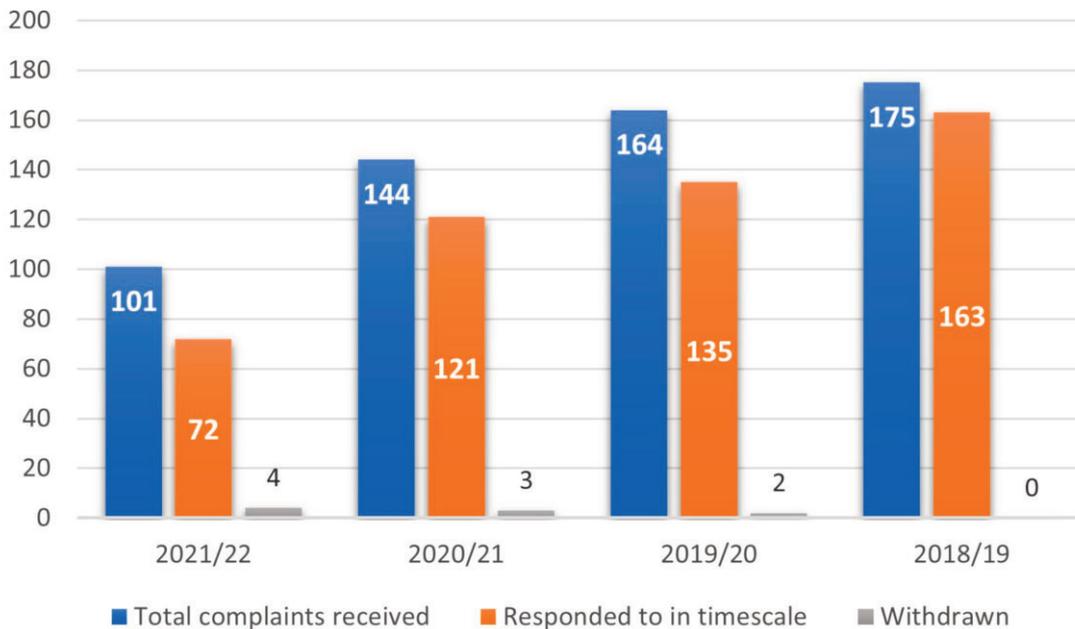


- Of the 101 formal complaints received, 30 were justified at stage one, 36 partially justified, 31 not justified and four were withdrawn during the process.
- 65% of complaints were justified fully or in part, compared to 71% in the previous year.
- 'Other council services' includes: One Legal, Customer Services, Corporate Services, Economic and Community Development, Building Control and the Covid Business Grants team.
- There was a 61% decrease in the number of waste and recycling complaints compared to the year before. This is because customers are now able to raise this issue as a 'concern' rather than it having to be dealt with through the formal complaints process.
- There has been an increase in the number of complaints received and justified within Planning and Environmental Health compared to last year. It is anticipated that the improvements being delivered through the Licensing and Development Management reviews will improve this.
- Two stage one complainants received a financial remedy - together totalling £948.50.

The nature of the complaint issues were



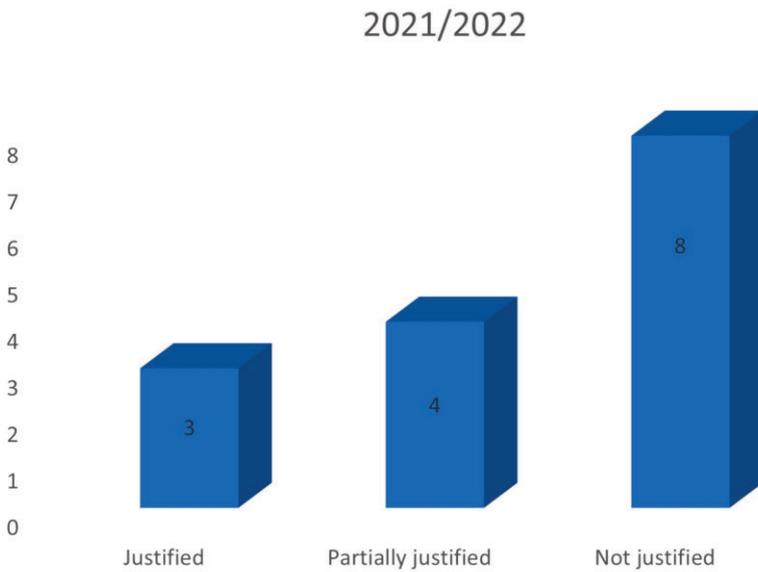
How many stage one complaints were answered within 20 working days?



- There has been a 21% reduction in the number of complaints being responded to on time.
- Last year, 74% of stage one complaints were responded to on time compared to the 86% in the previous year. This is below our target of 90%.

Stage two

How many stage two formal complaints were received and what were the outcomes?

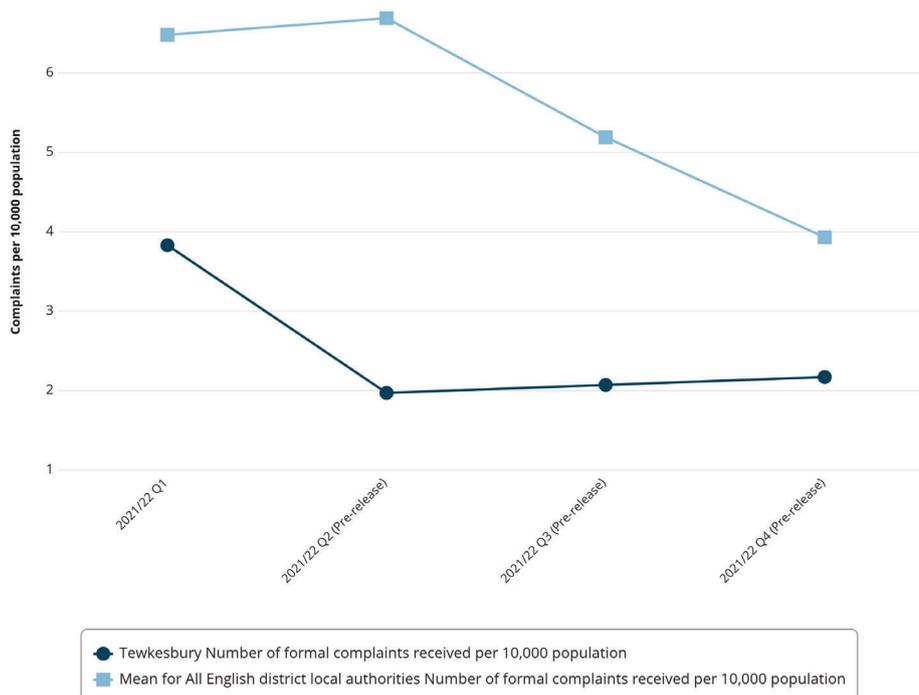


- 15 stage two complaints were received during 2021/22 - a slight increase compared to 12 in the previous year.
- Three of the 15 stage two complaints were justified, in line with the performance of last year.
- Three complainants were offered a one-off payment where fault was found, together totalling to £1,150.

How are we performing compared to other local authorities?

On a quarterly basis, outturn figures are reported to LG Inform. LG Inform is a dedicated database provided by the Local Government Association (LGA) and it includes a benchmarking tool. One of the indicators reported upon is the number of complaints received per 10,000 population.

The graph below shows how we compare against other local authorities:



Source:
Local Government Association

5. Local Government and Social Care Ombudsman complaints

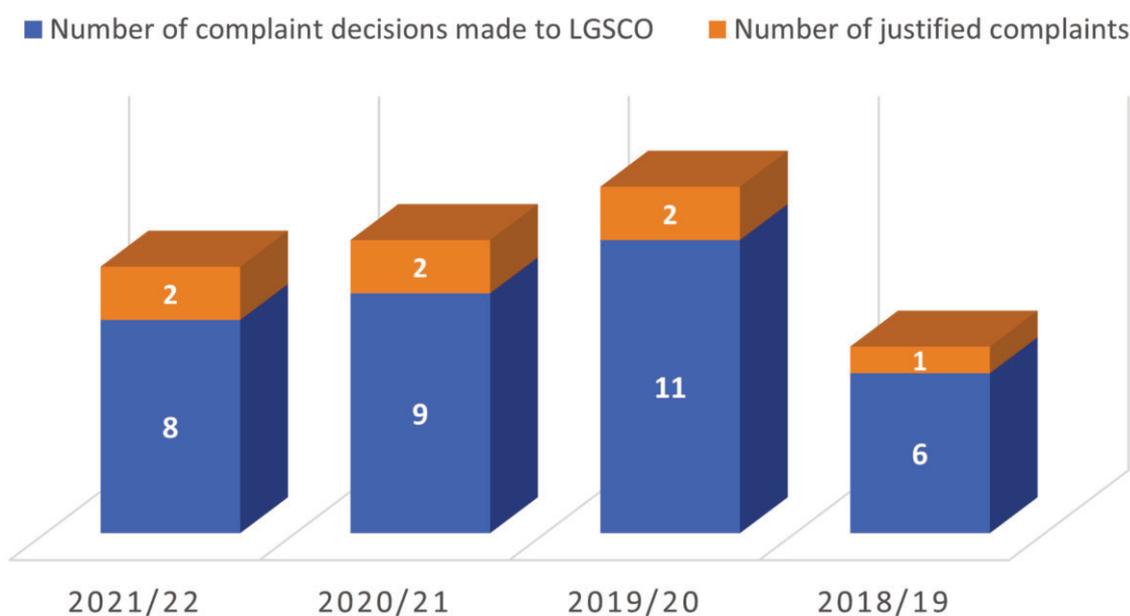
If complainants remain dissatisfied after the second stage of our formal complaints procedure, they can escalate their complaint to the Local Government and Social Care Ombudsman (LGSCO).

The LGSCO deal with complaints against all local government authorities in England (except parish and town councils) and certain other bodies.

On an annual basis every council receives an Annual Review Letter from the LGSCO, which sets out the number of complaints it has received in the year and the decisions made. These decisions are published on its website at www.lgo.org.uk/your-councils-performance/tewkesbury-borough-council/statistics but can also be found attached as appendix one.

In 2020/21, the LGSCO investigated eight complaints relating to our services – two of which were justified. Details of these can be found on the LGSCO website using the above link.

How many complaints were decided and justified by LGSCO over the years?



6. Lessons learnt

We consider a lesson learnt to be when 'knowledge or understanding is gained by an experience'. This could be as a direct result from a positive or negative experience. When it's positive, we will look to see if it can be applied elsewhere, and when it's negative, we want to ensure that the issue is not repeated.

The following are key learning points identified from the outcome of the formal complaints received during 2020/21:

- Communication – the majority of complaints had an element of needing improved communication from the service.
- Timely responses – many complaints related to our failure to respond within statutory deadlines.
- Review of the process of small Business Rates Relief.

Audit outcome

Last year, we committed to Overview and Scrutiny Committee that an internal audit be carried out to seek independent assurance that lessons learnt are being implemented. The audit took place in 2022/23 and found assurance that there is a sound system of governance, risk management and control in place in respect of our formal complaints. A recommendation from the audit was to introduce an ability to record lessons learnt through the digital platform.



7. What next?

The LGSO reported in its latest newsletter:

'It is my continued view that complaint functions have been under-resourced in recent years, a trend only exacerbated by the challenges of the pandemic. Through the lens of this recent upheaval and adjustment, I urge you to consider how your organisation prioritises complaints, particularly in terms of capacity and visibility. Properly resourced complaint functions that are well-connected and valued by service areas, management teams and elected members are capable of providing valuable insight about an organisation's performance, detecting early warning signs of problems and offering opportunities to improve service delivery.'

As a council, we agree that it is important we place importance on the information we gain from complaints, and we continually look to ensure our complaints process is robust.

In November 2022, a training session has been organised for those officers who respond to complaints.

We will also continue to report on a quarterly basis to the Management Team and Operational Managers where necessary providing a summary report for each quarter.



20 July 2022

By email

Mr Cunningham OBE
Chief Executive
Tewkesbury Borough Council

Dear Mr Cunningham OBE

Annual Review letter 2022

I write to you with your annual summary of complaint statistics from the Local Government and Social Care Ombudsman for the year ending 31 March 2022. The information offers valuable insight about your organisation's approach to complaints. As such, I have sought to share this letter with the Leader of your Council and Chair of the appropriate Scrutiny Committee, to encourage effective ownership and oversight of complaint outcomes, which offer such valuable opportunities to learn and improve.

Complaint statistics

Our statistics focus on three key areas that help to assess your organisation's commitment to putting things right when they go wrong:

Complaints upheld - We uphold complaints when we find fault in an organisation's actions, including where the organisation accepted fault before we investigated. We include the total number of investigations completed to provide important context for the statistic.

Compliance with recommendations - We recommend ways for organisations to put things right when faults have caused injustice and monitor their compliance with our recommendations. Failure to comply is rare and a compliance rate below 100% is a cause for concern.

Satisfactory remedy provided by the authority - In these cases, the organisation upheld the complaint and we agreed with how it offered to put things right. We encourage the early resolution of complaints and credit organisations that accept fault and find appropriate ways to put things right.

Finally, we compare the three key annual statistics for your organisation with similar authorities to provide an average marker of performance. We do this for County Councils, District Councils, Metropolitan Boroughs, Unitary Councils, and London Boroughs.

Your annual data, and a copy of this letter, will be uploaded to our interactive map, [Your council's performance](#), on 27 July 2022. This useful tool places all our data and information about councils in one place. You can find the detail of the decisions we have made about your Council, read the public reports we have issued, and view the service improvements your Council has agreed to make as a result of our investigations, as well as previous annual review letters.

Supporting complaint and service improvement

I know your organisation, like ours, will have been through a period of adaptation as the restrictions imposed by the pandemic lifted. While some pre-pandemic practices returned, many new ways of working are here to stay. It is my continued view that complaint functions have been under-resourced in recent years, a trend only exacerbated by the challenges of the pandemic. Through the lens of this recent upheaval and adjustment, I urge you to consider how your organisation prioritises complaints, particularly in terms of capacity and visibility. Properly resourced complaint functions that are well-connected and valued by service areas, management teams and elected members are capable of providing valuable insight about an organisation's performance, detecting early warning signs of problems and offering opportunities to improve service delivery.

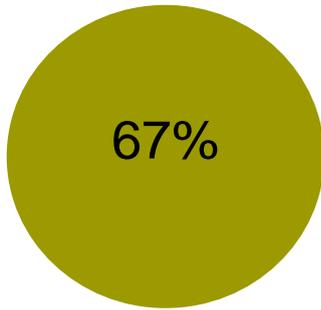
I want to support your organisation to harness the value of complaints and we continue to develop our programme of support. Significantly, we are working in partnership with the Housing Ombudsman Service to develop a joint complaint handling code. We are aiming to consolidate our approaches and therefore simplify guidance to enable organisations to provide an effective, quality response to each and every complaint. We will keep you informed as this work develops, and expect that, once launched, we will assess your compliance with the code during our investigations and report your performance via this letter.

An already established tool we have for supporting improvements in local complaint handling is our successful training programme. We adapted our courses during the Covid-19 pandemic to an online format and successfully delivered 122 online workshops during the year, reaching more than 1,600 people. To find out more visit www.lgo.org.uk/training.

Yours sincerely,

Local Government and Social Care Ombudsman
Chair, Commission for Local Administration in England

Complaints upheld



67% of complaints we investigated were upheld.

This compares to an average of **51%** in similar organisations.

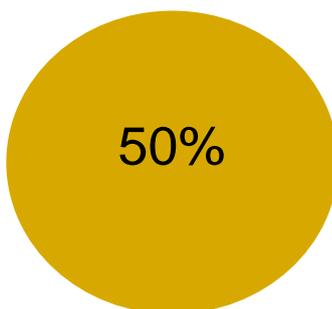
2
upheld decisions

Statistics are based on a total of **3** investigations for the period between 1 April 2021 to 31 March 2022

Compliance with Ombudsman recommendations

No recommendations were due for compliance in this period

Satisfactory remedy provided by the organisation



In **50%** of upheld cases we found the organisation had provided a satisfactory remedy before the complaint reached the Ombudsman.

This compares to an average of **20%** in similar organisations.

1
satisfactory remedy decision

Statistics are based on a total of **2** upheld decisions for the period between 1 April 2021 to 31 March 2022

Gloucestershire Economic Growth Scrutiny Committee Thursday 22nd September 2022

1. Golden Valley Development Project Update

Most of the meeting's time was concerned with this item.

A short, high-level presentation was delivered by Paul Minnis, Director of Major Developments & Regeneration, Cheltenham Borough Council (CBC). This presentation can be found via the following link:

<https://bit.ly/GoldenValley1>

Scale and ambition

- 132 Hectares of Allocated land
- CBC own ~50 hectares in 2 parcels - Northern & Southern
- Overall – 3,000 new homes, 7,500 jobs, 2 million sq.ft of commercial space
- Garden Community
- Cyber tech focus
- Delivering the National Cyber Innovation Centre – 150,000sq.ft



The map shows the Golden Valley development site, highlighting 'ALLOCATED LAND' in red and 'SAFEGUARDED LAND' in orange. Key locations marked include HAYDEN, NESTER'S WAY, GCHQ CHELTENHAM, GOLDEN VALLEY, and BENHALL. A logo for 'THE GOLDEN VALLEY DEVELOPMENT' is in the top right corner.

Timetable

- Development Agreement with HBDXF signed June 2022
- Overall masterplan to be drafted by end 2022
- Planning forecast to be submitted Spring 2023
- First phase to be delivered by 2025 – Innovation Centre
- Potential for early Activation or "Meanwhile Use"
- Levelling Up Fund bid submitted 02/08/22



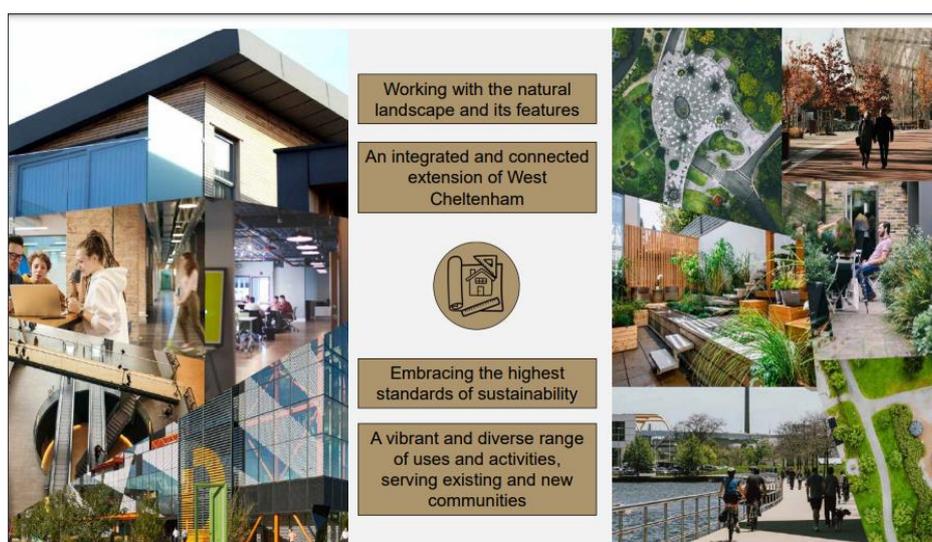
The detailed site plan map shows the layout of the Golden Valley development, including roads like M5, M50, and M52, and landmarks like Golden Valley, Hayden, Springhams, Foller's Green, and GCHQ. A logo for 'THE GOLDEN VALLEY DEVELOPMENT' is in the top right corner.

NOTES:

HBDXF is a combination of: **Henry Boot PLC** and **Factory Innovations**. **Henry Boot** (<https://www.henryboot.co.uk>) is a British property development business. **Factory** is an innovation provider who has operations in Berlin and Lisbon. (<http://factory.co/locations>). CBC are development partners with the partnership which is referred to as **HBDFX**.

“Meanwhile Use” This is an option that is currently being discussed. It would be an early, small, easily constructed, modular space for occupiers to be part of.

CBC have paid over £40m for the acquisition of 45 hectares of land to enable this development to take place. It is therefore important that CBC achieves a return on this investment. However, social value, sustainability and affordable housing remain important for CBC.



This presentation focused on CBC’s specific building development. A further 1500 homes will be within Tewkesbury Borough.

The presentation prompted many questions. Below is a summary of some of the answers:

Paul Minnis said the level of affordable housing provision will be 35 %. “Building with Nature” accreditation is within the current strategy. However, the way renewable energy will be provided has yet to be fully developed.

Paul went on to say that the intention is for the National Cyber Innovation Center to be a catalyst for the whole scheme. The Centre will have different types and size of use. Government organisations, national organisations, start-ups and scale-ups will all be part of the Centre. Academia will also be integrated into the Centre by having an academic institution involved. Paul stated that the key is for all these different bodies to collaborate and mix within the Innovation Centre's space.

He also said that **Factory Innovations** have successfully implemented such a collaboration in Berlin and Lisbon by creating the correct physical and activity driven environments. He believed that various events, guest lectures and informal collaborations should help enable the linking of ideas. Paul went on to say that in addition to building estate management, there will also be a paid club membership scheme so that the objectives of innovation and mixing are effectively managed.

Paul acknowledged there were potential problems associated with the difficulties associated with controlling exactly who gains the space within the Innovation Centre. However, he said that they were in advanced stages of negotiations with suitable businesses and had a defined occupier strategy. In addition, he said there was already substantial interest in the Innovation center.

Although the presentation included reference to the provision of a primary school, the committee wanted secondary school provision to be clarified.

There were also some concerns about the work and consultations that needed to take place to meet completion of the masterplan draft by the end of 2022.

For further information, please view the recorded replay of the full meeting:

<https://bit.ly/GEGSCSept22>

2. Statement of Common Ground

Members received a report on issues relating to the Statement of Common Ground:

<https://bit.ly/StatementCGSept22>

3. Performance Data Q1 2022/23

Members considered the performance data for Q1 2022/23. The link below provides that data.

<https://bit.ly/PerfDataQ1-22-23>

4. GCC Economic Dashboard

The committee received a presentation that provided an overview of the GCC Economic Dashboard. This document can be accessed via the following link:

<https://bit.ly/EconDashboardSept22>

5. Gloucestershire Economic Growth Joint Committee Update (GEGJC)

Committee members received a verbal update from Cllr Tony Dale on the GEGJC meeting held earlier in the month.

The principal item on the agenda was the update from Western Gateway. At that meeting, James Cook talked about the role of Gloucestershire in that gateway and the 5 key missions they have:

- Adding about £34 Billion to the economy by 2030
- Connecting communities
- Attracting investment
- Growing exports by £4 Billion
- Unlocking innovation and de-carbonising the economy

For the presentation that was made to the Joint Committee regarding Gloucestershire's role in Western Gateway's growth please take the following link:

<https://bit.ly/WesternG>

For the Joint Committee's presentation from the LEP please take the following link:

<https://bit.ly/LEPupdateSept2022>

The meeting also included presentations that are also covered by this meeting's agenda.

2. Executive Director's Report

Colin Chick provided a report **for noting** on Economic Growth issues in the County.

This report can be viewed via the following link:

<https://bit.ly/ExecDirReptSept22>