

9 January 2023

<b>Committee</b>	Overview and Scrutiny
<b>Date</b>	Tuesday, 17 January 2023
<b>Time of Meeting</b>	4:30 pm
<b>Venue</b>	Tewkesbury Borough Council Offices, Severn Room

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

### **Agenda**

#### **1. ANNOUNCEMENTS**

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

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

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

To receive apologies for absence and advise of any substitutions.

#### **3. DECLARATIONS OF INTEREST**

Pursuant to the adoption by the Council on 26 June 2012 of the Tewkesbury Borough Council Code of Conduct, effective from 1 July 2012, as set out in Minute No. CL.34, Members are invited to declare any interest they may have in the business set out on the Agenda to which the approved Code applies.



	<b>Item</b>	<b>Page(s)</b>
<b>4.</b>	<b>MINUTES</b>  To approve the Minutes of the meeting held on 22 November 2022.	1 - 19
<b>5.</b>	<b>FIT FOR THE FUTURE 2 OUTCOMES - PRESENTATION</b>  To receive a presentation from NHS Gloucestershire on the outcomes arising from the Fit for the Future 2 engagement.	
<b>6.</b>	<b>EXECUTIVE COMMITTEE FORWARD PLAN</b>  To determine whether there are any questions for the relevant Lead Members and what support the Overview and Scrutiny Committee can give to work contained within the Plan.	20 - 24
<b>7.</b>	<b>OVERVIEW AND SCRUTINY COMMITTEE WORK PROGRAMME 2022/23 AND ACTION LIST</b>  To consider the forthcoming work of the Overview and Scrutiny Committee and the actions arising from previous meetings.	25 - 52
<b>8.</b>	<b>ACTIVE GLOUCESTERSHIRE 'WE CAN MOVE' PROJECT PRESENTATION</b>  To receive a presentation from Active Gloucestershire on progress of its 'We Can Move' project which the Council agreed to fund for five years (2021/22-2025/26).	
<b>9.</b>	<b>DEPOT SERVICES WORKING GROUP UPDATE</b>  To consider the biannual update on the work of the Depot Services Working Group.	53 - 66
<b>10.</b>	<b>GLOUCESTERSHIRE HEALTH OVERVIEW AND SCRUTINY COMMITTEE UPDATE</b>  To receive an update from the Council's representative on matters considered at the last meeting (6 December 2022).	67 - 69
<b>11.</b>	<b>SEPARATE BUSINESS</b>  The Chair will move the adoption of the following resolution:  That under Section 100(A)(4) Local Government Act 1972, the public be excluded for the following items on the grounds that they involve the likely disclosure of exempt information as defined in Part 1 of Schedule 12A of the Act.	
<b>12.</b>	<b>TRADE WASTE PROJECT UPDATE</b>  <i>(Exempt –Paragraph 3 of Part 1 of Schedule 12A of the Local Government Act 1972 –Information relating to the financial or business affairs of any particular person (including the authority holding that information))</i>  To receive an update on the progress of the trade waste project.	70 - 73

**DATE OF NEXT MEETING**  
**TUESDAY, 7 FEBRUARY 2023**  
**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, 22 November 2022 commencing at 4:30 pm**

**Present:**

Chair

Councillor J W Murphy

**and Councillors:**

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

**also present:**

Councillor D W Gray

**OS.53 ANNOUNCEMENTS**

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

**OS.54 APOLOGIES FOR ABSENCE AND SUBSTITUTIONS**

54.1 Apologies for absence had been received from Councillors K Berliner (Vice-Chair), H S Munro and C Softley. There were no substitutes for the meeting.

**OS.55 DECLARATIONS OF INTEREST**

55.1 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.

55.2 There were no declarations made on this occasion.

**OS.56 MINUTES**

56.1 The Minutes of the meeting held on 11 October 2022, copies of which had been circulated, were approved as a correct record and signed by the Chair.

**OS.57 EXECUTIVE COMMITTEE FORWARD PLAN**

57.1 Attention was drawn to the Executive Committee Forward Plan, circulated at Pages No. 13-18. 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.

57.2 The Head of Corporate Services advised that the Review of Capability Policy would now be taken to the meeting on 4 January 2023 having been considered by the Overview and Scrutiny Committee at two workshops and included later on the Agenda for today's meeting. A report on the first floor refurbishment project would

also be taken to that meeting following consideration at Transform Working Group last week where it had been well-received. A Member sought clarification as to what the first floor refurbishment project involved and the Head of Finance and Asset Management advised that this was building upon the work which was started in 2013 and was about updating the working environment and providing the facilities required to reflect modern working practices. The Member queried how much this was likely to cost in view of the current economic climate and the Head of Finance and Asset Management explained that there were a whole host of aspects to the project. The amount of desk space had been rationalised prior to COVID and it was now necessary to put measures in place to meet the requirements of hybrid working; a lot of Teams calls currently took place in the open office area which meant it could be difficult to hear and could cause confidentiality issues. It was intended to make provision for collaborative and innovative working spaces which could be used flexibly by services at different times of the year. Part of the project would also be about providing better staff facilities as the current staff lounge and kitchen areas were very dated and not well-used. Furthermore, there would be an opportunity to add some colour to what was currently a fairly blank canvass and to promote the Council's vision and values as well as using display screens to communicate information to staff. He stressed it was not intended to do a major re-fit, rather it would be a number of smaller elements coming together as a project. It was a matter of balancing the needs of Officers, in terms of an improved working environment, against the background of the rising cost of living; however, Officers were satisfied that the proposals would provide the changes needed and would be value for money in terms of the expenditure incurred.

- 57.3 A Member noted that the Parking Strategy Review had been moved to the pending items section of the Forward Plan – he had asked on several occasions for an update on how and when this would be progressed and was concerned that his questions remained unanswered. The Head of Finance and Asset Management advised that he was in a position to be able to write the draft strategy in December. There was a question outstanding in relation to whether parking fees needed to be reconsidered and it may be necessary to reform the Working Group to discuss this further. If the Working Group was comfortable that fees did not need to be changed it would be a fairly straightforward process which did not require full consultation due to the relatively minor changes proposed which would not constitute changing the Parking Order. On that basis, he intended to bring the draft Parking Strategy to Overview and Scrutiny Committee in January with a view to implementing on 1 April 2023; however, if Members did wish to change the parking charges, that would increase the amount of work that would need to be done and those timescales were likely to change. A Member asked how feedback would be sought from the Working Group and the Head of Finance and Asset Management undertook to send an email to gauge opinion and, depending on the results, it may be necessary to call a further meeting of the Working Group.
- 57.4 A Member indicated that approval of the new licensing structure and associated use of funds was also in the pending items section of the Forward Plan and he asked when that was likely to come forward. The Environmental Health Manager confirmed that a report had been submitted to the Corporate Leadership Team and would be discussed with the Chief Executive on Thursday; providing there was agreement from the Corporate Leadership Team, he assumed a report would be taken to the next available Executive Committee with a view to implementing the structure by early next year.
- 57.5 A Member drew attention to the report on joining Project Solace which was due to be taken to the Executive Committee meeting in January and she raised concern that the mark had previously been missed in terms of who the Police were targeting so she sought assurance that youth would be taken into consideration. She indicated that this was an area of interest for her, particularly as antisocial behaviour was increasing in her Ward, partially due to the situation with new housing. The

Environmental Health Manager advised that it would cover the full range of antisocial behaviour components the Council was currently dealing with. He pointed out that there had been significant changes to the community safety service over the last couple of years and there was now an active Community Safety Partnership with the Police and the local authorities in the county which worked with voluntary groups such as Young Gloucestershire and housing associations etc. - this would all feed into Project Solace in terms of priorities and intelligence gathering within key areas. He confirmed that, if approved, the project would provide a dedicated Police Community Support Officer for Tewkesbury Borough and full details would be included in the Executive Committee report. Another Member explained that he had previously raised the point that the Community Safety Partnership had historically included Members which he felt was necessary moving forward. The Environmental Health Manager explained that the Terms of Reference of the Community Safety Partnership were being reviewed so he would raise this with the Head of Community Services following the meeting. The Head of Corporate Services indicated that there was a pending item in relation to Community Safety Partnership within the Overview and Scrutiny Committee Work Programme which was around evaluating whether it was delivering against its Terms of Reference so he would speak to the Head of Community Services to establish when this could be brought forward.

57.6 Following the autumn statement, a Member queried whether the Executive Committee had requested to look at the options around a Referendum regarding increasing Council Tax up to 5%. In response, the Head of Finance and Asset Management advised that no request had been made by Executive Committee but part of the issue was the lack of clarity around the Chancellor's announcement last week. There had been a lot of discussion around the core principles for raising Council Tax by 3% - and those which also had social care responsibilities increasing it by a further two percent (a total increase of 5% for upper tier authorities) – but it had been silent in terms of what that meant for district authorities. Officers were working on the assumption that it would be £5 or 3% and, if that was the case, there would be no change for Tewkesbury Borough Council. If there was a will amongst Members to go above the Referendum limit, it would be necessary to look at the approach and gauge if it was likely to gain traction with the public. In response to a query regarding how much a Referendum would cost, the Head of Democratic Services indicated that a Parliamentary Election cost, as a minimum, in the region of £80-90,000.

57.7 It was

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

## **OS.58 OVERVIEW AND SCRUTINY COMMITTEE WORK PROGRAMME 2022/23**

58.1 Attention was drawn to the Overview and Scrutiny Committee Work Programme, circulated at Pages No. 19-26. Members were asked to consider the Work Programme.

58.2 The Head of Corporate Services advised that, as discussed at the last meeting, the Work Programme had been updated to reflect that, due to the Council Plan Performance Tracker – Quarter Two 2022/23 being brought forward to this meeting, the Depot Services Working Group Update and the Active Gloucestershire report on the progress of its 'We Can Move' project had both been moved from today's meeting to January. Members were advised that the Fit for the Future 2 Outcome Report which had previously been in pending items had now also been scheduled for the January meeting. In addition, the report regarding the trial of mobile surveillance equipment was now included on the Agenda for the meeting on 4 April 2023.

58.3 It was

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

**OS.59 GLOUCESTERSHIRE POLICE AND CRIME PANEL UPDATE**

59.1 Attention was drawn to the report from the Council's representative on the Gloucestershire Police and Crime Panel, circulated at Pages No. 27-30, which gave an update on matters considered at the meeting held on 4 November 2022.

59.2 The Council's representative on the Gloucestershire Police and Crime Panel advised that Gloucestershire had applied for Government funding and had been successful in securing £2m for its Safer Streets programme – this was the highest award per capita of any of the 43 forces in England and Wales which reflected the efforts invested. There were a number of other bids pending so hopefully further funding would also be received. The Police and Crime Commissioner had discussed a number of ways the money would be spent including tackling anti-social behaviour and rural crime. A presentation had been delivered to the Panel in relation to the operation of the police complaints function within the Police and the Police and Crime Commissioner's Office. It was noted that a lot of calls received were not Police matters and required signposting people to the right locations. The Council's representative reminded Members of the PEEL (Police Effectiveness, Efficiency and Legitimacy) review which had been carried out in early 2021 and had assessed the Constabulary in 13 areas of policing with four of those being graded 'good', one 'adequate', six 'inadequate' and the remaining two being ungraded. At the time, he had reported that Gloucestershire had been subject to a new form of review which was a more granular system than the previous one which had consequences for how matters were recorded and reported. A new regime had subsequently been introduced by the Police to address the key issues around the recording of crimes and the operation of the control room in terms of how quickly calls were being answered. It was noted that the number of recorded crimes was increasing as people were able to get through more quickly so it was possible that the amount of crime may look to be increasing because it was being captured more effectively. He explained that, as with all public services, there was a lot of pressure on the Police budget and further details were awaited in relation to Government funding. He pointed out that two independent Members had joined the Panel – they were classed as independent as they did not represent local authorities in Gloucestershire – and they were a welcome addition in terms of the diversity and new perspectives they would bring.

59.3 A Member indicated that he had received complaints from members of the public who had called 101 to report anti-social behaviour but had not been able to get through; he had a direct number for the Police and was not able to get through on that either which meant that, by the time an incident had been reported and Police despatched, the offenders had left the scene. The Council's representative agreed this was an area for focus in terms of improving the speed calls were answered and he undertook to raise this again; however, he pointed out that the Police and Crime Commissioner had promised several hundred extra Officers across Gloucestershire which would give greater visibility and access to the Police and act as a deterrent to anti-social behaviour. He went on to explain that there was a national trend towards increased reporting of crime so the Police were aware of these types of concerns and he made particular reference to the facilities available to report crimes online. A Member advised that, from his experience of working in the retail industry, only 2% of crimes were reported due to the difficulties associated with that and he suggested that it would be useful to have access to a simple online form which people could

use to report incidents so that the Police could gain a better idea of the number of crimes being committed and their location. The Council's representative undertook to feed that comment back.

- 59.4 In response to a query regarding recruitment and staffing, the Council's representative explained that the Police and Crime Commissioner was lobbying Government about the recruitment profile, for instance, it was recognised that a stipulation that all Police Officers must have a degree meant that people with other valuable skills were being excluded. There was also a case that the Police needed to better reflect the local community and be able to communicate more effectively with them. The Police and Crime Commissioner had taken a lot of criticism for the promotion of Special Constables in order to meet targets but the reality was that Special Constables could bring a lot in terms of community interaction. In response to a further query regarding complaints of corruption within the Police, the Council's representative recognised that the disturbing cases of corrupt and misogynistic behaviour within the Metropolitan Police had attracted a lot of media attention, and had tragic consequences, but Gloucestershire Police was not one of the six Police Forces identified in the recent review about the problems with Police vetting. The Police and Crime Commissioner had made the point that vetting processes could not be compromised even if that meant that recruitment targets were missed. As a Panel Member, his view was that, due to the nature of the failings in the Police, and the societal changes in terms of the cost of living situation and the impact that would have on behaviour, things were likely to look worse before they looked better. Gloucestershire Police was generally in a better place – it was attracting government funding and was being honest about levels of policing and the Police and Crime Commissioner was holding the Police accountable – but the results of a further PEEL review were awaited. The Member indicated that she believed the vetting process within Gloucestershire was good but she would like some assurance that incidents of whistleblowing were appropriately dealt with and the Council's representative undertook to raise this.
- 59.5 A Member explained that, as a Councillor, he was regularly asked by residents to help with a range of issues which were the responsibility of various bodies including the Council and the Police and he suggested it would be beneficial to look at a one-stop shop where people could receive guidance as to who was most appropriate to deal with their specific matter as a lot of time was being wasted when people contacted the wrong authorities. The Council's representative confirmed that conversations were taking place around this and there had previously been discussions around the role the Police had to play as a result of the lack of capacity in the NHS/social services which meant that people called them for help. A lot of Police time was taken up dealing with matters which were nothing to do with illegality or criminality, for instance, missing persons. This topic was raised frequently and the Police and Crime Commissioner was well-aware that better working relationships, particularly with the NHS and social services, were key.
- 59.6 A Member asked if there was any update on the future of the Police horses and the Council's representative advised that he had not heard anything which suggested there was no change but he would check following the meeting.
- 59.7 A Member suggested it may be beneficial for the Police and Crime Commissioner to attend a future meeting of the Overview and Scrutiny Committee and the Council's representative indicated that he was sure he would be happy to do that. It was

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



**OS.60 COUNCIL PLAN PERFORMANCE TRACKER - QUARTER TWO 2022/23**

- 60.1 The report of the Head of Corporate Services, circulated at Pages No. 31-90, 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.
- 60.2 Members were informed that this was the second 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.
- 60.3 Key actions for the quarter were highlighted at Paragraph 2.3 of the report and included all units within the Council's commercial property portfolio being let and occupied; the appointment of Shared Intelligence to start work on the economic assessment which would form the basis of the new Economic Development and Tourism Strategy which had been subject to an Overview and Scrutiny Committee workshop on 15 November; preparation of an Empty Homes Strategy and an Electric Vehicle Charging Strategy which had both been well-received at Executive Committee last week; success of the solar canopy which had enhanced the Council's reputation and received extremely positive feedback on social media. 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. These included actions around the Joint Strategic Plan; review of the corporate website which had been delayed due to difficulties with recruitment, although it was noted that interviews had taken place earlier in the day; three actions in relation to the Garden Town; and the review of the litter pickers scheme which had been deferred to 2023/24 following a review of the Business Transformation team priorities. 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 KPIs 10 and 11 in relation to homelessness, and it was noted that the Housing and Homelessness Strategy Action Plan Monitoring Report was due to be considered at a later Agenda item, and KPIs 17-19 in respect of Planning which would be addressed in detail under the next Agenda item. Successful KPIs were highlighted at Paragraph 3.4 of the report and included KPIs 20-23 which related to improved planning enforcement investigation, with the majority of categories A-D reaching 100% performance during quarter two, and KPI 40 which showed that 53.82% of waste was reused, recycled or composted which was above the target of 52%.
- 60.4 During the debate which ensued, the following queries and comments were made in relation to the Council Plan Performance Tracker:

### Priority: Finance and Resources

P45 – Objective 3 – Action b) The Head of Finance and Asset Management explained that this had been delayed as other work had taken precedence over the last 12 months. He provided assurance that there was a maintenance programme in place and the delay had not impacted upon that; however, the programme did need to be updated to reflect changes, mainly in relation to funding, and Officers were keen to do that as soon as possible.

Approve a new planned maintenance programme – A Member asked why this had been delayed.

### Priority: Housing and Communities

P55 – Objective 1 – Action a) The Head of Development Services explained that, by having Deloitte on board, they were able to look at what was happening in the industry. One major change was the length of the examination process - the Planning Inspectorate was currently citing that examinations were taking 12 months from when they were submitted. Officers were trying to learn lessons from the previous Joint Core Strategy and being realistic about the timetable so as not to mislead the public. She confirmed that it was still intended to go out for Regulation 18 consultation in spring 2023. In response to a query as to whether there was a date when the Joint Strategic Plan needed to be adopted, the Head of Development Services explained that, when the Joint Core Strategy was adopted in December 2017, it was on the basis that the Inspector had recommended an immediate review be undertaken and Government guidance was very clear that the plan should be regularly reviewed and updated. The current plan covered the period up to 2031 but, because it had not been reviewed and updated, certain policies would become out of date in December 2022. A Member seminar was being held on 14 December where Officers would set out what this meant for the Council and she strongly recommended that Members attend that session.

Work with partners to undertake the required review of the Joint Strategic Plan – A Member noted that a not insignificant sum of money had been spent to commission work with Deloitte to progress the review and he asked whether the consultants were providing value for money given there was still no timetable in place.

P58 – Objective 3 – Action a) The Head of Development Services advised that a request to fill had been approved and the advertisement would go out this week with interviews scheduled to take place before Christmas.

Work with partners, infrastructure providers and developers to progress the delivery of key sites – A Member asked if there was a timetable for appointment of Section 106 Officer.

A Member understood there was a considerable amount of Section 106 money in the pot and he asked why it was not being spent - this was community money as

opposed to Borough Council money and Parish Councils had raised concern about what they perceived to be a somewhat clunky system which was not straightforward. The Head of Development Services confirmed there was approximately £9m in the S106 pot, £3m of which was commuted sums for approved affordable housing. In terms of delivering affordable housing, changes made a few years ago had meant that some large registered housing providers were allocated a five year funding pot which was quite a lot of money. Work was being undertaken with registered providers to see how they had been using this money. Section 106 money could also be spent on things such as community facilities, play areas etc. Community Development Officers worked with Parishes to establish what they felt was needed within their communities and, once this was included within Section 106 Agreements, the money had to be spent accordingly. The Head of Development Services indicated that it was necessary to check that all Section 106 money was included on the system and more work would be required to ensure the money was being spent. If Members had any specific issues within their areas should be happy to pick these up outside of the meeting.

A Member questioned what happened if there was a problem locally that had not been identified until a housing development had been built and occupied and she suggested there should be an emergency fund which communities could apply to for that purpose. In response, the Head of Development Services explained that this was not permissible under planning legislation. She took on board the comment that requirements changed over time and this would need to be carefully considered when taking forward the Joint Strategic Plan to ensure nothing was missed.

A Member made reference to a particular issue in Brockworth whereby Section 106 money had been allocated but Officers were unable to assist with queries about the amount received, timescales etc. and he asked if the Borough Council would compensate for any loss should the money not be spent in accordance with the deadlines. In response, the Head of Development Services explained that there could be certain triggers for spending Section 106 money and, if it was not spent within that

timeframe, the developer could claw this money back. She confirmed there was now a list of all Section 106 monies which had been input onto the computer system. She stressed that it was not a simple matter as one Section 106 Agreement could have up to 40 different conditions or specific elements which needed to be considered, some of which may not be financial, so a lot of work had been done to capture this. In terms of Brockworth specifically, she was not aware of any Section 106 money that was at risk of being sent back to developers. The Member asked if any triggers could have been missed due to turnover of Officers and the Head of Development Services indicated there was always some risk but she felt this was limited, particularly as Officers worked closely with Parish Councils who tended to have a good understanding of what was due to come forward.

A Member asked who was responsible for interpreting how Section 106 money could be spent; he indicated that Innsworth Community Hall was currently shut due to a leaking roof but he felt that should qualify for the pot of Section 106 money which was available for "improvements". The Head of Development Services advised that normal practice would be that, if the Section 106 Agreement was ambiguous, it would be down to Planning Officers and One Legal to interpret. She had not seen the specific Section 106 Agreement the Member had referenced so it would depend on the context but she undertook to look into it following the meeting.

### **Key Performance Indicators for priority: Housing and Communities**

P65-67 – KPIs 18-23 – Determination of planning applications and investigation of enforcement categories A-D – A Member noted that, although there had been a downturn in the quarter, the position was improved compared to last year and she asked what was expected to happen in quarter three.

The Head of Development Services stressed that performance was being monitored with Officers on a fortnightly basis and it was anticipated there would be significant improvement in quarter three. The main goal was to ensure there was improvement for the year overall.

A Member indicated that he was aware of a variation application for a strategic development in Innsworth submitted in 2020 which was still undetermined due to conditions which had not been discharged and he questioned if it would be beneficial to include a target around response times for conditions. He also asked whether applications for variations to major developments were included in the figures.

The Head of Development Services clarified they were not included in the formal figures which were reported to the Department for Levelling Up, Housing and Communities (DLUHC) but they were monitored as part of internal performance management. She indicated that she would be happy to discuss the variation application with the Member following the meeting. Some of the non-material amendments to conditions had not been progressed as quickly as she would have liked but she hoped this could be addressed now additional resources were in place. The Member felt it would be helpful for Members to have an idea of the number of conditions outstanding.

### **Priority: Customer First**

P70 – Objective 1 – Action f)  
Carry out a full review of the licensing service – A Member indicated that, as the Chair of the Licensing Committee, he wished to congratulate Officers for the phenomenal amount of work achieved in bringing the service up to the standard it should be. He noted that there was no mention of the restructuring of the team within this action and he felt that should be included in the report in order to give a full picture of what was being undertaken within the review.

The Environmental Health Manager thanked the Member for his comments and indicated that he would be happy to include the restructure within the commentary on this action going forward.

P71 – Objective 2 – Create a planning application tracker – A Member asked when this would be rolled out.

The Corporate Services Manager advised that the planning application tracker was on course to be rolled out in January. In response to a query as to how it would be tested, Members were advised that the Business Transformation team was working with the Planning team to input data from the Uniform system. The tracker had recently been demonstrated at a forum for developers and agents where it had been well-received.

### **Key Performance Indicators for Priority: Customer First**

P75 – KPI 35 – Food establishment hygiene ratings – A Member asked how many establishments had been visited.

The Environmental Health Manager confirmed Officers were on track to meet the Food Standards Agency requirements for COVID recovery and he undertook to provide the specific figures following the meeting.

### Priority: Garden Communities

P76 – Objective 1 – Action b)  
Prepare a Design Manual – A Member sought clarification as to what governance needed to be established in relation to the production of the Design Manual and if the revised target date of March 2023 was realistic.

The Tewkesbury Garden Town Programme Manager advised that the delay was due to the need to understand how to take the Garden Town principles forward and how the specific design detail for the Garden Town would dovetail with the Joint Strategic Plan. In terms of the date, there was a lot to work through between now and March but it was thought that deadline was achievable. The Member indicated that she could not understand what the Design Manual had to do with governance and the Head of Development Services explained that it was necessary to look carefully at the governance arrangements in terms of the respective roles and responsibilities of Officers in order to avoid any conflicts of interest, for instance, in her capacity as Head of Development Services for the Planning Authority she would need to consider her engagement with promotion of the Garden Town etc. The Design Manual work was being done by the Garden Town team and was about ensuring that it had planning “teeth” and was aligned with taking forward a strategic framework for the whole Garden Town at a very high level which could also be used as part of the Joint Strategic Plan process when consulting formally upon it.

A Member raised concern that the process had been very stop-start and his understanding was it should be continuous – the design of the Garden Town, and how it would be implemented within planning, had always been an issue so he questioned why it was something which was being done now. In response, the Tewkesbury Garden Town Programme Manager advised that it had been hoped the Joint Strategic Plan process would be more developed; however, the partner authorities had been unable to keep pace with Tewkesbury Borough Council’s aspirations in terms of growth management. The Garden Town team was keen to articulate its aspirations around design, sustainability and quality and to ensure that, as a Council, it was very clear how this would be managed through the planning process and policy base. Legal advice had been taken on how to manage the two processes and the Council would want to stand firm against the development industry on the standards moving forward. The Member was concerned that, if the two processes were not

aligned, developers would continue to build whatever they wanted and the Garden Town would be created without any control; Tewkesbury Borough should not suffer because of other partners. The Head of Development Services understood the concern and stressed that the Joint Strategic Plan partners were not to blame; it had taken time to work out the best way forward and they were now in a position to move ahead with the timeline for getting a strategic framework in place.

A Member expressed the view that allocated employment land should be delivered quickly before it was lost to other development. In response, the Head of Development Services explained that the existing allocations in the Joint Core Strategy remained in place as the plan period went up to 2031. As Members were aware, there had been a delay to the Joint Strategic Plan and the timetable for that was being considered – one of the key issues was that examinations were taking a lot longer, potentially up to 12 months. She provided assurance that the employment allocations in the Joint Core Strategy would not be impacted by the delay and the sites would remain available to come forward.

P78 – Objective 1 – Action g)  
Conclude the assessment of the delivery vehicle for the Garden Town and submit the business case to the Department for Levelling Up, Housing and Communities – A Member asked if the business case had been submitted to Government as the commentary said this would be done in autumn 2022.

The Tewkesbury Garden Town Programme Manager advised that it was still underway.

### **Priority: Sustainable Environment**

P80 – Objective 1 – Action b)  
Develop a communication plan and roll out carbon literacy training to ensure stakeholders are well informed and knowledgeable of the Council's progress towards its carbon reduction objectives – A Member noted the first training course had been well-received and he

The Head of Finance and Asset Management advised that the third round of training was about to take place; around 60 members of staff had been trained to date with Heads of Services and Managers attending the first session before rolling out to wider staff. It was intended to provide training for Members following the elections in May.

asked who had attended.

P81 – Objective 2 – Action c)  
Carry out a review of our litter pickers scheme – A Member noted that the Business Transformation team had been allocated to other projects so this had been deferred until 2023/24 and he asked if the review could be done by other Officers prior to that.

The Environmental Health Manager advised that a lot of work had already been done in relation to this and Officers had met with the Business Transformation team to discuss the improvements required. Litter picker registration was currently a cumbersome process so the team had been intending to work on a digital solution; unfortunately, this element of the project would need to be delivered by the Business Transformation team as there was no expertise within the Environmental Health team. He would be happy to look at the remaining tasks to see if there was anything which could be done within the team; however, he believed the majority of remaining actions related to IT.

P82 – Objective 2 – Action e)  
Commence planning and scoping study for implications of, and opportunities for, borough-wide decarbonisation – A Member understood that the motion which had been agreed by Council was in relation to making Tewkesbury Borough Council Offices carbon neutral by 2030 so, whilst he was pleased to see this action, he queried whether it would require a decision from Council.

The Head of Finance and Asset Management explained that this action had arisen from the natural flow of the work being undertaken. The main focus was on the Council's own carbon production; however, some of that work was naturally starting to impact on communities. Officers were working with partners, such as Climate Leadership Gloucestershire, and were keen to understand what a wider strategy would look like. This would require additional resources but he was hopeful that it could be done as part of the year three carbon reduction action plan. It was intended to start scoping the work and to share this with the Climate Change and Flood Risk Management Group before it was brought to the wider Membership so it was still in its very early stages.

P83 – Objective 4 – Action a)  
Establish and publish a local list of non-designated heritage assets in the borough – A Member raised concern that there seemed to be a large block of heritage assets within his Ward which had been missed and he asked how Parish Councils could nominate buildings for inclusion on the list.

The Head of Development Services advised that a Heritage Officer had been employed on a temporary basis to support this work and she had contacted Parish Councils to set out how assets could be listed. If there were properties which Members or Parish Councils felt should be put forward, these should be assessed against the criteria in the Supplementary Planning Document. She confirmed that nominations could be accepted at any time and she undertook to ask the Conservation Officer to contact the Member following the meeting to discuss his particular concerns.



- 60.5 Turning to the financial information, the Head of Finance and Asset Management advised that the financial budget summary for quarter two showed a projected surplus of £138,305 which was a worsening of the projection at the end of quarter one; however, given the impact of rising levels of inflation and the inclusion of both the 2022 pay award and the first phase of the local review of the pay line within the figures, at this stage, the projection of an outturn surplus was encouraging.
- 60.6 The table at Paragraph 4.2 of the report highlighted the variances against budget. In terms of employees, there was a potential gross surplus of £320,219; however, there was a target within the Council's corporate expenditure to save £100,000 from employment costs across the authority, therefore, the net position was a surplus of £220,219 against target. This included the cost of the national pay award which was an additional £1,925 on every pay point at a cost of over £500,000 to the Council – the 2022/23 budget had assumed a pay offer of 2% so circa £200,000 had been allocated to meet the cost of a pay award leaving an excess cost of £300,000. Additionally, in September, the Council had agreed the first phase of a retention and recruitment programme with an estimated cost of £106,000 from 1 October 2022 - this was also included in the figures. With that in mind, it was surprising that the position remained positive and this was a reflection of the level of staff turnover within services during the first half of the year. Payments to third parties highlighted a projected overspend of £441,522 with the Ubico contract forecast to be overspent by £400,000 at year end, in large part due to the national pay award and the rising cost of fuel with diesel costs in excess of £133,000. The Council was also bearing additional running costs of the Swindon Road depot which was being offset by the £200,000 savings being made from the reduction in the gate fee at the Materials Recovery Facility (MRF). Income in many areas of Council activity was showing a positive position; however, some areas were projecting lower income than budget, most notably, Tewkesbury Leisure Centre was expected to be £66,000 lower than budget. Notwithstanding this, the Council was £70,000 up on expenditure for the year.
- 60.7 In terms of corporate expenditure, there was an estimated surplus of £391,979 for the financial year. Treasury activities were expected to deliver savings in borrowing costs as the Council had been able to divest itself of some of its previous borrowing need and the increased market rates had been good news for its investment activities with pooled funds experiencing returns significantly in excess of budget expectations. The Council's commercial property portfolio was currently predicting a deficit as a result of the temporary void at one office unit and the inducements offered to let the unit; however, all units within the portfolio had now been let. Business rates had generated an additional £150,000 income due to extra grants from the Government. The deficit on net service expenditure and the surplus on net corporate expenditure resulted in an overall surplus projection of £138,000 for the year but the Head of Finance and Asset Management stressed there was a long way to go with potentially more impact from inflation.
- 60.8 The capital budget position as at quarter two was attached at Appendix 3 to the report and showed that £1.3m had been spent to date with £599,000 spent on the solar canopy project and a vehicle being procured for street cleansing operations. Disabled Facilities Grants was showing an overspend as more grants had been paid but that would be met by increased grant being released by Gloucestershire County Council. Appendix 4 to the report provided a summary of current usage of available reserves and highlighted areas of commitment which had not yet been spent. It was unlikely that the £750,000 set aside in reserves to meet the impact of inflation within the current year would be needed but some was likely to be required for the following year's budget.
- 60.9 Having considered the information provided, it was
- RESOLVED** That the performance management information for quarter two of 2022/23 be **NOTED**.

**OS.61 REVIEW OF PLANNING KEY PERFORMANCE INDICATORS**

- 61.1 Attention was drawn to the report of the Head of Development Services, circulated at Pages No. 91-107, which informed Members of the proposed changes to the Planning Key Performance Indicators (KPIs).
- 61.2 The Head of Development Services advised that Members would be aware that a review of the Planning service had been undertaken last year and it was intended to hold a briefing for all Members in January to update them on progress. An action plan in response to the review had been approved by the Executive Committee in November 2021 and this had included a performance management stream which focused on ensuring there was effective monitoring in place. One of the overarching recommendations was to review the way planning performance was reported internally and to bring the approach in line with national reporting as it was recognised that the current reporting targets were in line with what was expected for a high-performing authority which was not an accurate reflection of the current service.
- 61.3 Members would be familiar with the current KPIs in relation to major, minor and 'other' applications; however, this was not in line with the criteria for reporting to the Department for Levelling Up, Housing and Communities (DLUHC). As such, it was proposed to change internal reporting to align with the national standards the authority was required to report i.e. two categories relating to major applications and non-major applications. The current threshold for speed of decisions was 60% for major development and 70% for non-major development – the Council was performing above those thresholds but improvement was still needed to become a high-performing planning authority. As such, it was proposed to introduce a stretch target over three years, as set out at Pages No. 97-98 of the report. The Government also required reporting on the quality of decisions which was not reported as a KPI currently so this was something which was proposed to be introduced going forward.
- 61.4 In explaining the thinking behind the new targets, the Head of Development Services advised that the Business Transformation team had done a lot of analysis of other authorities with a similar make-up to Tewkesbury Borough Council in terms of the nature of the Borough and the type of applications submitted. As mentioned, the current targets were what would be expected for a high performing authority and had increased year on year without being reviewed to check if they were appropriate - continually missing targets was very demotivating and demoralising for Officers. The stretch targets proposed reflected the current situation and encouraged incremental improvement in performance.
- 61.5 A Member understood the need for more realistic targets, particularly in light of the comparison of the speed and quality of planning decisions against other authorities as set out at Appendix 2 to the report. He expressed the view that it was necessary to get things in order before the planning application tracker was introduced. He continued to have problems contacting Planning Officers by telephone and he asked when communication was likely to improve; he recognised Officers were under pressure but the lack of contact made things worse and it was essential that members of the public were able to find out what was happening with their planning applications. He pointed out that this was the third review of the service since he had become a Councillor and he had been asking the same questions since that time so he questioned what the fundamental issues were within the department. In response, the Head of Development Services acknowledged there were issues with communications and provided assurance that measures were actively being put in place now the Business Transformation team was engaged. She would be able to talk more about the different aspects at the Member seminar in January so she encouraged attendance at that session. The Member asked whether communication was monitored and was advised that

calls, and whether Officers were answering phones, was monitored internally; however, it was not suggested this be included as a KPI at this stage. The Corporate Services Manager confirmed that the Business Transformation team resources had been prioritised to support the planning review and a call monitoring portal had been identified as a potential solution to ensure transparency on calls received.

- 61.6 With regard to the need to report on the quality of decisions, a Member raised concern that this inferred that decisions being made by the Planning Committee were not sound – as a Member of that Committee he stood by the majority of the decisions which were made, particularly in relation to major applications, and he felt that non-quality decisions were often made by Planning Inspectors. As such, he suggested this needed to be phrased differently to be clear it was not the Planning Committee making wrong decisions. Another Member assumed the quality of decisions was ensuring there were robust reasons for making decisions and having confidence in those decisions so there was no comeback from Inspectors. He drew attention to Page No. 97 of the report and questioned whether the aim of becoming a top performing Council by 2024/25, and the stretch targets associated with that, were too aspirational. Whilst she felt it was a valid point, the Head of Development Services indicated that it was important to have ambition and the targets would be kept under review so they could be changed if things did not progress as planned. Another Member welcomed the idea of realistic targets and he felt that a 3% increase for 2022/23 was viable but challenging unless there was something systematically wrong which could be corrected. He asked what the direction of travel was currently and was advised that things were heading in the right direction and Officers were committed to improving on last year's performance figures; whilst there had been a dip in performance during the quarter, it had been made clear to Officers this needed to be rectified. The Member indicated it would be helpful to see the rate of improvement compared to past years' and the Head of Development Services undertook to ensure this was included in the next performance management report. In response to a query as to what measures were in place to prevent a yo-yo effect whereby performance against one target improved whilst another went down, the Head of Development Services explained that this had been the case recently due to the backlog of historical applications which had taken longer than expected to resolve; however, extra support had been provided for Officers to clear that backlog to a level considered reasonable for a planning authority and, once that had been done, more consistency was expected. A Member asked if working from home had impacted on performance, either positively or negatively, and the Head of Development Services confirmed there were no issues with Officers working in a hybrid way.

- 61.7 It was

**RESOLVED** That the proposed changes to the Planning Key Performance Indicators (KPIs) as set out at Paragraphs 5-9 of the report, be **NOTED**.

**OS.62 HOUSING AND HOMELESSNESS STRATEGY ACTION PLAN MONITORING REPORT**

- 62.1 The report of the Housing Services Manager, circulated at Pages No. 108-135, provided Members with an update on progress made against the Housing and Homelessness Strategy Action Plan. Members were asked to consider the report.
- 62.2 The Housing Services Manager advised that the Housing and Homelessness Strategy had been approved by Council in April 2022 where it had been agreed that monitoring of delivery would be undertaken by the Overview and Scrutiny Committee. This report gave an update on the progress made to date against the

action plan which had been agreed by the Executive Committee. It was noted that the strategy had been compiled prior to the issues in Ukraine and the impact of inflation so Officers had moved things around within the action plan to prioritise actions around improvements for tenants, for instance, working with partners to secure better build standards with committed funds and changing tenure type from affordable rent to social rent. It was noted there had also been a change to the approach in delivery of rented affordable housing with social rent being prioritised through the new evidence base of local housing need; this would have a significant impact on affordability for tenants. The second priority related to the development of an Empty Property Strategy which had been approved by the Executive Committee earlier this month. In relation to this, a housing stock condition survey was being undertaken across the county and, once that had been carried out in Tewkesbury Borough, the results would be incorporated into the strategy to improve the housing stock. Bromford had recently done a survey of its own stock and that data could be matched with the information on the housing register to inform those findings. Priority three related to meeting the housing needs of homeless households and others with specific needs. Part of this would involve engaging with people with a lived experience of homelessness and other disadvantage to inform how Officers worked with customers and understand the reasons why they might not make the right choices. In terms of work on care leavers, the Council was committed to assisting with the corporate parenting model and was leading on the protocol on behalf of the Housing teams across the county to help them move on from care settings into accommodation.

- 62.3 A Member asked for clarification as to the difference between affordable and social rent and was informed these were different tenure types; by definition, affordable rents were 80% of the market rent capped at housing benefit levels so some still could not afford them whereas social rent was the cheapest tenure type available. The Member asked how many empty homes there were in the borough and for more information about the proposal to incentivise people to downsize in terms of how that would be achieved. The Housing Services Manager explained that, as at October 2021, there were 510 empty homes in the borough and a breakdown was provided within the Empty Property Strategy along with information about how long they had been empty etc. In terms of incentives to downsize this was not easy but there were things which could be done via Gloucestershire Homeseeker such as promoting people so they had a better chance of being rehoused if they were willing to move to a smaller property and working with partners such as Bromford to overcome barriers to moving. A Member noted that, five or six years ago, there had been a call to identify potential sites for affordable housing development using Section 106 money but nothing had come to fruition. The Head of Finance and Asset Management advised that no specific projects had been taken forward but Officers were happy to receive any ideas for sites to deliver affordable housing. A meeting was being held with Bromford in December to discuss whether it was possible to get a number of sites moving. In response to a query regarding whether the Empty Property Strategy related to affordable housing as well as private housing, the Housing Services Manager confirmed that, in terms of the social housing stock, partners should be on board and doing things to incentivise bringing these back to use already so private rent and owners would be the focus of the strategy and it was intended to get to a place where enforcement action was taken to bring those empty properties back into use. The Member asked if Councillors should notify Officers of any empty properties they were aware of and the Environmental Health Manager advised that part of the strategy involved updating the Council's website so there was a facility for reporting; however, in the interim Members could email him directly if there was a property they were concerned about. It was a three year strategy until 2026 and the first part of the process would be to engage with property owners; if that was unsuccessful, enforcement powers such as Compulsory Purchase Orders could be used. Another Member asked when the first homes might be returned to occupation and was advised that the

initial task would be to establish an empty property register where properties would be risk-rated based on location, detrimental impact and particular tenures required for affordable housing etc. Once this had been done, Officers would start to engage with the owners and try to get the properties occupied, hopefully by summer 2023. A Member noted that Council Tax would increase if properties remained empty for prolonged periods so that would be an important factor in bringing them back to use. He asked whether the 510 empty homes which had been identified in October included flats above shops as some were not habitable, for instance, if they could only be accessed via the shop. The Housing Services Manager advised that he was unsure whether the 510 properties identified reflected every single property or just the ones which met the Council Tax criteria; some properties would be exempt if they were going through probate etc. He undertook to find out the details and ensure there was consistent reporting going forward. A Member asked if the empty homes register would be available for Members to view and was informed it would be once it was up and running, subject to the General Data Protection Regulation.

62.4 A Member drew attention to Page No. 122 of the report and the aim in objective two around improving communication and raising resident awareness in the private sector of how to access financial help and obtain advice to make improvements to their properties and he asked what sort of things would be done. He noted that several residents in his area had issues with black mould etc. the dangers of which had been highlighted in the news recently. The Housing Services Manager confirmed that it was intended to use social media channels and the Borough News as well as targeting housing register applicants and making use of Community Officers who had access to various community groups to push the messages out.

62.5 In response to a query, the Housing Services Manager confirmed that the severe weather protocol was in place for rough sleepers which set out that three consecutive nights at zero degrees or below, or a single night at minus three degrees or below, would trigger a countywide response to ensure any rough sleepers were brought in.

62.6 A Member felt the Housing and Homelessness Strategy was a really good high-level document and he particularly welcomed the work being done with regard to care leavers. In terms of social housing, he raised concern that large numbers were not being occupied by local people, particularly young people, and he suggested they should be prioritised. In terms of objective two at Page No. 124 of the report which related to the need for specialist supported accommodation for older people, he indicated that it was very important to also look at supported accommodation for those with physical disabilities or impairments and he asked how this was being approached by the team. The Housing Services Manager explained that Tewkesbury Borough was so large that people did not want to move more than a couple of miles from where they worked so it was about making sure there were accessible properties on a range of housing sites – it was recognised there had been a trajectory of not being able to secure this with a number of applications being built without accessible properties; the housing needs assessment would be the evidence base required to address this going forward. Another Member also commended the emphasis on care leavers but indicated that there was nothing in the strategy in relation to the Armed Forces Covenant which she felt was important as homelessness was a significant problem amongst people leaving the forces. The Housing Services Manager confirmed that this was part of the Gloucestershire Homeseeker policy with people leaving the armed forces getting certain dispensations; whilst this was something already being done, he accepted that a statement to that effect could have been included in the strategy.

62.7 It was

**RESOLVED**

That the progress made against the Housing and Homelessness Strategy Action Plan be **NOTED**.

**OS.63 REVIEW OF CAPABILITY POLICY**

- 63.1 The report of the Head of Corporate Services, circulated at Pages No. 136-170, asked Members to endorse the revised Supporting Performance Policy (previously the Capability Policy) and to recommend to the Executive Committee that it be approved.
- 63.2 The HR and OD Manager advised that two successful workshops had been held with the Overview and Scrutiny Committee to review the Capability Policy and a revised Supporting Performance Policy had been developed as attached to Appendix 3 to the report. She had been made aware of some typographical errors which she undertook to amend prior to the report being taken to the Executive Committee. The key elements of the new policy were that it set out an expectation of high performance from staff and placed emphasis on support, guidance and early intervention being most effective to turn performance around. The process had also been streamlined and gave clear steps to escalation where appropriate with flexibility for rapid progression if warranted. She thanked Members for their support in the development of the policy.
- 63.3 Accordingly, it was
- RESOLVED** That the Supporting Performance Policy be **ENDORSED** and it be **RECOMMENDED TO THE EXECUTIVE COMMITTEE** that it be **APPROVED**.

**OS.64 CORPORATE PEER CHALLENGE ACTION PLAN**

- 64.1 The report of the Head of Corporate Services, circulated at Pages No. 171-183, provided Members with an update on the implementation of the corporate peer challenge action plan. Members were asked to consider the report and to approve the suggestion at Paragraph 2.2 for the action plan to be closed off and removed from the Committee's Work Programme.
- 64.2 Members were reminded that the corporate peer challenge had taken place during March 2020 and, whilst the Local Government Association's report had been largely positive, some areas for improvement had been identified in the form of five key recommendations. The majority of areas were things which the Council had already been aware of such as financial sustainability, the Medium Term Financial Strategy, New Homes Bonus and the Garden Town. Most of the actions were complete or ongoing and it was felt there was no value in continuing to bring the action plan to the Committee when these were reported upon in other ways, e.g. via the performance tracker. As such, Members were asked to agree to close off the report.
- 64.3 Accordingly, it was
- RESOLVED**
1. That the progress made in relation to the implementation of the Local Government Association Corporate Peer Challenge Action Plan be **NOTED**.
  2. That it be **AGREED** that the action plan be closed-off and removed from the Committee's Work Programme.

The meeting closed at 7:22 pm

**EXECUTIVE COMMITTEE FORWARD PLAN 2022/23**

**REGULAR ITEM:**

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

**Additions to 4 January 2023**

- Council Plan Performance Tracker— Quarter Two 2022/23.
- Management of Change Policy.

**Committee Date: 1 February 2023**

<b>Agenda Item</b>	<b>Overview of Agenda Item</b>	<b>Lead Officer</b>	<b>Has agenda item previously been deferred? Details and date of deferment required</b>
Budget 2023/24 (Annual).	To recommend a budget for 2023/24 to the Council.	Head of Finance and Asset Management.	No.
<del>Council Plan Performance Tracker and COVID-19 Recovery Tracker – Quarter Two 2022/23.</del>	<del>To receive and respond to the findings of the Overview and Scrutiny Committee's review of the quarter two performance management and recovery information.</del>	<del>Head of Corporate Services.</del>	<del>No.–Moved to January 2023.</del>
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)).

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Agenda Item 6

<b>Committee Date: 1 March 2023</b>			
<b>Agenda Item</b>	<b>Overview of Agenda Item</b>	<b>Lead Officer</b>	<b>Has agenda item previously been deferred? Details and date of deferment required</b>
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.
Council Plan Performance Tracker <del>and COVID-19 Recovery Tracker</del> – 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 <del>and recovery</del> 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 2023/24.	Head of Corporate Services.	No.
Volunteering Policy.	To approve the Volunteering Policy.	HR and OD Manager.	No.
<b>Financial Update - Quarter Three 2022/23.</b>	<b>To consider the quarterly budget position.</b>	<b>Head of Finance and Asset Management.</b>	<b>Yes – moved from 1 February 2023.</b>

<b>Committee Date: 29 March 2023 - CANCELLED</b>			
<b>Agenda Item</b>	<b>Overview of Agenda Item</b>	<b>Lead Officer</b>	<b>Has agenda item previously been deferred? Details and date of deferment required</b>



2022/23 Items

<b>Committee Date: June 2023</b>			
<b>Agenda Item</b>	<b>Overview of Agenda Item</b>	<b>Lead Officer</b>	<b>Has agenda item previously been deferred? Details and date of deferment required</b>
Planned Maintenance Programme.	To approve the Planned Maintenance Programme.	Asset Manager.	No.
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.	Head of Community Services.	No.
<b>Data Protection Policy.</b>	<b>To approve the Data Protection Policy following consideration by Audit &amp; Governance Committee in March 2023.</b>	<b>Head of Corporate Services.</b>	<b>Yes – deferred from January 2023.</b>
<b>Risk Management Strategy.</b>	<b>To approve the Risk Management Strategy following consideration by Audit &amp; Governance Committee in March 2023.</b>	<b>Head of Corporate Services.</b>	<b>Yes – deferred from January 2023.</b>

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**PENDING ITEMS**

<b>Agenda Item</b>	<b>Overview of Agenda Item</b>	<b>Lead Officer</b>	<b>Date Item Added to Pending</b>
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.	Head of Development Services.	January 2022. JSP partners to undertake the review at the same time.
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.
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.

Agenda Item	Overview of Agenda Item	Lead Officer	Date Item Added to Pending
Car Parking Strategy.	To approve the Car Parking Strategy.	Head of Development Services.	Added to pending on 11 October. Deferred from 16 November until consideration by the O&S Committee and the Car Parking Working Group.
ICT Strategy.	To approve the ICT Strategy.	ICT Operations Manager.	Removed from January 2023 to go into January 2024.
<b>First Floor Refurbishment Project.</b>	<b>To approve the project.</b>	<b>Asset Manager.</b>	<b>Removed from January 2023 until further information is known.</b>

## 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><b><u>Additions to 17 January 2023</u></b></p> <ul style="list-style-type: none"> <li>•</li> </ul> <p><b><u>Deletions from 17 January 2023</u></b></p> <ul style="list-style-type: none"> <li>• Review of Economic Development and Tourism Strategy – Moved to 7 February 2023.</li> <li>• Gloucestershire Economic Growth Scrutiny Committee Update – circulated by email.</li> </ul>
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<b>Committee Date: 7 February 2023</b>			
<b>Agenda Item</b>	<b>Overview of Agenda Item</b>	<b>Lead Officer</b>	<b>Has agenda item previously been deferred? Details and date of deferment required</b>
Community Services Improvement Review	To consider the progress made against the Community Services Improvement Plan.	Head of Community Services	No.
Gloucestershire Rural Community Council (GRCC) Presentation	To receive a presentation from GRCC to understand how it fulfils the requirements of the service level agreement.	Community and Economic Development Manager	No – moved from pending items. Agreed at the O&S meeting on 7 June.
<b>Review of Economic Development and Tourism Strategy</b>	<b>To consider the draft Economic Development and Tourism Strategy and to recommend to Executive Committee that it be approved.</b>	<b>Community and Economic Development Manager</b>	<b>Yes – deferred from 17 January due to delays with consultant.</b>

**Committee Date: 7 February 2023**

<b>Agenda Item</b>	<b>Overview of Agenda Item</b>	<b>Lead Officer</b>	<b>Has agenda item previously been deferred? Details and date of deferment required</b>
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**

<b>Agenda Item</b>	<b>Overview of Agenda Item</b>	<b>Lead Officer</b>	<b>Has agenda item previously been deferred? Details and date of deferment required</b>
Council Plan Performance Tracker– 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.

<b>Committee Date: 4 April 2023</b>			
<b>Agenda Item</b>	<b>Overview of Agenda Item</b>	<b>Lead Officer</b>	<b>Has agenda item previously been deferred? Details and date of deferment required</b>
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.	Head of Community Services	No – moved from pending items.
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.	Corporate Services Manager	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.

<b>Committee Date: 4 April 2023</b>			
<b>Agenda Item</b>	<b>Overview of Agenda Item</b>	<b>Lead Officer</b>	<b>Has agenda item previously been deferred? Details and date of deferment required</b>
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	No.



<b>PENDING ITEMS</b>			
<b>Agenda Item</b>	<b>Overview of Agenda Item</b>	<b>Lead Officer</b>	<b>Date Item Added to Pending</b>
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.	Head of Community Services	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	Head of Community Services	7 June 2022
Parking Strategy	To endorse the findings of the Parking Strategy Review and approve the draft strategy for public consultation / To consider the consultation responses and to recommend to the Executive Committee that the strategy be approved.	Head of Finance and Asset Management	Delayed from 7 June 2022 due to Officer resources (added to pending October 2022).
<b>Police and Crime Commissioner Presentation</b>	<b>To receive a presentation from the Police and Crime Commissioner.</b>	<b>Head of Community Services</b>	<b>22 November 2022</b>

# Overview and Scrutiny Committee – 22 October 2019 – 11 October 2022

COMMITTEE DATE: 22 October 2019					
AGENDA ITEM	TITLE	ACTION	COMMENTS	CONTACT OFFICER	ACTION COMPLETE Yes / No <small>(IF NO MUST INCLUDE TARGET DATE)</small>
10.	Warm and Well Scheme Update	<ul style="list-style-type: none"> <li>Warm and Well Scheme to be included on the agenda for the next Town and Parish Council seminar.</li> </ul>	<p>A publication will be added into the next Town and Parish Newsletter which is scheduled to take place in October. The next available Town and Parish Council Seminar is a special Planning seminar and so the Warm and Well Scheme will be included in the following meeting in March/ April 2023. The scheme will however be promoted throughout autumn and the winter.</p>	Head of Community Services	<p>No Target date: <del>September 2022</del> April 2023</p>

# Overview and Scrutiny Committee – 22 October 2019 – 11 October 2022

COMMITTEE DATE: 14 July 2020					
AGENDA ITEM	TITLE	ACTION	COMMENT	CONTACT OFFICER	ACTION COMPLETE Yes / No (IF NO MUST INCLUDE TARGET DATE)
8.	Council Plan Performance Tracker and COVID-19 Recovery Tracker – Quarter Four 2020/21	Consideration to be given to arranging a Member seminar on housing design.	Given the significant planning reforms underway to national planning policies including design it is proposed to cover design guide information within an all-Member briefing on the wider planning reforms.	Head of Development Services	No Target date- <del>end of September 2022</del> Member briefing on the wider planning reforms will take place on Monday 30 January 2023.

# Overview and Scrutiny Committee – 22 October 2019 – 11 October 2022

COMMITTEE DATE: 11 January 2022					
AGENDA ITEM	TITLE	ACTION	COMMENTS	CONTACT OFFICER	ACTION COMPLETE Yes / No <small>(IF NO MUST INCLUDE TARGET DATE)</small>
7.	Council Plan Performance Tracker and COVID-19 Recovery Tracker – Quarter Two 2021/22	P109 – KPI 38 – Number of reported enviro-crimes – <ul style="list-style-type: none"> <li>Members to be provided with detailed figures in relation to enviro-crimes as the report stated there had been a 30% reduction in fly-tipping but this was contradicted by the budget report (Appendix 2) which stated there had been a significant increase in fly-tipping with Ubico predicting an £11,000 overspend.</li> </ul>	There will always be a difference between the number of fly tips reported and the cost of fly tipping cleared by Ubico as not all fly tips reported are on land that Ubico would clear. Further detailed work will be done on this with Ubico and the results brought back to the committee.	Head of Community Services	No Target date: Jan 2023
		<ul style="list-style-type: none"> <li>Members to be provided with information on the costs of cleaning-up various enviro-crimes.</li> </ul>	Overall costs for street cleansing including clearing fly tips for the full year 2021/22 was £486,630. In addition there was a separate £21,162 for clearing fly tipping using outside contractors. using Ubico's current model for financial reporting it isn't possible to detail the cost of fly tipping alone.	Head of Community Services	No Target date: <del>June 2022</del> <del>January 2023</del> Yes

# Overview and Scrutiny Committee – 22 October 2019 – 11 October 2022

COMMITTEE DATE: 8 February 2022					
AGENDA ITEM	TITLE	ACTION	COMMENTS	CONTACT OFFICER	ACTION COMPLETE Yes / No <small>(IF NO MUST INCLUDE TARGET DATE)</small>
7.	Gloucestershire Police and Crime Panel Update	<p>Comments to be fed back to the Police and Crime Commissioner:</p> <ul style="list-style-type: none"> <li>Reporting of anti-social behaviour incidents - Residents had indicated that incidents did not warrant a call to 999 but it was taking too long to get through to 111 and the online form was too complicated with too much personal information and detail required.</li> <li>Concern raised about the lack of quantitative targets for reducing crime to assess the Police and Crime Commissioner's performance – importance of metrics.</li> </ul>	<p>Anti-social behaviour reporting superseded by the Council's decision to join Solace. This will bring a more effective multi-agency approach to dealing with these types of issues within the borough. Feedback on the online form will be given as part of this.</p> <p>Performance measures and monitoring are an important ongoing mechanism to assess the effectiveness in responding to crime. This performance will form part of ongoing updates to the committee.</p>	Cllr David Gray	Yes

# Overview and Scrutiny Committee – 22 October 2019 – 11 October 2022

COMMITTEE DATE: 8 March 2022					
AGENDA ITEM	TITLE	ACTION	COMMENTS	CONTACT OFFICER	ACTION COMPLETE Yes / No (IF NO MUST INCLUDE TARGET DATE)
6.	Overview and Scrutiny Committee Work Programme 2021/22 and Action List	P24 – Agenda Item 8 - Council Plan Performance Tracker and COVID-19 Recovery Tracker – Quarter Four 2020/21 – Concern raised that no date had been set for the training session on the government’s housing design guide almost a year on.	Given the significant planning reforms underway to national planning policies including design it is proposed to cover design guide information within an all-Member briefing on the wider planning reforms.	Head of Development Services	No Target date: <del>End of September 2022.</del> Member briefing on the wider planning reforms will take place on Monday 30 January 2023.

# Overview and Scrutiny Committee – 22 October 2019 – 11 October 2022

COMMITTEE DATE: 7 June 2022					
AGENDA ITEM	TITLE	ACTION	COMMENTS	CONTACT OFFICER	ACTION COMPLETE Yes/No <small>(IF NO MUST INCLUDE TARGET DATE)</small>
6.	Overview and Scrutiny Committee Work Programme 2022/23 and Action List	Pending Item – Use of Mobile Surveillance Equipment for Fly-Tipping Investigations – Members to be emailed when the cameras have been purchased so they have an opportunity to put forward suggestions for locations in fly-tipping hotspots.	Cameras have been purchased and the placing of the cameras will initially be intelligence led i.e. areas that we know are hot spots for fly tips etc. The EH Manager will report back on the pilot following a full 6 months use of the cameras.	Environmental Health Manager	No Target date: March 2023

# Overview and Scrutiny Committee – 22 October 2019 – 11 October 2022

COMMITTEE DATE: 7 June 2022					
		Action List – 11 January 2022 – P36 – Council Plan Performance Tracker and COVID-19 Recovery Tracker Quarter Two 2021/22 – KPI 38 – Number of reported enviro-crimes – Noted that the target date for providing information on the costs of cleaning up various enviro-crimes was June 2022 and the Environmental Health Manager undertook to speak to the Head of Community Services about making this a priority to ensure it was available within the next couple of weeks.	See response to item 7 (11/01/22) above.	Head of Community Services.	No Target date: Jan 2023 Yes
7.	Update on Local Policing Arrangements	Information to be provided by the Police in relation to Police Community Support Officer recruitment, Community Speedwatch, Neighbourhood Watch etc. for Members to pass on to Parish and Town Councils.	Awaiting information from the local policing inspector.	Member Services Officer	No. Target date: November 2022 February 2023



# Overview and Scrutiny Committee – 22 October 2019 – 11 October 2022

COMMITTEE DATE: 12 July 2022					
AGENDA ITEM	TITLE	ACTION	COMMENTS	CONTACT OFFICER	ACTION COMPLETE Yes / No (IF NO MUST INCLUDE TARGET DATE)
6.	Overview and Scrutiny Committee Work Programme 2022/23	Members to be advised of timescales for Officers to be trained on deployment of mobile surveillance cameras (by 15 July 2022).	Cameras have now been deployed. Report on their success to O&S in April.	Head of Community Services	Yes
		Members to be advised of the date for the update on the Golden Valley Garden Town Community (as requested at Council on 12 April 2022).	A planning application has been submitted for the Golden Valley site. Officers will prepare a briefing note for Member on this.	Head of Development Services	No Briefing note to be circulated by the end of January 2023.
7.	Fit for the Future 2 Presentation	Presentation to be provided to the Committee once the outcomes of the engagement are known (output report to be provided to the Committee).	Added to pending item section of the O&S Work Programme.	Member Services Officer	Yes
		Potential topic for future scrutiny: Flow through the system – getting people back to their homes,	To be considered for 2022/23 but will need external partners to present. May be more appropriate for the	Head of Corporate Services	No Target Date:  April 2023

# Overview and Scrutiny Committee – 22 October 2019 – 11 October 2022

COMMITTEE DATE: 12 July 2022					
AGENDA ITEM	TITLE	ACTION	COMMENTS	CONTACT OFFICER	ACTION COMPLETE Yes / No (IF NO MUST INCLUDE TARGET DATE)
		admission avoidance/speed of discharge etc.	county Health Overview Scrutiny Committee.		
		Members to be advised as to whether children were still being taken by ambulance from Cheltenham General Hospital to Gloucestershire Royal Hospital where the paediatrics department was located.	A member update was provided to O&S committee members on 03 January 2022.	Head of Corporate Services	Yes
8.	Ubico Report 2021/22	Request that any project plans for Ubico projects currently underway should be taken to the Depot Services Working Group.	Built into the work programme of the group. For example, trade waste, street cleaning, in-cab technology.	Head of Community Services	Yes
		Work with IT to include information about grounds maintenance inspections (set out at Appendix 2 to the report) on the Council's website where it can be accessed by members of the public.	This will be picked up as part of the new website development.	Head of Community Services	No April 2023

# Overview and Scrutiny Committee – 22 October 2019 – 11 October 2022

COMMITTEE DATE: 12 July 2022					
AGENDA ITEM	TITLE	ACTION	COMMENTS	CONTACT OFFICER	ACTION COMPLETE Yes / No (IF NO MUST INCLUDE TARGET DATE)
40		Potential for the internal compliance team to monitor re-placement of bins on the pavement to be explored.	The council adopted a replacement bin protocol in 2022. All bins are replaced in line with that protocol and monitored.	Head of Community Services	Yes
		Page No. 48 – Terminology used for these graphs to be amended to remove the reference to national indicators.	This will be amended for the next annual report.	Head of Community Services	Yes
		Members to be provided with figures in relation to the small electrical equipment recycling kerbside collection scheme. Figures to be provided in future reports.	It would appear that we are collecting approximately 6 tonnes of small electrical items per year using this service. The electrical items are stored in a skip with a capacity of approximately 3 tonnes however we only know the exact tonnage when the skip is collected.	Head of Community Services	Yes

# Overview and Scrutiny Committee – 22 October 2019 – 11 October 2022

COMMITTEE DATE: 12 July 2022					
AGENDA ITEM	TITLE	ACTION	COMMENTS	CONTACT OFFICER	ACTION COMPLETE Yes / No (IF NO MUST INCLUDE TARGET DATE)
		P58 – Tewkesbury Projects – In-cab technology to be added to the list of projects.	This will be included within the next annual report.	Head of Community Services	Yes
10.	Carbon Reduction Action Plan	More summary charts to be included in reports going forward to demonstrate carbon reduction across the 10 year period to 2030.	Format of report to be reviewed prior to production of 2023 Annual Report	Head of Finance and Asset Management	Yes
		Members to be advised as to whether the Council plans to introduce a Tree Planting Strategy and what the Council's ambitions are in relation to that.	No intention to introduce a planting strategy but will continue to replace trees where necessary, adopt new trees from developments and take opportunities within its estate and in conjunction with the County Council where it can.	Head of Finance and Asset Management	Yes
12.	Review of Capability Policy	O&S workshop to be arranged for August.	Arranged for 23 August 2022 via Teams.	Member Services Officer	Yes

# Overview and Scrutiny Committee – 22 October 2019 – 11 October 2022

COMMITTEE DATE: 12 July 2022					
AGENDA ITEM	TITLE	ACTION	COMMENTS	CONTACT OFFICER	ACTION COMPLETE Yes / No (IF NO MUST INCLUDE TARGET DATE)
		Proposed revised Capability Policy to be taken to O&S Committee on 11 October 2022 and to Executive Committee on 16 November 2022.	Added to Overview and Scrutiny Committee Work Programme and Executive Committee Forward Plan.	Member Services Officer	Yes
13.	Gloucestershire Health Overview and Scrutiny Committee Update	Written update to be circulated by email.	Emailed on 25 July 2022.	Member Services Officer	Yes
15.	CONFIDENTIAL ITEM – Trade Waste Project Update	Project plan to be circulated by email.	This will be circulated by the end of January 2023.	Head of Community Services	No January 2023

# Overview and Scrutiny Committee – 22 October 2019 – 11 October 2022

COMMITTEE DATE: 6 September 2022					
AGENDA ITEM	TITLE	ACTION	COMMENTS	CONTACT OFFICER	ACTION COMPLETE Yes / No (IF NO MUST INCLUDE TARGET DATE)
5.	Executive Committee Forward Plan	<ul style="list-style-type: none"> <li>Members to be advised of the County Council's school place strategy.</li> </ul>	Copy of the County Council's school place strategy issued to Members, however the CC have advised that the strategy is in the process of being updated as the data will be two years out of date and pre-pandemic. The updated version is being prepared at the moment and will be the subject of a report to GCC Cabinet in March 2023	Head of Development Services	Yes
		<ul style="list-style-type: none"> <li>Parking Strategy Review – Unlikely to go to O&amp;S until November and may be necessary to reconvene the Working Group.</li> </ul>	Add to pending items until the way forward has been established.	Member Services Officer	Yes

# Overview and Scrutiny Committee – 22 October 2019 – 11 October 2022

COMMITTEE DATE: 6 September 2022					
AGENDA ITEM	TITLE	ACTION	COMMENTS	CONTACT OFFICER	ACTION COMPLETE Yes / No (IF NO MUST INCLUDE TARGET DATE)
6.	Overview and Scrutiny Committee Work Programme 2022/23 and Action Plan	<ul style="list-style-type: none"> <li>• Parking Strategy Review – update to be provided to the Overview and Scrutiny Committee in November.</li> </ul>	Overview and Scrutiny Committee Work Programme updated.	Member Services Officer	Yes
		<ul style="list-style-type: none"> <li>• Review of Capability Policy - moved to 22 November to allow a further workshop to be held to consider the draft revised policy.</li> </ul>	Overview and Scrutiny Committee Work Programme updated.	Member Services Officer	Yes
		<ul style="list-style-type: none"> <li>• P38 – 22 October 2022 – Warm and Well Update –                             <ul style="list-style-type: none"> <li>i) Consideration to be given to bringing forward this item to an earlier Town and Parish Council Seminar given concerns about rising energy costs and heating bills over the winter.</li> </ul> </li> </ul>	Warm and Well scheme will be promoted to the PCs at the next seminar date available.	Head of Community Services	Yes
		<ul style="list-style-type: none"> <li>ii) Speak to Communications team about the best way to disseminate information the Council puts out on social</li> </ul>	Parish Council's should be encouraged to follow TBCs social media accounts. This will be regularly promoted in	Head of Community Services	Yes

# Overview and Scrutiny Committee – 22 October 2019 – 11 October 2022

COMMITTEE DATE: 6 September 2022					
AGENDA ITEM	TITLE	ACTION	COMMENTS	CONTACT OFFICER	ACTION COMPLETE Yes / No (IF NO MUST INCLUDE TARGET DATE)
		media/website etc. to Town and Parish Councils	Parish Matter which would raise the profile of TBCs website and social media channels.		
7.	Council Plan Performance Tracker – Quarter One 2022/23	P67 – Objective 3 – Action c) Develop an Investment Plan for the Borough through the Shared Prosperity Fund – Members to be provided with a synopsis of the plan.	Provided in Member update dated 9 December 2022.	Community and Economic Development Manager	Yes
		P87 – Objective 2 – Action a) Carry out a review of our corporate website – Issue had been identified with the planning portal crashing after 8pm – IT had been made aware and Corporate Services Manager undertook to pick this up with them.	No significant issue identified. Portal remains accessible.	Corporate Services Manager	Yes
		P88 – Objective 2 – Action c) Create a planning application tracker – Demonstration to be arranged for Members.	The tracker was recently showcased at Transform Working Group.	Head of Development Services	Yes



# Overview and Scrutiny Committee – 22 October 2019 – 11 October 2022

COMMITTEE DATE: 6 September 2022					
AGENDA ITEM	TITLE	ACTION	COMMENTS	CONTACT OFFICER	ACTION COMPLETE Yes / No (IF NO MUST INCLUDE TARGET DATE)
8.	Review of Economic Development and Tourism Strategy	Terms of Reference approved – workshop to be arranged for November.	Workshop held 15 November 2022.	Community and Economic Development Manager	Yes

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COMMITTEE DATE: 11 October 2022					
AGENDA ITEM	TITLE	ACTION	COMMENTS	CONTACT OFFICER	ACTION COMPLETE Yes / No (IF NO MUST INCLUDE TARGET DATE)
5.	Executive Committee Forward Plan	<ul style="list-style-type: none"> <li>Review of Capability Policy – moved from 16 November 2022 to 4 January 2023.</li> </ul>	<p>Delayed due to second O&amp;S workshop to review the policy.</p> <p>Executive Committee Forward Plan updated.</p>	Democratic Services Officer	Yes

# Overview and Scrutiny Committee – 22 October 2019 – 11 October 2022

COMMITTEE DATE: 11 October 2022					
AGENDA ITEM	TITLE	ACTION	COMMENTS	CONTACT OFFICER	ACTION COMPLETE Yes / No (IF NO MUST INCLUDE TARGET DATE)
		<ul style="list-style-type: none"> <li>• First Floor Refurbishment Project - moved from 16 November 2022 to 4 January 2023.</li> </ul>	<p>Report to be taken to Transform WG in November.</p> <p>Executive Committee Forward Plan updated.</p>	Democratic Services Officer	Yes
		<ul style="list-style-type: none"> <li>• Parking Strategy Review –                             <ul style="list-style-type: none"> <li>• moved from 16 November 2022 to pending items.</li> </ul> </li> </ul>	<p>Will not go to Executive Committee until it has been taken to Overview and Scrutiny Committee.</p> <p>Executive Committee Forward Plan updated.</p>	Democratic Services Officer	Yes
		<ul style="list-style-type: none"> <li>• Concern raised that no further information had been provided in relation to the Review and whether it would be necessary to reconvene the Working Group.</li> </ul>	<p>Confirmation by email that working group is happy with planned strategy and no further meetings are required</p>	Head of Corporate Services / Head of Finance and Asset Management	Yes

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# Overview and Scrutiny Committee – 22 October 2019 – 11 October 2022

COMMITTEE DATE: 11 October 2022					
AGENDA ITEM	TITLE	ACTION	COMMENTS	CONTACT OFFICER	ACTION COMPLETE Yes / No (IF NO MUST INCLUDE TARGET DATE)
		<ul style="list-style-type: none"> <li>Pending items – includes two duplicate items in relation to the Community Infrastructure Levy (CIL) draft charging schedule (duplication).</li> </ul>	Executive Committee Forward Plan updated.	Democratic Services Officer	Yes
6.	Overview and Scrutiny Committee Work Programme 2022/23	<ul style="list-style-type: none"> <li>Council Plan Performance Tracker Quarter Two 2022/23 – moved from 10 January 2023 to 22 November 2022.</li> <li>Active Gloucestershire Report on the Progress of its 'We Can Move' Project – moved from 22 November 2022 to 10 January 2023 (to accommodate the Council Plan Performance Tracker).</li> <li>Depot Services Working Group Update - moved from 22 November 2022 to 10 January 2023 (to accommodate the Council Plan Performance Tracker).</li> </ul>	Overview and Scrutiny Committee Work Programme updated.	Democratic Services Officer	Yes

# Overview and Scrutiny Committee – 22 October 2019 – 11 October 2022

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COMMITTEE DATE: 11 October 2022					
AGENDA ITEM	TITLE	ACTION	COMMENTS	CONTACT OFFICER	ACTION COMPLETE Yes / No (IF NO MUST INCLUDE TARGET DATE)
		<ul style="list-style-type: none"> <li>Review of Planning KPIs – Report to be taken to the Overview and Scrutiny Committee in November.</li> </ul>	Added to Overview and Scrutiny Committee Work Programme.	Democratic Services Officer	Yes
		<ul style="list-style-type: none"> <li>Use of Mobile Surveillance Equipment for Fly-Tipping Investigations – Moved from pending items to 4 April 2023.</li> </ul>	Overview and Scrutiny Committee Work Programme updated. Added to Executive Committee Forward Plan June 2023.	Democratic Services Officer	Yes
7.	Places Leisure Presentation	Data on solar canopy energy savings to be shared with Overview and Scrutiny Committee Members when it is taken to Executive Committee.	Data to be included in annual report.	Asset Manager	No  June 2023
		Members to be provided with an email address they could pass to residents who did not receive the five day pass which would be included in the November edition of the Tewkesbury Borough News.	Tewkesbury Leisure Centre Manager indicated he would be happy to be the contact.	Democratic Services Officer	Yes

# Overview and Scrutiny Committee – 22 October 2019 – 11 October 2022

COMMITTEE DATE: 11 October 2022					
AGENDA ITEM	TITLE	ACTION	COMMENTS	CONTACT OFFICER	ACTION COMPLETE Yes / No (IF NO MUST INCLUDE TARGET DATE)
			Email address sent to O&S Members on 2 November 2022.		
		Asset Manager to put Places Leisure representatives in contact with the Community and Economic Development Manager in order to notify Parish Councils of any initiatives being run by the Leisure Centre which could be promoted to residents via Facebook etc.	Completed.	Asset Manager	Yes
		Places Leisure to be invited back to give an update to the Committee in a year's time.	Added to 2023/24 Overview and Scrutiny Work Programme.	Democratic Services Officer	Yes
8.	Have Your Say (4Cs) Annual Update	Page No. 39 – Report to be more specific in terms of what the compliments are attributable to e.g. Members were advised that the compliment in relation to licensing was specifically in respect of taxi licensing.	This will be made clearer in next year's annual report.	Corporate Services Officer	Yes

# Overview and Scrutiny Committee – 22 October 2019 – 11 October 2022

COMMITTEE DATE: 11 October 2022					
AGENDA ITEM	TITLE	ACTION	COMMENTS	CONTACT OFFICER	ACTION COMPLETE Yes / No (IF NO MUST INCLUDE TARGET DATE)
		Page No. 45 – How many stage one complaints were answered within 20 working days – Figures to be provided as percentages as easier for year on year comparison.	72 (74%) of stage one complaints were answered within 20 working days.	Corporate Services Officer	Yes
		Page No. 47 and 48 – References to 2020/21 should be 2021/22.	This has been amended.	Corporate Services Officer	Yes
		Member Update to be circulated setting out how to log comments on behalf of residents.	To be circulated by end of Jan 2023.	Corporate Services Manager	No Jan 2023
9.	Gloucestershire Economic Growth Scrutiny Committee Update	Members to be advised what mechanisms are in place to learn from the Golden Valley project/share best practice in relation to the Tewkesbury Garden Town.	Updated by email to Overview and Scrutiny Committee on 22 December.	Head of Corporate Services	Yes
		Members to be advised why affordable housing has been set at 35% - it was suggested by other Members that the standard was 40%	The current policy requirement for affordable housing is 40% with the exception	Councillor Murphy/ Head of Community Services	Yes

# Overview and Scrutiny Committee – 22 October 2019 – 11 October 2022

COMMITTEE DATE: 11 October 2022					
AGENDA ITEM	TITLE	ACTION	COMMENTS	CONTACT OFFICER	ACTION COMPLETE Yes / No (IF NO MUST INCLUDE TARGET DATE)
		so if that is the case, why has it been set below that.	of strategic sites within the JCS where the requirement is 35% where there may be more of a focus on infrastructure. Each proposal is determined on the viability.		

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## TEWKESBURY BOROUGH COUNCIL

<b>Report to:</b>	Overview and Scrutiny Committee
<b>Date of Meeting:</b>	17 January 2023
<b>Subject:</b>	Depot Services Working Group Update
<b>Report of:</b>	Waste Contracts Manager
<b>Head of Service/Director:</b>	Head of Community Services
<b>Lead Member:</b>	Lead Member for Clean & Green Environment
<b>Number of Appendices:</b>	2

**Executive Summary:**

In July 2019, this Committee agreed to establish the Depot Services Work Group in order to facilitate a better understanding of the operational, financial and governance aspects of Ubico and its partnership relationship with the Council. The Terms of Reference for the Working Group (Appendix 1) require a report be taken to the Overview and Scrutiny Committee on a biannual basis to update Members on the work undertaken. The last update was received by the Overview and Scrutiny Committee in April 2022 at which time Members agreed that the Working Group should continue until the end of the current Ubico contract in March 2027. Since that time, the Group has met on three occasions and this report provides the Committee with an update on progress so far this year.

**Recommendation:**

**To CONSIDER the progress of the Depot Services Working Group.**

**Financial Implications:**

None arising directly as a result of this report.

**Legal Implications:**

None arising directly as a result of this report.

**Environmental and Sustainability Implications:**

None arising directly as a result of this report.

**Resource Implications (including impact on equalities):**

None arising directly as a result of this report.

**Safeguarding Implications:**

None arising directly as a result of this report.

**Impact on the Customer:**

None arising directly as a result of this report.



## **1.0 INTRODUCTION/ BACKGROUND**

- 1.1** At its meeting on 23 July 2019, this Committee agreed the establishment of the Depot Services Working Group. The reason for establishing the Working Group was set out in a report to this Committee and, in part, included the fact that Members have, at times, expressed frustration about a perceived lack of control and transparency with Ubico. It was considered important that Councillors understand how Ubico operates and the relationship between the Council and the company.
- 1.2** The stated aim of the Working Group was to receive reports and information pertinent to the operation and strategic direction of waste and recycling, street cleansing and grounds maintenance services.
- 1.3** The Terms of Reference for the Working Group (Appendix 1) require a report be taken to the Overview and Scrutiny Committee on a biannual basis to update Members on the work undertaken. The last update was received by the Overview and Scrutiny Committee in April 2022 at which time Members agreed that the Working Group should continue for at least for the remaining duration of the Ubico contract up to March 2027. Since that time, the Group has met on three occasions and this report provides the Committee with an update on progress so far this year.

## **2.0 WORKING GROUP CONSIDERATIONS**

### **Meeting 1 – July 2022**

- 2.1** At its first meeting of the municipal year in August, the Working Group considered its Work Programme for the year (Appendix 2).
- 2.2** The Accountancy Officer presented budget figures for the full 2021/22 position. This was a small overspend based on the original budget, but a c.£20k underspend with driver market supplements taken into account.
- 2.3** Updates were provided on the trade waste, grounds maintenance and street cleansing projects, which have been key pieces of work or 2022/23.

### **Meeting 2 – October 2022**

- 2.4** The Accountancy Officer gave an overview of the budget, highlighting a £240k overspend largely due to increased diesel costs, as well as increased running costs at Swindon Road Depot.
- 2.5** Members received a briefing on the progress of the trade waste project, with customers starting to sign up to the recycling service trial. Improvements being made to the Customer Relationship Management system were presented.
- 2.6** A 100% score in a fleet audit on the Tewkesbury contract was shared with Members as this was the first time any Ubico contract had achieved a perfect score.
- 2.7** Members received a briefing on the efforts made by Officers to discuss with Gloucestershire County Council alternative arrangements for grass cut by Tewkesbury Borough Council on behalf of Gloucestershire County Council. Negotiations with Gloucestershire County Council had not been productive and there was discussion about the potential ways forward. Members were keen for a further effort to be made at a Senior Officer level to negotiate with Gloucestershire County Council.

### **Meeting 3 – December 2022**

- 2.8** The Accountancy Officer gave an overview of the budget position, including increased diesel costs being the main contributor to a £226k forecast overspend. Further budgetary pressure from the staff pay award was highlighted but had not fed into the budget figures as it had only been recently confirmed.
- 2.9** Members received a presentation from the Ubico Head of Operations on in-cab technology. This included the benefits of sharing data in real time and the efficiency savings of moving away from manual processes. The timeframe for implementation was shared, with services coming online throughout 2023/24.
- 2.10** An update was provided on the progress of the fleet procurement for waste and streets vehicles. The costs, considerations and proposed direction of travel were highlighted, with a goal of as many larger vehicles as possible utilising Hydrotreated vegetable oil as a fuel source and as many smaller vehicles as possible being electric.
- 2.11** An update was provided on discussions with Gloucestershire County Council on grass cutting. While increased revenue spend by Gloucestershire County Council has been ruled out, a solution might be found in capital spend to fund cut and collect equipment, which will allow the number of cuts to be lowered to two a year. Tewkesbury Borough Council Officers are putting together a proposal to send to Gloucestershire County Council.
- 2.12** Grass cutting standards were reviewed, with a comparison of 2021 and 2022 grass cutting showing an increase from 48% to 82% of inspections meeting the required target. This large improvement has been possible due to the operational improvements made by Ubico within the grounds maintenance service.

### **3.0 NEXT STEPS**

- 3.1** The Working Group is due to meet one further time in this municipal year in March 2023.
- 3.2** A further report will be brought to Overview and Scrutiny Committee in April 2023 summarising the work undertaken during the year.

### **4.0 CONSULTATION**

- 4.1** None

### **5.0 ASSOCIATED RISKS**

- 5.1** None

### **6.0 MONITORING**

- 6.1** None

**7.0 RELEVANT COUNCIL PLAN PRIORITIES/COUNCIL POLICIES/STRATEGIES**

7.1 None

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**Background Papers:** Overview and Scrutiny Committee report - Depot Services Working Group Update – April 2022

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**Appendices:** Appendix 1 - Depot Services Working Group - Terms of Reference  
Appendix 2 - Depot Services Working Group Work Programme – as agreed in July 2022.

## **Depot Services Working Group Terms of Reference**

### **1. AIMS AND OBJECTIVES**

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

### **2. CONSTITUTION AND POWERS**

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

### **3. TERMS OF REFERENCE**

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

**4. DELEGATED POWERS**

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

**5. FREQUENCY OF MEETINGS**

Working Group meetings will take place every three months, or as necessary. The Group will continue until the current Ubico contract is due for renewal in 2027 at which point it will be reviewed.

## DEPOT SERVICES WORK PROGRAMME 2022/23

**Additions to 18 July 2022**

- .Vehicle Fleet Procurement 2024

**Deletions from 18 July 2022**

- 

**Working Group Date: 3 October 2022**

<b>Agenda Item</b>	<b>Reason for consideration</b>	<b>Status of Item / Target Completion Date</b>	<b>Notes</b>
Ubico Finance Report – Quarter 1	Included in Terms of Reference.	Ongoing – to be considered quarterly.	This will be a report against budget and any variances (i.e. overspends/underspends explained)
Ubico Performance Report – Quarter 2	Included in Terms of Reference.	Ongoing – to be considered quarterly.	This will be a report against the relevant KPIs.
Connected Workforce / In-Cab Technology Project	Brought forward from the 2021/22 work programme.	TBC - To be considered six monthly.	Long term project being driven by Ubico and partners.
Trade Waste Project	Brought forward from 2021/22 work programme.	To be considered quarterly.	Long term project being monitored by programme board.
Grounds Maintenance Update	Work of Grounds Maintenance Working Group subsumed into the Depot Services Working Group.	Ongoing – to be considered quarterly.	

**Working Group Date: 3 October 2022**

<b>Agenda Item</b>	<b>Reason for consideration</b>	<b>Status of Item / Target Completion Date</b>	<b>Notes</b>
Depot Project	Brought forward from 2021 work programme and included in Terms of Reference.	Ongoing – to be considered six monthly.	Very long term project

**Working Group Date: 13 December 2022**

<b>Agenda Item</b>	<b>Reason for consideration</b>	<b>Status of Item / Target Completion Date</b>	<b>Notes</b>
Ubico Finance Report – Quarter 2	Included in Terms of Reference.	Ongoing – to be considered quarterly.	This will be a report against budget and any variances (i.e. overspends/underspends explained)
Ubico Performance Report – Quarter 2	Included in Terms of Reference.	Ongoing – to be considered quarterly.	This will be a report against the relevant KPIs.
Trade Waste Project	Brought forward from 2021/22 work programme.	To be considered quarterly.	Long term project being monitored by programme board.
Grounds Maintenance Update	Work of Grounds Maintenance Working Group subsumed into the Depot Services Working Group.	Ongoing – to be considered quarterly.	



**Working Group Date: 13 December 2022**

<b>Agenda Item</b>	<b>Reason for consideration</b>	<b>Status of Item / Target Completion Date</b>	<b>Notes</b>
Grass Cutting Standards	Recommendation arising from Grounds Maintenance Working Group Report – <i>Members considered the quality of grass cutting at various locations across the borough and noted that performance was adequate but that the areas of land that were of the lowest rating (category D) should be eliminated and that a higher quality (either A or B) should be the target. As such, it is recommended that a new performance target should be set for Ubico to reduce the number of category C and D rated grass cutting.</i>		Outcomes of 2022 growing season will be compared to the previous seasons' monitoring and reported to the Working Group – if better standards required, more resource may need to be given to Ubico.

<b>Working Group Date: 1 March 2023</b>			
<b>Agenda Item</b>	<b>Reason for consideration</b>	<b>Target Completion Date</b>	<b>Notes</b>
Ubico Finance Report – Quarter 3	Included in Terms of Reference.	Ongoing – to be considered quarterly.	This will be a report against budget and any variances (i.e., overspends/underspends explained)
Ubico Performance Report – Quarter 3	Included in Terms of Reference.	Ongoing – to be considered quarterly.	This will be a report against the relevant KPIs.
Trade Waste Project	Brought forward from 2021/22 work programme.	To be considered quarterly.	Long term project being monitored by programme board.
Grounds Maintenance	Work of Grounds Maintenance Working Group subsumed into the Depot Services Working Group.	Ongoing – to be considered quarterly.	
Depot Project	Brought forward from 2021/22 work programme and included in Terms of Reference.	Ongoing – to be considered six monthly.	Very long term project
Connected Workforce / In-Cab Technology Project	Brought forward from the 2021/22 work programme.	TBC - To be considered six monthly.	Long term project being driven by Ubico and partners.
Annual Ubico Business Plan and Vehicle Summary Report	Included in Terms of Reference.	Ongoing – to be considered annually.	

<b>Working Group Date: 1 March 2023</b>			
<b>Agenda Item</b>	<b>Reason for consideration</b>	<b>Target Completion Date</b>	<b>Notes</b>
Annual Report to Overview and Scrutiny Committee	Terms of Reference require biannual reporting to the Overview and Scrutiny Committee.	Biannual report.	This will be a formal report on the work of the Group which will make a recommendation as to whether there is a continuing role for the Group and if any changes to the Terms of Reference are required.

<b>PENDING ITEMS</b>		
<b>Agenda Item</b>	<b>Reason for consideration</b>	<b>Notes</b>
Ubico Schedule of Rates	Recommendation arising from Grounds Maintenance Working Group Report – <i>It was agreed that Ubico should produce a comprehensive schedule of rates to ensure that it is pricing work correctly. The schedule of rates should be shared with the Council</i>	
Planning Policy	Recommendation arising from Grounds Maintenance Working Group Report – <i>recommended that the Head of Development Services / Planning Policy Manager shall consider whether it is possible to include a requirement to consider innovative approaches to grounds maintenance, including different grass varieties, within planning policies around new public open space.</i>	Head of Community Services to raise with Head of Development Services (agreed at meeting on 5 October 2021).
Wildflower Planting	Recommendation arising from Grounds Maintenance Working Group Report – <i>Members discussed whether the use of wildflower planting could reduce the need for grass cutting in future and it was decided that no further work on wildflower planting should be considered (other than EU funded schemes already being considered) until the current project at The Grange Field is complete and the impact evaluated.</i>	A project in partnership with Parish Councils would be discussed over the next 12 months and will be included as an item on the Agenda for the next Town and Parish Council seminar (agreed at meeting on 5 October 2021).
Potential for Hire Contract for Equipment/Sharing Across Ubico Partners	Recommendation arising from Grounds Maintenance Working Group Report – <i>This should be progressed by asking Ubico to undertake a piece of work to provide a comparison in order to consider whether a hire contract would be an appropriate way forward.</i>	Waste Contracts Manager to look into (agreed at meeting on 5 October 2021).

**PENDING ITEMS**

<b>Agenda Item</b>	<b>Reason for consideration</b>	<b>Notes</b>
Maintenance of Land on Behalf of Gloucestershire County Council	Recommendation arising from Grounds Maintenance Working Group Report.	Last reported at meeting on 1 March 2022.

**AD HOC ITEMS**

<b>Agenda Item</b>	<b>Reason for consideration</b>	<b>Notes</b>
Internal Audit Reports in relation to Ubico Contract	Included in Terms of Reference.	Any relevant audit reports will be included on the Agenda as and when appropriate.

## **Gloucestershire Health Overview and Scrutiny Committee Update – 6 December 2022**

The Agenda and various reports can be viewed on the Gloucestershire County Council website. Reading the ones of particular interest is recommended, as this is a brief overview.

### **NHS Dentistry**

NHS England at present is responsible for providing NHS Dentistry. Funding is agreed nationally, but local contracts are managed locally. Dental practices are independent businesses operating under contracts with NHS England. Many offer private dentistry alongside. NHS treatment is provided in units of dental activity, with costings for different levels of treatments.

Access to NHS Dental services is limited. Last year there was a slight increase to 29.2% of population being able to access services. This is lower than the national average. 69 practices in Gloucestershire offer a service.

Urgent dental care is provided by Gloucestershire Health and Care NHS Trust who will provide urgent care for anyone without a NHS Dentist that needs treatment in an emergency.

Staffing is again the biggest problem. In Gloucestershire there are 31 full time dentists short of what is needed. Work is being done to try to attract newly qualified dentists to the area to salaried posts. Newly qualified dentists don't necessarily want to become a partner in a business with the responsibilities that brings. Few opportunities to develop, as there are limited training hospitals, deters Dentists and Doctors from the South West area generally; cities seem to be the preferred choice.

More NHS dental care is being worked on with recruitment initiatives and more commissioning. The priority area at present is preventative work for 0-2 year olds, as many can't access a dental service at present.

### **Mental Health Update**

#### **General Overview:-**

Gloucestershire Health and Care NHS Trust is the main Mental Health Provider. A majority of services are reported to have waiting times at pre-Covid levels now. IAPT recovery rates are up slightly to 51.1%. Increased referrals seem to be coming in to certain services e.g. Eating disorders, Crisis team intervention, Child and Adolescence services and Autism resulting in increased waiting times. Referrals seem to be increasingly more complex that require more intensive interventions.

Specialist Mental Health Practitioners are being employed in Primary Care to enable the correct services to be provided at GP Practice level. These professionals have the ability to prescribe and see people with mental health issues more quickly.

The Child and Adolescent service are seeing an increase in referrals and complexity, many needing inpatient beds. This is challenging in Gloucestershire. 91% are being seen within 4 weeks at present.

### **Performance Reports for Information**

For a full picture it is best to look at the reports with graphs on the GCC website.

### **Gloucestershire Integrated Care System Performance Report**

Improving Services and Delivering Outcomes – Key areas (full report on the website)

Diagnostic services will improve with new community hub opening in 2023. More diagnostic scans, X rays etc. will be done more quickly under the same roof, without a need for frequent trips to the hospital for each one.

Newton Europe consultants have assessed the hospital issues and service blockages in the systems around Urgent and Emergency Care, and have identified key work streams going forward. Weekly reviews to check on continued progress are being carried out on:-

- Ambulance call answering times
- Handover delays
- Cat 2 response times
- Bed occupancy and Patients with no criteria to reside.
- There is a slight backlog of Cancer patients waiting for their treatment beyond 62 days. Working on recovery of waiting times standards.

All above areas have improved.

Workforce issues – recruitment and retention impacting on the hospitals performance as a whole. Steps being taken to address these problems

### **NHS Gloucestershire Integrated Care Board Report (NHS Gloucestershire)**

This report provides a general NHS Commissioning Update.

Gloucestershire strategic housing partnership brings together housing, health and care services. Joined up working, integration and collaboration benefits the people of Gloucestershire. As all these areas can overlap e.g. adaptations to the house to enable, more independence and better health outcomes. Pooling of capital budgets can enable such things as: -

- Investments in specialist Housing Occupational Therapists.
- Nursing to work on better outcomes for the homeless
- Setting up two hospital step-down flats, to aid the movement of patients from the hospital, assessment and movement into a needs lead future placement or home.

- Falls prevention work
- Warm and Well (this has been a long-standing partnership)
- Park homes project
- Fuel Poverty Co-ordinator
- Housing Frailty Officer
- Housing Teams helping with hospital discharges and systems flow. The warm home scheme sees that vulnerable people with cold sensitive health issues get their bills paid. Health care teams, GP's and Social Prescribers are working hard to identify these people.

Caring Jobs in Gloucestershire had a major recruitment event in September to all caring roles available. It was a very successful event, finding some 200 jobs for people.

The current deep dive into the diabetes service is now in its third year of delivery against a 10 year diabetes strategy. Good results and progress reported.

Primary Care Strategy – supports the vision for a safe sustainable and high quality primary care service, in modern premises, fit for purpose. The ambition is to support patients to stay well for longer, connect people to sources of community support and ensure people receive joined up out of hospital care.

There are to be more physical checks on people with a severe Mental Illness and annual health check for people with a Learning Disability.

### **Gloucestershire Hospitals NHSFT**

Operationally very busy but maintaining current improvement mentioned earlier in this report in Urgent and Emergency Care.

Cancer performance remains strong in most areas. Only Trust in the region to be achieving the 28 days faster diagnosis standard.

Trust has secured 10.9 million to transform the 1970's Tower Block at Gloucestershire Royal Hospital. With another 1.2 m from Capital funding, there is 12.1 million to spend - starting improvements in spring, pending planning permissions. Reducing carbon footprint will be a priority with this work.

More information on the above topics in the full reports.



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