

20 March 2023

<b>Committee</b>	Overview and Scrutiny
<b>Date</b>	Tuesday, 28 March 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 24 January 2023 of the Tewkesbury Borough Council Code of Conduct, effective from 1 February 2023, as set out in Minute No. CL.72, 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 7 March 2023.	1 - 15
<b>5.</b>	<b>OVERVIEW AND SCRUTINY COMMITTEE ACTION LIST</b>  To consider the actions arising from previous meetings.	16 - 35
<b>6.</b>	<b>GLOUCESTERSHIRE POLICE AND CRIME PANEL UPDATE</b>  To receive an update from the Council's representative on matters considered at the last meeting (24 March 2023).	
<b>7.</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 (14 March 2023).	
<b>8.</b>	<b>USE OF MOBILE SURVEILLANCE EQUIPMENT FOR FLY-TIPPING INVESTIGATIONS</b>  To consider the results of the six month trial to inform a final recommendation to the Executive Committee on the way forward.	36 - 39
<b>9.</b>	<b>DEPOT SERVICES WORKING GROUP ANNUAL REPORT</b>  To consider the progress made by the Depot Services Working Group during 2022/23.	40 - 45
<b>10.</b>	<b>OVERVIEW AND SCRUTINY COMMITTEE WORK PROGRAMME 2023/24</b>  To approve the forthcoming Committee work programme.	46 - 56
<b>11.</b>	<b>OVERVIEW AND SCRUTINY COMMITTEE ANNUAL REPORT 2022/23</b>  To approve the annual report as required by the Council's Constitution to ensure that the activities of the Overview and Scrutiny Committee are promoted, both internally and publicly, to reinforce transparency and accountability in the democratic process.	57 - 81

**DATE OF NEXT MEETING**

**TUESDAY, 13 JUNE 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, 7 March 2023 commencing at 4:30 pm**

**Present:**

Chair	Councillor J W Murphy
Vice Chair	Councillor K Berliner

**and Councillors:**

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

**OS.90 ANNOUNCEMENTS**

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

**OS.91 APOLOGIES FOR ABSENCE AND SUBSTITUTIONS**

91.1 Apologies for absence were received from Councillors H C McLain, J K Smith and C Softley. There were no substitutes for the meeting.

**OS.92 DECLARATIONS OF INTEREST**

92.1 The Committee's attention was drawn to the Tewkesbury Borough Code of Conduct which was adopted by the Council on 24 January 2023 and took effect on 1 February 2023.

92.2 The following declaration was made:

<b>Councillor</b>	<b>Application No./Item</b>	<b>Nature of Interest (where disclosed)</b>	<b>Declared Action in respect of Disclosure</b>
K J Cromwell	Agenda Item 7 – Council Plan Performance Tracker – Quarter Three 2022/23	Related to a person with an interest in the Garden Town.	Would leave the meeting if required.

92.3 Councillor Cromwell sought advice as to whether he would need to leave the meeting for the item on the Council Plan Performance Tracker as he had an interest in the Garden Town which was included in the tracker. The Head of Democratic Services advised that this was a discussion in public that involved scrutinising the Performance Tracker and was not a matter which involved any decision-making. Depending upon the questions raised in relation to the Garden Town the Member would be advised whether it was necessary to leave the meeting.

92.4 There were no further declarations made on this occasion.

**OS.93 MINUTES**

- 93.1 The Minutes of the meeting held on 7 February 2023, copies of which had been circulated, were approved as a correct record and signed by the Chair.

**OS.94 EXECUTIVE COMMITTEE FORWARD PLAN**

- 94.1 Attention was drawn to the Executive Committee Forward Plan, circulated at Pages No.12-20. 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.

- 94.2 The Head of Corporate Services reminded Members the Forward Plan was a fluid document but there were several items in the pending section which would need to be brought forward ahead of the new Committee being formed following the elections in May. Accordingly, it was

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

**OS.95 OVERVIEW AND SCRUTINY COMMITTEE WORK PROGRAMME 2022/23**

- 95.1 Attention was drawn to the Overview and Scrutiny Committee Work Programme, circulated at Pages No. 21-24. Members were asked to consider the Work Programme.

- 95.2 The Head of Corporate Services advised there was one Overview and Scrutiny Committee meeting remaining in the current Council term on Tuesday 28 March 2023 and an Agenda Item for that meeting would be the approval of the Overview and Scrutiny Committee Work Programme for 2023/24. A Member sought assurance that the report on the use of mobile surveillance equipment for fly-tipping investigations would be taken to the meeting and this was confirmed by the Head of Community Services.

- 95.3 It was

**RESOLVED** That the Overview and Scrutiny Committee Work Programme 2023/24 be **NOTED**.

**OS.96 COUNCIL PLAN PERFORMANCE TRACKER - QUARTER THREE 2022/23**

- 96.1 The report of the Head of Corporate Services, circulated at Pages No. 25-90, attached the performance management information for quarter three 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.

- 96.2 Members were informed this was the third 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 had been 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). 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, a reserves position summary attached at Appendix 4 and Finance KPIs attached at Appendix 5.

- 96.3 Key actions for the quarter were highlighted at Paragraph 2.3 of the report and included approval of the Medium Term Financial Strategy (MTFS) and budget proposal by Council, receipt of 45 live premises applications and approval of three grants as part of the High Street Heritage Action Zone; approval of the Empty Property Strategy and Electric Vehicle Charging Strategy by the Executive Committee; the new Web Developer taking up their post allowing work to recommence on reviewing the corporate website; and the Business Transformation Team being nominated as finalists in Netcall's App of the Year for the planning application tracker which was soon to go live. Members were reminded that, due to the complex nature of the actions being delivered, it was inevitable that some would not progress as smoothly or as quickly as envisaged and the details of those actions were set out at Paragraph 2.4 of the report. It was noted that several were strategic actions relating to the Joint Strategic Plan and Community Infrastructure Levy as well as the work regarding the Ashchurch and Northway Bridge Over Rail and the Garden Town. It was important to recognise that a lot of the actions would be delivered over a number of years so there would be natural slippage. In terms of KPIs, the status of each indicator was set out at Paragraph 3.3 of the report and KPIs where direction of travel was down and/or not on target, were set out at Paragraph 3.4. of the report. Particular reference was made to KPIs 21, 22, 23 and 24 in relation to Planning Enforcement with the majority of categories reaching 100% for the second quarter running; KPI 36 relating to food establishment hygiene ratings remaining good; KPI 37 which showed that the percentage of Freedom of Information (FOI) requests answered on time had improved with 90% being achieved, which was positive considering the authority received 900 FOIs per year; and KPI 40 which showed that waste being reused, recycled or composted was above target
- 96.4 During the debate which ensued, the following queries and comments were made in relation to the Council Plan Performance Tracker:

**Priority: Economic Growth**

P42 – Objective 1 – Action b) Develop and launch the new Economic Development and Tourism Strategy – A Member noted that the new target date was September 2023 and he raised concern there was a pattern of this strategy being delayed. He felt the strategy needed to be introduced at the start of a calendar year so it was in place for the summer months; the September implementation date meant that opportunities to improve tourism would have been missed for a full 12 months.

The Head of Development Services explained that one of the reasons for the delay was because the Overview and Scrutiny Committee had identified it for review. A workshop had been held with Members in November 2022 following which it had been agreed that the strategy should be approved by the new Council which would be responsible for taking it forward. The Head of Development Services noted the point about tourism but indicated that it was an economic development strategy as well. She provided assurance that work was underway and the findings of the economic assessment of the borough had been presented to the Committee. The Head of Finance and Asset Management pointed out that, given the importance of the strategy for the borough, the Corporate Leadership Team had asked for it to be postponed to allow further work to be undertaken before it was brought back to Members. It was hoped it would be possible to bring this to the Overview and Scrutiny Committee before September, following which it would need to go to the Executive Committee for approval.

In response to a query as to whether the strategy could be split in two to separate the economic development and tourism aspects, the Head of Development Services advised that the two were so integrated it would be impossible to pick them apart.

P43 – Objective 2 – Action a)  
 Deliver employment land through allocating land in the Joint Strategic Plan and Tewkesbury Borough Plan – A Member noted that it was almost Spring, which was the target date for this action, yet the timetable was still under review so he asked when it was expected to go to the Executive Committee.

The Head of Development Services confirmed that the dates in the adopted Local Development Scheme would be met. The Local Development Scheme had been reviewed and it was now intended to start in July 2023. The reasons for this were two-fold with the first being the commitment to work in partnership and the funding agreement between the three authorities to ensure the necessary resources were available to take the Joint Strategic Plan forward; secondly, implementation of forthcoming planning reforms was a key issue. Currently, in order to be examined under the existing National Planning Policy Framework, it would need to be submitted by June 2025 with all plans adopted by December 2026 - Members would be aware that examination of the Joint Core Strategy had taken three years so it was necessary to consider when would be best to submit and the implications of that. The Member raised concern as to whether there would be enough time for the Joint Strategic Plan to be examined under the current planning framework in light of the length of the previous examination and the Head of Development Services explained that was only one element of what was being considered as it was also about what dates could realistically be achieved. She provided assurance that the three authorities were committed to reviewing the Joint Strategic Plan as quickly as possible.

The Head of Development Services reminded Members that they were welcome to attend meetings of the Planning Policy Reference Panel which was the appropriate forum to raise any issues regarding the Joint Strategic Plan.

P45 – Objective 3 – Action b)  
To deliver projects as part of the Tewkesbury High Street Heritage Action Zone including Shop Front Scheme, Upper Floors Scheme and Traditional Skills – A Member noted that the Council was working with Historic England to reallocate funding this year and to cover grant funding in year 4 of the project and he asked if there was any risk to retaining the money if the action was delayed.

In response, the Head of Development Services advised that the Tewkesbury High Street Heritage Action Zone Programme Manager had been working with Historic England since the report had been produced and she was pleased to confirm that all of the money had now been allocated so work would continue for the final year of the programme.

### **Priority: Housing and Communities**

P56-57 – Objective 3 – Action b) Adopt a revised charging schedule for the Community Infrastructure Levy (CIL) – A Member asked why it had taken longer than expected to look at this and whether there was an opportunity to add a standard inflationary annual increase pending a more thorough review.

The Head of Development Services advised that the current CIL charging structure was the first one which had been introduced and was a flat rate based on geographical location. There were many ways the charging schedule could be reviewed and Officers had been looking at the various options; however, unfortunately, this often raised more questions. It was intended to come back together as an Officer group to understand how the charges would work in reality. A number of workshops had been held with the development industry to understand it from their perspective and it was important to ensure that whatever was put forward was robust. In terms of a standard charge, she explained there were certain areas where land was much higher value so it was important to ensure that the opportunity to receive more money was not missed. In response, the Member indicated that he was concerned that the delay with the new charging schedule meant that the Council was missing out on money and, given that costs had increased across the board, he felt it might be appropriate to increase CIL in line with inflation to take account of that whilst the review was undertaken. The Head of Development Services indicated that she would check if this was possible following the meeting.

A Member indicated that he wished to make a general point regarding CIL and infrastructure as a whole which was linked to the Joint Strategic Plan. He felt the main issue with the Joint Core Strategy was its failure to deliver the necessary infrastructure to go with



the housing which resulted in developers having to pay to transport children to and from school and residents being unable to get appointments with doctors/dentists. This needed to be considered when assessing the value of land. In response, the Head of Development Services indicated that she was unable to comment on what had happened previously as she had joined the authority after the Joint Core Strategy had been adopted; however, she reminded Members that money was also available from Section 106 for many of the larger schemes so it was not just about CIL. She clarified there was still a CIL rate in place currently so money continued to be collected despite the review; however, the amount collected would never be enough. Notwithstanding this, she accepted the point which was being made in terms of the assessment being based on how easy it was to get the upfront infrastructure first. The Member questioned what needed to be done to get to the point where basic infrastructure was being delivered for people who moved into the new developments and the Head of Development Services advised this was a problem across the country which had been acknowledged by the government in the planning reforms. One of the main issues was identifying responsibility as there were many different bodies e.g. Police, NHS, Highways Authority, County Council etc. which led to conflict about who was delivering and when. The Member expressed the view that one of the major shortfalls of the Joint Core Strategy was having an urban extension strategy without providing infrastructure to areas of massive growth. The majority of development had been in the suburbs of Gloucester where there was a seven-form entry shortfall of secondary school places and children were being shipped out to primary schools; as a Council it was necessary to look at where building would take place and phase it if necessary. The infrastructure plan was an essential part of the Joint Strategic Plan and sites should not be allocated for development without having infrastructure foundations in place. The Head of Development Services advised that the Joint Core Strategy had been examined under a previous National Planning Policy Framework system; under the existing one, deliverability must be demonstrated, for instance, if infrastructure was needed in the first five years it would be necessary to show how this would be funded and, if it was within the first

5-10 years a route map was required.

A Member pointed out that infrastructure was often required after a development had been built when Section 106 money had run out and she asked what could be done to address that. The Head of Development Services explained that it was not possible to go back to the developer to ask for more money once the Section 106 Agreement had been signed; however, there were neighbourhood CIL monies available which Parish Councils could use.

Another Member indicated that she was struggling to understand the issues around CIL and the Head of Development Services undertook to invite the CIL Manager to a future meeting to answer queries.

P59 – KPI 15 – Total new affordable housing properties delivered by tenure type – A Member raised concern that she could not tell if the figures were high or low and she asked what percentage of all properties completed were defined as affordable housing.

The Housing Services Manager undertook to provide a figure in terms of total delivery across the borough by way of comparison to give assurance the targets were being achieved.

P61-62 – KPI 17 – Percentage of major applications determined within 13 weeks or 16 weeks where an EIA is required, or alternative period agreed with the applicant, and KPI 19 – Percentage of major planning applications overturned at appeal – A Member questioned when the Overview and Scrutiny Committee would start to see improvement against these actions. He recognised that progress was being made within Development Services but the Committee was required to assess performance based on the KPIs.

The Head of Development Services felt this was a fair comment; it had been a difficult few years but the team had been working hard to reduce the backlog of applications and contractors had been appointed to assist with that so she hoped Members would start to see smiley faces within the next six months.

In terms of KPI 19, the Member asked whether the applications being overturned on appeal were determined by Officers under delegated authority or by the Planning Committee and he expressed the view that this should be made clear within the report in order for Members to understand what was happening and to address the root cause. The Head of Development Services confirmed it was a mixture of both delegated and Committee decisions. This was a very important indicator as, if the national threshold of 10% was exceeded, it would be highlighted to the Department for Levelling Up, Housing and Communities (DLUHC) – one application was the equivalent of 1.5% so it would not take many overturns for the percentage to increase above the threshold. She stressed the importance of ensuring there were solid grounds for refusal so they

could be defended on appeal. She undertook to separate delegated decisions and Committee decisions within this KPI going forward.

P63 – KPIs 21, 22, 23 and 24 – Planning Enforcement – A Member congratulated the team on the improvement in planning enforcement.

The Head of Development Services undertook to pass this on to the team.

### **Priority: Garden Communities**

P75 – Objective 1 – Action b) Prepare a Strategic Framework Plan (SFP) (previously named Design Manual) and P76 – Objective 1 – Action f) Work with partners to maximise sustainable development principles and low carbon technologies as part of the Garden Communities programme – A Member noted there seemed to be a connection between the SFP and the Garden Communities programme and he asked for clarity on which was reliant on which as he was under the impression that the SFP would need to be completed before action f) could be delivered yet the target date for the SFP was after the sustainable strategies.

The Garden Town Programme Director confirmed that sustainability was part of the SFP and it was intended it would be delivered by May 2023 to align the two objectives. The Member went on to query why this had been delayed and was informed it was due to the nature of the work involved and the engagement needed to make it robust. The key thing was ensuring the May timeframe was achieved in order to feed into the Joint Strategic Plan process; this had always been the intention so the delay was not a major issue in terms of overall deliverability.

P75 – Objective 1 – Action c) Finalise the design and launch the construction phase of the Ashchurch and Northway Bridge Over Rail – A Member asked for clarity as to whether there was still a potential way forward following the loss of the Judicial Review.

The Garden Town Programme Director advised that the reality was that, without planning permission, it was not possible to proceed with the programme and the knock on effect of that was the potential problems with grant funding and the time schedule for drawing that down. Whilst the judgement quashed the planning permission, it was being assessed in terms of whether it would be possible to resubmit the planning application and discussions were taking place with Homes England regarding the funding. He could not give Members any further information at this stage other than to provide assurance that Officers were in dialogue and that the loss of planning permission meant that it was not possible to continue with the plan of action e.g. going out to tender etc. The Member felt that this commentary could

have been provided in the report and the Garden Town Programme Director accepted this point but advised that more information was included later in the document. In response to a query regarding what happened to the grant money in the event the bridge was not built, the Garden Town Programme Director advised that a lot of money had been spent in terms of design and this was part of the discussion taking place with the Homes England Housing Infrastructure Fund Team. The Member questioned whether the bridge could have been delivered within budget in any case. The Garden Town Programme Director advised that, whilst it had not gone out to tender, the estimated cost was £11.3m which exceeded the £8.1m working budget so, although no documents had been signed, there was an agreement in place with the developer to fund the difference.

- 96.5 Turning to the financial information, the Head of Finance and Asset Management advised that the financial budget summary for quarter three showed a projected surplus of £1.2m for the full year against the approved budget – an increase of over £1m on the quarter two projection. The significant increase in surplus projection was due to the cost of both the Pay Line Review Phase 1 and the excess cost of the national pay award being taken from the reserves which were set aside to fund those costs; increased business rates retention of £249,000; increased planning fees; receipt of the UK Shared Prosperity Fund (UKSPF) grant of £128,000 which was not expected to be spent by year-end; investment interest being £100,000 more than anticipated; further reduction of the Materials Recovery Facility (MRF) gate fee by £35,000; and Ubico’s forecast deficit reducing by £100,000 since quarter two, mainly within diesel and employment costs.
- 96.6 The table at Paragraph 4.2 of the report highlighted the variances against budget. In terms of employees, the net position was a surplus against target of £540,830, mainly due to employees savings being accrued by One Legal. The projected outturn for supplies and services showed a potential underspend of £133,418 and there had been a reduction in the projected overspend in relation to payments to third parties to £187,994. Income was performing well in many areas with several streams projected to deliver more than budgeted, including planning fees and licensing; however, it was noted that income from the Leisure Centre would be £65,000 less than budget as a reduced management fee had been agreed. In terms of corporate expenditure, the increased market rates were good news for the Council’s investment activities with day to day investments and pooled funds experiencing returns significantly in excess of budget expectations with a surplus of £513,000 projected. The overall projected position on retained business rates was currently exceeding budget expectations with an overall surplus of £104,000. Bringing together both the surplus on net service expenditure and surplus on net corporate expenditure resulted in the overall budget surplus projection of £1.2m for the year. Whilst there was still time between the third quarter and end of year, this was a good position to be in approaching year-end.
- 96.7 The capital budget position as at quarter three was attached at Appendix 3 to the report and was currently showing an underspend of £2.4m against the profiled budget of £4.1m. The main elements of the forecast included Ashchurch Bridge, the solar canopy and Disabled Facilities Grants (DFGs). Appendix 4 to the report

provided a summary of the current usage of available reserves. As at 1 April 2022, the reserves stood at £18.13m, an increase of £1.93m on the previous year which included external funding for a range of projects. Significant actual expenditure had now been made against reserves totalling £1.49m which included the cost of the Local Pay Line Review Phase 1 and the excess cost of the national pay award. It was noted that, as part of the CIPFA Financial Management Code, approved by the Audit and Governance Committee, the report now included a number of KPIs to ensure frequent and meaningful data was reported regularly allowing for further scrutiny of the Council's financial performance. Appendix 5 to the report showed the level of bad sundry debt for each service area along with statistics on the Council's treasury management position and the number of vacancies in each service area.

- 96.8 A Member sought confirmation as to whether all of the commercial properties within the Council's portfolio had been let and the Head of Finance and Asset Management advised that every unit owned by the Council was now fully occupied and the inducement periods had now passed. The Member went on to ask if Officers had any concerns regarding interest rates moving forward and the Head of Finance and Asset Management indicated that it was thought interest rates were now close to their peak and were likely to drop over the next two years, not to historical low levels but around 3% in terms of the base rate meaning there would be a spike in investment income over the next 18 months before falling back to more ordinary levels. Officers were aware of the risks and looking to manage them so they did not anticipate any peaks or troughs and had no particular concerns at this stage. In response to a query regarding the contracts for the commercial properties, Members were informed these were all fixed term and low rates had been secured with the Public Loans Board so the change in interest rates would not affect that too much. The Head of Finance and Asset Management provided assurance these were secure and profitable and there may be an opportunity start to sell some of the portfolio going forward.
- 96.9 A Member drew attention to Page No. 36, Paragraph 5.4 of the report, which stated that a new grant application had been made in October for funding towards the heat replacement project and he asked if there was a timeframe for when the Council would be informed as to whether that had been successful. The Head of Finance and Asset Management advised that an informal indication had been given that the bid had been successful; however, it had not been formally confirmed so there was some way to go in terms of it being a live project. It should be borne in mind that the Council had been in this position before and had subsequently been disappointed by the tenders and it would be necessary to take a report to Council in the summer to seek match funding in order to move forward. Members would be notified when formal confirmation had been received.
- 96.10 With regard to Appendix 3 to the report, a Member drew attention to note 8 which stated that awarded housing benefit was higher than expected and he indicated it would be interesting to know the reasoning behind this; in terms of note 19, there was an adverse variant of £4,300 in respect of the Golf Club and he asked for clarification on that; however, most concerning to him was the favourable variant relating to the vacant posts within One Legal and he hoped that a report would be provided to the new Council in terms of how recruitment was progressing. In response, the Head of Finance and Asset Management explained that, in terms of housing benefit, the amount of claimants was not falling as quickly as the government had expected and the number of working age people were not moving to Universal Credit as rapidly as anticipated so they were retained within the housing benefit portfolio. He did not think there was an issue in terms of significant cost to the Council as the vast majority was paid by the government and Officers worked to recoup the net deficit through housing benefit. He would be happy to provide a more detailed explanation following the meeting. With regard to the Golf Club, a full year's rental income had been included in the budget and the current

tenant had an inducement of a free rental period; however, going forward they would be paying the amount due so there would be no negative variance in next year's budget. In terms of One Legal, there was a high number of vacancies but it was a big service comprising four Councils with 45 full-time equivalents and this position was reflective of the difficulties with recruiting the legal profession into local government. The Director of One Legal had made good progress recently and every effort was being made to promote the benefits of a shared service so it was hoped there would be improvement in future reports; however, it was a very difficult field in terms of attracting staff. With regard to housing benefit, the Member asked whether it would be fair for the Council to make an adjustment to next year's budget based on the explanation given and the Head of Finance and Asset Management advised that it was amended each year to reflect the reality of the situation on the ground and the government stipulated a percentage reduction which must be applied to the 'real' figures – this was not in line with the expected reduction so, whilst the Council did try to amend the figure, it was hampered by the government.

96.11 A Member asked if it was possible to adjust the Ubico budget going forward in order to account for the overspend. The Head of Finance and Asset Management explained that, when the budget had been agreed with Ubico in November 2021 this had been considered prudent and reasonable as inflation had been nowhere near current levels; however, the national pay award had resulted an additional £1,925 for every scale point which was the equivalent of 10.5% at the lower end which incorporated a lot of Ubico employees and had translated into an increased cost for Ubico. In addition, diesel costs had risen by 50%, although prices were starting to come down. These factors were largely outside of Ubico's control and resulted in an unforeseen overspend on the budget that was set. The Member indicated that, whilst he understood the reasons for the overspend, due to various external factors which were out of Ubico's control, there had been an overspend on the contract for a number of years so he felt the budget could be adjusted to account for such variables. The Head of Finance and Asset Management advised that a prudent view had been taken this year and the Council did have risk reserves which could be used to manage the overspend and that reserve would be in place for next year. Another Member pointed out that economies of scale or savings had always been promised and, whilst he understood costs increased, he asked when the Council was likely to see that benefit. In response, the Head of Finance and Asset Management agreed it had been an ambition, both of the Council and Ubico, to exploit the teckal exemption and that was in the business plan for the current year and was being worked on so, although he did not know the timescales, a report would be coming forward to Council.

96.12 Having considered the information provided, it was

**RESOLVED** That the performance management information for quarter three of 2022/23 be **NOTED**.

## **OS.97 HOUSING AND HOMELESSNESS STRATEGY ACTION PLAN MONITORING REPORT**

97.1 The report of the Housing Services Manager, circulated at Pages No. 91-118, set out the progress which had been made against the Housing and Homelessness Strategy Action Plan. Members were asked to consider the report.

97.2 The Housing Services Manager indicated that, with regard to Priority 1, good progress had been made with two schemes being delivered by registered providers and a wider developer-led scheme which had increased the amount of social rented properties the authority was able to secure so Members should see those coming to the Planning Committee shortly. With regard to Page No. 92, Paragraph 2.2.2 of the report, it was noted that a particular focus for year one was around assisting customers with the impact of inflation and the schemes would deliver 47 new units

which would have high efficiency standards. The social rented properties were being delivered by registered providers at Energy Performance Certificate (EPC) 'A' rating to ensure properties were better quality, as well as being more affordable, to improve the experience for tenants in terms lower energy bills etc. With regard to Priority 2, as set out at Page No. 92, Paragraph 2.3.1 of the report, the stock condition survey would be moved from year one to year two as the survey was being carried out across the county and Tewkesbury Borough was further down the list than had been anticipated. Paragraph 2.3.2 explained that discussions had taken place with registered providers in relation to the condition of their stock and the Housing Services Manager was pleased to report that the Council's main partners had processes in place for dealing with condensation, damp and mould. Paragraph 2.4.1 of the report gave an update on Priority 3 and Members were advised that training was being sourced for the Housing Services team on reform procedures which would help them to understand the experience of domestic abuse, mental ill health etc. in terms of why people made, on the face of it, seemingly strange decisions.

- 97.3 A Member drew attention to Page No. 115 of the report and, with regard to action e) work with partners to establish arrangements for management of empty homes that are brought into use through management orders, he asked how many empty homes had been identified and how many had been brought back into use. In response, the Head of Community Services advised that none had been brought back into use as the first phase of the Empty Homes Strategy was to identify all empty homes in the borough and undertake assessments to establish the cause before targeting those which could be brought more easily back into use. There were approximately 510 empty homes across the borough and it was not expected it would be possible for all of those to be brought back into use as some would be uninhabitable. He stressed it was a four to five year plan and this project was still very much in the first stage. The Member went on to comment that issues with damp, mould and condensation were often the result of modern houses which were heavily insulated and not properly ventilated meaning there was nowhere for condensation to go. The Head of Community Services advised that building regulations were in place to deal with that and he provided assurance that registered providers were taking this very seriously - new affordable properties were 'A' rated so they did have adequate ventilation. It was noted that these type of problems were often linked to lifestyle, for instance, people could not afford to put the heating on so did not want to open windows etc. so there were a whole host of reasons behind the problem; nevertheless, it was crucial it was addressed. Another Member was pleased to note that Housing Services had recently worked with the Armed Forces charity SSAFA to ensure the housing aspects of the Armed Services Covenant were being implemented and she asked if this included those who were currently serving. The Housing Services Manager advised that the Covenant was broadly based on those being discharged in order to assist with the transition.
- 97.4 With regard to Page No. 115 of the report, action b) support partners to target advice at households most at risk of fuel poverty, a Member noted that a cost of living event had been held in Tewkesbury and he asked if had been well attended. The Head of Community Services advised that Officers had engaged with approximately 45 people which was not as many as they would have liked; however, it was recognised that not everyone was comfortable with discussing financial matters in a public building and the Department for Work and Pensions would be reflecting on that ahead of future events, for instance, looking at more appropriate venues, holding online sessions etc. Another Member went on to question what the current target was for affordable housing as he understood it was 35% in the Joint Core Strategy; in response, he was advised that affordable housing provision for new developments was 40% for anything outside of the Joint Core Strategy – this was policy so was non-negotiable. The Member noted that the Housing and Homelessness Strategy included an objective around reducing the

impact of new homes on the environment whilst increasing their resilience to climate change and he asked whether a Supplementary Planning Document (SPD) would be produced in relation to this - he was aware Cheltenham Borough Council had a draft SPD for improving quality of housing efficiency. The Housing Services Manager advised this would be considered as part of the Joint Strategic Plan review and he clarified that the SPD the Member had referenced in relation to Cheltenham Borough would also cover Joint Core Strategy areas.

- 97.5 With regard to Page No. 58 of the Agenda, which related to the Council Plan Performance Tracker considered earlier in the meeting, a Member asked whether the figures in respect of KPI 9, total number of active applications on the housing register at the end of the quarter, was in relation to Tewkesbury Borough or all of Gloucestershire Homeseeker and was advised that those figures were solely for Tewkesbury Borough. In response to a query regarding the affordable housing figures in the performance tracker, the Head of Community Services explained they would have been generated under the old Housing and Homelessness Strategy where 40% affordable housing was not required so it was not possible to read across the two documents. The Member asked whether the development at Golden Valley was a Joint Core Strategy site and was informed it was a joint allocated site. In response to a query as to whether it would be possible to require 40% affordable housing on the site, the Housing Services Manager advised that it had been addressed in the same way as the Joint Core Strategy sites. The Head of Community Services indicated that the affordable housing requirement for Joint Core Strategy sites was 35% with social rent being the favoured tenure type. The Member questioned what percentage of the Council's housing stock was with Bromford, and how much was with other registered providers, and what type of relationship the authority had with the organisation. He raised concern that Tewkesbury Borough residents were missing out on affordable housing within the borough. The Head of Community Services advised that the authority had a number of key partners across the borough, including Bromford, which was by far the biggest with around 2,500 properties. The Council's relationship with Bromford was very good and they were a 'go to' partner when something needed to be delivered, for example, the Homes for Ukraine scheme. It was more difficult to build a relationship with national providers who had a small amount of stock in the borough. In terms of local connection issues, this was not taken into consideration in terms of the strategic allocation sites so people from Tewkesbury or Gloucester would have equal standing. At a Parish level, people could have a local connection via other means than living in the area.

- 97.6 It was

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

## **OS.98 CUSTOMER CARE STRATEGY**

- 98.1 The report of the Head of Corporate Services, circulated at Pages No. 119-138, set out the progress made against the actions within the Customer Care Strategy during 2022/23. Members were asked to consider the report and to endorse the action plan for 2023/24.
- 98.2 The Customer Services Team Leader advised that some of the key points included the Customer Services team being the first point of contact for Licensing and Planning queries so they could answer frequently asked questions freeing up the specialist teams to deal with more complex enquiries; this had been working well and Licensing, in particular, were very happy with the results. The Customer Services team had also been working with the Business Transformation team to enhance online services offered to customers e.g. bulky waste service. In 2023/24, it was intended to look at a new telephone system for the authority as the current



system did not work with other platforms such as Teams. Customers were still being encouraged online where possible, freeing up staff to assist those who were not able to access services in that way. When letters were sent out in bulk at particular times, this resulted in a high number of calls so it helped if people could self-serve, for instance, garden waste renewals had recently gone out so this was generating a lot of customer contact. The Head of Corporate Services drew attention to Page No. 124 of the report and indicated there was a sentence missing in relation to the action around implementing improvements as a result of the residents' satisfaction survey and he clarified that the residents' satisfaction survey had been completed and a report had been presented to Council. With regard to the telephone system, this was coming to the end of its life and would be a major project for the Business Transformation team over the next 12 months. It was thought there was better technology available such as intuitive software which would assist the customer experience, for instance, using voice recognition to request a service or Officer rather than listening to a list of options.

- 98.3 A Member was pleased to note that the telephone system was being reviewed and he asked whether the Customer Services team was aware of what happened when they transferred calls to Officers and they did not pick up. The Customer Services Team Leader advised that if they knew an Officer was unavailable they would not put the call through and if Officers did not answer they should have a voicemail stating where they were, when they would be back and who they could contact instead. The Member expressed the view that the system was very clunky and some Officers had voicemails whilst others did not. The Customer Services Team Leader indicated that Officers could be away from their desks and telephones for a number of reasons ranging from annual leave to being out on site or in a meeting. If Customer Services could not get through, the only option was to take a message for the customer. One of the main issues was that an Officer might update the Teams system to show they were not available but that was not linked to the telephone system. The Head of Corporate Services indicated that, if Members were having problems contacting individual Officers, they should provide him with the relevant details and he could look into this further to try to resolve any issues. The Customer Services Team Leader advised that the Business Transformation Team was working on something for the Planning department which would mean that, if the telephone was not answered, a message would be sent to the Planning Officer so they had to respond within a certain timescale and it would be flagged if they did not. If that was successful then it could potentially be rolled out across the authority.
- 98.4 A Member was aware that some residents struggled with the Report It system, particularly the map, and so reverted to sending emails but it was often unclear what happened to them after they had been sent to Customer Services. The Customer Services Team Leader explained there was a central Customer Services inbox and whoever was on reception that day was responsible for the administration; if Customer Services could deal with the query they would answer it, if not, they would send it on to the appropriate Officer and would let the customer know and provide contact details. She agreed that the Report It system was not always clear and she undertook to speak to IT to see if anything could be done.
- 98.5 A Member asked whether the Advice and Information Centres (AICs) were promoted and if that could be improved in any way rather than closing them. In response, the Customer Services Team Leader advised that attempts had been made to promote them but there had been very minimal take-up of the services provided which had included Benefits and Housing Officers being located in the AICs; the main requests now were for photocopying and blue bags. During the pandemic, a lot of people had found alternative ways to communicate with the Council and Customer Services were only present at the AICs for two hours per week – the venue in Brockworth was open 9.00am-5.00pm and Customer Services did not need to be present to give out blue bags etc.

98.6 It was  
**RESOLVED** That the progress made against the actions within the Customer Care Strategy during 2022/23 be **NOTED** and the action plan for 2023/24 be **ENDORSED**.

**OS.99 SEPARATE BUSINESS**

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

**OS.100 SEPARATE MINUTES**

100.1 The separate Minutes of the meeting held on 7 February 2023, copies of which had been circulated, were approved as a correct record and signed by the Chair.

The meeting closed at 6:30 pm

# Overview and Scrutiny Committee – 22 October 2019 – 7 February 2023

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>	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 the next seminar. The scheme will however be promoted throughout autumn and the winter and included in the Summer edition of the Borough News.	Head of Community Services	No  Target date: <del>September 2022</del> September 2023

COMMITTEE DATE: 14 July 2020					
AGENDA ITEM	TITLE	ACTION	COMMENT	CONTACT OFFICER	ACTION COMPLETE Yes / No <small>(IF NO MUST INCLUDE TARGET DATE)</small>
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.	Member session was held on 30 January 2023	Head of Development Services	Yes

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# Overview and Scrutiny Committee – 22 October 2019 – 7 February 2023

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	<p>P109 – KPI 38 – Number of reported enviro-crimes –</p> <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>	<p>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. It is not possible to single out a specific cost for fly tipping as it is wrapped up in the Ubico budget for street cleansing. The figures quoted separately are for the use of contractors the cost of which have reduced this year as more fly tips have been cleared by Ubico themselves rather than contractors. It should be noted that there cannot be a correlation between the number of fly tips and the cost of the service as a single fly tip can cost thousands of pounds to clear if it is sufficiently large or contains asbestos etc.</p>	Head of Community Services	Yes

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# Overview and Scrutiny Committee – 22 October 2019 – 7 February 2023

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.	Member session was held on 30 January 2023.	Head of Development Services	Yes
COMMITTEE DATE: 7 June 2022					
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. A report on the pilot following a full 6 months use of the cameras is on the agenda for 28 March.	Environmental Health Manager	Yes

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# Overview and Scrutiny Committee – 22 October 2019 – 7 February 2023

COMMITTEE DATE: 7 June 2022					
AGENDA ITEM	TITLE	ACTION	COMMENTS	CONTACT OFFICER	ACTION COMPLETE Yes/No <small>(IF NO MUST INCLUDE TARGET DATE)</small>
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.	<p>The local police inspector will attend an O&amp;S Committee or will hold an all-member seminar with the new council.</p> <p>Information on the new road safety partnership can be found here: <a href="#">gloucestershire road safety partnership - Search (bing.com)</a></p>	Member Services Officer	<p>No.</p> <p>Target date: <del>November 2022,</del> February 2023</p> <p>A new date will be set in the new council year.</p>

# Overview and Scrutiny Committee – 22 October 2019 – 7 February 2023

COMMITTEE DATE: 12 July 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	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 briefing note was circulated to Members on 22.12.2022.	Director of Garden Town.	Yes
7.	Fit for the Future 2 Presentation	Potential topic for future scrutiny: Flow through the system – getting people back to their homes, admission avoidance/speed of discharge etc.	To be considered for 2022/23 but will need external partners to present. May be more appropriate for the county Health Overview Scrutiny Committee.	Head of Corporate Services	No Target Date: April 2023
8.	Ubico Report 2021/22	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 / Head of Corporate Services	No Target date In line with the website development

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# Overview and Scrutiny Committee – 22 October 2019 – 7 February 2023

COMMITTEE DATE: 12 July 2022					
AGENDA ITEM	TITLE	ACTION	COMMENTS	CONTACT OFFICER	ACTION COMPLETE Yes / No (IF NO MUST INCLUDE TARGET DATE)
15.	CONFIDENTIAL ITEM – Trade Waste Project Update	Project plan to be circulated by email.	Project plan was considered at Overview and Scrutiny Committee on 7 February 2023.	Head of Community Services	Yes
COMMITTEE DATE: 11 October 2022					
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
8.	Have Your Say (4Cs) Annual Update	Member Update to be circulated setting out how to log comments on behalf of residents.	Member update was circulated on 26 January 2023.	Corporate Services Manager	Yes Jan 2023

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# Overview and Scrutiny Committee – 22 October 2019 – 7 February 2023

COMMITTEE DATE: 22 November 2022					
AGENDA ITEM	TITLE	ACTION	COMMENTS	CONTACT OFFICER	ACTION COMPLETE Yes / No <small>(IF NO MUST INCLUDE TARGET DATE)</small>
5.	Executive Committee Forward Plan	<ul style="list-style-type: none"> <li>Pending Items - Parking Strategy – Email to be sent to Members of the Working Group to gauge views on whether it was necessary to re-look at the parking charges.</li> </ul>	Email sent - No appetite to amend charges.	Head of Finance and Asset Management	Yes
		<ul style="list-style-type: none"> <li>4 January 2023 - Joining Project Solace – Consideration to be given to including Members on the Community Safety Partnership as part of the review of the Terms of Reference of the group – as this relates to a pending item on the O&amp;S Committee Work Programme Head of Corporate Services to speak to Head of Community Services about when this could be brought forward.</li> </ul>	The lead member for communities and their support member are on the community safety partnership.	Head of Corporate Services/ Head of Community Services	Yes

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# Overview and Scrutiny Committee – 22 October 2019 – 7 February 2023

COMMITTEE DATE: 22 November 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	Cllr Gray to raise the issue of members of the public not being able to reach 101 to report incidents of anti-social behaviour which results in the offenders getting away before the Police can attend the scene.	An update was sent to O&S committee members via email on 31 January 2023.	Cllr Gray	Yes
		Cllr Gray to feedback the suggestion of having a simple online form for people to report crimes so Police could gain a better understanding of the number and location.			
		Cllr Gray to seek assurance that incidents of whistleblowing were appropriately dealt with within the Force.			
		Update to be provided on the future of the Police horses.			

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# Overview and Scrutiny Committee – 22 October 2019 – 7 February 2023

COMMITTEE DATE: 22 November 2022					
AGENDA ITEM	TITLE	ACTION	COMMENTS	CONTACT OFFICER	ACTION COMPLETE Yes / No <small>(IF NO MUST INCLUDE TARGET DATE)</small>
		Suggestion that the Police and Crime Commissioner be asked to attend a future meeting.	Added to pending items on O&S Work Programme.	Democratic Services Officer	Yes
8.	Council Plan Performance Tracker – Quarter Two 2022/23	P58 – Objective 3 – Action a) Work with partners, infrastructure providers and developers to progress the delivery of key sites – Several Members raised concern about Section 106 money not being spent – Head of Development Services undertook to discuss specific issues following the meeting.	At the meeting, Members were advised that if they any specific concerns to contact the Head of Development Services- No specific concerns have been raised directly with HODS.  Councillor Bocking raised concern regarding Innsworth Community Hall.  Officers have contacted Cllr Bocking to advise accordingly.	Head of Development Services	Yes

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# Overview and Scrutiny Committee – 22 October 2019 – 7 February 2023

COMMITTEE DATE: 22 November 2022					
AGENDA ITEM	TITLE	ACTION	COMMENTS	CONTACT OFFICER	ACTION COMPLETE Yes / No <small>(IF NO MUST INCLUDE TARGET DATE)</small>
		P65-67 – KPIs 18-23 – Determination of planning applications and investigation of enforcement categories A-D – Members to be provided with an indication of how many conditions are still to be discharged.	<p>Raised by Cllr Bocking in relation to a variation application for a strategic development in Innsworth which was submitted in 2020 but could not be determined due to outstanding conditions.</p> <p>Officers have liaised with Cllr Bocking directly on this issue. Condition 18 of Outline permission 15/00749/OUT for the Innsworth strategic site has been complied with in accordance with details that have also been approved through highways safety processes. There are however ongoing and positive discussions between the developer and the highway authority regarding any appropriate upgrading works on the crossing facilities that have been provided in response to local concerns.</p>	Head of Development Services.	Yes

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# Overview and Scrutiny Committee – 22 October 2019 – 7 February 2023

COMMITTEE DATE: 22 November 2022					
AGENDA ITEM	TITLE	ACTION	COMMENTS	CONTACT OFFICER	ACTION COMPLETE Yes / No (IF NO MUST INCLUDE TARGET DATE)
		P70 – Objective 1 – Action f) Carry out a full review of the licensing service -  i) Congratulations to be passed to Officers for the phenomenal amount of work achieved in bringing the service up to the standard it should be.	Noted and forwarded to the Licensing team.	Environmental Health Manager	Yes
		ii) Restructure of Licensing team to be included in the commentary on this action going forward.	Commentary has been added to the Q3 2022/23 performance tracker.	Environmental Health Manager	Yes
		P75 – KPI 35 – Food establishment hygiene ratings – Members to be provided with the specific figures for the number of establishments visited to check this was on track to meet the Food Standards Agency requirements.	Reported in the performance tracker.	Environmental Health Manager	Yes

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# Overview and Scrutiny Committee – 22 October 2019 – 7 February 2023

COMMITTEE DATE: 22 November 2022					
AGENDA ITEM	TITLE	ACTION	COMMENTS	CONTACT OFFICER	ACTION COMPLETE Yes / No (IF NO MUST INCLUDE TARGET DATE)
		P81 – Objective 2 – Action c) Carry out a review of our litter pickers scheme – Check if there are any outstanding elements of the review which can be implemented within the Environmental Health team (without input from the Business Transformation team).	Update was provided as part of the Q3 performance tracker update.	Environmental Health Manager	Yes.
		P83 – Objective 4 – Action a) Establish and publish a local list of non-designated heritage assets in the borough – Conservation Officer to contact Councillor P D McLain in relation to concerns about heritage assets in his area not being included on the local list.	Conservation officer has been in contact with Cllr McLain.	Head of Development Services	Yes
9.	Review of Planning Key Performance Indicators	Performance tracker to be updated to give Members an idea of how much improvement had been made compared to past years' performance.	Commentary to be added to future trackers.	Head of Development Services	Yes

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# Overview and Scrutiny Committee – 22 October 2019 – 7 February 2023

COMMITTEE DATE: 22 November 2022					
AGENDA ITEM	TITLE	ACTION	COMMENTS	CONTACT OFFICER	ACTION COMPLETE Yes / No <small>(IF NO MUST INCLUDE TARGET DATE)</small>
10.	Housing and Homelessness Strategy Action Plan Monitoring Report	Check whether all empty homes were included within the 510 identified in October 2021 or if this was just ones which met the Council Tax criteria and ensure this was consistently reported going forward.	The data used for this is the data from council tax. This is the most reliable data held and will be used going forward.	Housing Services Manger	Yes
11.	Review of Capability Policy	Typographical errors identified by Cllr Murphy to be amended prior to the report being take to Executive Committee.	Policy updated.	HR & OD Manager	Yes
		Recommended to the Executive Committee for approval.	Included on Executive Committee Agenda for 4 January 2023.	Democratic Services Officer	Yes
12.	Corporate Peer Challenge Action Plan	Agreed to close off and remove from O&S Work Programme.	Removed from O&S Work Programme.	Democratic Services Officer	Yes

# Overview and Scrutiny Committee – 22 October 2019 – 7 February 2023

COMMITTEE DATE: 17 January 2023					
AGENDA ITEM	TITLE	ACTION	COMMENTS	CONTACT OFFICER	ACTION COMPLETE Yes / No <small>(IF NO MUST INCLUDE TARGET DATE)</small>
7.	Overview and Scrutiny Committee Work Programme 2022/23 and Action List	Pending Items – Parking Strategy – Head of Corporate Services to speak to Head of Finance and Asset Management about when this would come forward and update Members accordingly.	Update via email provided to members	Head of Finance and Asset Management / Head of Corporate Services	Yes
		Pending Items – Police and Crime Commissioner – Head of Community Services to speak to the Police and Crime Commissioner to establish a date.	A date will be set in the new council year.	Head of Community Services	No
		P42 – Trade Waste Update – Project plan to be emailed to Members.	Emailed on 19 January 2023.	Head of Community Services	Yes
		General comment - avoid actions splitting over two pages as this is confusing to read.	Raised by Cllr Cromwell – Corporate Services Officer to address in future reports.	Corporate Services Officer	Yes

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# Overview and Scrutiny Committee – 22 October 2019 – 7 February 2023

COMMITTEE DATE: 17 January 2023					
AGENDA ITEM	TITLE	ACTION	COMMENTS	CONTACT OFFICER	ACTION COMPLETE Yes / No (IF NO MUST INCLUDE TARGET DATE)
8.	Active Gloucestershire 'We Can Move' Project Presentation	Additional information about 'We Can Move' to be shared with Members following the meeting.  (To include contact details for Chief Executive for Active Gloucestershire).	Emailed circulated to O&S Members on 19 Jan 2023 and included on Member Update 20 Jan 2023.	Community and Economic Development Manager	Yes
		Information on the project to be shared more regularly with Members.	Active Glos. Indicated they would like to speak to Members more regularly – not necessarily O&S but possibly the wider membership at a less formal event where they could meet other partners.	Community and Economic Development Manager	No  June 2023
9.	Depot Services Working Group Update	Head of Community Services to check whether financial details about maintenance of land on behalf of Gloucestershire County Council was in the public domain.	If it is not in the public domain, report in April to be considered under separate business.	Head of Community Services	No  July 2023

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# Overview and Scrutiny Committee – 22 October 2019 – 7 February 2023

COMMITTEE DATE: 17 January 2023					
AGENDA ITEM	TITLE	ACTION	COMMENTS	CONTACT OFFICER	ACTION COMPLETE Yes / No <small>(IF NO MUST INCLUDE TARGET DATE)</small>
		Head of Community Services to speak to Community and Economic Development Manager regarding evaluation of the Grange Field project and to inform Members where this would be reported.	Member seminar to be organised following the elections.	Head of Community Services	No  June 2023
12.	CONFIDENTIAL ITEM – Trade Waste Project Update	Further report providing the project plan and setting out the profitability of the service be brought to the next meeting of the Overview and Scrutiny Committee on 7 February 2023.	Added to Agenda for 7 February 2023.	Democratic Services Officer	Yes

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# Overview and Scrutiny Committee – 22 October 2019 – 7 February 2023

COMMITTEE DATE: 7 February 2023					
AGENDA ITEM	TITLE	ACTION	COMMENTS	CONTACT OFFICER	ACTION COMPLETE Yes / No (IF NO MUST INCLUDE TARGET DATE)
5.	Executive Committee Forward Plan	Council Plan Performance Tracker Quarter Three 2022/23 – Briefing note to be circulated to the Executive Committee following consideration of the information by the Overview and Scrutiny Committee at its meeting on 7 March 2023.	Action is noted by the corporate team and will be circulated following the meeting.	Head of Corporate Services	Yes
		Economic Development and Tourism Strategy to be deferred from 1 March 2023 to 6 September 2023.	Noted and updated.	Democratic Services Officer	Yes
6.	Overview and Scrutiny Committee Work Programme 2022/23	Members to be provided with an update on the Parking Strategy Review.	Email update sent.	Head of Finance and Asset Management	Yes
		Chief Inspector to be invited to a future meeting of the Overview and Scrutiny Committee.	Added to the 2023/24 Work Programme.	Head of Community Services	Yes

# Overview and Scrutiny Committee – 22 October 2019 – 7 February 2023

COMMITTEE DATE: 7 February 2023					
AGENDA ITEM	TITLE	ACTION	COMMENTS	CONTACT OFFICER	ACTION COMPLETE Yes / No (IF NO MUST INCLUDE TARGET DATE)
7.	Gloucestershire Rural Community Council Presentation	Members to receive the GRCC newsletter.	Circulated through Member Update	Community and Economic Development Manager	Yes
		Information on matters raised by Members to be provided by the Community Development team and circulated to the Committee (including contact details).	Circulated through Member Update	Community and Economic Development Manager	Yes
8.	Gloucestershire Police and Crime Panel Update	Members to be informed how the Office of the Police and Crime Commissioner public survey was carried out (method e.g. online, and who it was sent to e.g. selective rather than entire population)	Cllr Gray to provide an update in his report on 28 March 2023.	Democratic Services Officer	No
		Members to be advised what was being done to address the issue of injured Police Officers who were retained in desk jobs for prolonged periods at a higher rate of pay.	Cllr Gray to provide an update in his report on 28 March 2023.	Democratic Services Officer	No

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# Overview and Scrutiny Committee – 22 October 2019 – 7 February 2023

COMMITTEE DATE: 7 February 2023					
AGENDA ITEM	TITLE	ACTION	COMMENTS	CONTACT OFFICER	ACTION COMPLETE Yes / No (IF NO MUST INCLUDE TARGET DATE)
		Members to be advised what is being done to improve the vetting process to ensure that Police Officers who behaved inappropriately could not progress within and between Forces.	Cllr Gray to provide an update in his report on 28 March 2023.	Democratic Services Officer	No
		What is being done to restore women's confidence in the Police to be put forward as a topic for discussion at a future meeting of the Police and Crime Panel	Police and Crime Commissioner has offered to address this when he attends O&S during the 2023/24 year.	Democratic Services Officer	Yes.
9.	Gloucestershire Economic Growth Scrutiny Committee Update	Members to be advised how many people live in the county but work elsewhere.	Councillor K J Cromwell to find out if that information is available and respond to Democratic Services	Democratic Services Officer	No
10.	Community Services Improvement Plan Update	Community Safety Partnership annual report to be added to Work Programme (once the Community Safety Plan is in place in April 2023).	Added to pending items on 2023/24 Work Programme.	Democratic Services Officer	Yes

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# Overview and Scrutiny Committee – 22 October 2019 – 7 February 2023

COMMITTEE DATE: 7 February 2023					
AGENDA ITEM	TITLE	ACTION	COMMENTS	CONTACT OFFICER	ACTION COMPLETE Yes / No (IF NO MUST INCLUDE TARGET DATE)
		EN7 – Ensure that a baseline of performance is established and promote continuous improvement against a suite of KPIs - Members to be advised if there were any changes and whether there is now continuous improvement.	This will be picked up by the service – there is also a corporate aim to drive a more robust performance culture across all services.	Head of Community Services	Yes

## TEWKESBURY BOROUGH COUNCIL

<b>Report to:</b>	Overview and Scrutiny Committee
<b>Date of Meeting:</b>	28 March 2023
<b>Subject:</b>	Use of Mobile Surveillance Equipment for Fly-Tipping Investigations
<b>Report of:</b>	Environmental Health Manager
<b>Head of Service/Director:</b>	Head of Community Services
<b>Lead Member:</b>	Lead Member for Clean and Green Environment
<b>Number of Appendices:</b>	None

**Executive Summary:**

On 12 of October 2021, the Overview and Scrutiny Committee considered a report appraising the options available to the Council in terms of the use of mobile surveillance equipment to assist with fly-tipping enforcement. This report provides an update on the outcome of a six month trial of the use of mobile surveillance equipment undertaken by the Council's Environmental Health department.

**Recommendation:**

**To RECOMMENDED TO THE EXECUTIVE COMMITTEE that the Council adopts the use of mobile surveillance equipment as a long-term measure to support fly-tipping investigations and enforcement.**

**Financial Implications:**

The Council has already purchased the cameras and associated hardware. Furthermore, the data subscription is a relatively small monthly payment, and this has been budgeted for in the medium term. Therefore, permanent use of the cameras is not expected to represent a significant financial commitment for the Council.

**Legal Implications:**

The continued use of overt surveillance by the Council in these circumstances must be in strict accordance with relevant legislation including:

- Human Rights Act 1998.
- Regulatory and Investigatory Powers Act 2000.
- The Protection of Freedoms Act 2012.
- General Data Protection Regulation 2016; and
- Data Protection Act 2018.

The Council must further ensure that the continued use of mobile surveillance equipment complies with guidance issued by the Information Commissioner's Office (ICO), the Investigatory Powers Commissioner's Office (IPCO) and the Surveillance Camera Code of Practice issued by the Home Office.

Further, there must be compliance with internal Council policy, such as the Regulation of Investigatory Powers Act 2000 Surveillance and Covert Human Intelligence Source Policy, including any Non-RIPA authorisation that may be required under that policy.

It is advised that a dedicated internal policy is implemented by the Council dealing with legal and procedural matters around the permanent use of mobile surveillance equipment in these circumstances.

**Environmental and Sustainability Implications:**

Effective use of mobile surveillance equipment may act as a deterrent to offenders and result in sustainable environmental improvements to the borough.

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

None arising directly from this report

**Safeguarding Implications:**

None arising directly from this report

**Impact on the Customer:**

Successful use of mobile surveillance may improve outcomes for customers who report incidents of fly-tipping.

**1.0 INTRODUCTION**

- 1.1 Fly-tipping represents a serious criminal offence and can have a serious detrimental impact on the amenity and environmental quality of communities within Tewkesbury Borough. Furthermore, the activity of fly-tipping can result in considerable expenditure by the Council in terms of waste clearance costs and allows offenders to undermine responsible businesses who dispose of their waste in a legitimate manner.
- 1.2 Like many authorities, Tewkesbury Borough has experienced high levels of fly-tipping over the past decade. Therefore, in 2017, the Council adopted a strategy to address the issue and this included a commitment to increase formal enforcement. This resulted in a notable increase in successful Court prosecutions and service of Fixed Penalty Notices for environmental offences, particularly fly-tipping and waste duty of care offences.
- 1.3 Although the Council has made substantial improvements in terms of regulatory outcomes over the past five years, some communities within the borough still experience unacceptable levels of fly-tipping. Furthermore customers, Members and Officers alike have been frustrated at the general level of Court fines issued to offenders which, in some cases amounts to less than the fixed penalty amount available for the same offence.
- 1.4 Therefore, in October 2021, a report was taken to the Overview and Scrutiny Committee outlining the potential benefits of using mobile surveillance equipment, such as closed-circuit television (CCTV), to assist with fly-tipping enforcement. The principal benefit of using mobile surveillance techniques is that it can provide the investigator with direct high-quality evidence and improve the chances of achieving the desired Court outcomes. Having considered the report, the Overview and Scrutiny Committee approved a six-month trial of the use of covert cameras with allied signage advertising the presence of the cameras.



## 2.0 TRIAL OF MOBILE SURVEILLANCE EQUIPMENT

2.1 The option approved by Members in October 2021 involved the use of concealed trial cameras at the target site with the presence of the cameras advertised by signage. As part of the project to deploy these cameras, a data privacy impact assessment was completed. This identified that the use of covert cameras would have involved the data being stored on a memory card located in the camera itself. This presented a risk to the Council in terms of data loss and potential personal data breach should the cameras be vandalised or stolen.

2.2 Therefore, the trial commenced in August 2022 using two overt rapid deployment cameras with signage. These cameras do not store any images on site and all footage is stored on a secure server. Investigating Officers are able to monitor the footage remotely and ensure that information is logged properly and any images that are not necessary for the investigation can be deleted in accordance with the Council's data protection and retention policies.

2.3 It can also be noted that there is a significant delay between the Committee approval date in October 2021 and the start of the trial in August 2022. This delay can be attributed to the large volume of work needed to ensure that the project was compliant with important legal requirements. This included a privacy impact assessment and an assessment of the impact of the provisions of the Regulatory and Investigatory Powers Act 1999 (RIPA). Furthermore, there was also a lengthy and stringent procurement process that had to be followed in order to comply with rules governing the procurement of data services.

## 3.0 OUTCOME OF THE CAMERA SURVEILLANCE TRIAL

3.1 The cameras were installed at two different locations within Tewkesbury Borough, with both locations having previously been identified as "hot spot" locations and known to be vulnerable to recurrent fly-tipping. The cameras were at each location for approximately six weeks.

3.2 The number of reported fly-tips reported at each location before and after the cameras were installed is as follows.

	<b><i>Reported fly-tips (previous 12 months)</i></b>	<b><i>Reported fly-tips (Since camera installation)</i></b>
<b>Location 1</b>	11	1
<b>Location 2</b>	3	0

3.3 The fly-tip at location 1 took place within the first couple of days of the cameras being installed and the cameras captured very good evidence of the tip. Council Officers are currently investigating this matter alongside the Police as one of the cameras was also stolen during the incident.

3.4 The trial of the rapid deployment cameras has demonstrated that the cameras are able to capture high quality evidence and the presence of the signage appears to be an effective deterrent to potential offenders. Therefore, the use of these cameras is likely to provide a useful option to assist enforcement officers with tackling fly-tipping.

**3.5** Furthermore, the Officers are now fully trained and skilled in terms of installing the cameras and are capable of deploying the cameras at short notice without the need for assistance from an external engineer. In terms of financial resources, the Council owns the cameras and associated hardware outright and the subscription to the cloud software costs £55 a month. The subscription costs are currently funded by reserves held by the Head of Community Services and the Council has access to the service for approximately a further 18 months.

#### **4.0 CONSULTATION**

**4.1** Corporate Services has been consulted in terms of the privacy impact assessment and GDPR compliance. The Counter Fraud Team has been consulted on the RIPA non-directed surveillance audit

#### **5.0 ASSOCIATED RISKS**

**5.1** The principal risk is the reputational and financial risk that could arise from improper handling of data or images relating to innocent members of the public who are not the intention of the surveillance.

#### **6.0 MONITORING**

**6.1** Performance of any enforcement interventions relying on the mobile surveillance will be monitored by the Environmental Health Manager. The Environmental Health Manager will also monitor compliance with relevant Council policies.

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

**7.1** Overview and Scrutiny Committee Enviro-Crime Action Plan: 2017  
Data Protection Policy  
IT Policy  
Corporate Enforcement Policy

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**Background Papers:** Use of Mobile Surveillance Equipment for Fly-Tipping Investigations

**Contact Officer:** Environmental Health Manager  
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**Appendices:** None

## TEWKESBURY BOROUGH COUNCIL

<b>Report to:</b>	Overview and Scrutiny Committee
<b>Date of Meeting:</b>	28 March 2023
<b>Subject:</b>	Depot Services Working Group Annual Report
<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 and Green Environment
<b>Number of Appendices:</b>	1

**Executive Summary:**

In July 2019, the Overview and Scrutiny Committee agreed to establish the Depot Services Working 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 state that it will continue to meet in line with the Ubico contract extension to March 2027. The Working Group has met on four occasions throughout 2022/23 and considered a wide range of subjects as set out at paragraph 2 of the report.

**Recommendation:**

**To CONSIDER the progress made by the Depot Services Working Group during 2022/23.**

**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, the Overview and Scrutiny Committee agreed to establish the Depot Services Working Group to ensure that Members fully understood the relationship between Ubico and the Council. The primary aim of the Working Group, as set out in the approved Terms of Reference, was to receive reports and information pertinent to the operation and strategic direction of waste and recycling, street cleansing and grounds maintenance services.
- 1.2** At its meeting on 5 April 2022, the Overview and Scrutiny Committee received a report on the work undertaken by the Depot Services Working Group in the previous year and approved the continuation of the Depot Services Working Group in line with the Ubico contract extension to March 2027. A biannual update report was provided to the Overview and Scrutiny Committee in January 2023.

## **2.0 WORK UNDERTAKEN DURING 2022/23**

- 2.1** In accordance with the Terms of Reference, the Working Group has met on four occasions during the year and, at its first meeting, agreed a comprehensive work programme in order to focus the meetings and ensure that all projects are being monitored and progressed.
- 2.2** There are a number of standard items on the Agenda for each meeting as follows:
- Ubico Quarterly Finance Report
  - Ubico Quarterly Performance Report
  - Grounds Maintenance Update
- 2.3** In addition, the Working Group receives updates on a number of projects at appropriate intervals, progress on which is summarised below.

### **2.4 Trade Waste Project**

- 2.4.1** A trial area has operated in Brockworth for much of the year which expanded the service offered to include recycling and investigated the appetite for food waste collections. Work has taken place to have systems in place to streamline the customer portal and automate processes ready for administration to move to the Council from Ubico.
- 2.4.2** Due to inflationary pressures increasing the deficit, a review of the service is underway, being led by the Head of Community Services. This review will determine if a change in approach is now needed to remove the service deficit.

### **2.5 Street Cleansing Review**

- 2.5.1** The majority of litter and dog waste bins have now been mapped using PSS-Live and the next phase will be mapping regular litter picking and fly tip hot spot checks. Routing can then take place through PSS-Live to increase the efficiency of the crews.
- 2.5.2** Around 70 properties receive weekly refuse collections rather than the full waste and recycling services. A previous plan to alter collections for these properties within the streets service was superseded by a successful growth bid to have two 3.5 tonne vehicles within the collections service to address collections safety issues in narrow roads across the borough.

- 2.5.3** An Officer group has been set up to monitor litter bin requests, as part of a long term focus on consolidating bins through working more closely with Parish Councils across the borough. This group also focuses on areas where bins are collected outside of local authority responsibility, such as a small number of housing estates where management companies have retained responsibility.
- 2.5.4** A review of road zoning has started which will support the street sweeper schedules. The zoning work is being input into existing GIS software with a view to being linked directly into the new in-cab software once it is operational.

## **2.6 Depot Project / Strategic Waste Site**

- 2.6.1** Work is now progressing on the depot project and various options are being considered. The next step is for the Council to agree to the principles and establish a joint programme board to include the relevant Lead Members and a programme team to oversee and deliver the various phases of the project. This is a long-term project and is likely to run for six to seven years.

## **2.7 Connected Workforce/In-Cab Technology Project**

- 2.7.1** The Alloy system has been procured of behalf of four Gloucestershire authorities. The system has already gone live in Cheltenham and Gloucester, with Stroud and Tewkesbury following from April 2023. For Tewkesbury Borough Council, collections will go live in quarter one; streets and grounds will use the system by quarter three.

## **2.8 Grounds Maintenance**

In addition to the regular items and projects, the Working Group is also responsible for progressing a number of recommendations made by the previous Grounds Maintenance Working Group. Progress against these items is as follows:

### **2.8.1 Maintenance of Land on Behalf of Gloucestershire County Council**

Officer discussions were held with Gloucestershire County Council through summer of 2022 with the aim of reducing the number of subsidised rounds of grass cutting, introducing meadow areas on County Council land or removing some of the least efficient rural cutting locations. Unfortunately, these talks stalled; however Members were keen that another attempt was made by Officers to find a way forward before alternative approaches were considered. This approach has resulted in positive discussions and a cut and collect proposal to support meadow areas is currently being considered by the County Council.

### **2.8.2 Grass Cutting Standards**

A more robust set of grass cutting standards was implemented in the previous year, but the results of improvements made by Ubico's Grounds Maintenance Supervisor were available following the first full grass cutting season since the changes were made. Grass cutting scores increased from a 48% pass rate in 2021/22 to 82% in 2022/23, which reflected significant improvements in the service.

## **2.9 Fleet Procurement**

- 2.9.1** The majority of waste and recycling collection vehicles, street cleansing and grounds maintenance vehicles are due for replacement in April 2024. A procurement approach was developed and shared with the Working Group before being discussed and agreed by the Executive Committee.

**2.9.2** The approach takes into account the uncertainty created by the delayed consultation feedback on waste policy and the goal of reducing carbon emissions from the waste fleet against the backdrop of the financial pressures on local authorities.

**3.0 CONSULTATION**

**3.1** None

**4.0 ASSOCIATED RISKS**

**4.1** None

**5.0 MONITORING**

**5.1** None

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

**6.1** None

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**Background Papers:** Overview and Scrutiny Committee Report – 23 July 2019  
Overview and Scrutiny Committee Report - Depot Services Working Group Report – 5 April 2022

**Contact Officer:** Waste Contracts Manager.  
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**Appendices:** Appendix 1 - Depot Services Working Group Terms of Reference

**Depot Services Working Group  
Terms of Reference**

**1. AIMS AND OBJECTIVES**

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

**2. CONSTITUTION AND POWERS**

- (i) The Group shall comprise 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.



## TEWKESBURY BOROUGH COUNCIL

<b>Report to:</b>	Overview and Scrutiny Committee
<b>Date of Meeting:</b>	28 March 2023
<b>Subject:</b>	Overview and Scrutiny Committee Work Programme 2023/24
<b>Report of:</b>	Head of Corporate Services
<b>Head of Service/Director:</b>	Head of Corporate Services
<b>Lead Member:</b>	Lead Member for Organisational Development
<b>Number of Appendices:</b>	One

**Executive Summary:**

The Work Programme detailed in Appendix 1 outlines the proposed work of the Committee for 2023/24. The programme remains flexible, allowing other emerging areas to be included during the course of the year. Members are required to approve the Work Programme in accordance with the Overview and Scrutiny Committee Terms of Reference.

**Recommendation:**

**To APPROVE the Overview and Scrutiny Work Programme 2023/24.**

**Financial Implications:**

None directly arising from this report.

**Legal Implications:**

None directly arising from this report.

**Environmental and Sustainability Implications:**

None directly arising from this report though an annual report on the Council's waste performance is reported to Committee. The Committee will consider these implications when undertaking reviews and in making its recommendations.

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

None directly arising from this report.

**Safeguarding Implications:**

None directly arising from this report.

**Impact on the Customer:**

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

**1.0 INTRODUCTION**

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

1.2 In accordance with its Terms of Reference, as set out in Council's Constitution, the Overview and Scrutiny Committee is required to approve an annual Work Programme.

**2.0 2023/24 WORK PROGRAMME**

2.1 The work programme attached Appendix 1 outlines the proposed work for the Committee during 2023/24.

2.2 The programme is a combination of standing agenda items such as performance management information, complaints, six monthly policy and strategy updates and new areas of review that have emerged and have been built into the programme.

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

2.4 An area that traditionally generates additional work activity for the Committee is the review of the Council Plan performance tracker document. The information within this document touches almost every service area and provides an excellent overview of what is going on across the Council. This inevitably leads to the Committee asking for further, specific information on areas of interest or where issues are identified. This can lead to additions to the Work Programme either through a report or presentation being requested.

2.5 Presentations can often be requested from one of the Council's key partners, as they contribute to the delivery of the Council's priorities. Or on occasions, a partner may ask to attend if they have an area of activity they would like to promote or consult upon.

2.6 The Corporate Policies and Strategies report that will be presented at Overview and Scrutiny Committee on 13 June 2023 will also inform the Committee's Work Programme. As requested previously by the Committee, this will include an overview if there are to be any significant amendments to any of the policies.

2.7 The Committee adds real value when it can 'get under the skin' of a certain subject area. The setting up of a time limited Task and Finish Working Groups provides a real opportunity to achieve this, for example, where a concern is raised or there is a desire to improve things. Terms of Reference, progress reports and final outcomes from these groups would be added to the Work Programme.

**3.0 CONSULTATION**

3.1 None.

**4.0 ASSOCIATED RISKS**

4.1 None directly arising from this report.

**5.0 MONITORING**

5.1 The Work Programme is flexible and will be reported to each Committee to allow changes to be made where appropriate.

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

6.1 Council Plan 2020-24

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**Background Papers:** None.

**Contact Officer:** Head of Corporate Services  
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**Appendices:** Appendix 1 – Overview and Scrutiny Work Programme 2023/24

**DRAFT OVERVIEW AND SCRUTINY COMMITTEE WORK PROGRAMME 2023/24**

**REGULAR ITEMS:**

- **Executive Committee Forward Plan**
- **Overview and Scrutiny Committee Work Programme 2023/24 (to include the Action List Update on a quarterly basis – June, September, December and March meetings each year).**

<b>Committee Date: 13 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>
Council Plan Performance Tracker – Quarter Four 2022/23	To review and scrutinise the performance management information and, where appropriate, to require response or action from the Executive Committee.	Head of Corporate Services	No.
Corporate Policies and Strategies	To consider the corporate polices and strategies and identify which will be reviewed by the Committee during 2023/24.	Head of Corporate Services	No.
Gloucestershire Health Overview and Scrutiny Committee Update	To receive an update from the Council's representative on matters considered at the last meeting (23 May 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 (25 May 2023).	N/A	No.

<b>Committee Date: 11 July 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>
Financial Outturn Report 2022/23	To consider the financial outturn report for 2022/23 (if not included in the Council Plan Performance Tracker – Quarter Four 2022/23 report in June).	Head of Finance and Asset Management	No.
Annual Workforce Development Strategy Review	To consider progress made against delivery of the Workforce Development Strategy.	Head of Corporate Services	No
Ubico Report 2022/23	To consider the Ubico performance report for 2022/23.	Head of Community Services	No.
Review of Economic Development and Tourism Strategy	To consider the draft Economic Development and Tourism Strategy and to recommend to Executive Committee that it be approved.	Community and Economic Development Manager	Yes – deferred from January and February 2023 as further discussions required due to the importance of the document for the borough.
Gloucestershire Police and Crime Panel Update	To receive an update from the Council's representative on matters considered at the last meeting (7 July 2023).	N/A	No.
Gloucestershire Health Overview and Scrutiny Committee Update	To receive an update from the Council's representative on matters considered at the last meeting (11 July 2023).	N/A	No.

**Committee Date: 12 September 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 One 2023/24	To review and scrutinise the performance management 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.
Gloucestershire Police and Crime Panel Update	To receive an update from the Council's representative on matters considered at the last meeting (8 September 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 (20 July 2023).	N/A	No.

**Committee Date: 24 October 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>
Places Leisure	To receive a presentation from Places Leisure on its recovery following the pandemic and cost of living situation. (Follow-up presentation after attendance at O&S on 11 October 2022).	Asset Manager	No.
Have Your Say (4Cs) Annual Update	To consider the annual update to provide assurance that complaints are managed effectively.	Head of Corporate Services	No.
Gloucestershire Health Overview and Scrutiny Committee Update	To receive an update from the Council's representative on matters considered at the last meeting (10 October 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 (21 September 2023).	N/A	No.

<b>Committee Date: 5 December 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>
Council Plan Performance Tracker – Quarter Two 2023/24	To review and scrutinise the performance management information and, where appropriate, to require response or action from the Executive Committee.	Head of Corporate Services	No.
Depot Services Working Group Update	To consider the update on the work of the Depot Services Working Group (biannual).	Head of Community Services	No.
Gloucestershire Police and Crime Panel Update	To receive an update from the Council's representative on matters considered at the last meeting (3 November 2023).	N/A	No.
Gloucestershire Health Overview and Scrutiny Committee Update	To receive an update from the Council's representative on matters considered at the last meeting (28 November 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 November 2023).	N/A	No.



<b>Committee Date: 16 January 2024</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>
Active Gloucestershire Report on the Progress of its 'We Can Move' Project	To consider the annual report on the progress of the project which the Council had agreed to fund for five years (2021/22-2025/26).	Community and Economic Development Manager	No.

<b>Committee Date: 13 February 2024</b>			
<b>Agenda Item</b>	<b>Overview of Agenda Item</b>	<b>Lead Officer</b>	<b>Has agenda item previously been deferred? Details and date of deferment required</b>
Council Plan Performance Tracker– Quarter Three 2023/24	To review and scrutinise the performance management information and, where appropriate, to require response or action from the Executive Committee.	Head of Corporate Services.	No.

<b>Committee Date: 26 March 2024</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>
Housing and Homelessness Strategy	To monitor delivery of the actions in relation to the Housing and Homelessness Strategy.	Head of Community Services	No.
Customer Care Strategy	To consider the progress made against the actions within the Customer Care Strategy during 2023/24 and to endorse the action plan for 2024/25.	Corporate Services Manager	No.
Depot Services Working Group Annual Report	To consider the progress made by the Working Group in 2023/24.	Head of Community Services	No.
Overview and Scrutiny Committee Work Programme 2024/25	To consider and approve the forthcoming Committee work programme	Head of Corporate Services	No.
Overview and Scrutiny Committee Annual Report 2023/24	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.

	<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>
Community Safety Plan Monitoring Report	Annual report – programme in once Community Safety Plan has been agreed (expected April 2023).	Head of Community Services	February 2023
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 – (Agreed by Management Team in February 2023 this should be delayed until 2023/24 Work Programme)	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).
Police and Crime Commissioner Presentation	To receive a presentation from the Police and Crime Commissioner.	Head of Community Services	22 November 2022
Communications Strategy	To consider the progress made against the actions within the Communications Strategy during 2022/23 and to endorse the action plan for 2023/24 – deferred from 28 March 2023.	Corporate Services Manager	March 2023

## TEWKESBURY BOROUGH COUNCIL

<b>Report to:</b>	Overview and Scrutiny
<b>Date of Meeting:</b>	28 March 2023
<b>Subject:</b>	Overview and Scrutiny Committee Annual Report 2022/23
<b>Report of:</b>	Head of Corporate Services
<b>Head of Service/Director:</b>	Head of Corporate Services
<b>Lead Member:</b>	Lead Member for Organisational Development
<b>Number of Appendices:</b>	One

**Executive Summary:**

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

**Recommendation:**

**To APPROVE the 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.**

**Financial Implications:**

None directly arising from this report.

**Legal Implications:**

None directly arising from this report.

**Environmental and Sustainability Implications:**

None directly arising from this report.

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

None directly arising from this report.

**Safeguarding Implications:**

None directly arising from this report.

**Impact on the Customer:**

None directly arising from this report.

## **1.0 INTRODUCTION**

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

## **2.0 OVERVIEW AND SCRUTINY COMMITTEE ANNUAL REPORT**

- 2.1** Not only is it a requirement of the Council's Constitution to report the activities of the Committee on an annual basis but it is good practice.
- 2.2** Over the past year, the Committee has continued to be at the heart of the Council's decision-making process and supported the Executive Committee in helping shape and inform the Council's decision making. This year's annual report, attached at Appendix 1, includes a brief summary of the role and responsibilities of the Overview and Scrutiny Committee, the work undertaken over the past year and the various outcomes.
- 2.3** The annual report highlights that the Committee has scrutinised a range of topics and provided support to key areas.
- 2.4** The Committee's work has been undertaken through a combination of the following:
- Progress reports from Officers on the delivery of key strategies and policies. For example, the Committee receives update reports on key strategies such as the Customer Care Strategy, Economic Development and Tourism Strategy, Housing and Homelessness Strategy, Workforce Development Strategy etc.
  - Quarterly performance management reporting – The Committee receives a quarterly performance tracker report on the progress of delivering Council Plan actions, Key Performance Indicators and financial outturn performance. Further scrutiny led to additional presentations and reports on areas such as Planning Key Performance indicators.
  - Working Groups to review specific areas of interest - Working Groups have been limited during the course of the year but the Depot Services Working Group continued.
  - Presentations from Officers and external organisations - Presentations were received during the year from organisations such as the Places Leisure, Active Gloucestershire and Gloucestershire Rural Community Council (GRCC).
  - Updates from Countywide bodies - The Committee received regular update reports from the Gloucestershire Economic Growth Scrutiny Committee, Gloucestershire Police and Crime Panel and Gloucestershire Health Overview and Scrutiny Committee.
- 2.5** Following approval of the annual report, it will be presented to Council on 20 June 2023. This fulfils the reporting requirement within the Council's Constitution.

## **3.0 CONSULTATION**

- 3.1** None directly arising from this report.

**4.0 ASSOCIATED RISKS**

4.1 None directly arising from this report.

**5.0 MONITORING**

5.1 None directly arising from this report.

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

6.1 None directly arising from this report.

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**Background Papers:** None.

**Contact Officer:** Head of Corporate Services  
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**Appendices:** Appendix 1 – Annual Overview and Scrutiny Committee Report 2022/23

# Overview and Scrutiny Committee annual report

## 2022-23



# Message from the Chair of Overview and Scrutiny Committee,

**Councillor  
John Murphy**



I am pleased to present the 2022-23 Overview and Scrutiny Committee Annual Report. This includes a summary of the role and responsibilities of the committee, work undertaken during the year and the various outcomes following the committee's input.

I have chaired the committee for over two years, supported by Councillor Khatija (Keja) Berliner as vice-chair, and a very able and committed group of councillors.

Overview and Scrutiny Committee has always been at the heart of the council's decision-making process and acted as a critical friend to the Executive Committee. It helps support the delivery of high-quality services, and our challenge and scrutiny continued throughout 2022-23 as the Council and our communities recovered from the pandemic. The Council's robust response to situations that arise is commendable, and the collective efforts from our communities, staff, councillors, and partners continues to be impactful.

Alongside a busy work programme, our responsibility to scrutinise the performance of the Council Plan actions continues. On a quarterly basis, a wealth of performance information is presented to the committee and provides an excellent overview on the delivery of the third year of the Council Plan 2020-2024.

It is important the committee builds its knowledge and understanding of how our partners help deliver our priorities, and as such the committee received presentations from a variety of external bodies. This year we welcomed Places Leisure, Active Gloucestershire, Gloucestershire Rural Community Council (GRCC) and Gloucestershire Police. The committee also welcomed One Gloucestershire, who provided a presentation on the 'Fit for the Future 2' consultation for specialist health services in Gloucestershire.

The committee has continued to scrutinise and monitor the progress of key areas of work, such as the performance of Ubico, delivery of the Housing and Homelessness Strategy, progress in delivering the council's carbon reduction ambitions and the council's complaints performance. In addition, the committee also helped shape the new 'Supporting Performance' policy (ex-Capability Policy).

Looking ahead, there is even more opportunity for this committee to support the council through its future challenges. I am confident we will add even greater value through the work due to be carried out in our 2022/23 workplan. I would like to take this opportunity to thank all the committee members and council officers for their support and work facilitating the scrutiny process. I am sure that the new committee, which will be formed as part of the new Council in May will carry on this exceptional work.

**Best wishes,  
Councillor John Murphy**



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## The role of overview and scrutiny

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

## Formal work programme

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

The committee has several roles and these include:

- Holding the Executive Committee to account by thoroughly scrutinising their decisions to ensure that the council continues to provide the best services possible for our residents. The committee has the power to 'call-in' decisions made by the Executive Committee and request they review that decision again, taking into account the issues raised by the committee.
- Supporting the Executive Committee by reviewing and shaping council policies and strategies prior to consideration by the Executive Committee.
- Receiving feedback from external committees that may inform the Council's own work, for example, the Gloucestershire Economic Growth Scrutiny Committee, the Gloucestershire Police and Crime Panel and the Gloucestershire County Council Health Overview Scrutiny Committee.
- Monitoring the Council Plan and finances, to ensure the council services are sustainable, meeting milestones and delivered to the highest possible standard.
- Commissioning reviews of services or processes that impact on the council or on our residents.
- Review the level and types of complaints the council receives. On an annual basis a report is received summarising customer complaints and Local Government Ombudsman complaints made in the year. This helps to identify trends and potential opportunities to learn from the complaints made.
- Setting up task and finish groups to focus on specific reviews and recommend ways to improve existing practices within the council. A flow chart on how to consider potential scrutiny reviews can be found at Appendix A



## Members of the Overview and Scrutiny Committee 2022-2023

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Councillor Khatija (Keja) Berliner  
**(Vice-Chair)**



Councillor Graham Bocking



Councillor Craig Carter



Councillor Kevin Cromwell



Councillor Pauline Godwin



Councillor Heather McLain



Councillor Paul McLain



Councillor Charlotte Mills



Councillor Helen Munro



Councillor John Murphy  
**(Chair)**



Councillor Jill Smith



Councillor Richard Smith  
until September 2022



Councillor Scott Thomson



Councillor Clare Softly  
from September 2022



Councillor Mark Williams



Councillor Philip Workman



## Overview and scrutiny activity during 2022-23

### Scrutiny reviews of policy and strategy

#### Capability Policy

12 July 2022 and 22 November 2022

The committee played a pivotal role in helping shape a new 'Supporting Performance' policy to replace the existing policy. Two engaging and interactive sessions were held with the Human Resources Team that generated a lot of questions and input from Members. The new policy provides balance between supporting the employee and the business need of the Council. This includes setting out expectations, emphasis on support, guidance and early intervention. The process has also been streamlined and gave clear steps to escalation where appropriate with flexibility for rapid progression if warranted. The Capability Policy was approved by Executive Committee on 4 January 2023.

#### Review of Economic Development and Tourism Strategy

6 September 2022

Economic Growth is a key priority in the Council Plan, and the supporting strategy is an essential document to provide focus to supporting business growth across the borough. The current strategy was due to be replaced in 2021. As a result of the uncertain impact of covid-19 on the business community, it is only now a new strategy is emerging. A dedicated session was held for the committee on the outcomes of a boroughwide economic assessment undertaken by consultants. This assessment will now inform the new strategy which will be considered by this committee prior to presentation at Executive Committee during 2023/24.

## Presentations made to overview and scrutiny committee

### Fit for the Future 2 and outcomes.

12 July 2022 and 17 January 2023

Gloucestershire's health and care system, like other parts of the county, is still in the process of recovering from the Covid-19 pandemic. All district councils in Gloucestershire were offered the opportunity to participate in consultation for 'Fit for the future 2'. This resulted in two informative sessions during the course of the year attended by representatives from the health sector.

Fit for the future is part of the One Gloucestershire vision focusing on the medium and long term future of our health services. With the council having vital links with the communities, working together with One Gloucestershire; dedicated health professionals; and other community partners, is key to help support the best possible care within the county.

In July 2022 representatives from One Gloucestershire presented the proposed changes which continued the development of the 'Centres of Excellence' approach at Cheltenham General Hospital and Gloucestershire Royal Hospital. This included inpatient care as well as support for people in their own home, in their GP surgery in the community.

A follow up session took place in early 2023 on the preferred options following the consultation, engagement key facts, and the qualitative feedback. Throughout both sessions members raised lots of questions which have ultimately been fed back into the future plans for the reshaping of health services.

### Active Gloucestershire - 'We Can Move'

17 January 2023

In March 2021, Executive Committee approved funding of £10,000 per year, over a five-year period to support the Active Gloucestershire 'We Can Move' project. Executive Committee also approved an annual progress report on the project be considered by the Overview and Scrutiny Committee.

In January 2023, the Chief Executive for Active Gloucestershire provided information to the committee on how the 'we can move' became the movement to inspire, connect and enable individuals, communities, and organisations, across Gloucestershire to help the least active to move more. A number of examples of initiatives where the movement had made a significant contribution included countywide yoga programme in schools and the Fall-Proof campaign which was about behavioural change aimed to reduce the prevalence of falls in older adults- it was reported 29 groups had used the campaign resource from the Borough.

The meeting was well received by the committee with key links being formed for councillors' communities and the funding that could potentially be made available for their area.

## **Gloucestershire Rural Community Council (GRCC) presentation.**

**7 February 2023**

GRCC is one of many organisations we work closely with to achieve our priorities. The Chief Executive and Head of Operations and Business Development presented to committee on the role of GRCC, how they support both the Council and our communities and achievements to date. Their mission is 'to help build strong, healthy, sustainable communities in Gloucestershire using our knowledge, experience and networks'. The presentation covered partnership working on activities such as advice and support on community buildings, community and flood resilience, training for trustees, community led planning and more.

Members were made aware of future plans, which include looking at digital inclusion, health and wellbeing, food poverty, climate change and traffic and transport. Moving forward, to ensure members regularly receive updates on their work, GRCC will circulate their regular newsletter. The breadth of work being undertaken is impressive and not all Members were aware of how GRCC contribute in supporting our communities. With that in mind, it is the intention to hold a seminar for all Members following elections in May.

## **Places Leisure**

**11 October 2022**

At the request of the committee, Places Leisure were invited to give a presentation on the management of Tewkesbury Leisure Centre. This was with a focus on how the centre is recovering from the Covid-19 pandemic and coping with the cost-of-living pressures.

Members raised several questions which ranged from energy costs to promotion leaflets and how it could be improved in demographic areas that represented the fastest growing parishes in the borough. Concerns were also raised about the capacity on the swimming lesson take-up and the delay for children who have missed out on nearly two years of lessons as a result to covid. The Leisure Centre Manager confirmed they were employing more swimming teachers to deal with the demand.

Looking ahead, Places Leisure confirmed they were looking at innovative ideas which included birthday packages and a soft play area. To support the local community, the centre was also becoming a warm and welcome space for those who are struggling with the cost of living. This included using the showers and receiving warm drinks.

Satisfied with the progress made and the work being undertaken to cope with the cost-of living pressures, members thanked Places Leisure for the informative presentation. It was agreed they would be invited back in a year's time to give an update on how all these initiatives have progressed.

## **Overview and Scrutiny Committee working groups**

The committee can establish working groups - also known as 'Task and Finish Groups'. The groups are established to undertake a piece of scrutiny work with a clear terms of reference to get 'under the skin' of the subject matter and report back to the committee with their findings and recommendations. These are small groups comprising members of the committee, other invited members, council officers and where

relevant, officers from external organisations who are invited because of their knowledge and skills relating to the topics being discussed. For 2022/23, the use of such groups were limited to the development of the new car parking strategy which should soon come to fruition and the on-going Depot Services working group.

## Depot Services working group

The group was set up in July 2019 to enable members to get a better understanding of the relationship between the council and Ubico. The group is made up of six members of the Overview and Scrutiny Committee, one member of the Audit and Governance Committee and the lead members for Clean and Green Environment and Finance and Asset Management and meets on a quarterly basis.

A report was brought to Overview and Scrutiny Committee in January 2023 giving an update on the progress the group had made on current strategic and operational challenges and priorities. These include:

- Financial performance
- In-cab technology
- Fleet procurement
- Trade waste
- Grass cutting

A Member of the Depot working group raised some concerns in relation to the land the council maintained on behalf of Gloucestershire County Council. The Waste Contracts Manager reassured the committee negotiations had taken place with GCC which would see a good outcome for everyone. Another Member congratulated Ubico and Tewkesbury Borough Council officers, for the service the waste and communication teams provided during the severe weather experienced in the winter.

A further update on the progress of the Depot Services working group is scheduled to be brought to the committee in April 2023.

## Other areas of review

### Performance management

#### Quarterly reports

The committee has an important role in scrutinising the delivery of actions within the Council Plan. To achieve this, it receives detailed information through a performance tracker document including key performance indicator data and a variety of financial reports.

The tracker provides a range of qualitative and quantitative information so the committee can clearly see the progression of actions, review missed target dates, monitor financial performance and, where appropriate, refer for a response or action from the Executive Committee. The document provides an excellent overview of what is going on across all aspects of the Council's business.

Given the breadth of the document, this generates a multitude of questions with further scrutiny where required, for example: review of planning performance and new set of performance indicators, additional scrutiny in the delivery of the commercial waste project and impact of the cost of living in relation to the leisure centre.

### Housing and Homelessness Strategy 2022-26- action plan report 22 November 2022 and 7 March 2023.

The Housing and Homelessness Strategy recognises how important it is for residents to access good quality housing and housing related services. Not only is housing important for the health and well-being of individuals and families, but it is an important part of building and maintaining strong communities and supporting the overall economic prosperity of the borough.

As part of their key role in monitoring the strategy, the committee were presented the progress made on the delivery of the strategy since it was approved in April 2022.

Members were informed that the strategy had been compiled prior to the Homes for Ukraine Scheme was introduced and also the impact of inflation, this resulted in the Housing team prioritising some actions over others e.g. 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.

The committee were pleased to hear the 'Empty Property Strategy' had been approved by Executive Committee. This had been raised as a key action by the committee during the development of the strategy. As part of its scrutiny, several questions were raised around the proposal to incentivise people to downsize, get the properties back to occupation, how people can notify the council of an empty property etc. A member welcomed the high-level report and particularly welcomed the work being done with regard to care leavers. The Housing Services team are leading the work on a new Care Leavers protocol on behalf of the districts housing teams across the county. This will be a key support to help young people transition from care to live independently.

### **Corporate Peer challenge- action plan report**

**7 June 2022 and 22 November 2022**

Following a very successful Corporate Peer Challenge in March 2020, the Local Government Association produced a report which contained a small number of recommendations. An action plan was approved by Council in December 2020 with delegated authority given to the Overview and Scrutiny Committee to monitor delivery of the plan. The committee has overseen the successful delivery of the plan and the action plan was unanimously closed off during the year.

### **Review of Development Services key performance indicators (KPI)**

**22 November 2022**

Following regular scrutiny of the council plan

performance tracker, the committee requested a report be presented, specifically in relation to the Development Services key performance indicators. Performance management is a key workstream of the wider Development Management improvement programme. The committee were keen to understand the performance framework in greater detail as outturn data had regularly reported performance as not achieving target.

The report provided details on the national performance criteria, the basis of calculation, target setting, comparative performance, current performance and quality of decision making. Members were appreciative of the report as it set the context of what is a challenging environment. Of particular note was a couple of amendments to the framework, namely: aligning the reporting of KPI data to the nationally recognised basket of indicators and the revision of target setting.

Whilst the council was performing above the national thresholds, improvement was still needed to become one of the high-performing planning authorities. The previous local targets set had not been reviewed to check they were appropriate for some time. This had led to the committee scrutinising continually missed targets which was very demotivating and demoralising for officers. To ensure there is a correct balance members agreed to have a stretch target over three years, which reflected the current situation and encouraged incremental improvement in performance.

The first performance report showing the revised KPIs was reported in quarter three Council Plan Performance Tracker in March 2023.

### **Carbon reduction action plan**

**12 July 2022**

The committee received an update on the progress achieved in delivering year two of the action plan. The plan was developed following the council's declaration of a climate emergency in October 2019. The committee considered the progress made to date, which included the appointment of a new Carbon Reduction Programme Officer (CRPO) role,

and the overwhelming success in delivering the new solar parking canopy. They were also reminded of the frustrations with the unsuccessful delivery of the replacement of the Council's heating system, as a result of an increase in the cost of materials. Despite this the project remains a key target in year three of the action plan if funding can be secured.

Members raised some broad questions around looking at the whole carbon footprint rather than just the end result, the feasibility of storing energy and the waste vehicle fleet and the evolving technology that is available e.g. using hydrogen or biofuel etc. These were all areas that the CRPO were looking at in the future. In addition, a member raised their concern of the reporting mechanism to gauge how much carbon footprint reduction has been achieved over a 10-year period to 2030. It was agreed by the Head of Finance and Asset Management more summary charts would be included in future reports.

## **Community Services Improvement Plan** 7 February 2023

A review of Community Services led to the approval of an improvement plan setting out a range of actions aiming to become more customer-focussed and support more businesses within the borough. In February 2023, the committee received a report on the progress made on the improvement plan. The report identified the majority of the improvement plan had been implemented with the exception of two actions relating to the licensing service improvement and the Community Safety Partnership Plan (CSP). Members were fully aware of the progress and success of the Licensing review project through the performance tracker updates. Assurance was provided that the CSP would be in place by April 2023. A member had indicated some concerns around the member engagement of the previous CSP and hoped that this would be addressed through the Partnership. It was agreed the Lead Member for Community would sit on the CSP and a report be brought back to the Overview and Scrutiny Committee to scrutinise the activities of the CSP on an annual basis.

## **Update on local policing arrangements** 7 June 2022

The committee have always taken an interest in local policing arrangements and community safety within the borough. The appointment of new Chief Inspector for the Tewkesbury Policing area provided the perfect opportunity to introduce themselves to Members. Members welcomed both the new Chief and the Chief Inspector for Cheltenham and Tewkesbury Policing. An overview of the police work within the Borough was given, including;

- Operation Vanguard Team- tackling complex drugs and burglary investigations.
- Operation Ardent- set up following the tragic death of a local resident, this operation focused on key support to the community.
- Anti-social behaviour- this was a major issue whilst also a priority for the Police and Crime Commissioners. This was a multi-agency approach to prevent, investigate and tackle such behaviour. A partnership approach through the 'Solace' project was providing an effective platform for this.

The committee was really appreciative of the time the officers had given up to attend and to answer the array of questions put forward. It was felt beneficial the Police come back to a future Overview and Scrutiny Committee to explore further relationships between the authority and community policing to identify where they could work better together. This has been added to the committee's work programme.

## **Commercial Waste review** 12 July 2022, 17 January 2023 and 7 February 2023

Commercial waste review has been a project regularly scrutinised by the committee as delivery of the project had continually slipped timescales as reported through the corporate performance tracker. A project had been set up to transform the service and put it on a better financial footing.

Through the continued scrutiny of the committee, Members received three reports throughout the year



which discussed some of the achievements made such as completing the duty of care process, and carrying out a trial of a new service delivery model within one part of the borough. Despite this work, Members were still concerned they had yet to see a detailed project plan to give them assurance the project was on track.

A subsequent report was brought to committee in February 2023 with this information. The report also noted the deficit had increased as a result of external economic pressures. Members raised concerns if the project would ever achieve what it intended to and should the project be drawn to a close and the council withdraw from delivering the service. Officers were in general agreement provided certain legislative requirements were complied with. It was agreed these requirements would be clarified and a report taken to Executive Committee in March 2023 for a decision as to whether the project should continue.

## **Ubico annual performance report**

**2021/22**

**12 July 2022**

Ubico has been delivering our high-profile waste, recycling, grounds maintenance and street cleaning services since April 2015. These services have a direct impact on our communities and the Overview and Scrutiny Committee plays a key role in monitoring their performance to ensure services are delivered effectively and efficiently.

In July a detailed outturn report for 2021/22 was brought to the committee giving an update on performance of its finance and services, including health and safety throughout the year.

Following a range of questions from members on the information provided one of the discussions that took place was around the procurement of the vehicle fleet, Members asked if the new fleet would be looking at the carbon emissions and technology around this. The Head of Community Services confirmed that all options would be investigated as part of the procurement.

Overall, the report was positively received, and Members were pleased to hear Tewkesbury was the first contract to achieve 100% fleet compliance which

was a significant achievement and meant that the highest standard in terms of compliance has been achieved.

## **Workforce Development Strategy- annual review**

**12 July 2022**

As a council we value our employees and will support, praise, and invest in our workforce to develop our organisation. The five-year strategy endorses this by identifying how we will meet the current and future needs of our staff to ensure it has skilled people to deliver high quality services.

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

At its meeting in July 2022 the committee received a progress report on the 2021/22 action plan. The report highlighted achievements around workforce resilience, new systems and health and wellbeing. This was recognised in an excellent report and formal accreditation from Gloucestershire Healthy Workplaces. The committee also welcomed the council's commitment to apprenticeships.

The committee had discussions around the voluntary staff turnover which had seen an increase when compared to the previous year. The HR and Organisational Development Manager advised a plan was in place to address this which involves developing a recruitment management and retention strategy. A new key performance indicator has also been included in the quarterly performance report around this, for the committee to monitor regularly.

## **Have your say (4 C's) annual report**

**11 October 2022**

On an annual basis the committee have always received a complaints report detailing the level of complaints received by the council and the services areas they relate to. This year saw the first annual

report that included the new 'Have your say' approach which members were involved in last year. The 4 C's include- Compliments, Comments, Concerns and Complaints.

Understanding and responding to customer feedback forms an essential element of the council's customer care and helps indicate how well the council is performing. The report looks in detail at which areas are receiving the feedback and more specifically for complaints, how they are managed, and any lessons learned.

For 2021/22, the committee was informed the council responded to 97 formal complaints relating to council services. This was a decrease of 42 per cent since 2018/19. With 30 found to be justified and 36 partially justified. 15 complaints were escalated to stage two and eight complaints were investigated by the Local Government and Social Care Ombudsman.

Members questioned the 21 per cent reduction in the response time for complaints. Members were advised further training was planned to take place by the Corporate Director to help mitigate this.

The report was well received, and members were pleased to see the number of complaints had reduced when compared to previous years.

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

The committee would like to extend a big thank you to councillors David Gray, Jill Smith and John Murphy who represent the council on these outside bodies.

The committee receives regular updates around crime, health and economic matters and the impact these issues have on Gloucestershire and the borough. Being representatives of the council, our members can influence and act as an advocate for the council at a county-wide level.

Our representatives have done a fantastic job over the past 12 months. They have taken a wide range of questions from Overview and Scrutiny Committee

and, where necessary, reported back to the respective county groups any comments or areas of concern.

### **Looking forward**

Following the local elections in May 2023, the Council will be inducting a new Membership. A comprehensive induction programme has been put in place to ensure the running of the Council's democratic processes remains effective. This will include supporting the new Overview and Scrutiny Committee to ensure they continue to fulfil the objectives and terms of reference of the committee. The work programme of the committee for 2023/24 as it stands, remains comprehensive and covers a wide range of services and activities.

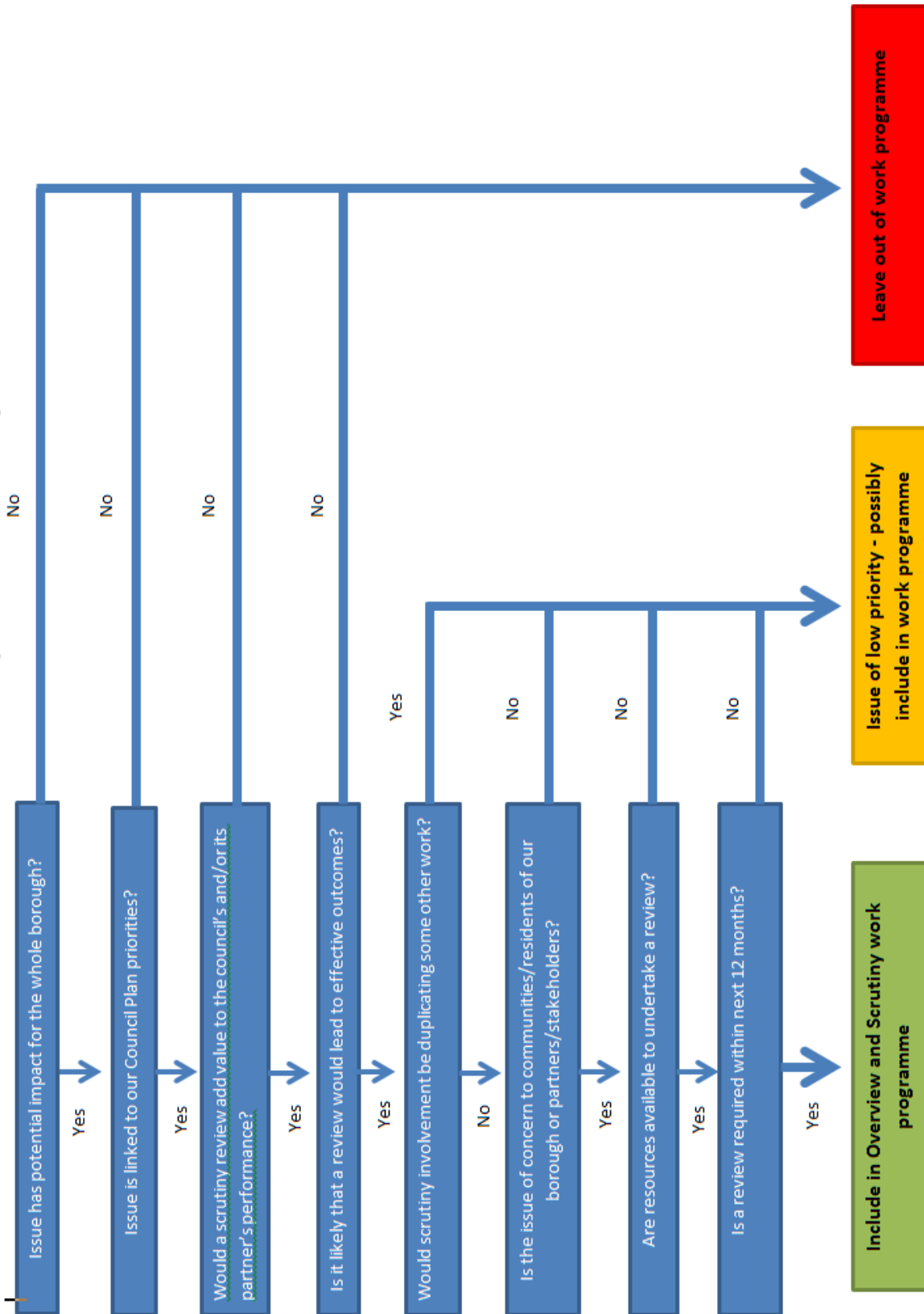
The committee will be at the forefront of ensuring our key strategies and policies are delivered effectively. This will include the finalisation of the council's Economic and Development and Tourism Strategy and the continued monitoring of other key strategies such as the Housing and Homelessness. The Council Plan also enters its final year, and the committee will continue to monitor and scrutinise all aspects of the council's overall performance.

We look forward to receiving an update on the progression of the Community Safety Partnership. There are also two key service reviews underway within Development Management and Licensing. Both will be reported, albeit at a high-level, through the council plan performance tracker and we look forward to these reviews making a real difference to service delivery.

To ensure the committee maximises its value, we look forward to a number of task and finish working groups being set up when the need arises as well as focussed presentations from outside bodies. Working with officers, we will look to implement both these and other suggestions during the year. The committee looks forward to challenging its effectiveness and will be well supported at officer level, ensuring it continues to play an important role in helping deliver successful outcomes for both the council and its communities.

The Committee's draft work programme for the year 2023/2024 can be found in Appendix B. As always, the programme will be flexible so any new areas for review can be added when required.

Flowchart on how to select a potential scrutiny review



### DRAFT OVERVIEW AND SCRUTINY COMMITTEE WORK PROGRAMME 2023/24

**REGULAR ITEMS:**

- **Executive Committee Forward Plan**
- **Overview and Scrutiny Committee Work Programme 2023/24 (to include the Action List Update on a quarterly basis – June, September, December and March meetings each year).**

<b>Committee Date: 13 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>
Council Plan Performance Tracker – Quarter Four 2022/23	To review and scrutinise the performance management information and, where appropriate, to require response or action from the Executive Committee.	Head of Corporate Services	No.
Corporate Policies and Strategies	To consider the corporate policies and strategies and identify which will be reviewed by the Committee during 2023/24.	Head of Corporate Services	No.
Gloucestershire Health Overview and Scrutiny Committee Update	To receive an update from the Council's representative on matters considered at the last meeting (23 May 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 (25 May 2023).	N/A	No.

<b>Committee Date: 11 July 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>
Financial Outturn Report 2022/23	To consider the financial outturn report for 2022/23 (if not included in the Council Plan Performance Tracker – Quarter Four 2022/23 report in June).	Head of Finance and Asset Management	No.
Annual Workforce Development Strategy Review	To consider progress made against delivery of the Workforce Development Strategy.	Head of Corporate Services	No
Ubico Report 2022/23	To consider the Ubico performance report for 2022/23.	Head of Community Services	No.
Review of Economic Development and Tourism Strategy	To consider the draft Economic Development and Tourism Strategy and to recommend to Executive Committee that it be approved.	Community and Economic Development Manager	Yes – deferred from January and February 2023 as further discussions required due to the importance of the document for the borough.
Gloucestershire Police and Crime Panel Update	To receive an update from the Council's representative on matters considered at the last meeting (7 July 2023).	N/A	No.
Gloucestershire Health Overview and Scrutiny Committee Update	To receive an update from the Council's representative on matters considered at the last meeting (11 July 2023).	N/A	No.

<b>Committee Date: 12 September 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>
Council Plan Performance Tracker– Quarter One 2023/24	To review and scrutinise the performance management 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.
Gloucestershire Police and Crime Panel Update	To receive an update from the Council's representative on matters considered at the last meeting (8 September 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 (20 July 2023).	N/A	No.

<b>Committee Date: 24 October 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>
Places Leisure	To receive a presentation from Places Leisure on its recovery following the pandemic and cost of living situation. (Follow-up presentation after attendance at O&S on 11 October 2022).	Asset Manager	No.
Have Your Say (4Cs) Annual Update	To consider the annual update to provide assurance that complaints are managed effectively.	Head of Corporate Services	No.
Gloucestershire Health Overview and Scrutiny Committee Update	To receive an update from the Council's representative on matters considered at the last meeting (10 October 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 (21 September 2023).	N/A	No

<b>Committee Date: 5 December 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>
Council Plan Performance Tracker – Quarter Two 2023/24	To review and scrutinise the performance management information and, where appropriate, to require response or action from the Executive Committee.	Head of Corporate Services	No.
Depot Services Working Group Update	To consider the update on the work of the Depot Services Working Group (biannual).	Head of Community Services	No.
Gloucestershire Police and Crime Panel Update	To receive an update from the Council's representative on matters considered at the last meeting (3 November 2023).	N/A	No.
Gloucestershire Health Overview and Scrutiny Committee Update	To receive an update from the Council's representative on matters considered at the last meeting (28 November 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 November 2023).	N/A	No.



<b>Committee Date: 16 January 2024</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>
Active Gloucestershire Report on the Progress of its 'We Can Move' Project	To consider the annual report on the progress of the project which the Council had agreed to fund for five years (2021/22-2025/26).	Community and Economic Development Manager	No.

<b>Committee Date: 13 February 2024</b>			
<b>Agenda Item</b>	<b>Overview of Agenda Item</b>	<b>Lead Officer</b>	<b>Has agenda item previously been deferred? Details and date of deferment required</b>
Council Plan Performance Tracker– Quarter Three 2023/24	To review and scrutinise the performance management information and, where appropriate, to require response or action from the Executive Committee.	Head of Corporate Services.	No.

<b>Committee Date: 26 March 2024</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>
Housing and Homelessness Strategy	To monitor delivery of the actions in relation to the Housing and Homelessness Strategy.	Head of Community Services	No.
Customer Care Strategy	To consider the progress made against the actions within the Customer Care Strategy during 2023/24 and to endorse the action plan for 2024/25.	Corporate Services Manager	No.
Depot Services Working Group Annual Report	To consider the progress made by the Working Group in 2023/24.	Head of Community Services	No.
Overview and Scrutiny Committee Work Programme 2024/25	To consider and approve the forthcoming Committee work programme	Head of Corporate Services	No.
Overview and Scrutiny Committee Annual Report 2023/24	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.

<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>
Community Safety Plan Monitoring Report	Annual report – programme in once Community Safety Plan has been agreed (expected April 2023).	Head of Community Services	February 2023
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 – (Agreed by Management Team in February 2023 this should be delayed until 2023/24 Work Programme)	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).
Police and Crime Commissioner Presentation	To receive a presentation from the Police and Crime Commissioner.	Head of Community Services	22 November 2022
Communications Strategy	To consider the progress made against the actions within the Communications Strategy during 2022/23 and to endorse the action plan for 2023/24 – deferred from 28 March 2023.	Corporate Services Manager	March 2023

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