

Overview and Scrutiny Committee's annual report

2020-21



March 2021

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

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

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

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

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

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

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



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

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

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

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

**Best wishes,
Councillor Kevin Cromwell**

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The role of overview and scrutiny

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

Formal work programme

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

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

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

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



Members of the Overview and Scrutiny Committee 2020-21



Councillor Graham Bocking



Councillor Craig Carter



Councillor Kevin Cromwell
Chair



Councillor Pauline Godwin



Councillor Heather McLain



Councillor Paul McLain



Councillor Helen Munro



Councillor John Murphy
Vice Chair



Councillor Jill Smith



Councillor Richard Smith



Councillor Sara Stevens



Councillor Philip Surman



Councillor Scott Thomson



Councillor Mark Williams



Councillor Philip Workman

Photographs courtesy of Posers Photographic

Overview and scrutiny activity during 2020-21

Scrutiny reviews of policy and strategy

Corporate Enforcement Policy

13 October 2020

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

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

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

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

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

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

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

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

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

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

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

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

Customer Care Strategy

12 January 2021

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

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

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

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

Complaints Policy

9 February 2021

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

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

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

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

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

Presentations made to overview and scrutiny

Citizens' Advice Bureau (CAB)

1 September 2020

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

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

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

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

Tourism review

24 November 2020

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

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

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

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

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

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

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

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

Growth Hub presentation

6 April 2021

The hub celebrated its second year of operation in our Public Services Centre in November. The Growth Hub helps growing businesses by offering advice and support and the success it achieved over the year was presented to the Overview and Scrutiny Committee in April.

During the presentation, the committee heard that since the hub had opened it had delivered support to over 5000 business, and 384 business growth plans had been created. These statistics, when compared to other larger hubs, showed that the Tewkesbury Borough Growth Hub was certainly 'punching above its weight'.

Throughout the Covid-19 pandemic the Growth Hub had to act rapidly to realign its services to virtual business support as the hub was closed for face-to-face contact. Support included 107 webinars, one to one sessions and key covid-19 support advice for businesses.

As well as the business support interactions, the hub worked with a number of council services. In terms of the business cell, the hub supported the promotion and roll out of government schemes and proactively contacted over 2000 businesses during lockdown to promote available grants. The team also supported the recovery cell in assisting with the government's re-opening of the High Street safely fund - aimed at getting businesses back open following the national lockdown.

Testimonials from customers using the Growth Hub service highlighted how the hub is key for the success of a businesses' growth. Members noted it was important to continue to push the unique offering at the Growth Hub and to be sustainable moving forward following Covid-19.

Overview and Scrutiny working groups

The committee can establish working groups also known as 'Task and Finish Groups'. These are small groups comprised of members of the committee and council officers who meet on a regular basis. Sometimes external officers are brought in from

outside of the council to take part in the groups - bringing their knowledge and skills of the topics being discussed. The groups are established to undertake a piece of scrutiny work, get 'under the skin' of the subject matter and report back to the committee with their findings and recommendations.

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

Depot Services working group

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

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

Parking Strategy working group

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

- The current and future parking need of its eight existing car parks in Tewkesbury and two in Winchcombe.

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

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

Other general areas of review

Performance management

Quarterly reports

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

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

The trackers provide a range of qualitative and quantitative information which allows the committee to review missed target dates, progression of actions, financial performance and, where appropriate, refer to the Executive Committee for a response or action.

During the year, the committee has questioned a wide range of service activity including enviro-crimes, landlords programme, planning processing times, sickness absence, council tax collection rates etc. and generally challenged slippages in key milestone dates. A review of performance information has led to further presentations and reports on areas such as the tourism review, the Tewkesbury 2021 project and the commercial waste project. The committee has also accepted an offer from the Business

Transformation Team to showcase their work. This is because a number of the projects being delivered by the team are reported through the performance tracker. For example, the new digital platform, bulky waste review and council tax paperless billing.

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

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

Communications Strategy action plan review 12 January 2021

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

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

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

Trade waste review

1 September 2020, 13 October 2020 and 9 March 2021

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

Ubico annual performance report

24 November 2020

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

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

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

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

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

Council motion - support for Tech Talent Charter 13 October 2020

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

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

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

The committee recommended the proposer to withdraw the motion and take on board the comments made in the meeting. It was also recommended that the proposer works with all members to prepare an alternative motion that could be submitted at an appropriate time. The proposer

agreed and the motion was subsequently withdrawn, and a report was noted at Council on 8 December 2020.

Council motion - support for local Electricity Bill 24 November 2020

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

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

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

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

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

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

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

Workforce Development Strategy - annual review 24 November 2020

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

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

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

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

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

Complaints report 1 September 2020

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

Between April 2019 and March 2020, the committee was informed the council received 200 formal complaints, of which 178 related to council services. Of these, 89 related to the council's waste and recycling service. Given that waste and recycling is a

high-profile service with over 4 million collections during the year, this level of complaints was not considered to be a concern.

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

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

9 February 2021

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

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

The committee had an in-depth discussion around how we as a district council can influence health and social care. The committee also considered the wealth of reports it receives on vital issues which impact the lives of people across the borough, and how the county committee enables us to act as an advocate for the many communities in the borough. As a result, members agreed we continue to have a representative on the committee and that we continue to make the financial contribution.

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

The committee would like to pay a debt of gratitude to Councillors David Gray, Jill Smith and John Murphy who represent the council on these outside bodies.

The committee receives regular updates from all three members around crime, health and economic matters impacting on Gloucestershire and the Borough. Being representatives of the council, they have the ability to influence and act as an advocate for the council at a countywide level. All three members take questions from Overview and Scrutiny Committee and if necessary take any areas of concern back to the respective county groups.



Looking forward

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

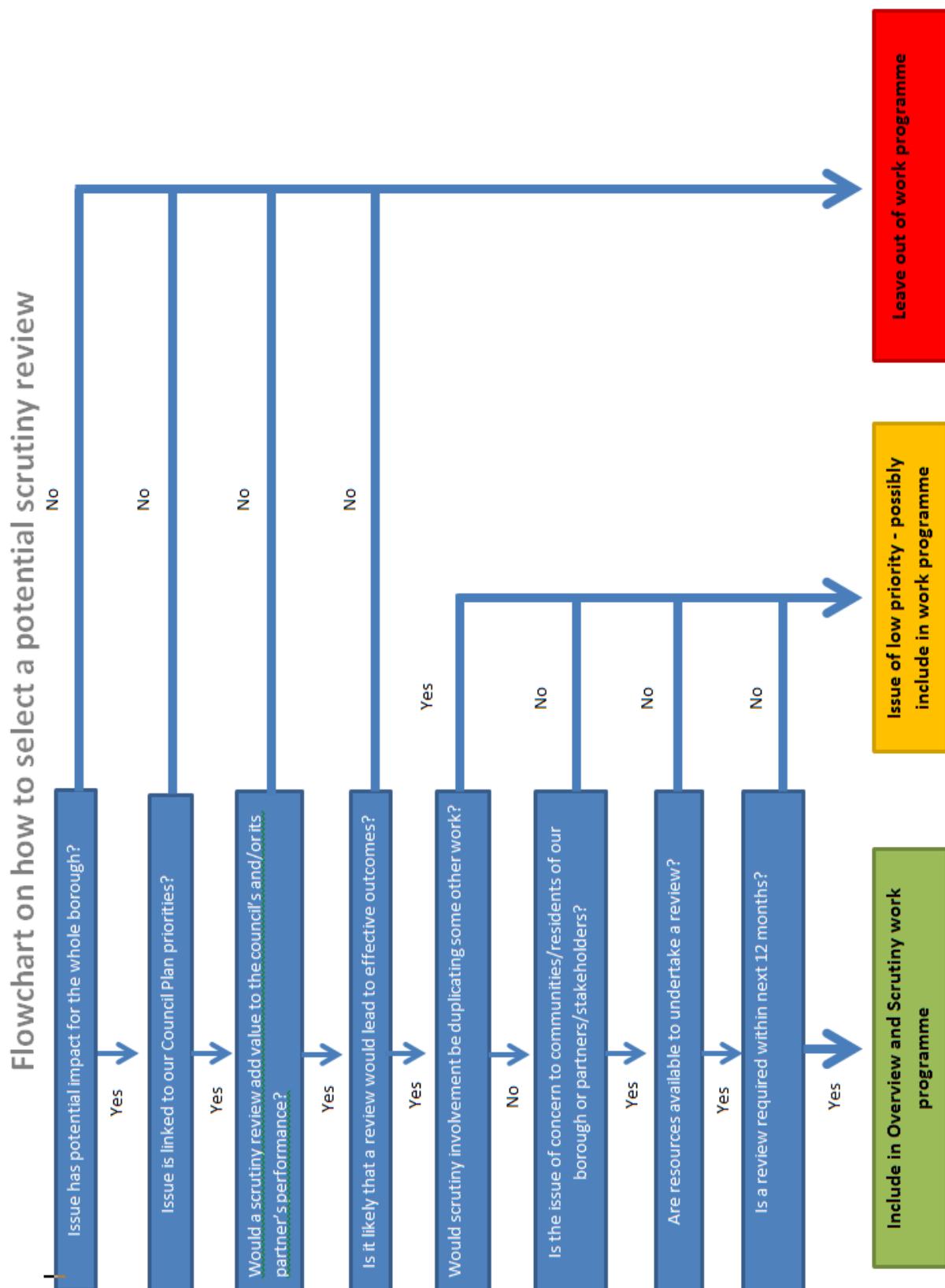
This committee will be at the forefront of ensuring our strategies and policies are delivered effectively and efficiently, along with the council's Covid-19 recovery plan. This will be achieved by monitoring and scrutinising the performance of the actions contained within the plan on a quarterly basis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

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

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

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





OVERVIEW AND SCRUTINY COMMITTEE WORK PROGRAMME 2021/22

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

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

Committee Date: 13 July 2021			
Agenda Item	Overview of Agenda Item	Lead Officer	Has agenda item previously been deferred? Details and date of deferment required
Climate Change Strategy Annual Report	To receive the annual report on the work of the Climate Change and Flood Risk Management Group.	Head of Finance and Asset Management	No.
Annual Workforce Development Strategy Review	To consider progress made against delivery of the Workforce Development Strategy.	Head of Corporate Services	No
Ubico Report 2020/21	To consider the Ubico performance report for 2020/21	Head of Community Services	No.

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

Committee Date: 7 September 2021			
Agenda Item	Overview of Agenda Item	Lead Officer	Has agenda item previously been deferred? Details and date of deferment required
Citizens' Advice Bureau Presentation	To consider the annual update on Citizens' Advice Bureau activity in the borough.	Economic and Community Development Manager	No.
Council Plan Performance Tracker and COVID-19 Recovery Tracker – Quarter One 2021/22	To review and scrutinise the performance management and recovery information and, where appropriate, to require response or action from the Executive Committee.	Head of Corporate Services	No.
Lessons learned review following the COVID-19 pandemic	To receive a report setting out lessons learned in responding to and recovery from COVID-19.	Head of Corporate Services	No.
Development Services Improvement Plan	To receive an update on the outcomes of the customer satisfaction survey on experience of planning application process and the pre-application planning advice service and, if relevant, an explanation on any outstanding actions.	Head of Development Services	Yes – deferred from 16 June 2020. Improvement plan to be reviewed by new Head of Development Services.
Gloucestershire Health Overview and Scrutiny Committee Update	To receive an update from the Council's representative on matters considered at the last meeting (13 July 2021).	N/A	No.

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

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

Committee Date: 11 January 2022			
Agenda Item	Overview of Agenda Item	Lead Officer	Has agenda item previously been deferred? Details and date of deferment required
Council Plan Performance Tracker and COVID-19 Recovery Tracker – Quarter Two 2021/22	To review and scrutinise the performance management and recovery information and, where appropriate, to require response or action from the Executive Committee.	Head of Corporate Services.	No.

Committee Date: 8 February 2022			
Agenda Item	Overview of Agenda Item	Lead Officer	Has agenda item previously been deferred? Details and date of deferment required
Annual Growth Hub report	To receive a report on the performance of the Growth Hub and the support given to the economic growth of the borough.	Economic and Community Development Manager.	No.
Gloucestershire Health Overview and Scrutiny Committee 2022/23 Financial Contribution	To conduct the annual review of the effectiveness of the Council's involvement in the Gloucestershire Health Overview and Scrutiny Committee in order to authorise payment of the Council's contribution to the running costs for the forthcoming year.	Head of Corporate Services.	No.

Committee Date: 8 March 2022			
Agenda Item	Overview of Agenda Item	Lead Officer	Has agenda item previously been deferred? Details and date of deferment required
Council Plan Performance Tracker and COVID-19 Recovery Tracker – Quarter Three 2021/22.	To review and scrutinise the performance management and recovery information and, where appropriate, to require response or action from the Executive Committee.	Head of Corporate Services	No.

Committee Date: 5 April 2022			
Agenda Item	Overview of Agenda Item	Lead Officer	Has agenda item previously been deferred? Details and date of deferment required
Customer Care Strategy	To consider the progress made against the actions within the Customer Care Strategy during 2021/22 and to endorse the action plan for 2022/23.	Head of Corporate Services	No.
Communications Strategy 2020-24	To consider the progress made against the actions within the Communications Strategy during 2021/22 and to endorse the action plan for 2022/23.	Corporate Services Manager	No.
Overview and Scrutiny Committee Annual Report 2021/22	To approve the annual report as required by the Council's Constitution to ensure that the activities of the Overview and Scrutiny Committee are promoted, both internally and publicly, to reinforce transparency and accountability in the democratic process.	Head of Corporate Services.	No.
Depot Services Working Group	To receive an annual update on the progress of the Depot Services Working Group.	Head of Community Services.	No
Overview and Scrutiny Committee Work Programme 2022/23	To consider and approve the forthcoming Committee work programme.	Head of Corporate Services.	No.

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

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