

Overview and Scrutiny Committee – 17 January 2023 – 11 July 2023

COMMITTEE DATE: 17 January 2023					
AGENDA ITEM	TITLE	ACTION	COMMENTS	CONTACT OFFICER	ACTION COMPLETE Yes / No (IF NO MUST INCLUDE TARGET DATE)
9.	Depot Services Working Group Update	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.	A member briefing note will be issued once the installation of the signage is complete.	Director-Communities/ Head of Service-Community and Economic Development.	No October 2023 December 2023

COMMITTEE DATE: 7 March 2023					
AGENDA ITEM	TITLE	ACTION	COMMENTS	CONTACT OFFICER	ACTION COMPLETE Yes / No (IF NO MUST INCLUDE TARGET DATE)
9.	Customer Care Strategy	Report It system to be looked at by IT to see if anything can be done to improve the customer experience.	The Business Transformation Team will be redesigning the report a problem system in line with Ubico's new in-cab technology system. The project will start shortly after the waste and recycling element launches on 24 Oct 2023. Geographic Information System (GIS)	Associate Director-Transformation	No. September 2023 May 2024

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			<p>will be an essential element to support the project. As part of the project, we will reach out to the county and make sure any information that improves customer experience is utilised. The revised report a problem system will launch in May 2024.</p> <p>We have offered a 2-year GIS role to a candidate with a wealth of knowledge in the field and will make sure to use their skills to better prepare our data for the revised report a problem go live date.</p>		

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6.	Overview and Scrutiny Committee Work Programme 2022/23 and Action List	Economic Development and Tourism Strategy (EDST) to be moved from July to September.	Following an update at O&S Committee in September it was agreed the EDST will be placed in 'pending items' to allow the council to take into consideration the outcome of the Gloucestershire County Councils EDST work.	Democratic Services Officer	Yes
		Police and Crime Commissioner Presentation to be removed from the Overview and Scrutiny Committee Work Programme 2023/24 as this should be for all Members.	Contact has been made with the office of PCC and we are waiting for a date to be confirmed.	Director: Communities	No.
		Page No. 28 – 22 October 2019 – Warm and Well Update – Latest annual Warm and Well report to be circulated via email.	Various warm and well reports have been circulated. For more information members can see here: Severn Wye Energy Agency –	Director: Communities	Yes

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			sustainability now, and for the future		
		Page No. 29 – 12 July 2022 – Ubico Report 2021/22 - Seminar on in-cab technology to be held for all Members.	This is a transformational project, and an overview was given to Transform Working Group on 10 Oct. A wider member update will be circulated once in-cab has been fully tested and in operation.	Director: Communities	Yes
		- Update on in-cab technology to be included in Ubico Annual report due to be considered by the Overview and Scrutiny Committee in July.	Overview provided to committee as part of annual report.	Director: Communities	Yes
		Page No. 30 – 11 October 2022 - Depot Services Working Group Update – Officers to consider what other information could be included on the interpretation boards following a	An outline of the maintenance regime will be included on the boards.	Head of Service: Community and Economic Development	Yes

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		request to include a plan for future management with timings for grass cutting, hedge removal etc.			
		Page No. 34 – 7 March 2023 - Customer Care Strategy – Demonstration of the systems within Liberty Create to be provided as part of the Member Induction session involving the Business Transformation Team on 6 July 2023 (request to see Report It/GIS mapping).	A demonstration of the liberty platform was completed as part of the member induction programme, which took place on 6 July 2023.	Associate Director: Transformation	Yes.
		<p>Actions to be removed from the list:</p> <ul style="list-style-type: none"> - Page No. 28 – 22 October 2019 – Warm and Well Update - Page No. 28 – 7 June 2022 - Update on Local Policing Arrangements - Page No. 29 - 12 July 2022 – Ubico Report 2021/22 	Actions removed.	Corporate Services Officer	Yes

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		<ul style="list-style-type: none"> - Page No. 29 – 11 October 2022 – Places Leisure Presentation - Page No. 30 – 17 January 2023 – Overview and Scrutiny Committee Work Programme 2022/23 and Action List, Active Gloucestershire 'We Can Move' Project Presentation 			
7.	Council Plan Performance Tracker – Quarter Four 2022/23	<p>P46 – Objective 4 – Action a) Deliver the approved trade waste business case to make the service commercially viable:</p> <ul style="list-style-type: none"> - Members to be advised of the tonnage of trade waste collected per year. 	In the year 2022/23 1,173 tonnes of trade waste was collected.	Director: Communities	Yes
		<ul style="list-style-type: none"> - Project plan for withdrawal of service to be circulated to Members when available. 	Project plan was circulated to committee members on 12 September 2023.	Director: Communities	Yes

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		P60-61 – Objective 3 – Action a) Work with partners, infrastructure providers and developers to progress the delivery of key sites – Relevant Members to be provided with an update in relation to North West Cheltenham (Junction 10) and West Cheltenham.	An update was circulated to Overview and Scrutiny Committee members.	Director: Corporate Resources	Yes
		P78 – KPI 34 – Average number of sick days per full time equivalent – - More detail on the reasons/distribution of sickness to be included in the Annual Workforce Development Strategy Review.	More details on the reasons of sickness was included in the Annual Workforce Development Strategy update in the July committee.	Associate Director: People, Culture and Performance.	Yes
		- Consideration to be given to providing separate figures for long and short term sickness in future.	Noted, this will be split out within the KPI each quarter.	Associate Director: People, Culture and Performance.	Yes

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8.	Nomination to Gloucestershire Health Overview and Scrutiny Committee	Councillor G C Madle appointed – notify County Council, update Outside Bodies lists.	County Council notified, Outside Bodies list updated.	Democratic Services Officer	Yes

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4.	Minutes	<p>Additional actions to be included in the Action List:</p> <ul style="list-style-type: none"> Minute No. OS.8.3 – Parking Strategy Review – Executive Director: Resources and S151 to discuss with the Lead Member at the earliest opportunity whether the revised strategy should be taken forward for approval, or whether it needed to be reconsidered given the time which had now passed since the Working Group had reached its conclusions and in light of the new Council. 	An agreement from Lead Member to postpone review until 2023/24.	Executive Director: Resources and S151	Yes

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		<ul style="list-style-type: none"> Minute No. OS.9.2 - Pending items – Director: Corporate Resources to discuss with Officers how these items could be brought forward. 	<p>Discussions have taken place and the Communications Strategy report will be brought to Committee in December 2023.</p> <p>The remaining are reliant on third parties, and we are working on moving them out of pending items e.g. Aston Project.</p>	Director: Corporate Resources	Yes
7.	Ubico Report 2022/23	Additional information to be included in future reports:			
		<ul style="list-style-type: none"> Grounds maintenance/grass cutting information. 	This will be included in future reports.	Director: Communities	Yes
		<ul style="list-style-type: none"> Comparable data for: <ul style="list-style-type: none"> - previous years; and - other similar authorities 	This will be included in future reports.	Director: Communities	Yes

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		<ul style="list-style-type: none"> Performance against KPIs/objectives. 	This will be included in future reports.	Director: Communities	Yes
		<ul style="list-style-type: none"> Page No. 60 – Safety Concerns – explanation of what was meant by a safety concern to be included alongside the graphs. 	This will be included in future reports.	Director: Communities	Yes
		<ul style="list-style-type: none"> Page No. 62 – Accidents – Information on type of accident to be included (similar to the categories used for safety concerns as at Page No. 60). 	This will be included in future reports.	Director: Communities	Yes
		Social media post to remind residents their food caddies must be visible when putting them out for collection.	Noted.	Director: Communities	Yes
		In-cab technology to be incorporated into the Ubico and Waste Management Member Induction programme session on Thursday 14 September 2023.	This was covered as part of the member induction, although it should be noted that the focus of the member	Director: Communities	Yes

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			induction was strategic and an introduction to the mechanisms of Ubico as a wholly owned Teckal company rather than the operational aspects.		
		Items to be referred to the Depot Services Working Group:			
		<ul style="list-style-type: none"> Consideration of the costs and benefits associated with replacing food waste caddies with larger, more robust receptacles. 	This item has been added to the next Depot Service Working Group agenda, which will take place in December.	Director: Communities	Yes
		<ul style="list-style-type: none"> Presentation on what was currently being done by the Gloucestershire Resources and Waste Partnership to increase recycling rates. 	Discussions took place at the Depot Services Working Group in October on the GRWP campaigns for the forthcoming year.	Director: Communities	Yes
		Information on how the Council was performing against its nearest	This was also discussed at the working group in October.	Director: Communities	Yes.

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		neighbours in terms of achieving the 60% recycling rate to be included in the performance tracker.			
		Tewkesbury Projects – Sweeper schedule to be made available to Members on the Council's website once implemented and trialled.	This is currently being looked at and will be circulated in due course.	Director: Communities	No.
8.	Annual Workforce Development Strategy Review	Appendix 2 – Assessment against Key Performance Measures – Service breakdown to be provided in future in order to identify any particular services/grades where specific action was required.	The next annual review will contain further recruitment breakdown by service area.	Director: Corporate Resources	Yes
		Percentage of work-related absences to be provided to Members.	Included in October 2023 papers	Senior HR and OD Adviser	Yes
		Brief update on what was planned in 2023/24 under each heading to be provided to Members in order for them to understand the ambitions for the next 12 months.	Work in progress. Will be informed by the new Council plan.	Director: Corporate Resources	No.

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9.	Financial Outturn Report 2022/23	Members to be advised why the Ubico contract was showing a contract saving of £15,282 (Page No. 44) compared to Appendix A of the Financial Outturn report (Page No. 97) which outlined an overspend of £137,000.	Circulated on 19 July 2023.	Associate Director: Finance	Yes
11.	Gloucestershire Health Overview and Scrutiny Committee Update	Update to be circulated via email.	Circulated on 28 July 2023.	Democratic Services Officer	Yes