

Overview and Scrutiny Committee – 17 January 2023 – 24 October 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. In the meantime, a member update will be provided this month.	Director-Communities/ Head of Service-Community and Economic Development.	No October 2023 End of Jan 2024

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	Associate Director-Transformation	No. September 2023 May 2024

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			element launches on 24 Oct 2023. Geographic Information System (GIS) 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.		

COMMITTEE DATE: 13 June 2023					
AGENDA ITEM	TITLE	ACTION	COMMENTS	CONTACT OFFICER	ACTION COMPLETE Yes / No (IF NO MUST INCLUDE TARGET DATE)
6.	Overview and Scrutiny Committee Work Programme 2022/23 and Action List	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.	Seminar for all Members is taking place on 31 January 2024.	Director: Communities	Yes

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COMMITTEE DATE: 11 July 2023					
AGENDA ITEM	TITLE	ACTION	COMMENTS	CONTACT OFFICER	ACTION COMPLETE Yes / No (IF NO MUST INCLUDE TARGET DATE)
7.	Ubico Report 2022/23	Items to be referred to the Depot Services Working Group:			
		Tewkesbury Projects – Sweeper schedule to be made available to Members on the Council’s website once implemented and trialled.	The sweeper schedule has been rolled into phase two of the Alloy (in cab technology) project. This will include detailed mapping of grounds areas which needs to happen before the system can go live.	Director: Communities	No. June 2024.
8.	Annual Workforce Development Strategy Review	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.	Update to be provided by the end of January.	Associate Director: People, Performance and Culture	No January 2024

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5.	Overview and Scrutiny Committee Work Programme 2022/23	Communications Strategy to be moved from pending items to 5 December 2023.	The strategy was presented at Overview and Scrutiny Committee on 5 December.	Democratic Services Officer	Yes
		Scope of cost of living item to be determined and added to the Work Programme if appropriate.	Chair in discussion with the Leader.	Chair: Overview and Scrutiny Committee/Director: Corporate Resources	No
		Officers to consider whether additional items could be brought forward to the meeting on 16 January 2024 and 13 February 2024.	Aston project presentation now scheduled for January. Performance tracker is currently a standalone item for February but is a substantive item in its own right.	Director: Corporate Resources	Yes
		Date to be determined for Community Safety/Aston Project item currently in pending.	Aston Project presentation arranged for 16 January 2024 and Work Programme updated.	Democratic Services Officer	Yes

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6.	Have Your Say (4Cs) Annual Report	Page No. 59 – data to be included for other local authorities in the area in future reports (Cheltenham Borough Council, Cotswold District Council, Stroud District Council and Wychavon District Council specifically mentioned).	Other data (if obtainable) can be included in future reporting.	Director: Corporate Resources	Yes
		Page No. 60 – Lessons Learnt – Details in relation to the audit, with specific details regarding planning which was not referenced in the report, to be circulated to Members.	Details circulated to committee members.	Director: Corporate Resources	Yes
		More detail on planning complaints to be included in the next annual report.	Will be factored into future reporting.	Director: Corporate Resources	Yes
		Citizens' Panel to be engaged to test whether the system for reporting comments and concerns	The Citizens' Panel will be asked for their views on the 4Cs system (complaints, comments, concerns and	Associate Director: Transformation	No. March 2024

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		was working effectively for customers i.e. was it easy to use.	compliments) in early March. This will also help to feed into a wider review of the system in line with anticipated changes by Local Government and Social Care Ombudsman who are aiming to introduce a new complaints code.		
		Identify complaints which would be expected to be escalated to Ward Members to establish whether the Ward Member had been notified.	Specific data for the ward member who raised this question is being collated.	Director: Corporate Resources	No End of January 2024
7.	Gloucestershire Health Overview and Scrutiny Committee Update	Response to be sought as to whether it is correct that Gloucestershire is the only county in England which does not have a psychology unit for children with cancer and, if so, what is being done to address that.	Update provided at Overview and Scrutiny Committee meeting on 5 December 2024.	Cllr Madle via Democratic Services Officer	Yes

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		Response to be sought as to why there are too many out of area placements in relation to adult and child mental health and what is being done to rectify that.	Update provided at Overview and Scrutiny Committee meeting on 5 December 2024.	Cllr Madle via Democratic Services Officer	Yes
9.	Tewkesbury Leisure Centre – Monitoring Contract	Engagement plan for community van to be drawn up and communicated to Members, Parish Council and community groups.	Since November 2023 places Leisure have engaged with PATCH Tewkesbury this is a network group that work across the borough. They have booked the van for February Half Term to do some outreach work across the borough. They have also engaged with care homes to provide exercise classes and talks on promoting activities. A full programme for the year will be provided by March 2024.	Asset Manager	No March 2024