

Overview and Scrutiny Committee – 17 January 2023 – 16 January 2024

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.	Member update circulated on 2 February 2024.	Director-Communities/ Head of Service-Community and Economic Development.	Yes 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	Director: Digital and Organisational Change	No. September 2023 May 2024

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COMMITTEE DATE: 7 March 2023					
AGENDA ITEM	TITLE	ACTION	COMMENTS	CONTACT OFFICER	ACTION COMPLETE Yes / No (IF NO MUST INCLUDE TARGET DATE)
			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 took 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.	<p>The sweeper schedule has been rolled into phase two of the Alloy (in cab technology) project.</p> <p>This will include detailed mapping of grounds areas which needs to happen before the system can go live.</p>	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.	The Associate Director of People and Culture role is currently vacant – this action has yet to progress. The current	Associate Director: People and Culture	No April 2024

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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)
			strategy comes to an end in the summer of 2024 so a new strategy will also need to be developed.		

COMMITTEE DATE: 24 October 2023					
AGENDA ITEM	TITLE	ACTION	COMMENTS	CONTACT OFFICER	ACTION COMPLETE Yes / No (IF NO MUST INCLUDE TARGET DATE)
5.	Overview and Scrutiny Committee Work Programme 2022/23	Scope of cost of living item to be determined and added to the Work Programme if appropriate.	Chair of O&S arranging a meeting with the Leader and Lead Member to discuss.	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 meeting was a substantial meeting. Council Plan performance tracker	Director: Corporate Resources	Yes

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COMMITTEE DATE: 24 October 2023					
AGENDA ITEM	TITLE	ACTION	COMMENTS	CONTACT OFFICER	ACTION COMPLETE Yes / No (IF NO MUST INCLUDE TARGET DATE)
		January 2024 and 13 February 2024.	was a standalone item for February and was a substantive item in its own right.		
		Date to be determined for Community Safety/Aston Project item currently in pending.	Aston Project was an agenda item for 16 January 2024 O&S committee meeting.	Democratic Services Officer	Yes
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).	To be included in next annual report (Oct 2024)	Director: Corporate Resources	No
		More detail on planning complaints to be included in the next annual report.	To be included in next annual report (Oct 2024)	Director: Corporate Resources	No

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AGENDA ITEM	TITLE	ACTION	COMMENTS	CONTACT OFFICER	ACTION COMPLETE Yes / No (IF NO MUST INCLUDE TARGET DATE)
		Citizens' Panel to be engaged to test whether the system for reporting comments and concerns was working effectively for customers i.e. was it easy to use.	The Citizens' Panel will be asked for their views on the 4Cs system (complaints, comments, concerns and compliments) this will feed into a wider review of the formal complaints in line with anticipated changes by Local Government and Social Care Ombudsman who are introducing a new complaints code. The timeframe has been pushed back to take into the consideration officer time working on the Council Plan.	Director: Digital and Organisational Change	No. March 2024 September 2024
		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 has been collated and circulated.	Director: Corporate Resources	Yes End of January 2024

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AGENDA ITEM	TITLE	ACTION	COMMENTS	CONTACT OFFICER	ACTION COMPLETE Yes / No (IF NO MUST INCLUDE TARGET DATE)
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 the end of March 2024.	Asset Manager	No End of March 2024

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COMMITTEE DATE: 5 December 2023					
AGENDA ITEM	TITLE	ACTION	COMMENTS	CONTACT OFFICER	ACTION COMPLETE Yes / No (IF NO MUST INCLUDE TARGET DATE)
5.	Executive Committee Forward Plan	Members to be advised why the Equalities and Diversity Policy had been delayed by over a year having originally been due for consideration in October 2022 and remaining in the pending items section.	Chair has met with the Leader and the Equalities and Diversity Policy is included on the Executive Committee Forward Plan for July 2024.	Chair of Overview and Scrutiny Committee	Yes
		Economic Development and Tourism Strategy to be moved from pending to 20 March 2024.	Strategy will now come forward to O&S committee in June as the County strategy will not be approved until April 2024.	Head of Democratic and Electoral Services.	Yes March 2024 June 2024
6.	Overview and Scrutiny Committee Work Programme 2023/24	Potential cost of living crisis item for scrutiny – discussion to take place between Leader, Chair of O&S and relevant Officers as to how this could best be taken forward.	Added to pending items section of Work Programme.	Director: Corporate Services	No

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		Presentation on Active Gloucestershire 'We Can Move' project given at O&S Committee on 17 January 2023 to be circulated ahead of the report on 16 January 2024 to ensure debate remained scrutiny focused as opposed to information gathering.	Email attaching presentation with link to presentation and Minutes of the meeting on the website circulated on 4 January 2024.	Head of Democratic and Electoral Services.	Yes
7.	Performance Tracker Quarter Two 2023/24	Page No. 40 – Objective 2 – Action a) Ensure our Council Tax remains in the lowest quartile nationally - Executive Committee to be made aware that the Overview and Scrutiny Committee was unhappy about this objective which ought to be focused on value for money for residents.	Chair of O&S raised this with the Leader.	Chair of Overview and Scrutiny Committee	Yes
		Page No. 43 – Objective 2 – Action a) Deliver employment land through allocating land in the Strategic and Local Plan (SLP) – Consideration to be give as to how best to report short and medium term delivery alongside long term delivery via the SLP.	Economic Development and Garden Communities Team to review updated Housing and economic land availability assessment (HELAA) in relation to employment land proposals to identify short and medium term opportunities in advance of but not compromising SLP process.	Executive Director: Place/	Yes

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		Page No. 44 – Objective 2 – Action b) Work with partners to secure transport infrastructure improvements for the all-ways Junction 10 – Consideration to be given as to how active travel between settlements can be incorporated into the redesign of the junction.	Ongoing through involvement with J10 project group	Executive Director: Place	Yes
		Page No. 46 – KPI 2 – Claimant unemployment rate – Breakdown of age group and type of employment to be provided to Members.	Unemployment bulletin provided in email to the committee on 7 February 2024.	Director: Communities/ Head of Service: Community & Economic Development/ Growth and Enterprise Manager.	Yes
		Page No. 47 – KPI 6 – Number of visitors to Winchcombe Tourist Information Centre – Members to be updated on what was being done to replace the physical presence when the TIC closed given that visitor numbers were increasing and not everyone could access information digitally.	Update provided in email to the committee on 7 February 2024.	Director: Communities/ Head of Service: Community & Economic Development	Yes
		Page No. 47 – KPI 7 – Number of visitors entering the Growth Hub – Members to be provided with a list of events being run by the Growth Hub.	List of Growth Hub events was circulated in a member update on 5 February 2024.	Growth and Enterprise Manager.	Yes.

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		Page No. 49 – Objective 1 – Action b) Increase the temporary housing accommodation supply – Members to be provided with information on what could be done to support rough sleepers.	Email circulated to O&S Committee on 6 January 2024.	Head of Service: Housing	Yes
		Page No. 50 – Objective 2 – Action a) Ensure adequate land is allocated within the SLP - Consideration to be given as to how best to report short and medium term delivery alongside long term delivery via the SLP.	Economic Development and Garden Communities Team to review updated Housing and Economic Land Availability Assessment (HELAA) in relation to employment land proposals to identify short and medium term opportunities in advance of but not compromising SLP process.	Executive Director: Place/ AD: Planning/ Planning Policy Manager	Yes
		Page No. 53 – Objective c) Work with the Voluntary and Community Sector (VCS) to access funding to deliver improved community facilities – Consideration to be given as to how Section 106 payments received by communities could be reported.	Implementation of council place-based approach, including voluntary sector liaison will improve awareness and visibility of role of S106 in the coming 12 months.	Executive Director: Place/ AD: Planning	No.

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		Pages No. 55-56 – KPIs 9, 10, 11, 12, 13, 14 and 15 in relation to applications on the housing register, homeless applications / relief / prevention cases, temporary accommodation and affordable housing – New housing KPIs need to reflect the Council's performance.	New KPIs will be considered when formulating the new Council Plan.	Director: Communities/ Head of Service: Housing	No
		<p>Pages No. 57-59 – KPIs 17, 18, 19 and 20 in relation to determination of planning applications and applications overturned at appeal –</p> <ul style="list-style-type: none"> Concerns about the delay in determining applications and progress of the Development Management Continuous Improvement Programme to be addressed at a Member briefing in January 	Member briefing held on 18 January 2024.	Head of Democratic and Electoral Services.	Yes
		<ul style="list-style-type: none"> Analysis of the reasons for requests for extensions of time to be produced. 	Analysis in preparation. Once available, information to be shared with members.	Executive Director: Place/ / AD: Planning	No April 2024
		Pages No. 58-59 - KPI 19 and KPI 20 – Percentage of major and non major planning applications overturned at appeal – Percentages to be included alongside figures going forward.	To be incorporated in subsequent performance monitoring. A separate all member briefing on current planning	Executive Director: Place/ / AD: Planning	Yes

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			performance took place in quarter 4.		
		Page No. 62 – Objective 1 – Action a) Continue to improve the proactive homelessness programme – More detail about the programme and what was being achieved to be included going forward.	Will be covered in the report to committee when the 6 mthly housing strategy update is presented.	Head of Service: Housing	Yes
		Page No. 63 – Objective 1 – Action d) Review the Section 106 process – Date to be set for Section 106/CIL Member session which was postponed from the Member Induction Programme.	Action plan to improve the S106 process will be presented at the March Audit and Governance Committee. Member session will follow this.	Executive Director: Place// AD: Planning	No June 2024
		Page No. 70 - Objective 1 – Delivery of the Tewkesbury Garden Town – Response to be provided in consultation with County Highways as to how active travel has been considered as part of the Garden Town and Junction 9 and A46 improvements which were part of that.	Garden Communities area transport strategy will be addressed, subject to Homes England funding being agreed.	Executive Director: Place/ AD: Garden Communities	No June 2024
		Page No. 72 – Objective 1 – Action d) Produce an integrated stakeholder and community engagement strategy for the delivery of the Garden Town –	Member Garden Communities panel briefed on youth	Executive Director: Place / AD: Garden Communities	Yes

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		Members to be provided with details of the specific youth engagement strategy.	engagement proposals in February 2024.		
		Page No. 77 – Objective 2 – Action d) Work with the Integrated Locality Partnership (ILP) to build community resilience within the borough and reduce health inequalities – Presentation from the ILP to a future meeting of the Committee to be arranged (to include whether the Council is fulfilling its role on the partnership).	Added to work programme.	Director: Communities/ Head of Service: Community & Economic Development	Yes
		Training session on the finance report to be provided to the Committee in the New Year.	O&S finance training took place on Tuesday 12 March 2024.	Executive Director: Resources/ AD: Finance	Yes
8.	Communications Strategy Action Plan Annual Review	Information on diversity of Citizens' Panel to be circulated to Members.	A full review of the Citizens' panel will be carried out. This will include looking at the diversity of the panel. Once this information has been collated, we will circulate it to members.	Associate Director: Transformation/ Communications and customer experience Manager.	No April 2024
		O&S Workshop to be held in relation to the new Communication Strategy by the end of the financial year.	The Communications Strategy is being developed to complement the new	Associate Director: Transformation / Communications and	No June 2024

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			Council Plan, and timescales for delivery have shifted slightly to reflect this. A member session on the new Communications Strategy is still planned and will take place in May or June 2024, and feedback will help inform the new strategy's content.	customer experience Manager.	
9.	Gloucestershire Police and Crime Panel Update	Members to be advised as to whether there is currently a Police Wildlife Officer in post and, if so, their name and contact information.	Update was circulated to O&S Committee members on 12 February 2024.	Cllr Porter via Democratic Services Officer	Yes.
		Members to be advised as to whether the £1m awarded to Gloucestershire Safer Streets was through a grant programme.	Update was circulated to O&S Committee members on 12 February 2024.	Cllr Porter via Democratic Services Officer	Yes.
		Members to be advised whether the Panel had not engaged sufficiently in terms of providing adequate explanations for the significant areas of concern identified in the update report which appeared to have been easily dismissed, or whether this was	Update was circulated to O&S Committee members on 12 February 2024.	Cllr Porter via Democratic Services Officer	Yes.

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		due to the Council's representative being succinct in his reporting.			
10.	Gloucestershire Health Overview and Scrutiny Committee Update	Reports from Gloucestershire Health Overview and Scrutiny Committee, Gloucestershire Police and Crime Panel and Gloucestershire Economic Growth Overview and Scrutiny Committee to be included in the Member Update Sheet going forward.	Included in Member Update Sheet for week commencing 11 December 2023.	Head of Democratic and Electoral Services.	Yes

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AGENDA ITEM	TITLE	ACTION	COMMENTS	CONTACT OFFICER	ACTION COMPLETE Yes / No (IF NO MUST INCLUDE TARGET DATE)
5.	Executive Committee Forward Plan	Items in pending section to be scheduled into main work programme.	To be undertaken in April whilst considering overall work programme for 2024/25.	Director: Corporate Resources	No
		Members to be advised why the Equalities and Diversity Policy had been delayed by over a year having originally been due for consideration in October 2022 and remaining in the pending section.	Has been added to the Executive Committee agenda for July 2024.	Chair of Overview and Scrutiny Committee	Yes

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		Members to be advised when the Economic Development and Tourism Strategy would be taken to Executive Committee bearing in mind they had been told it would come forward before the end of the financial year.	Has been added to the Executive Committee agenda for September 2024.	Director: Corporate Resources	Yes
6.	Overview and Scrutiny Committee Work Programme 2022/23	Pending items – Community Safety Plan Monitoring Report – Clarity needed over the role and purpose of the Community Safety Partnership (CSP) and how it linked to the Aston Project etc.	The re-instigation of the CSP is an action within the emerging new council plan.	Director: Corporate Resources	No June 2024
		Action List – Page No. 51 – 24 October 2023 – Have Your Say 4Cs – Actions in relation to future annual reports to be marked as incomplete to ensure they are not lost ahead of production of the next annual report.	These actions remain in the action list until they have been implemented.	Director: Corporate Resources	Yes
		Lessons learnt from the recent flood event to be added to pending items (to be taken to Overview and Scrutiny	To be presented at Overview and Scrutiny Committee in July 2024.	Head of Service: Democratic and Electoral Services	Yes

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		Committee after consideration by the Flood Risk Management Group).			
7.	Aston Project Presentation	Include the Aston Project as an Agenda Item at the next Community Safety Partnership meeting to update on its work.	Linked to the above	Director: Communities	No June 2024
		Presentation to be circulated to the Committee.	Emailed on 2 February 2024.	Head of Service: Democratic and Electoral Services	Yes
		Consideration to be given as to the relationship between the Aston Project, Community Safety Partnership and Tewkesbury Borough Council and Members' role.	Chair of O&S has raised this with the Lead Member who is waiting for the next meeting of the Community Safety Partnership to be convened. (see above).	Chair of Overview and Scrutiny Committee	No June 2024
8.	Active Gloucestershire We	Need to establish what data was provided to Officers by Active	Monthly report has been obtained but needs	Director: Corporate Resources	Yes

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AGENDA ITEM	TITLE	ACTION	COMMENTS	CONTACT OFFICER	ACTION COMPLETE Yes / No (IF NO MUST INCLUDE TARGET DATE)
	Can Move Project Progress Report	Gloucestershire and if it is in a format that could be shared with Members.	refining as not borough specific.		
		Executive Committee to be advised that the Overview and Scrutiny Committee was satisfied that the Active Gloucestershire 'We Can Move' Project was providing value for money for the Council's contribution; however, concerns had been raised about the lack of quantitative data available and that the process of annual reporting to the Overview and Scrutiny Committee seemed quite laborious given the relatively small amount of money in question.	Chair of O&S has raised this with the Lead Member and is awaited a response.	Chair of the Overview and Scrutiny Committee	No