

Cheltenham Borough Council Overview & Scrutiny Committee

Meeting date: 5 June 2023

Meeting time: 6.00 pm

Meeting venue: Council Chamber - Municipal Offices

Membership:

Councillor John Payne (Chair), Councillor Steve Harvey (Vice-Chair), Councillor Graham Beale, Councillor Nigel Britter, Councillor Jackie Chelin, Councillor Stephan Fifield, Councillor Tabi Joy, Councillor Julian Tooke, Councillor Suzanne Williams and Councillor Emma Nelson

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Contact: democraticservices@cheltenham.gov.uk

Phone: 01242 264 246

1 Apologies

2 Declarations of interest

3 Minutes of the last meeting (Pages 5 - 8)

Minutes of meeting held on 17th April.

4 Public and Member questions, calls for actions and petitions

5 Cabinet Briefing

The Leader has sent her apologies on this occasion. The Cabinet Member Cyber, Regeneration and Commercial Income will be in attendance.

Objective: An update from the Cabinet on key issues for Cabinet Members which may be of interest to Overview and Scrutiny and may inform the work plan

6 Matters referred to committee

7 Report of the Scrutiny Task Group on Tackling Multiple Deprivation (Pages 9 - 32) 18:10 30 mins

Objective: To consider the final report of the Scrutiny Task Group on Tackling Multiple Deprivation, including any proposed workplan or recommendations to Cabinet.

Cllr. David Willingham (Chair of the Task Group)

Richard Gibson (Head of Communities, Wellbeing and Partnerships)

8 Feedback from other scrutiny meetings attended (Pages 33 - 36)

Gloucestershire Health O&S Committee (23rd May) – update from Councillor Bamford.

The Gloucestershire Economic Growth O&S Committee and Gloucestershire Police and Crime Panel have not met since the last O&S meeting.

9 Updates from scrutiny task groups

10 Review of scrutiny workplan (Pages 37 - 42)

11 Date of next meeting

3rd July 2023

12 LOCAL GOVERNMENT ACT 1972 - EXEMPT INFORMATION

The committee is recommended to approve the following resolution:-

“That in accordance with Section 100A(4) Local Government Act 1972 the public be excluded from the meeting for the remaining agenda items as it is likely that, in view of the nature of the business to be transacted or the nature of the proceedings, if members of the

public are present there will be disclosed to them exempt information as defined in paragraph 3, Part (1) Schedule (12A) Local Government Act 1972, namely:

Paragraph 3; Information relating to the financial or business affairs of any particular person (including the authority holding that information)”

13 Gloucestershire Airport (Pages 43 - 46)

18:45 40 mins

Objective: Following on from [28th March 2022 Gloucester City Council meeting](#): looking at GAL's financial sustainability, both in relation to recent improvements and in the long term.

Mike Morton (GAL Chair)

Ally McLaughlin (GAL Head of Finance)

Paul Jones (Executive Director Finance and Assets)

14 Golden Valley update (Pages 47 - 56)

19:25 35 mins

Objective: Strategic risk review.

Paul Minnis (Director of Major Developments and Regeneration)

Paul Jones (Executive Director Finance and Assets)

Informal de-brief

What went well? Can we identify opportunities for improvement or training needs?

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Cheltenham Borough Council Overview & Scrutiny Committee Minutes

Meeting date: 17 April 2023

Meeting time: 6.00 pm - 7.55 pm

In attendance:

Councillors:

Councillor John Payne (Chair), Councillor Steve Harvey (Vice-Chair), Councillor Graham Beale, Councillor Jackie Chelin, Councillor Stephan Fifield, Councillor Tabi Joy, Councillor Julian Tooke, Councillor Suzanne Williams and Councillor Glenn Andrews (Reserve)

Also in attendance:

1 Apologies

Cllr. Britter sent apologies, with Cllr. Andrews substituting.

2 Declarations of interest

Cllr. Harvey declared a direct interest in item 12 as a member of the Cheltenham Trust's board, and his intention to leave the Council Chamber for the duration of that item.

3 Minutes of the last meeting

The minutes of the 27th February meeting were approved and signed as a correct record.

4 Public and Member questions, calls for actions and petitions

There were none.

5 Cabinet Briefing

The Leader did not have a briefing at this time, but was happy to respond to any questions from Members.

The Chair recalled that the Deputy Leader had been asked at the last O&S meeting about the reasoning given for the council's unsuccessful bid for Levelling Up funding. The Leader was happy to circulate the letter she had received on this topic. It was not that their bid had not been good enough, but rather that others were better. Not getting the funding was disappointing but it would not stop them going ahead with the Innovation Centre.

6 Matters referred to committee

Two matters had been referred to O&S by Council on 20th March. It was agreed that both matters would be the responsibility of the Chair's group, as they related to future items.

7 Feedback from other scrutiny meetings attended

Cllr. Clucas' update from the Gloucestershire Police and Crime Panel on 24th March, Cllr. McCloskey's update from the Gloucestershire Economic Growth O&S Committee on 30th March and Cllr. Bamford's update from the Gloucestershire Health O&S Committee on 14th March were taken as read.

Cllr. Harvey thanked the representatives on other scrutiny committees for raising important issues on Overview & Scrutiny's behalf.

Cllr. Tooke queried the mention of reducing over-recording of crime within the Police and Crime Panel report, suggesting that the under-recording of crime might be the issue rather than the opposite. If it was indeed under-recorded, then he wanted to know the impact on victim experience, the impact on resource planning and why this was the case. The Chair was happy to feed this back to the council's representative to see if she could get a direct response. Cllr. Tooke added that the Police and Crime Commissioner could be invited back to O&S too, which the Chair agreed with.

Cllr. Chelin asked about the procedure for asking questions of the Economic Growth O&S Committee. The Executive Director Place and Communities was happy to look into this and respond offline.

Cllr. Payne noted that the statistics in the HOSC report did not paint a rosy picture of health in Gloucestershire, especially regarding out-of-hours services. A recent update on dental provision had led him to ask the Deputy Leader to contact the Chair of HOSC directly, though he had not yet received a reply.

8 Updates from scrutiny task groups

The update from the Scrutiny Task Group on Tackling Multiple Deprivation was taken as read.

9 Review of scrutiny workplan

The O&S workplan was taken as read. The Chair noted that the 5th June agenda was looking particularly busy at the moment, so it might be necessary to consider some deferrals in consultation with officers.

Cllr. Tooke hoped the future item on accessibility would look at access for all groups and demographics, rather than just wheelchair access. The Chair added that the accessibility forum also looked at these issues, and he would pick the question up offline.

Cllr. Harvey suggested that the race week scheduled for June could benefit from input from a police representative at bronze or silver command level. The Chair agreed that this could be useful. Cllr. Fifield asked whether there could be representatives from the county council and Jockey Club too. The Chair responded that the chair's group would consider how best to review the issue, and agreed that a good range of invitees would be appropriate.

10 Date of next meeting

5th June.

11 LOCAL GOVERNMENT ACT 1972 - EXEMPT INFORMATION

The committee resolved to move into exempt session.

12 Cheltenham Trust

Richard Gibson (Head of Communities, Wellbeing and Partnerships), Laurie Bell (Trust CEO) and Louis Eperjesi (Chair of the Board) gave a presentation on the ongoing situation with the Trust and responded to Member questions.

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Cheltenham Borough Council

Overview & Scrutiny – 5th June 2023

Report of the Scrutiny Task Group

Tackling Multiple Deprivation

Accountable member:

Cllr. David Willingham, Chair of the Scrutiny Task Group

Accountable officer:

Richard Gibson, Head of Communities, Wellbeing and Partnerships

Accountable scrutiny committee:

Overview & Scrutiny

Ward(s) affected:

N/A

Key/Significant Decision:

No

Executive summary:

Following a scrutiny topic request submitted by Cllr. Willingham, the Overview & Scrutiny (O&S) committee set up a task group on the topic of Tackling Multiple Deprivation in July 2022. The group's specific remit was outlined in the One Page Strategy, which is attached at Appendix 3. The final report is attached at Appendix 4, and further detail on the recommendations is attached at Appendix 5. O&S is asked to consider the final report and refer the report and recommendations to Cabinet for further consideration.

Recommendations:

1. To consider and approve the final report of the Scrutiny Task Group;
2. To refer the recommendations to Cabinet.

1. Implications

1.1. Financial implications

There are no direct financial implications as a result of the recommendations or actions in this report.

Signed off by: Gemma Bell, Director of Finance and Assets (Deputy Section 151 Officer), gemma.bell@cheltenham.gov.uk

1.2. Legal implications

There are no legal implications arising from the recommendation of this report. Specific legal advice may need to be sought on any projects arising from the task report and its conclusions.

Signed off by: One Legal – legalservices@onelegal.org.uk

1.3. Environmental and climate change implications

The recommendations of this report support the Climate Emergency Action Plan: Pathway to Net Zero and the Council's ambitions to achieve net zero. There are no direct negative environmental implications as a result of this report. However, when considering 'outreach vehicles' with the NHS, attempt to use low-carbon transportation.

Signed off by: Maizy McCann, Climate Emergency Support Officer,
Maizy.mccann@cheltenham.gov.uk

1.4. Property/asset implications

There are no direct property implications as a result of the recommendations in this report however work is ongoing to bring a number of different agencies and support organisations across Cheltenham into the Municipal Offices to provide a "one-stop" shop as well as encouraging stronger partnership working towards better outcomes for our residents.

Signed off by: Gemma Bell, Director of Finance and Assets (Deputy Section 151 Officer), gemma.bell@cheltenham.gov.uk

1.5 Corporate policy framework implications

No implications, some actions proposed will support corporate plan priorities for example net zero.

Signed off by: Ann Wolstencroft, Head of Performance Projects & Risk,
ann.wolstencroft@cheltenham.gov.uk

2. Promoting equality and reducing discrimination

The work of the STG has been to consult with others to understand the inequalities faced by residents living in areas of multiple deprivation. The recommendations, under the headings of cost of living, housing, health and education will seek to take action to reduce these inequalities.

3. Performance management – monitoring and review

The report suggests that the recommendations be reviewed by O&S in 12 months' time. The further information provided at Appendix 5 also suggests measures of progress (where applicable) to be taken into account when the recommendations are being reviewed. In addition to this, the last recommendation calls for ongoing conversations between partners across the issues raised by the task group.

4. Background

4.1. The Scrutiny Task Group was set up by O&S in 2022 following a scrutiny topic request submitted by Cllr. Willingham. A six month schedule was agreed, with the group to report back to O&S with a set of recommendations or workplan for the next year.

4.2. Further background is included in the full report at Appendix 4 (Parts 1-3).

5. Reasons for recommendations

5.1. The final recommendations have been identified, in consultation with Members and officers, as those which are within the council's control, responsive to the issues raised and deliverable in a timely manner.

6. Alternative options considered

6.1. A large number of possible recommendations were suggested throughout the task group process, which were then refined in consultation with Members and officers. Section 6 of the report ('further issues raised') highlights a number of issues which, while relevant to the topic of deprivation, lay outside of the council's control.

7. Consultation and feedback

7.1. The task group heard extensively from a wide range of partners, stakeholders and officers in order to build a comprehensive picture of deprivation in Cheltenham.

7.2. Following the last formal meeting, further officers were consulted in order to ensure that the final recommendations were clear, within the council's control, responsive to the issues raised and deliverable in a timely manner.

8. Key risks

8.1. Scrutiny task groups are a key part of the work of Overview and Scrutiny, in line with the scrutiny arrangements required of all UK local authorities by the 2000 Local

Government Act. Scrutiny arrangements must be properly resourced and supported by Members and officers, or risk causing a democratic deficit and reputational damage.

Report author:

Harry Mayo, Democracy Officer

[Contact Bev Thomas, bev.thomas@cheltenham.gov.uk 01242 264 246]

Appendices:

1. Risk Assessment
2. Scrutiny Topic Registration Form
3. One Page Strategy
4. Scrutiny Task Group report
5. Additional information on the Scrutiny Task Group's recommendations

Background information:

[Overview and Scrutiny, 28th February 2022 - Tackling multiple deprivation](#)

Appendix 1: Risk Assessment

Risk ref	Risk description	Risk owner	Impact score (1-5)	Likelihood score (1-5)	Initial raw risk score (1 - 25)	Risk response	Controls / Mitigating actions	Control / Action owner	Deadline for controls/ actions
1	If scrutiny arrangements are not properly resourced and supported by Members and officers, they may not be successful in delivering the outcomes required.	Democratic Services, O&S	3	3	9	Reduce	Ensure we take every opportunity to review our scrutiny arrangements and provide Member and officer training. Optimise the use of existing resources within scrutiny arrangements.	Democratic Services, O&S	N/A
2	If the authority fails to comply with scrutiny requirements, it will be in breach of the 2000 Local Government Act.	Democratic Services, O&S	5	1	5	Reduce	Maintain strong scrutiny arrangements, reviewing the effectiveness of O&S on a regular basis.	Democratic Services, O&S	N/A
3	If scrutiny is not carrying out the full extent of its role, i.e. pre- and post-decision, there is a risk of a democratic deficit and reputational damage.	Democratic Services, O&S	3	3	9	Reduce	Review the effectiveness of O&S on a regular basis, and continue to encourage public participation in the process.	Democratic Services, O&S	N/A



Scrutiny Task Group on Tackling Multiple Deprivation

July 2022 – January 2023

Final report



CHELTENHAM
BOROUGH COUNCIL



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1. INTRODUCTION

- 1.1 Following a scrutiny topic request submitted by Cllr. Willingham, co-sponsored by Cllrs. Lewis and Pineger, a task group was set up by the Overview and Scrutiny Committee (O&S) to address the issue of deprivation in Cheltenham.
- 1.2 The group sought to gain a wide-ranging understanding of the direct and indirect causes of deprivation, and the areas that the council could influence to improve the situation.
- 1.3 The group was set up in February 2022, with the formal process to start after the elections in May so that new Members could put themselves forward.
- 1.4 The group was asked to report back to O&S after six months with a set of recommendations or workplan for the next year.
- 1.5 This report sets out the group's findings and the resulting recommendations, of which there are 21.

2. MEMBERSHIP AND TERMS OF REFERENCE

- 2.1 The task group's members were as follows:
 - Cllr. Wendy Flynn
 - Cllr. John Payne
 - Cllr. Diggory Seacome
 - Cllr. Suzanne Williams
 - Cllr. David Willingham (Chair)
- 2.2 Cllrs. Chelin, Harman, Joy and Pineger were reserves. The group was politically balanced, with one Member from each political group in addition to Cllr. Willingham as the proposer of the initial review.
- 2.3 The broad terms of reference provided by O&S were for the task group to look to ensure that CBC's policies and service delivery were targeted at working with communities to help them address the causal factors of multiple deprivation that it could influence, and work with other stakeholders to ensure that their efforts were similarly targeted.
- 2.4 The initial topic request also made a number of more specific suggestions, namely to:
 - Identify the causes, the causes of the causes, and possibly higher differentials of causation;
 - Identify the areas that CBC can directly influence to help tackle multiple deprivation;
 - Identify the other stakeholders that have the ability to help tackle multiple deprivation;
 - Identify the outcomes that we would like to achieve, and what indicators show whether our work is having the desired effect;
 - Hold scrutiny sessions with those stakeholders to ensure that we understand their aspirations and what they are able to contribute;
 - Perform a needs assessment for each of the areas looking at any Lower

Layer Super Output Area (LSOA) that is in the most deprived quintile (20%) for any of the Indices of Multiple Deprivation (IMD) domains;

- Make recommendations to Council, Cabinet, CBC representatives on outside bodies, to the LGA, the MHCLG, etc. on the resources, policies, powers and funding that are needed to help tackle multiple deprivation;
- Provide an over-arching coordination role with the various other stakeholders to ensure that organisations' local delivery in Cheltenham are all directed towards the same outcomes and objectives.

3. METHOD OF APPROACH

3.1 At the task group's induction meeting on 26th July 2022, Members completed the One Page Strategy and set out their method of approach. It was agreed that due to the breadth of the issue at hand, it would be split into five general areas with one meeting focusing on each subject, followed by a 'mopping up' session at the end to determine the final recommendations. The five broad topic areas were:

1. Community outreach
2. Health
3. Education
4. Housing
5. Economic growth and employment

3.2 The group was supported by a wide range of officers depending on the topic area, with Richard Gibson (Head of Communities, Wellbeing and Partnerships) attending all meetings as the sponsoring officer and Harry Mayo (Democracy Officer) likewise as the facilitator.

3.3 Each meeting sought to hear from a variety of perspectives in order to build a comprehensive picture of deprivation in Cheltenham and how it could be alleviated in both the short and long term. For example, the education meeting heard from teachers and headteachers from both primary and secondary schools, in addition to those working in adult learning and English as a second language (ESOL) training.

3.4 These meetings took place under Chatham House rules, with attendees able to speak openly about the issues they were facing, before Members drew out possible recommendations to inform the final report in consultation with officers and attendees.

3.5 The key questions to answer throughout were how the council and its partners reached and supported people living in deprivation, the challenges faced while doing this, and the levers that the council could pull to improve the situation.

3.6 The task group would like to thank all the external attendees for contributing their experience and expertise, as well as the officers who assisted the scrutiny review.

4. FINDINGS, CONSULTATION AND FEEDBACK

4.1 This section is organised chronologically, with an outline of each of the five substantive meetings and their findings, to demonstrate how Members arrived at their recommendations.

4.2 Each meeting is covered at the following points:

- Community outreach (4.3 – 4.9)

- Health (4.10 – 4.15)
- Education (4.16 – 4.24)
- Housing (4.25 – 4.31)
- Economic growth and employment (4.33 – 4.38)

Community outreach

- 4.3** The first meeting took place on 31st August 2022 and concerned community outreach. Representatives from community groups and partnerships, food banks and Citizen's Advice, as well as council officers who worked closely with community partners through the Big Local and No Child Left Behind, attended to share their experiences, concerns and suggestions.
- 4.4** Attendees explained that the long-running problems they had faced for many years seemed to be on the brink of becoming insurmountable. The ongoing cost of living crisis was having an acute effect on the most vulnerable, and many people who had never struggled for money before were now in need of support, with deferral schemes being used more than ever. Figures published by the Joseph Rowntree Foundation found that 7.2 million UK households were going without essentials, while 4.7 million were in arrears (of on average more than £1,600) and 3 million households were unable to keep their houses consistently warm.
- 4.5** Energy prices were identified as a primary cause of this. Food banks provided fuel vouchers, but were limited in terms of how many they could provide. Pre-payment meters, which shut off power as soon as someone was unable to pay, were another recurring issue. Community organisations were operating warm banks to help vulnerable people, but these did not solve the core issue. Members noted that the fuel crisis had led constituents to rely on candles, outdated gas appliances and makeshift fires for warmth, all of which carried safety risks.
- 4.6** Attendees highlighted the need to communicate with residents about all the different forms of support available to them, like fuel vouchers and benefits. The council played a valuable role as a trusted source of information and a co-ordinator of various partners and organisations, and could ensure that messaging was unified and efforts were not duplicated. Physical leaflets and online communications featuring key information on what to do during a crisis could be distributed to potentially vulnerable residents, alongside continuous and empathetic messaging about further forms of support.
- 4.7** Volunteering and peer support were highlighted as key factors, and members discussed how to encourage volunteering and support organisations that were reliant upon it. It was agreed that the pandemic had provided a valuable blueprint for how the community could come together to support the most vulnerable. Food bank representatives noted the need for consistency in donations, in particular focusing on non-perishable items.
- 4.8** School uniform was noted as a particularly difficult expense for struggling families, with full sets sometimes costing upwards of £150, and causing social stigma for children whose parents could not afford it. It was agreed that uniform swaps should be as widespread as possible, and that schools should be encouraged to relax some of their requirements, such as for PE kits.
- 4.9** Members highlighted the need for a data-driven approach to ensure the council's limited resources were targeted as effectively as possible. Social housing providers could help to build a granular picture of deprivation across the town, particularly for the most vulnerable and hard-to-reach residents. Members also noted that Tewkesbury Borough Council's financial inclusion partnership was a low-cost way to improve strategic oversight of community outreach.

Health

- 4.10** The second meeting took place on 4th October 2022 and concerned health, and especially the question of health inequality. Representatives from the Barnwood Trust and the county council's public health team joined nurses and social prescribers to discuss the issues they were facing.
- 4.11** Attendees explained the acute effects of inequality in Cheltenham, noting that the average life expectancy for men in the most deprived decile was 8.7 years lower than for those in the least deprived decile, while the disparity for women was 6.5 years. Various factors contributed to this, including access to a GP, hypertension, air pollution, substance misuse and adverse childhood experiences (ACEs).
- 4.12** The importance of preventative care in order to change behaviours and identify vulnerable people as early as possible was highlighted. Early diagnosis was crucial, but those in the most deprived areas were the most likely to miss GP appointments. Inadequate transport was cited as a key cause of this, and outreach services as a solution. It was noted that a lack of transport had a similar negative impact on mental health, as it prevented people visiting friends and family and having regular contact with social groups.
- 4.13** Members acknowledged the challenges the health service faced, with limited resources along with lengthy waiting lists and a major post-pandemic backlog. Officers advocated a multi-agency approach considering all the interlinked factors, from the accessibility of physical activities to racial inequality in healthcare access. Members noted the importance of green spaces to physical and mental health and the need for these spaces to be usable for a diverse range of activities.
- 4.14** The group discussed the difficulty in gathering reliable data on alcohol consumption when drinking at home had become much more common during the pandemic. Moderate drinking was identified as a highly normalised contributing factor to long-term health problems, in addition to more visible binge drinking. Those suffering from substance misuse or alcohol addiction were supported by Change, Grow, Live, which worked proactively with other commissioned services across the county.
- 4.15** Attendees noted the overlap between health and other topic areas that the group was due to look at, for instance when patients developed respiratory diseases due to mould or damp at home. The importance of ensuring high housing standards was clear, both in the council's own stock and in the private sector. Members also highlighted the impact of reduced dental services, especially for children, noting that dental decay had wide-ranging consequences including a loss of focus at school.

Education

- 4.16** The third meeting took place on 3rd November 2022 and concerned education, with head teachers from both primary and secondary schools and adult learning coordinators joining Members to discuss the issues they were facing.
- 4.17** Attendees highlighted the key challenges they faced at their schools, including a recent increase in the number of pupils living in poverty. Multi-factor deprivation was particularly common amongst EAL students (those learning English as an additional language) and refugees, many of whom faced barriers due to trauma as well as language. Deprivation had a clear effect on speech and language development, health and motor skills, and made young people more vulnerable to anti-social behaviour and exploitation.
- 4.18** At schools in the most deprived part of Cheltenham, as many as 91% of pupils were living in poverty, while 55% were on pupil premiums. Members highlighted the

discrepancy between these two figures, which indicated that more than a third of pupils were not receiving the level of support that they needed.

- 4.19** Teachers explained the various ways they supported vulnerable pupils, including breakfast clubs, extracurricular activities and tailored programs like My Plan and My Plan+ for those with special educational needs or disabilities. Giving students experiences outside of school was also important, although school trips had been interrupted during Covid and were difficult to deliver with limited resources. They emphasised the need for young people to have cultural and creative experiences, and the value of the subsidised tickets schools received to take them to festivals and the theatre.
- 4.20** Further difficulties faced by schools included staff recruitment, with a lack of qualified candidates in the education sector for some years now. Schools were also struggling to recruit minibuss drivers, causing particular issues for students living in areas with limited public transport. External agencies, who were often the only option for specialist provision, faced similar pressures in terms of staffing and capacity.
- 4.21** As for adult learning, the key challenge was in reaching people in the most deprived communities. Scheduling classes around the school day was one solution, along with using community centres, and it was important to avoid only advertising online as not everyone had access to the internet. Well-trained and empathetic teachers were essential, with the first lesson being crucial to building up trust.
- 4.22** Attendees were in agreement about the need to keep children and young people engaged in the education system, and to take a trauma-informed approach. Building relationships and offering positive role models made a real difference, and partnerships between primary and secondary schools and programs like Shaping Futures helped to do this. Technology was also highlighted as a valuable pathway, though one that required provision of computers and internet access.
- 4.23** Nature poverty was a recurring issue in deprived areas lacking accessible green spaces, and had been intensified during the pandemic and associated lockdowns. Keeping green spaces clean increased footfall and made them safer for young people, while pocket parks provided accessible green space in areas that otherwise lacked it.
- 4.24** The question of funding again loomed large, with implications for staff recruitment, referrals to external partners, provision of technology and general support for vulnerable pupils. Members noted that the council's status as a civic leader might allow it to harness corporate social responsibility and identify businesses and other organisations seeking environmental, social and governance (ESG) benefits by supporting projects tackling these issues.

Housing

- 4.25** The fourth meeting took place on 24th November 2022 and concerned housing, along with a range of related topics including housing enforcement, living environment deprivation, fuel poverty, crime, policing and antisocial behaviour. Attendees included Cheltenham Borough Homes (CBH), Citizens Advice, charity representatives and CBC housing, licensing, enforcement and safeguarding officers.
- 4.26** The group heard that homelessness due to no-fault evictions across the UK had risen by 76% between May 2021 and June 2022. Homelessness applications in total were up 20% in Cheltenham compared to 2021, primarily due to eviction from private rented properties. It was expected that national legislation regarding Section 21 notices would be rewritten, but nothing concrete had happened yet. The risk of eviction made tenants unwilling to pursue cases against substandard landlords, even

when facing issues like mould. CBH took a housing-first approach based on wraparound support with eviction only as a last resort, and there had only been two from their properties in the last year.

- 4.27** The group heard how damp and mould had been further exacerbated by high energy prices and wet weather. Mould was treated as a key priority by CBH, and they had no Category 1 (i.e. extreme) cases within their housing stock. However, there was no guarantee that private sector landlords were as diligent, so the council's Housing Act powers were key. The enforcement team had made 340 households safer through inspections throughout the year, and a borough-wide housing conditions survey was due to take place in 2023. Recruitment was again an issue, though, with implications on capacity for discretionary enforcement work. The council's partnership with Solace helped it to cope with medium- to high-level antisocial behaviour, while Safer Streets Funding had been secured via the Police and Crime Commissioner.
- 4.28** The cost of living crisis was closely linked to housing in a number of ways. Tenants who were only just getting by were not willing to pursue cases against landlords when it might leave them without a home. Tenants also had very little recourse to challenge rent increases, while the Local Housing Allowance was not unfrozen in the Autumn Statement as some had anticipated. Members advocated communication between housing providers and health services to identify individuals in poor quality housing who might be at a higher risk of respiratory conditions, and regular briefings for councillors on the associated signposting and referral routes.
- 4.29** Fuel poverty was again highlighted as a key theme, with Citizens Advice reporting that energy was now the second most common area for inquiries after benefits. Fear of energy bills was also having an impact, with some residents who could afford to heat their homes not doing so because they were afraid of the price. Time-limited vouchers and the Household Support Fund were helpful, but they only offered intermittent aid. CBH worked with tenants to maximise their income, but income levels had dropped significantly after furlough support came to an end.
- 4.30** Members discussed schemes like Donate The Rebate and Pay Warm Forward, which provided support to those in need. The Warm and Well service, co-funded by the council, had seen twice as many enquiries in September 2022 than in September 2021, while a 42% increase in the length of the average call indicated greater complexity in the challenges people were facing. Antisocial behaviour also had complex causes, including the effects of the pandemic on young people's development, and a multi-agency approach was needed to maintain effective safeguarding systems.
- 4.31** Housing insecurity had a noticeable effect on mental wellbeing, and was a key factor in structural, multi-generational deprivation. It was closely linked to unemployment: 45% of those who approached CBH as homeless were unemployed, and the unemployment rate for the most deprived decile in Cheltenham was six times higher than in the least deprived decile. Long-term solutions for this included working with people at a young age, for example with children's services at the county level, to ensure young people started school on a level playing field.

Employment and economic growth

- 4.32** The fifth meeting took place on 14th December 2022 and concerned employment and economic growth, with representatives from the Business Improvement District, Chamber of Commerce, GFirst LEP and Citizens Advice, in addition to CBC Revenues & Benefits and Inward Investment officers.
- 4.33** The group heard how unemployment or being on a low income were primary contributors to multigenerational cycles of deprivation. In St Pauls ward, for example,

35% of children were living in poverty, which made them more likely to have poor physical and mental health, and in turn made them more likely to underachieve and face future difficulties in employment. The need for major developments like Golden Valley to deliver community benefits and add social value to the surrounding area was highlighted.

- 4.34** It was noted that there were currently some 20,000 job vacancies across the county, while around 8,500 people were in receipt of unemployment benefits. There was value in upskilling people in order to get them back into work, and in more effectively advertising vacancies. Employers also needed to be open to different working patterns in order to attract back people who had left the workforce during the pandemic.
- 4.35** Citizens Advice noted that many people out of work were dealing with so many different challenges that they were not prepared to enter the workforce. Mental health and access to transport were highlighted as key barriers for the long-term unemployed. People were inevitably less willing to take a low-paid part-time job if they couldn't rely on transport to get them there and back. Transport was a county council responsibility, but community transport networks and 'buddy' systems organised by employers could enable people to gain access to the workplace.
- 4.36** The rising cost of childcare was a further obstacle for those wanting to come back to work, while the out-of-hours nature of the retail and hospitality sectors made them difficult for those with caregiving responsibilities to enter. Recruitment issues were a natural consequence, and added to the perfect storm for businesses along with supply chain issues and energy costs.
- 4.37** Revenues and Benefits officers explained that the authority's council tax support scheme gave different levels of relief to some 4,000 working age residents, with around two-thirds of these receiving 100% support. The number of people on the scheme had risen by 25% during the peak of the pandemic, but had now settled down again as people found work or more hours. Officers worked closely with residents in debt to avoid having to obtain liability orders, and found that it was generally the first bill people paid due to the clear statutory enforcement process.
- 4.38** Attendees suggested that there was an opportunity to organise larger employers and small and medium-sized enterprises (SMEs) to build a focused vision for how they could support the town. The council's status as an anchor institution and its role within the BID and No Child Left Behind made it a valuable co-ordinator. It was noted that the average employment age across the county was decreasing, due to the retiree population increasing and young people moving away. A key priority was therefore to encourage young people to stay in the town for the long term, and various programs worked with schools in order to support this. Green jobs and their links to the council's pathway to Net Zero were highlighted as a valuable part of this, as young people wanted rewarding jobs that helped the planet.

5. RECOMMENDATIONS

- 5.1** Throughout the task group process, a large number of possible recommendations were proposed. The final recommendations below have been identified, in consultation with Members and officers, as those which are within the council's control, responsive to the issues raised and deliverable in a timely manner.

- 5.2** Taking all its findings into consideration, the task group are making the following recommendations to:

- 1. Distribute accessible key information to households to ensure residents are fully aware of the support funds and benefits available to them and how**

to apply.

2. Take advantage of online and social media communication opportunities, but ensure support is not only advertised online.
3. Ensure borough councillors are fully briefed on signposting, referral and support routes throughout the cost of living crisis, through member seminars and ongoing support.
4. Consider a financial inclusion partnership (like that between Tewkesbury Borough Council and Citizens Advice) to increase strategic working.
5. Continue to provide signposting and advice to residents regarding debt management support, raise awareness of predatory lending and report any concerns to the appropriate regulatory body.
6. Provide specific advice to CBH residents about how to get support with the causes and risks of mould and damp, and ensure that reports of respiratory diseases are followed up in the council's housing stock.
7. Use Housing Act powers to pursue issues like mould and damp to the highest possible standard through enforcement in the private rented sector.
8. Tackle fuel poverty in CBH dwellings by investing in the retrofit of existing homes, continuing a fabric-first approach and delivering net zero carbon homes on council-owned land-led sites.
9. Engage with the NHS to encourage use of outreach vehicles in areas with particular difficulties in accessing healthcare, and lobby the county council and Integrated Locality Partnership to expand outreach clinics in deprived areas.
10. Strengthen partnerships and encourage data sharing between health services and housing providers, taking into account the physical health risks of poor quality housing.
11. Ensure that pollution and its impact on public health continue to inform decisions, especially within the Air Quality Management Area (AQMA), and continue to work closely with the county council on the issue of air quality.
12. Ensure that as many schools as possible are involved with No Child Left Behind, and use these links to encourage uniform share banks and clothes recycling programs.
13. Support work building digital literacy and getting young people interested in future careers in cyber and digital technology, and continue working with the Large Enterprise Action Group to link schools with businesses and digital creative pathways.
14. Work with the Communities Partnership to provide tailored support for young people in school who are at risk of being excluded, as well as those with adverse childhood experiences (ACEs) and other contributors to cycles of deprivation.
15. Continue to recognise the physical and mental health benefits of access to good quality open spaces, and ensure that parks and green spaces are safe and accessible for all residents to enjoy a diverse set of outdoor activities and the natural environment.

16. Continue to take a whole system approach to dealing with drug and alcohol addiction through Change, Grow, Live, and maintain strong links between supported housing associations, specialist support agencies and other commissioned services across the county.
 17. Support green skills and jobs, particularly for young people, amongst the council's partners on the pathway towards Net Zero.
 18. Continue supporting Solace's work on antisocial behaviour and the Community Safety Partnership's sub-group on ASB hotspots.
 19. Use the council's networks and partnerships to promote continued support for food banks, including lobbying supermarkets where appropriate for consistency in their donations, focusing on non-perishable items.
 20. Look to ensure that the dividends of major developments like Golden Valley are leveraged to deliver community benefits and social value to deprived areas around them.
 21. Facilitate ongoing conversations between partners across the issues raised by the Scrutiny Task Group, and use the CBC website to ensure there is clear signposting regarding these topics.
- 5.3 Further information relating to these recommendations, including the responsible officer/s, their links to the council's Corporate Plan and suggested measures of success, are attached as an appendix to this report.

6. FURTHER ISSUES RAISED

- 6.1 The group also highlighted a range of issues either contributing to or linked to multiple deprivation which lay outside of the borough council's control. It was agreed that these issues should not go unmentioned in the final report, even though it was not possible to determine a specific action the council could take in relation to them.
- 6.2 This section of the report should not be read as a further set of recommendations, but as an acknowledgement that the interlinking factors contributing to deprivation extend far beyond the council's own sphere of influence.
- 6.3 Further issues raised by the task group included:
- the nationwide crisis in teacher recruitment;
 - the lack of reliable and cost-effective transport links in deprived areas;
 - the impact of reduced school dental provision;
 - the need to reform Section 21 notices (i.e. no-fault evictions);
 - the need to increase the Local Housing Allowance;
 - the rising cost of childcare;
 - the provision gap between the proportion of schoolchildren on pupil premiums and the proportion living in poverty;
 - the possibility of matching unemployed people with suitable job vacancies across the county;

- the need for TV providers and licensing bodies to allow customers struggling with money to cancel subscriptions more easily;
- the possibility of limiting the sale of cheap, high-alcohol drinks;
- the need for national action against predatory lending;
- the need for energy suppliers to move away from pre-payment meters and onto other options that don't immediately cut off those who can't pay;
- the need for comprehensive support for children and young people, especially in areas suffering from generational deprivation.

7. TAKING FORWARD THE RECOMMENDATIONS FROM SCRUTINY

- 7.1** Further detail on the task group's recommendations is attached as an appendix to this report. This includes how they relate to the council's 2023-27 Corporate Plan, the responsible officer/s, and suggested measures of progress, if applicable.
- 7.2** If approved by the Overview & Scrutiny Committee, the report and recommendations will be presented to Cabinet for consideration.
- 7.3** It is suggested that the Overview & Scrutiny Committee reviews the progress of the group's recommendations as approved by Cabinet in a year's time.
- 7.4** In the meantime, the final recommendation advocates facilitating ongoing conversations between partners across the topics raised by the Scrutiny Task Group.

Report author:

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Number	Recommendation	Officer/s responsible	Additional funding required?	Linked to Corporate Plan priority ?	Suggested measure/s of success, if applicable
	Cost of living				
1	Distribute accessible key information to households to ensure residents are fully aware of the support funds and benefits available to them and how to apply.	Richard Gibson	No	4	Number of leaflets distributed.
2	Take advantage of online and social media communication opportunities, but ensure support is not only advertised online.	Richard Gibson	No	4, 5	
3	Ensure borough councillors are fully briefed on signposting, referral and support routes throughout the cost of living crisis, through member seminars and ongoing support.	Richard Gibson	No	4	Member seminar to take place.
4	Consider a financial inclusion partnership (like that between Tewkesbury Borough Council and Citizens Advice) to increase strategic working.	Richard Gibson	No	4	
5	Continue to provide signposting and advice to residents regarding debt management support, raise awareness of predatory lending and report any concerns to the appropriate regulatory body.	Martin Stacy	No	4	Various KPIs within the council's Citizens Advice contract, including the number of cases opened, total debt advised on, total debt written off, number of clients benefitting and their direct income gained.

Number	Recommendation	Officer/s responsible	Additional funding required?	Linked to Corporate Plan priority ?	Suggested measure/s of success, if applicable
	Housing				
6	Provide specific advice to CBH residents about how to get support with the causes and risks of mould and damp, and ensure that reports of respiratory diseases are followed up in the council's housing stock.	Martin Stacy	No	3	
7	Use Housing Act powers to pursue issues like mould and damp to the highest possible standard through enforcement in the private rented sector.	Mark Nelson.	No	3	Private Sector Housing KPI measures the number of households made safer as measured by the HHSRS, including damp and mould.
8	Tackle fuel poverty in CBH dwellings by investing in the retrofit of existing homes, continuing a fabric-first approach and delivering net zero carbon homes on council-owned land-led sites.	Martin Stacy, Ewan Wright, Nigel Potter	No	3	Progress of retrofitting to EPC C standard. Delivery of net zero carbon homes on CBC-owned sites.
	Health				
9	Engage with the NHS to encourage use of outreach vehicles in areas with particular difficulties in accessing healthcare, and lobby the county council and Integrated Locality Partnership to expand outreach clinics in deprived areas.	Richard Gibson	No		

Number	Recommendation	Officer/s responsible	Additional funding required?	Linked to Corporate Plan priority ?	Suggested measure/s of success, if applicable
10	Strengthen partnerships and encourage data sharing between health services and housing providers, acknowledging the physical health risks of poor quality housing.	Martin Stacy, Richard Gibson	No	3	
11	Ensure that pollution and its impact on public health continue to inform decisions, especially within the Air Quality Management Area (AQMA), and continue to work closely with the county council on the issue of air quality.	Louis Krog	No	2	Performance indicators contained in AQMA action plans and reports to Cabinet.
	Education				
12	Ensure that as many schools as possible are involved with No Child Left Behind, and use these links to encourage uniform share banks and clothes recycling programs.	Richard Gibson	No	4	Number of schools engaged in NCLB.
13	Support work building digital literacy and getting young people interested in future careers in cyber and digital technology, and continue working with the Large Enterprise Action Group to link schools with businesses and digital creative pathways.	Tracey Birkinshaw	No	1	
14	Work with the Communities Partnership to provide tailored support for young people in school who are at risk of being excluded, as well as those with adverse childhood experiences (ACEs) and other contributors to cycles of deprivation.	Richard Gibson, Tracy Brown	No	4	

Number	Recommendation	Officer/s responsible	Additional funding required?	Linked to Corporate Plan priority ?	Suggested measure/s of success, if applicable
	General				
15	Continue to recognise the physical and mental health benefits of access to good quality open spaces, and ensure that parks and green spaces are safe and accessible for all residents to enjoy a diverse set of outdoor activities and the natural environment.	Adam Reynolds	No – current resourcing levels sufficient to maintain existing standards, though extending these further would have a knock-on effect on maintenance budgets.	2, 4	Number of Green Space volunteers, Green Flag status for parks enshrining these principles.
16	Continue to take a whole system approach to dealing with drug and alcohol addiction through Change, Grow, Live, and maintain strong links between supported housing associations, specialist support agencies and other commissioned services across the county.	Martin Stacy, Ewan Wright, Nigel Potter	No	3	Continuation of housing-first approach, and involvement of relevant care, support and treatment services on a timely basis.
17	Support green skills and jobs, particularly for young people, amongst the council's partners on the pathway towards Net Zero.	Helen Mole, Laura Tapping	No	2	
18	Continue supporting Solace's work on antisocial behaviour and the Community Safety Partnership's sub-group on ASB hotspots.	Katie Mellon (GCC), Louis Krog, Richard Gibson	No	3	Number of cases benefitting from Solace intervention.

Number	Recommendation	Officer/s responsible	Additional funding required?	Linked to Corporate Plan priority ?	Suggested measure/s of success, if applicable
19	Use the council's networks and partnerships to promote continued support for food banks, including lobbying supermarkets where appropriate for consistency in their donations, focusing on non-perishable items.	Tracey Birkinshaw	No	4	
20	Look to ensure that the dividends of major developments like Golden Valley are leveraged to deliver community benefits and social value to deprived areas around them.	Martin Chastney, Paul Minnis	No	1, 4	
21	Facilitate ongoing conversations between partners across the issues raised by the Scrutiny Task Group, and use the CBC website to ensure there is clear signposting regarding these topics.	Richard Gibson	No		

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Report to June 2023 Meeting of CBC Overview and Scrutiny Committee

Summary of May 2023 Meeting of GCC Health Overview and Scrutiny Committee

A full recording of this meeting is available in the "Online meetings" section of the GCC website. The public information pack which includes all presentations is also available on this website. The minutes are not yet available, so this paper is based solely on notes I took at the time.

1. Scrutiny Items

1.1 Response to Representations made to HOSC re the Out-of-hours GP Service Provided by Practice Plus Group (PPG)

PPG have been running these services in Gloucestershire since 2019. It is the largest provider of such services in England. The latest CQC report published in February 2023 has given an overall rating to the GP OOH service of 'requires improvement', with a similar rating with respect to the safety and governance of the services.

At the time of the CQC visit 26% of shifts it needs to fill to provide the specified service were unfilled and the CQC concluded that there were insufficient numbers of suitably qualified staff deployed to meet the fundamental standards of care and treatment expected and to ensure that care was provided safely.

In liaison with the ICB PPG have developed an extensive action plan to try to improve matters but many GPs are unwilling to work the unsocial hours required to run this service and the problem of adequately staffing such a service is a nationwide one.

However, some success has been achieved and the percentage of unfilled shifts has reduced to 22%.

Greater use is now being made of Advanced Nurse Practitioners and clinical pharmacists with those suitable patients in the queue being dealt with by these staff alone.

The CQC also issued a warning notice with respect to the governance of the OOH service as the 'requires improvement' finding was a repeat of a similar finding from their 2019 visit. This means that the CQC will give a period of between 6 and 12 months to the service to complete the action plan compiled in March. If it fails, it could be declared in breach of the 2008 Health and Social Care Act.

The ICB have now advised PPG that will be formally giving notice against this contract with a view to starting a re-procurement process to award a new contract for 111 and OOH services in Gloucestershire. The re-procurement process will take around 12-15 months to complete, with the new contract commencing in the summer / autumn of 2024. In the meantime, HOSC expects regular updates showing signs of an improved service provision.

1.2 Information from SWAST about its Recent Implementation of a New Strategy and its current performance levels

1.3

The Strategy sets out what SWAST will focus on in the next two years. Primarily this will be stabilisation. Delivering more effective patient care, better safety and performance and working more closely with our partner organisations.

SWAST will also carry out a pilot scheme, running a Mental Health Rapid Response Vehicle (MHRRV). The MHRRV will work Monday to Thursday 1400-0000. The scheme utilises a SWASFT rapid response vehicle to allow Blue Light capability to respond to 999 mental health incidents in the area.

Current performance was presented in a spreadsheet providing response times by month for the last year by Local Authority area in Gloucestershire.

Apart from major problems with response times experienced in December performance was better than the previous year, however major challenges in achieving key targets remain, see section 2.1 below.

1.4 Maternity Services - Update on Staffing Issues and Extension of Temporary Changes

In summary a shortage of midwives has led GHFT to conclude that the Aveta birthing unit at CGH should remain closed for labour and births along with six post-natal beds at Stroud maternity unit.

A CQC report in 2022 highlighted lack of staff in rating the maternity service as inadequate. Numbers have improved since that report but staffing levels remain a challenge and midwifery staffing is still on the risk register as it is still not possible to meet the required ratio of midwives per birth 100% of the time.

The unit at CGH has been closed for labour and births since April 5th last year and six post-natal beds in Stroud have been closed since October 1st. These closures were reviewed as planned in January but high vacancy and sickness absence rates had persisted so it was concluded that the closure needed to

continue at least until a further review in April when it was hoped that a new staffing model would have been agreed. However, his model has yet to be concluded but is on track to be finalised in time for it to be reported to the July HOSC meeting. At that time, it's also hoped that progress will have been made towards developing new attendance methods that don't rely on 1 to 1 midwife to ratios.

The GHFT spokesperson indicated at the HOSC meeting that despite huge efforts to recruit and retain staff vacancy rates have actually got slightly worse since the March report. The national picture also remains gloomy with newly qualified staff receiving an average of 4 job offers.

However, the spokesperson confirmed that it is still GHFT's intention is to fully reopen the Aveta unit and the beds in Stroud as soon as possible but that at the moment staff need to be concentrated in other areas to ensure all 6000 births p.a. in the County can happen in safe, adequately staffed facilities.

2. Information Items – see presentations for full details:

2.1 Gloucestershire Integrated Care System (ICS) Performance Report

- Patients waiting for planned care very high at 72,237 and still on an upward trajectory.
- 1795 waiting over 52 weeks but over 18-month (78 week) waiters now eliminated.
- ED & MIU performance now slightly better than the national average but ambulance response times still poor with an average of 9 min wait for Cat 1 compared with 7 min target and most worryingly Cat 2 patients waiting an average of 58 minutes compared with a target of 18 minutes.
- Waits for mental health services for children and young people remain high across all providers.

2.2 NHS Gloucestershire Integrated Care Board (ICB) Update – this report is now divided into 3 sections

- Section 1 an update on national and local commissioning issues
- Section 2 an update on primary care issues from the commissioner perspective
- Section 3 an update from the 3 provider Trusts; Gloucestershire Health and Care NHS Foundation Trust (GHC), Gloucestershire Hospitals NHS Foundation Trust (GHT) and South Western Ambulance Service NHS Foundation Trust (SWAST)
- Of note from the GHT report. The new day surgery unit at CGH is now open and fully functional as is the much-improved radiology department.

Overview and Scrutiny Committee work plan – 2023/24

Item	Objective	What is required?	Author/presenter
Monday 5 th June 2023 (deadline 23 rd May)			
Report of the Scrutiny Task Group on Tackling Multiple Deprivation	To consider the final report of the Scrutiny Task Group on Tackling Multiple Deprivation, including any proposed workplan or recommendations to Cabinet/Council	Final report and covering report	Richard Gibson (Head of Communities, Wellbeing and Partnerships), Cllr. David Willingham (Chair of the Task Group)
Gloucestershire Airport	Following on from 28th March 2022 Gloucester City Council meeting : looking at GAL's financial sustainability, both in relation to recent improvements and in the long term (EXEMPT)	Discussion paper	Mike Morton (Chair), Ally McLaughlin (Head of Finance), Paul Jones (Executive Director Finance and Assets)
Golden Valley update	Strategic risk review (EXEMPT)	Discussion paper, Clearview risk register	Paul Minnis (Director of Major Developments and Regeneration), Paul Jones (Executive Director Finance and Assets)
Monday 3 rd July 2023 (deadline 21 st June)			
Race week	Looking back on 2023 festival: what were the successes and failures, and how can we learn from them?	Discussion paper	Louis Krog (Head of Public Protection), Representative from Gloucestershire Police
Culture Strategy	To understand the final version of the strategy, how it will be implemented and how success will be measured.	Discussion paper, action plan	Richard Gibson (Head of Communities, Wellbeing and Partnerships), Ali Mawle (Chair of the Culture Board)
Municipal Offices	Update on progress with the Municipal Offices (EXEMPT)	Briefing note, verbal update	Paul Jones (Executive Director Finance and Assets)
Minster Exchange *** (future meeting TBA)	Project learning, benefits realisation. Is it generating the occupancy/income we expected, and if not what are we doing about it? (EXEMPT)	Discussion paper, SWAP report	Bruce Gregory (Workshop Group), Gareth Edmundson (Chief Executive), Paul Jones (Executive Director Finance and Assets)

Overview and Scrutiny Committee work plan – 2023/24

Monday 4 th September 2023 (deadline 22 nd August)			
UBICO Annual Report	To consider the annual performance report, where Ubico are performing well, what challenges and risks they are facing and how these are being mitigated	Discussion paper	Karen Watson (Environmental Partnerships Manager), Cllr. Iain Dobie (Cabinet Member Waste, Recycling and Street Services), UBICO
Climate change pathway	To consider the progress of the pathway to net zero: what has been achieved, and what are the next set of initiatives?	Discussion paper	Laura Tapping (Climate Emergency Programme Officer), Cllr. Alisha Lewis (Cabinet Member Climate Emergency)
CBH emissions	To consider Cheltenham Borough Homes' report on their carbon footprint.	Discussion paper, emissions report	CBH officer/s, Cllr. Alisha Lewis (Cabinet Member Climate Emergency), Cllr. Victoria Atherstone (Cabinet Member Housing)
End of year performance review	Consider the end of year performance: have we achieved what we set out to, and if not, why?	Discussion paper	Ann Wolstencroft (Head of Performance, Projects & Risk)
Annual report	To consider the O&S Annual Report for 2022/23 before it goes to Council on 16 th October.	Annual report	Darren Knight (Executive Director Place and Communities)
Monday 2 nd October 2023 (deadline 20 th September)			
Monday 30 th October 2023 (deadline 18 th October)			
Tourism	To consider CBC's current tourism provision, how effective it is and what plans there are for further development.	Discussion paper, visitor economy data	Helen Mole (Head of Place Marketing and Inward Investment), Tracey Birkinshaw (Director of Community & Economic Development), Cllr. Max Wilkinson (Cabinet Member Economic Development, Culture, Tourism and Wellbeing)

Overview and Scrutiny Committee work plan – 2023/24

Monday 15 th January 2024 (deadline 20 th December)			
Monday 26 th February 2024 (deadline 14 th February)			
Monday 25 th March 2024 (deadline 13 th March)			
Monday 3 rd June 2024 (deadline 21 st May)			
Monday 1 st July 2024 (deadline 19 th June)			

Overview and Scrutiny Committee work plan – 2023/24

Items for future meetings			
Title	Objective	Format and expected date	Author
Public Art Panel	Consider its effectiveness, successes and difficulties faced	To be scheduled SWOT has been concluded	Tracey Birkinshaw (Director of Community & Economic Development) and Chair of Public Art Panel
North Place and Portland Street	Update on these sites	TBD	Paul Jones (Executive Director of Finance, Assets and Regeneration)
Business continuity	To consider the robustness of CBC business continuity arrangements in the event of a cyber incident, and update the cyber business continuity plan	TBD Discussion paper, FAQ responses	Darren Knight (Executive Director People and Change), Ann Wolstencroft (Program Manager, HR), John Chorlton (Chief Technology Officer, Publica)
Accessibility	How does the council ensure that accessibility is always carefully considered in CBC's decision-making, and implemented wherever possible?	TBD Discussion paper	TBD
Building Control	General overview and performance review	TBD	Ian Smith (Building Control Manager)
Community Infrastructure Levy Neighbourhood Panels	Cabinet Member Customer and Regulatory Services answers questions on the decisions over allocations, and presents a report evidencing the impact of allocations made with the investment.	Annual item (towards the end of the year)	Cllr. Martin Horwood (Cabinet Member Customer and Regulatory Services), Tracey Birkinshaw (Director of Community & Economic Development)

Annual Items		
Budget proposals for coming year	January	Chair of the Budget Scrutiny Working Group
End of year performance review	July	Ann Wolstencroft (Head of Performance, Projects and Risk)
UBICO annual report	September	Karen Watson (Environmental Partnerships Manager), Cllr. Iain Dobie (Cabinet Member Waste, Recycling and Street Services), UBICO representative
Overview & Scrutiny annual report	September	Democracy Officer
Annual report of the Police and Crime Commissioner	September	PCC (Chris Nelson)
Publica annual report	October (after Publica AGM)	Jan Britton (Managing Director), Bill Oddy
CIL Neighbourhood Panels	Towards the end of the year	Cllr. Martin Horwood (Cabinet Member Customer and Regulatory Services), Tracey Birkinshaw (Director of Community & Economic Development)

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