



WOKINGHAM BOROUGH COUNCIL

A Meeting of the **OVERVIEW AND SCRUTINY
MANAGEMENT COMMITTEE** will be held in David Hicks 1
- Civic Offices, Shute End, Wokingham RG40 1BN on
WEDNESDAY 22 FEBRUARY 2023 AT 7.00 PM

Susan Parsonage
Chief Executive
Published on 14 February 2023

The role of Overview and Scrutiny is to provide independent “critical friend” challenge and to work with the Council’s Executive and other public service providers for the benefit of the public. The Committee considers submissions from a range of sources and reaches conclusions based on the weight of evidence – not on party political grounds.

Note: Non-Committee Members and members of the public are welcome to attend the meeting or participate in the meeting virtually, in line with the Council’s Constitution. If you wish to participate either in person or virtually via Microsoft Teams, please contact Democratic Services. The meeting can also be viewed live using the following link: <https://youtube.com/live/ZitLFqybG-k?feature=share>

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Our Vision
<i>A great place to live, learn, work and grow and a great place to do business</i>
Enriching Lives
<ul style="list-style-type: none"> • Champion excellent education and enable our children and young people to achieve their full potential, regardless of their background. • Support our residents to lead happy, healthy lives and provide access to good leisure facilities to enable healthy choices for everyone. • Engage and empower our communities through arts and culture and create a sense of identity for the Borough which people feel part of. • Support growth in our local economy and help to build business.
Providing Safe and Strong Communities
<ul style="list-style-type: none"> • Protect and safeguard our children, young and vulnerable people. • Offer quality care and support, at the right time, to reduce the need for long term care. • Nurture our communities: enabling them to thrive and families to flourish. • Ensure our Borough and communities remain safe for all.
Enjoying a Clean and Green Borough
<ul style="list-style-type: none"> • Play as full a role as possible to achieve a carbon neutral Borough, sustainable for the future. • Protect our Borough, keep it clean and enhance our green areas for people to enjoy. • Reduce our waste, promote re-use, increase recycling and improve biodiversity. • Connect our parks and open spaces with green cycleways.
Delivering the Right Homes in the Right Places
<ul style="list-style-type: none"> • Offer quality, affordable, sustainable homes fit for the future. • Ensure the right infrastructure is in place, early, to support and enable our Borough to grow. • Protect our unique places and preserve our natural environment. • Help with your housing needs and support people, where it is needed most, to live independently in their own homes.
Keeping the Borough Moving
<ul style="list-style-type: none"> • Maintain and improve our roads, footpaths and cycleways. • Tackle traffic congestion and minimise delays and disruptions. • Enable safe and sustainable travel around the Borough with good transport infrastructure. • Promote healthy alternative travel options and support our partners in offering affordable, accessible public transport with good transport links.
Changing the Way We Work for You
<ul style="list-style-type: none"> • Be relentlessly customer focussed. • Work with our partners to provide efficient, effective, joined up services which are focussed around our customers. • Communicate better with customers, owning issues, updating on progress and responding appropriately as well as promoting what is happening in our Borough. • Drive innovative, digital ways of working that will connect our communities, businesses and customers to our services in a way that suits their needs.
Be the Best We Can Be
<ul style="list-style-type: none"> • Be an organisation that values and invests in all our colleagues and is seen as an employer of choice. • Embed a culture that supports ambition, promotes empowerment and develops new ways of working. • Use our governance and scrutiny structures to support a learning and continuous improvement approach to the way we do business. • Be a commercial council that is innovative, whilst being inclusive, in its approach with a clear focus on being financially resilient. • Maximise opportunities to secure funding and investment for the Borough. • Establish a renewed vision for the Borough with clear aspirations.

MEMBERSHIP OF THE OVERVIEW AND SCRUTINY MANAGEMENT COMMITTEE

Councillors

Jim Frewin (Chair)	Andrew Mickleburgh (Vice-Chair)	David Cornish
Andy Croy	Peter Dennis	Graham Howe
Norman Jorgensen	Pauline Jorgensen	Adrian Mather
Stuart Munro	Alison Swaddle	

Substitutes

Gary Cowan	Michael Firmager	Chris Johnson
Morag Malvern	Charles Margetts	Alistair Neal
Beth Rowland	Rachelle Shepherd-DuBey	Wayne Smith
Bill Soane		

ITEM NO.	WARD	SUBJECT	PAGE NO.
74.		APOLOGIES To receive any apologies for absence.	
75.		MINUTES OF PREVIOUS MEETING To confirm the Minutes of the Meeting held on 18 January 2023.	5 - 12
76.		DECLARATION OF INTEREST To receive any declarations of interest.	
77.		PUBLIC QUESTION TIME To answer any public questions. A period of 30 minutes will be allowed for members of the public to ask questions submitted under notice. The Council welcomes questions from members of the public about the work of this Committee. Subject to meeting certain timescales, questions can relate to general issues concerned with the work of the Committee or an item which is on the Agenda for this meeting. For full details of the procedure for submitting questions please contact the Democratic Services Section on the numbers given below or go to www.wokingham.gov.uk/publicquestions	
78.		MEMBER QUESTION TIME To answer any Member questions.	
79.	None Specific	PROPOSED CHANGES TO THE WASTE COLLECTION SERVICE To scrutinise draft proposals for changes to the waste collection service.	13 - 26

80.	None Specific	CUSTOMER EXCELLENCE PROGRAMME UPDATE To consider an update on the Customer Excellence Programme including progress on developing an improved WBC website.	27 - 34
81.	None Specific	OVERVIEW AND SCRUTINY COMMITTEE ANNUAL REPORTS To consider the draft Overview and Scrutiny Committee Annual Reports for 2022/23.	35 - 56
82.	None Specific	CONSIDERATION OF THE CURRENT EXECUTIVE AND IEMD FORWARD PROGRAMMES To consider the current published version of the Executive Forward Programme and the Individual Executive Member Decision Forward Programme.	57 - 68
83.	None Specific	COMMITTEE WORK PROGRAMMES To discuss the work programme of the Overview and Scrutiny Management Committee and Overview and Scrutiny Committees	69 - 76
84.	None Specific	ACTION TRACKER REPORT To consider the regular Action Tracker report.	77 - 80

Any other items which the Chairman decides are urgent

A Supplementary Agenda will be issued by the Chief Executive if there are any other items to consider under this heading.

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MINUTES OF A MEETING OF THE OVERVIEW AND SCRUTINY MANAGEMENT COMMITTEE HELD ON 18 JANUARY 2023 FROM 7.00 PM TO 9.30 PM

Committee Members Present

Councillors: Jim Frewin (Chair), Andrew Mickleburgh (Vice-Chair), David Cornish, Andy Croy, Peter Dennis, Norman Jorgensen, Pauline Jorgensen and Alison Swaddle

Other Councillors Present

Councillors: Morag Malvern, Rachel Bishop-Firth, Clive Jones and Sarah Kerr

Officers Present

Neil Carr, Democratic and Electoral Services Specialist
Graham Ebers, Deputy Chief Executive & Director of Resources & Assets
Steve Moore, Director of Place and Growth
Susan Parsonage, Chief Executive
Will Roper, Customer Insight Analyst and Performance Manager
Sally Watkins, Chief Operating Officer
Callum Wernham, Democratic & Electoral Services Specialist

20. APOLOGIES

Apologies for absence were submitted from Graham Howe, Adrian Mather and Stuart Munro.

Morag Malvern attended the meeting as a substitute for Adrian Mather.

21. STATEMENT BY THE CHAIR

Jim Frewin made the following statement:

“Good evening and a belated Happy New Year.

I want to start tonight with a quick refresher of our Overview and Scrutiny aims.

At our first meeting of this Municipal Year, we asked all Committee members to tell us what you wanted from Overview and Scrutiny. On top of this, we also had a Scrutiny review from the Centre for Governance and Scrutiny, which we reviewed at our last meeting.

We have been working to try to achieve these aims and look to implement a more structured approach to Overview and Scrutiny so that we all get better opportunities for earlier engagement, take a more structured approach across all our Scrutiny, do fewer things well rather than lots of things in a rush and try to improve our “constructive critical friend” relationship.

I thank all those who participated in our last meeting which, in my view, was a step in the right direction and an example of a constructive and beneficial meeting.

As an example of an improvement initiative, it has been agreed that the trial of regular meetings between the Leader, Chief Executive and the O&S Chair and Vice-Chair is to be adopted as “business as usual” and will be scheduled for the next 12 months, beyond any election. We will be looking to get this approved and embedded into our Constitution as

soon as we can. Other initiatives to improve Overview and Scrutiny are being explored and will be shared to enable appropriate overview by this Committee.

As I have previously said, coming to Overview and Scrutiny need not need to be a “Spanish Inquisition” for officers or Members!

So, a reminder of the top aims you wanted from Overview and Scrutiny:

- Scrutiny that adds value for our residents;
- Working towards a culture of greater openness, transparency and honesty;
- Scrutiny that is forward looking and ambitious through early engagement;
- Scrutiny that reviews delivery – if something has not been achieved then understand why, dig down to root causes and help identify the lessons learned;
- Direction – check strategy – influence strategy but don’t try to set strategy – that is the role of the Executive and the officer Corporate Leadership Team (CLT);
- Influence measures and reporting that enable better understanding of how residents experience Council services which can, in turn, be used for better Scrutiny leading to service improvements;
- Ask concise and meaningful questions – be prepared;
- Engage as a team with CLT, the Executive and officers in order to add value;
- Try to be non-political, stop political point scoring – be a true critical friend.

We have made progress on many of these aims, so let’s keep that momentum going.

22. MINUTES OF PREVIOUS MEETING

The Minutes of the meeting of the Committee held on 16 November were confirmed as a correct record and signed by the Chair.

Note: Members commented that they had not received details of the Corporate CRM System Procurement proposal, as requested at the meeting.

23. DECLARATION OF INTEREST

Morag Malvern declared a personal interest in Item 69 – Q2 Corporate Performance Monitoring Report – on the grounds that a relative received support from the Adult Social Care service.

24. PUBLIC QUESTION TIME

There were no public questions.

25. MEMBER QUESTION TIME

There were no Member questions.

26. LEADER AND CHIEF EXECUTIVE

Clive Jones (Leader of the Council) and Susan Parsonage (Chief Executive) attended the meeting to give a presentation to the Committee on progress relating to key priorities and challenges facing the Council over the coming year.

The presentation covered the following points:

Starting Position May 2022:

- Unprecedented financial position – spiralling inflation and Budget gap;
- Cost of living crisis – increasing financial pressures on communities;
- Inconsistency in partnership relations, resulting in missed opportunities;
- Opportunities to improve governance, scrutiny and review.

Addressing the Gaps:

- Making difficult financial decisions – car parking charges and waste collection;
- Support for the cost of living crisis – funding for free school meals;
- Prioritised Special Education Needs – bid for new SEND schools;
- Developed specialist accommodation – supporting residents to stay in their own homes;
- Reduced use of temporary accommodation – support for residents in need.

Making the Changes:

- Investment in new library in Twyford and dementia care home at Toutley;
- Cost of living crisis response - partnership with the Hardship Alliance;
- Violence against Women and Girls Strategy approved by the Executive;
- 900+ children engaged in holiday activities and food programme;
- Sheltered housing provision inspected and awarded accreditation;
- Positive feedback from the LGA Peer Review follow-up visit – palpable and positive change in tone, style and purpose.

Priorities Moving Forwards:

- Changing the way we work with partners – e.g. voluntary/community sector and Town and Parish Councils;
- Maintaining a strong financial grip – efficiencies through innovation and demand management;
- Tackling climate emergency – net zero target for 2030 – reducing fuel poverty;
- Prioritise services for vulnerable residents – amplifying the voice of residents;
- Focus on improving the customer experience – new website with easier to use digital services;
- Developing long term aspirations – Borough Vision and 2050 Borough Plan.

Following the presentation, Members raised the following comments and questions:

How many opposition Members engaged with the Peer Review follow up visit? It was confirmed that the Peer Review team spoke to Executive Members and the Corporate Leadership Team (CLT).

The presentation referred to 36,700 Council Tax energy rebates to residents in need. Did this constitute a financial risk to the Council? It was confirmed that the impact of support for the cost of living crisis was included in the quarterly budget monitoring reports to the Executive. Other impacts of the cost of living crisis included the effect on the usage of the Borough's leisure centres.

What was being done to develop the long-term Borough Vision? It was confirmed that community events were being planned with the Council's key partners. Development of the Vision would be reported back to Overview and Scrutiny as part of the process. Emerging WBC priorities could be included in the Overview and Scrutiny work programmes as part of the "horizon scanning" process. Members knew what the issues were in their local communities, so it was important that their knowledge was utilised. It was essential that Members were updated on any emerging issues in their wards in order for them to carry out their roles effectively.

Residents wanted high quality services and some of these could be provided in partnership. However, it was important to minimise bureaucracy and focus on delivery. An example of effective partnership working was the approach to arts and culture. The development of a shared vision and shared partnership approach could maximise available resources and lever in funding from regional and national bodies.

It was important to establish clear lines of accountability in partnership working. As an example, what was the working arrangement between the Council and the Hardship Alliance – how were issues escalated and reported?

RESOLVED That:

- 1) Clive Jones and Susan Parsonage be thanked for attending the meeting to provide an update on key challenges and priorities;
- 2) Clive and Susan be invited to attend future meetings on a six-monthly basis;
- 3) issues highlighted during the discussion be considered for inclusion in the Overview and Scrutiny work programmes for 2023/24.

27. Q2 2022/23 CORPORATE PERFORMANCE MONITORING REPORT

The Committee considered the Q2 Corporate Performance Monitoring Report, as set out at Agenda pages 13 to 50. The report covered the period July to September 2022.

Sarah Kerr (Executive Member for Climate Emergency and Resident Services) and Rachel Bishop-Firth (Executive Member for Equalities, Inclusion and Fighting Poverty) attended the meeting to answer Member questions, supported by Sally Watkins (Chief Operating Officer), Emily Higson (Head of Insight, Strategy and Inclusion) and Will Roper (Customer Insight Analyst and Performance Manager).

The report stated that Executive Members had agreed 40 Key Performance Indicators, details of which were set out in Appendix A to the report. Each KPI had a SMART target and was assigned a RAG status (Red, Amber or Green) to indicate the level of performance achieved in the quarter. Overall, Q2 showed good performance in spite of some significant challenges such as high inflation and financial uncertainty. The majority of KPIs were rated as Green (23) with eight Amber and two Red. There were also seven KPIs without targets. These included new KPIs which needed to be monitored until baseline performance was established.

The two KPIs showing Red performance in Q2 were:

- AS1 – Percentage of adult safeguarding concerns, leading to an enquiry, completed within two working days;

- CS4 – Percentage of Education, Health and Care Plans (EHCP) Assessments completed within 20 weeks of referral.

The report gave details of the Red KPIs along with context and the corrective action being taken.

In the ensuing discussion Members raised the following points:

In relation to changes to the KPI reporting system and the provision of more timely data, would the Committee receive an update report? It was confirmed that a report would be submitted to the Committee in the next few months.

AS1 – Percentage of adult safeguarding concerns, leading to an enquiry, completed within 2 working days – in relation to the various contributory factors set out in the report, was this indicator back on track? It was confirmed that a detailed progress report would be submitted to the next Health Overview and Scrutiny Committee meeting.

RA8 – Capital budget monitoring forecast position – was the projected underspend (Q2) seen as a positive or a negative? It was confirmed that, due to the unprecedented financial situation, a conscious effort had been made to postpone Capital spending where possible. The aim was to reduce borrowing costs where possible and appropriate. The detailed monitoring report would be submitted to the January meeting of the Executive.

The upward trend of leisure attendances and participation was reported as a positive. Was this trend continuing? It was confirmed that the overall trend contained some positives and some negatives. For example, usage of the Borough's swimming pools had bounced back post Covid. However, the contractor, Places for Leisure, was struggling with increased costs such as the soaring cost of energy to heat the pools.

PG2 – Number of households for whom homelessness has been prevented – Q2 indicated an improved performance with the number of households increasing to 44. What steps were being taken to ensure that this trend continued? It was confirmed that the Housing team had been successful in managing down the number of households in temporary accommodation. Work was ongoing, for example through the landlord forum, to identify potential properties which could be used to accommodate homeless residents.

CEX6 – WBC staff sickness absence – it was noted that staff sickness absences had increased above pre-Covid levels. However, WBC's rate compared favourably with neighbouring authorities. It was confirmed that staff sickness absence guidance was being revised alongside additional training for managers. Further support was being provided through the Employee Assistance Programme, mental health first aiders and workshops on mental health and wellbeing.

Pothole repairs and performance in planning appeals were important issues within Place and Growth but were not currently reported through the quarterly KPI reports. Could these two issues be included in future reporting? It was confirmed that these issues could be included in future performance monitoring reports. This should be discussed with the relevant Executive Members in the first instance.

Members were aware of reports relating to increasing complexity in key frontline services such as Adult Social Care and Children's Services. This increased complexity represented

a multi-agency challenge. One aspect was the factors which the Council could control versus the factors outside the Council's control. It was felt that this issue may be suitable for a "deep dive" by the Children's Services or Health Overview and Scrutiny Committees.

The Chair referred to a number of questions submitted in advance of the meeting, viz:

Adult Services Transformation Programme – early sight of the programme and associated timelines would assist Overview and Scrutiny. How do we improve the quality and timeliness of information provided to Members on major change programmes?

Adult Services – impact of Covid-19 – what are the ongoing impacts and how are they being measured and mitigated against?

Adult Services – workforce pressures – an overview of the recruitment and retention plan would be useful alongside an update on progress.

Adult Services – AS1 – in relation to "out of scope referrals" what actions are being taken with the South Central Ambulance Service and Thames Valley Police?

Chief Executive's Office – how is the Equality Forum developing and what opportunities will it create?

Chief Executive's Office – what is the new HR structure and how will it support workforce improvements and resilience?

Place and Growth – Ukrainian refugees – what are the risks linked to the end of the current hosting arrangements?

Place and Growth – Residential Extension project at Bluebell Way, Thatcham – what are the potential benefits for properties in the Borough?

Place and Growth – what are the main contractual challenges and how are they being addressed?

RESOLVED That:

- 1) the Executive Members and officers be thanked for attending the meeting to present the Q2 performance report and respond to Member questions;
- 2) the performance of the KPIs relevant to the Committee be noted;
- 3) further information be circulated to the relevant Overview and Scrutiny Committees in response to the points raised at the meeting.

28. OVERVIEW AND SCRUTINY WORK PROGRAMMES 2023/24

The Committee considered a report, set out at Agenda pages 51 to 55, which gave details of the process to be followed in developing the Overview and Scrutiny Committee Work Programmes for 2023/24.

The report stated that effective work programming was a Member-led process aimed at shortlisting and prioritising issues of community concern together with issues arising out of

the Council Plan and major service or policy changes. The report proposed a timeline for developing the work programmes in consultation with the Executive and non-Executive Members, the Corporate Leadership Team, community stakeholders and residents. The final draft of the 2023/24 work programmes would be submitted to the Committee's March 2023 meeting for approval.

The report referred to the Scrutiny Improvement Review (SIR), carried out in 2022. The SIR report had emphasised the importance of effective work programming and greater emphasis on the role of Overview and Scrutiny in shaping new policy initiatives. The SIR findings would be reflected in the development of the work programmes for 2023/24. The SIR report also highlighted the effectiveness of carrying out detailed Scrutiny reviews through small Task and Finish Groups.

RESOLVED That:

- 1) the suggested process and timeline for developing the Overview and Scrutiny Committee Work Programmes for 2023/24 be approved;
- 2) the suggested process for public consultation on the draft work programmes be approved;
- 3) the 2023/24 work programmes be finalised at the meeting of the Committee on 15 March 2023;
- 4) each of the Overview and Scrutiny Committees carries out one or more detailed Scrutiny reviews during 2023/24;
- 5) the Borough's MPs be invited to suggest items for inclusion in the 2023/24 Overview and Scrutiny work programmes.

29. CONSIDERATION OF THE CURRENT EXECUTIVE AND INDIVIDUAL EXECUTIVE MEMBER FORWARD PROGRAMMES

The Committee considered a copy of the Executive Forward Programme and the Individual Executive Member Decision (IEMD) Forward Programme as set out on Agenda pages 57 to 70. Members discussed whether any of the items in the forward programmes should be considered by the relevant Overview and Scrutiny Committees.

RESOLVED That:

- 1) the Executive and IEMD Forward Programmes be noted;
- 2) scrutiny of the Tackling Poverty Strategy be added to the Committee's work programme;
- 3) a report on proposed changes to the waste service be considered at the Committee's meeting on 22 February 2023.

30. COMMITTEE WORK PROGRAMMES 2022/23

The Committee considered its forward work programme and that of the Overview and Scrutiny Committees for the remainder of 2022/23, as set out on Agenda pages 71 to 80.

RESOLVED that:

- 1) the Overview and Scrutiny work programmes for the remainder of 2022/23 be noted;
- 2) the report of the Estate Infrastructure Task and Finish Group be circulated to Members prior to its consideration at the March meeting.

31. ACTION TRACKER REPORT

The Committee considered the latest Action Tracker report, set out at Agenda pages 81 to 84.

RESOLVED: That the Action Tracker report be noted.

TITLE	Proposal to Change the Collection Methodology and Containment of Waste in the Borough
FOR CONSIDERATION BY	Overview and Scrutiny Management Committee on 22 February 2023 and the Executive on 21 March 2023
WARD	None Specific;
LEAD OFFICER	Director, Place and Growth – Simon Dale
LEAD MEMBER	Executive Member for Environment and Leisure - Cllr Ian Shenton

PURPOSE OF REPORT

The report sets out how the Council intends to tackle financial pressures and drive forward its waste minimisation, diversion, recycling and carbon reduction commitments. Following the results of the second waste strategy consultation, it is proposed that Alternate Weekly Collections are introduced in Wokingham, with wheeled bins rolled out for containment of refuse.

RECOMMENDATION

Recommendation to Overview and Scrutiny:

That the Overview and Scrutiny Management Committee consider the draft Executive Report and make comments and recommendations to the Executive as necessary.

Recommendations to the Executive:

That the Executive:

- i) Approve the proposed change of policy from weekly blue bag collection to Alternate Weekly Collection (general refuse collected one week, recycling collected the next week, with retained weekly food waste collection);
- ii) Approve the introduction of wheeled bins for the containment of refuse from the summer of 2024;
- iii) Approve the utilisation of funds from the Waste Equalisation Reserve Fund to support the purchase and distribution of wheeled bins.

EXECUTIVE SUMMARY

This report sets out a proposal for the Council to move from its current arrangements of weekly general refuse and recycling collections, to an Alternate Weekly Waste (AWC) collection model for the borough, following feedback from the Waste Strategy Consultation stating that 74% of respondents liked, accepted or had a neutral position on a move to AWC.

This proposal is in line with Wokingham Borough Council's environmental and climate commitments as a move to AWC will encourage residents to correctly dispose of recyclable material as well as minimise overall waste generation, and it presents an opportunity to assist the Council in delivering much needed financial savings at a time when financial pressures are increasing.

Across England, many councils have been successfully running AWC's for over 25 years. Nearly 80% of English council's already undertake AWC collections to boost recycling and restrict the amount of refuse produced through diversion and minimisation of recycling and general waste. Neighbouring authorities, Bracknell Forest and Reading Borough Council's made the move to AWC some time ago. BFBC changed in 2007 increasing their recycling rate by 13% per annum. RBC changed in 2006 increasing their recycling rate by 10% per annum. Since then BFBC have now moved to three weekly collections furthering their recycling rate and environmental performance.

Officers are confident that a move to AWC in Wokingham will lead to financial and environmental benefits as analysis of Wokingham resident's general waste and recycling shows that there is a significant amount of recycling incorrectly disposed of in resident blue bags which could be recycled rather than disposed of in general waste. Around 57% of material in blue bags is recyclable and could be recycled at kerbside (including food waste) or via the Household Waste Recycling Centres (HWRCs). The approximate cost of wrongly disposing recyclable material is c.£1m per annum as the cost of refuse disposal (£121 per tonne) is more expensive than the cost of both dry recycling (£45 per tonne) and food recycling (£22 per tonne). Additionally, once this material is disposed of, it will contribute to carbon emissions and ultimately it cannot be used again.

In light of the Council's financial situation and commitment to improving environmental performance (including the Climate Emergency programme) it is proposed that Wokingham Borough moves from:

- A weekly collection of refuse in blue bags to a fortnightly collection in wheeled bins, ceasing the supply of blue bags.
- A weekly dry recycling collection to a fortnightly collection using the existing green reusable sacks already available to residents.

This would mean refuse and dry recycling is collected on alternate weeks. There will be no change to the existing weekly food recycling or the fortnightly paid-for garden waste collections. The proposed change will apply to kerbside properties only. Other arrangements will be made for flats and those properties without access to kerbside collection.

These changes are expected to generate a saving of more than £0.50m in 2024/25, rising to circa £1.05m to £1.50m from 2025/26. The recycling rate is expected to increase by c.10%, from 54% to 64%, and it is predicted that there will be a reduction in carbon emissions of 2,400t per annum. These expected improvements will be closely monitored and KPI's put in place to report on progress, including attendance at Overview and Scrutiny.

BACKGROUND

Wokingham Borough Council (WBC) has a good track record of waste management with over 54% of rubbish being recycled in 2021/22. New initiatives have helped drive this forward including the food waste service that was introduced in 2019. Additionally, comprehensive communications and engagement campaigns have supported in capturing more recyclable material through increased environmental campaigns and waste and recycling information sharing with residents.

However, as Appendix 1 demonstrates, some of the top performing recycling authorities in the country manage to recycle well above 60% of waste collected. Following detailed analysis of the blue bag composition in Wokingham, officers established that approximately 57% of general refuse blue bag contents could be recycled but, due to incorrect disposal by residents, is currently going to general waste instead. This not only costs the Council more to dispose of, as the cost of disposing of general waste is significantly higher than the cost of recycling, but it also reduces the Council's recycling and environmental performance.

The Waste Cross Party Working Group, set up in 2021, sought to review the Council's existing waste strategy, identify financial savings and improve the Council's environmental performance. Currently, WBC provides the following collections to properties:

- Weekly refuse collections in blue single use bags from kerbside and narrow access properties. Larger refuse containers for flats.
- Weekly mixed dry recycling in green reusable sacks for kerbside properties, boxes for narrow access properties and larger recycling containers for flats
- Weekly food waste in 23 litre green caddies for kerbside and narrow access properties, larger food waste containers for flats
- Fortnightly charged garden waste service in brown wheeled bins or brown paper sacks for narrow access properties.

In order to achieve financial savings and environmental improvements the Cross-Party Working Group commissioned a number of different collection scenarios to be modelled by the Waste and Resources Action Programme (WRAP) consultancy. The outcomes of this extensive modelling work showed that the only way to achieve the aspirations of the Cross Party Working Group is to change the way waste is collected, specifically in relation to how and when refuse is collected.

This was supported by benchmarking that showed the top performing authorities in England have a fortnightly or less frequent refuse collections. Over 257 authorities in the country already undertake fortnightly collection (76%) and eight (2%) undertake three weekly collections. Table 1 (see Appendix 1) highlights those top performers in 2020

and their respective collection methodology. WBC's figures are provided as a comparison. It also shows that WBC recycles around 9% to 14% less than the other council's by operating a weekly refuse/recycling collection.

Wokingham Borough's nearest neighbours already successfully operate less frequent collection models. West Berkshire Council, Royal Borough of Windsor and Maidenhead, Reading Borough Council and Hart District Council all carry out alternate weekly collections whilst Bracknell Forest Borough Council operate a three weekly collection system. This move has supported all of these authorities to minimise their overall waste and increase their recycling performance.

Options Considered

The modelling work outlined above led to the short-listing of two viable options that would enable savings and environmental performance improvements within the constraints of the existing waste collection contract, which does not end until 2026. The details of both options are listed below:

Option 1:

- Alternate weekly collections of refuse and mixed dry recycling (i.e. refuse one week, recycling the following week)
- Provision of a wheeled bin for the containment of refuse and cease provision of blue bags
- Retain weekly food collections
- Retain paid for fortnightly garden waste collections

Option 2:

- Three-weekly collections of refuse
- Provision of a wheeled bin for the containment of refuse and cease provision of blue bags
- Fortnightly collections for mixed dry recycling
- Retain weekly food collections
- Retain paid for fortnightly garden waste collections

Public Consultation

Whilst WRAP and Eunomia modelling work has been ongoing, the Cross Party Working Group carried out two public consultations to seek resident views on changing the way waste is collected in the borough. In October 2021, the initial consultation was launched to understand high level views on waste collection and recycling in the borough. The results showed that:

- 86% of respondents are willing to recycle more
- 54% of respondents felt that environmental benefits are most important

From October 2022 to December 2022, a more detailed second consultation was undertaken to ask residents their views on the two options outlined above. Over 9,000 responses were received demonstrating that:

- 74% were neutral, accepted or liked the Alternate Weekly Collections proposal
- 78% were neutral, accepted or liked wheeled bins for refuse
- 30% were neutral, accepted or liked three weekly collections

Preferred Option for Approval:

As a result of the benchmarking, modelling and consultation outcome, the preferred option proposed to the Executive for approval is Option 1 - Alternate Weekly Collections (outlined above).

The benefits that are expected to be achieved as a result of a move to AWC include:

- Savings upwards of c.£0.50m in 2024/25 and c.£1.05m to £1.50m in 2025/26 onwards due to waste minimisation, diversion and contractual efficiencies.
- An increased recycling rate of c.64%, up from c.54%, significantly improving the Council's recycling performance, in line with some of the highest performing council's in the country.
- A carbon saving of 2,400t of CO₂ per annum, in line with the Council's commitments to the Climate Emergency Agenda.

The collection frequency under the proposed changes will look as follows:

	Container	Week 1	Week 2	Week 3	Week 4
Refuse (Changed collection frequency and container)	*New* wheeled bin	✓		✓	
Recycling (Changed collection frequency)	Existing green recycling bags		✓		✓
Food waste (Unchanged)	Existing kitchen caddy	✓	✓	✓	✓
Garden waste (Unchanged)	Existing wheeled bins or paper sacks	✓		✓	

It should be noted that there are approximately 64,000 kerbside properties in the borough; around 99% percent of these can accommodate a wheeled bin. The c.1% percent of remaining properties will remain on a bag collection. The rest of the housing stock in Wokingham is made up of flats and narrow access properties and these properties are excluded from this proposed change.

Waste and Recycling Operational Policy

To support the proposed changes and in response to the public consultations, a review of the existing operational policy will be undertaken. Many authorities operating an AWC model have specific policies in place to support their commitments to reducing the impact of waste on the environment and the amount of waste that is sent to expensive energy from waste treatment and landfill. The policies explain the actions and responsibilities of the Council and householders to participate fully in the service and to recycle and dispose of their waste, so as to avoid any uncertainty for residents, officers, and elected members. The Council intends to review its existing policy covering matters such as extra waste at the side of the bin, missed collections, contaminated recycling, larger households, assisted collections and exemptions. This will ensure the implementation and delivery of service will be consistent and equitable.

Mobilisation & Delivery

There are a number of key works streams required to successfully mobilise and deliver this project. A robust governance structure, including a project board and individual workstreams reporting into the project board, has been set up to ensure successful delivery and to manage any risks arising throughout the duration of the project. The workstreams include:

- Communication and public engagement including direct ‘face-to-face’ roadshows/events, leaflets/letters to properties and social media campaigns
- Customer Experience – including Customer Services support i.e. visits to residents, Website updates and Customer Relation Management (CRM) functionality
- Procurement – including contract variation, wheelie bin purchase and delivery of bins
- Operational implementation – including storage and roll out of wheelie bins, recruitment and onboarding of temporary staff, and rerouting of collections including day changes

It is expected that mobilisation will take approximately 12 months (see appendix 2) for more detailed timeline proposal). This includes for contract variation, identification and review of bin storage locations, procurement of bins, bin delivery, implementation of the communication and engagement plan, development of the back-office IT system,

recruitment of temporary staff to support the customer contact centre as well as outreach staff to support residents, and rerouting of the collection service based on a new AWC model. Each work stream will have its own critical paths and associated risk, which can impact on the timely delivery of that work stream and the overall programme of works. Therefore, the project board meets on a monthly basis, with fortnightly workstream meetings and regular risk register reviews to ensure that there is oversight of any developing risks and they are mitigated as soon as possible.

FINANCIAL IMPLICATIONS OF THE RECOMMENDATION

The Council faces severe funding pressures, particularly in the face of the COVID-19 crisis. It is therefore imperative that Council resources are focused on the vulnerable and on its highest priorities.

	How much will it Cost/ (Save)	Is there sufficient funding – if not quantify the Shortfall	Revenue or Capital?
Current Financial 2022/23 (Year 1)	N/A	N/A	N/A
Next Financial Year 2023/24 (Year 2)	Cost of £1.50m for purchase a delivery of wheeled bins (Capital) £0.46m one off implementation costs (Revenue) Total - £1.96m	Proposal to fund all costs including implementation costs and wheeled bins from the Waste Equalisation Fund.	Capital Revenue <i>See appendix 3 for breakdown</i>
Following Financial Year 2024/25 (Year 3)	(£0.50m) est.	This is £0.55m short of the MTFP income expectation due to the proposed timeframe of delivery.	Revenue
Following Financial Year 2025/26 (Year 4)	(£1.05m - £1.50m) est.	It is forecast that budgeted saving will be achieved and possibly exceeded.	Revenue

The implementation requires one off funding of £1.96m in 2023/24, which comprises of £1.50m for wheeled bins purchase and delivery, and £0.46m for operational delivery costs. It is proposed to utilise funds from the existing waste equalisation fund to finance all implementation costs. There is currently £5.56m in the waste equalisation fund, utilising £1.96m would leave balance of £3.60m. The £1.96m will be returned to the fund over 13 years at circa £0.15m per year. Further information can be found in Appendix 4.

The savings have been projected through detailed data analysis and there are assumptions associated with these. The following table outlines the expected diversion from 'blue bag' residual waste to recycling and waste minimisation. It is predicted, through the benchmarking/model analysis that overall 'blue bag' residual waste will reduce by 20%.

12% of this residual waste will go to dry recycling (green bags), 5% will go to food waste and 3% will be minimised by residents not generating the waste.

Waste type/activity	Current Service (tonnes)	New Service (tonnes)	Difference (tonnes)	Increase (+) or decrease (-)
Residual waste	28,142	22,596	-5,546	-20% decrease
Dry recycling	27,045	30,505	3,460	+13% increase (12% of current service)
Food waste	6,054	7,366	1,312	+22% increase (5% of current service)
Waste Minimisation	0	-774	-774	(3% of current service)
Total	61,241	60,467	-774	

However, if the diversion rates are not realised or the contractual efficiencies are not achieved then the savings will be less than expected. To mitigate this risk, the project will be carefully managed and it will be supported by a robust communications campaign which will drive the waste minimisation and recycling elements. The communication costs form part of the implementation funding mentioned above.

The MTFP proposed budget includes income expectations of £1.05m in each year from 2024/25 onward. Due to not all the savings being able to be realised in year one and the proposed timing of implementation being part way through the year, the £1.05m income is unlikely to be achieved in 2024/25, with income in the region of £0.50m forecast. It is however anticipated that the £1.05m saving in 2025/26 will be achieved and possibly exceeded by up to £0.50m.

The financial position included in this report are up to 2025/26. The current contract with Veolia expires in 2026 and a retendering exercise will be undertaken. This is likely to result in further financial implications, but these are not yet known.

Other Financial Information
<ul style="list-style-type: none"> Currently around 57% of the waste included as general waste is recyclable. This is significant financially because it is up to 6 times more expensive to dispose of general waste than recyclable waste. AWC combined with the communications message is forecast to encourage more recycling and reduce the percentage of recyclable waste in general waste. The figures included in this report take into account this assumption.

Stakeholder Considerations and Consultation

Stakeholder consultation and consideration has been fully assessed as part of this report. In 2021 and subsequently in 2022, WBC undertook two waste and recycling consultations which set out to gain insight into resident's waste and recycling opinions.

The first consultation showed:

- 86% of respondents are willing to recycle more.
- 54% of respondents felt that the environmental benefits are most important.

The second consultation showed:

- 74% were neutral, accepting or liked Alternate Weekly Collections
- 78% were neutral, accepting or liked wheeled bins for refuse
- 30% were neutral, accepting or liked three weekly collections

It is clear from these surveys that there is a desire to improve our recycling and minimise waste as much as possible in the Borough which is possible through Alternate Weekly Collections.

Public Sector Equality Duty

An Equality Impact Assessment has been undertaken.

Climate Emergency – This Council has declared a climate emergency and is committed to playing as full a role as possible – leading by example as well as by exhortation – in achieving a carbon neutral Wokingham Borough by 2030

This Council has declared a climate emergency and is committed to playing as full a role as possible through leading by example as well as by encouragement. This proposal will help reduce carbon and single use plastic and support the goal of the Borough reaching carbon neutral by 2030.

Reasons for considering the report in Part 2

No Part 2

List of Background Papers

Appendix 1: Top recycling authorities 2020
Appendix 2: Proposed timeline for mobilisation and delivery
Appendix 3: Delivery costs
Appendix 4: Costs and savings

Contact Richard Bisset	Service Place and Growth
Telephone 0118 974 6000	Email richard.bisset@wokingham.gov.uk

Appendix 1:

Top recycling authorities 2020/2021 Based on DEFRA Statistics for English Collection and Unitary Authorities (note the release of 2021/2022 data has been delayed by DEFRA until Spring 2023)

Rank	Local Authority	Household Waste Sent for Reuse, Recycling or Composting (%)	Residual Waste Per Household (kg)	Residual Waste Frequency	Residual Waste Bin Size (litres)	Food Waste Frequency	Dry Recycling Frequency	Dry Recycling Bin Size (litres)	Dry Recycling Scheme Type
1	St Albans City and DC	64.2%	389	Fortnightly	180	Weekly	Fortnightly	240 + Box	Twin Stream: Containers/Fibres
2	South Oxfordshire DC	63.6%	406	Fortnightly	180	Weekly	Fortnightly	240	Fully Comingled
3	Three Rivers DC	63.1%	369	Fortnightly	140	Weekly	Weekly	240	Fully Comingled
4	Vale of White Horse DC	62.6%	376	Fortnightly	180	Weekly	Fortnightly	240	Fully Comingled
5	Surrey Heath BC	61.3%	397	Fortnightly	180	Weekly	Fortnightly	240	Fully Comingled
6	East Riding of Yorkshire	60.8%	532	Fortnightly	180	Fortnightly	Fortnightly	240	Fully Comingled
7	North Somerset	60.4%	466	Fortnightly	180	Weekly	Weekly	Boxes	Multi Stream: All Materials
8	Dorset Council	60.1%	468	Fortnightly	180	Weekly	Fortnightly	240	Fully Comingled
9	East Devon DC	60.0%	326	3 Weekly	240	Weekly	Weekly	Boxes	Multi Stream: All Materials
10	Tandridge DC	59.9%	398	Fortnightly	180	Weekly	Fortnightly	240	Fully Comingled
11	South Northants DC	59.6%	469	Fortnightly	180	Weekly	Fortnightly	240	Fully Comingled
12	Stratford-on-Avon DC	59.4%	471	Fortnightly	240	Fortnightly	Fortnightly	240	Fully Comingled
13	Stroud DC	59.4%	332	Fortnightly	140	Weekly	Fortnightly	240+ Box	Twin Stream: Containers/Fibres
14	Bath and NE Somerset	59.2%	383	Fortnightly	140	Weekly	Weekly	Boxes	Multi Stream: All Materials
15	Cotswold DC	58.9%	449	Fortnightly	180	Weekly	Fortnightly	Boxes and Sacks	Multi Stream: All Materials
71	Wokingham BC	49.5%	411	Weekly	Sacks	Weekly	Weekly	Reusable Sacks	Comingled – No Glass

Appendix 2

Proposed timeline for mobilisation and delivery

Work Area	Date
Executive Decision Agreed	March 2023
Variation discussion with Veolia	March 2023
Procure wheeled bins	March 2023
Finalise communications campaign	March 2023
Website and CRM	January to October 2023
Additional WBC temporary staff	Spring 2024 to Autumn 2024
Wheeled bin distribution	Summer 2024
Go Live	Summer 2024

Appendix 3

Mobilisation costs:

Item (From Waste Equalisation Fund)	Total one-off cost
Wheeled bins purchase and distribution	£1.5m
WBC additional staff costs (3 x Outreach offers, 4 x Customer Service officers - Six months)	£140k
Communications – Design, production and distribution	£100k
IT and Web design	£100k
Site rental and security for Wheeled bins	£70k
Contingency	£30k
Property Survey	£15k
TOTAL	£1.955m

Appendix 4: Costs and savings:

Item (From Waste Equalisation Fund)	Total one-off cost
Wheeled bins purchase and distribution	£1.5m
WBC additional staff costs (3 x Outreach offers, 4 x Customer Service officers - Six months)	£140k
Communications – Design, production and distribution	£100k
IT and Web design	£100k
Site rental and security for Wheeled bins	£70k
Contingency	£30k
Property Survey	£15k
TOTAL	£1.955m

Item	Total Saving (Realised from 2025/26)
Contract Efficiencies	£290k
Re3 – Diversion of refuse to recycling inc waste minimisation	£485k
Ceasing Blue bags	£335k
Repayment of Equalisation Fund per annum	-£150k
TOTAL	c.£1m

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Customer Excellence Programme Update

5 year Organisational Change Programme
February 2023

27

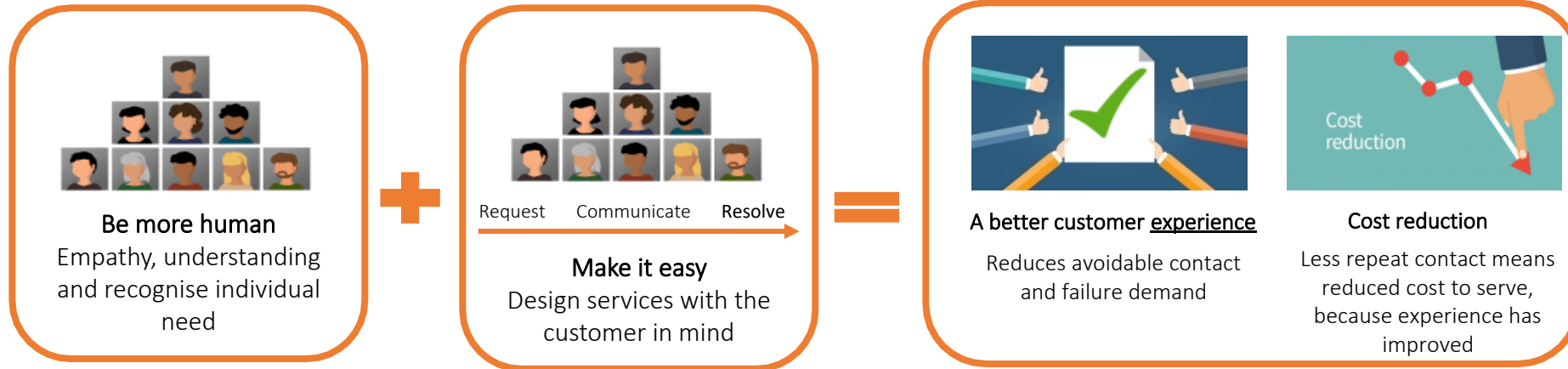
Agenda Item 501

Listen | Learn | Improve



What do we mean by 'Customer Experience'?

28



*"If you want people to do something, make it **easy**."* Richard Thaler

Listen | Learn | Improve



Current picture and future aspirations

From

To

Customer Experience

Inconsistent customer experiences. Pockets of excellence but confusion around who owns the customer experience.

Improved and consistent customer experiences across services, and ownership to be organisation wide.

Website

Feedback from customers and employees tell us that it is not always easy to navigate our digital services.

New website centred on the needs of our customers.

Customer Data & Insight

Customer feedback gathered on an ad-hoc basis, so unable to use it to drive improvements.

Customer insight used proactively as part of a customer centric strategy to drive continuous improvement across WBC.

Customer Journey Management

Customers tell us that it is not always easy to navigate council processes.

Easy access to services for all, focused on customer need. Clear organisation wide accountability for the success of customer journeys.

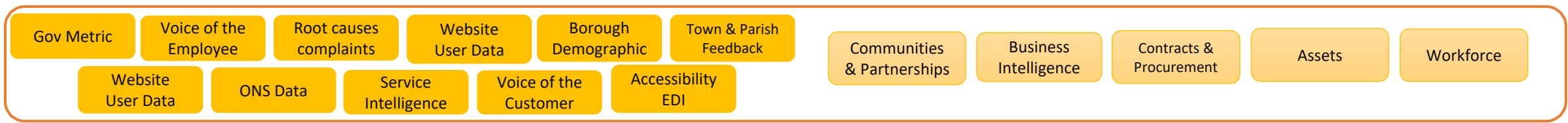
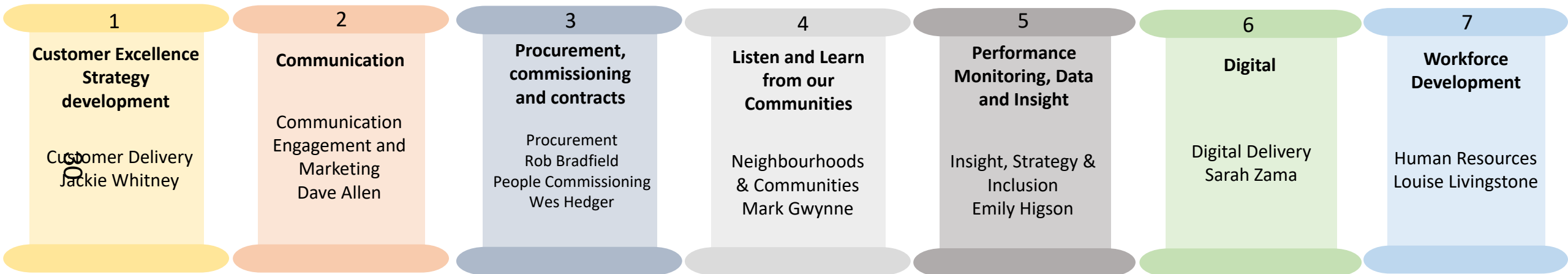
Listen | Learn | Improve



CUSTOMER EXCELLENCE

We role model customer excellence by putting the customer at the heart of all we do, and champion their needs as if they were our own.

Customer Excellence Strategy



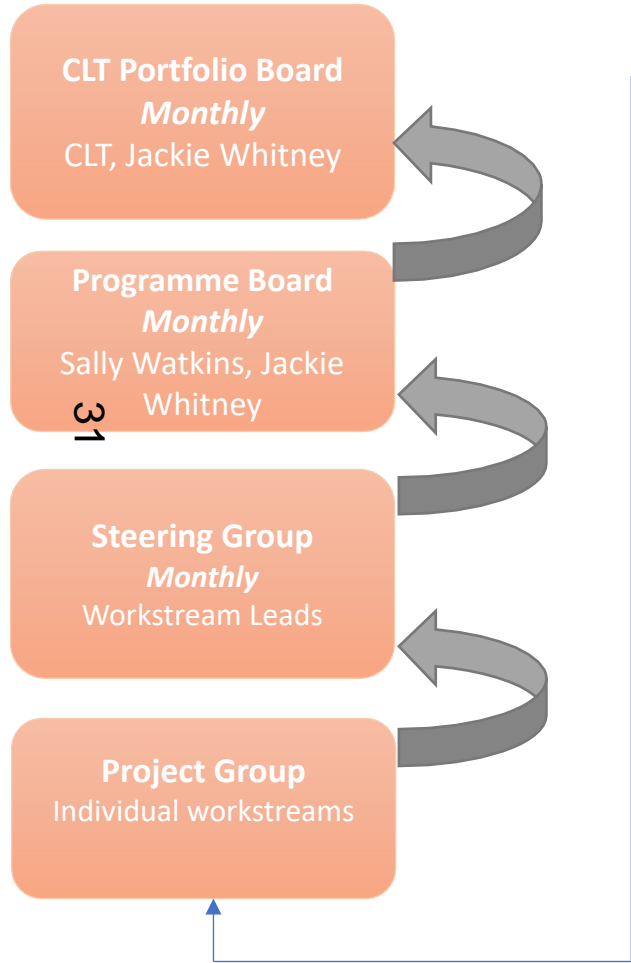
Data and Insight

Organisational Foundations

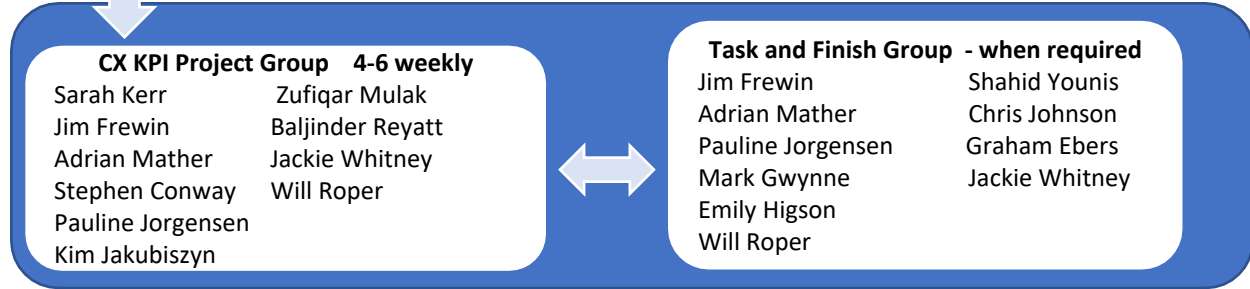
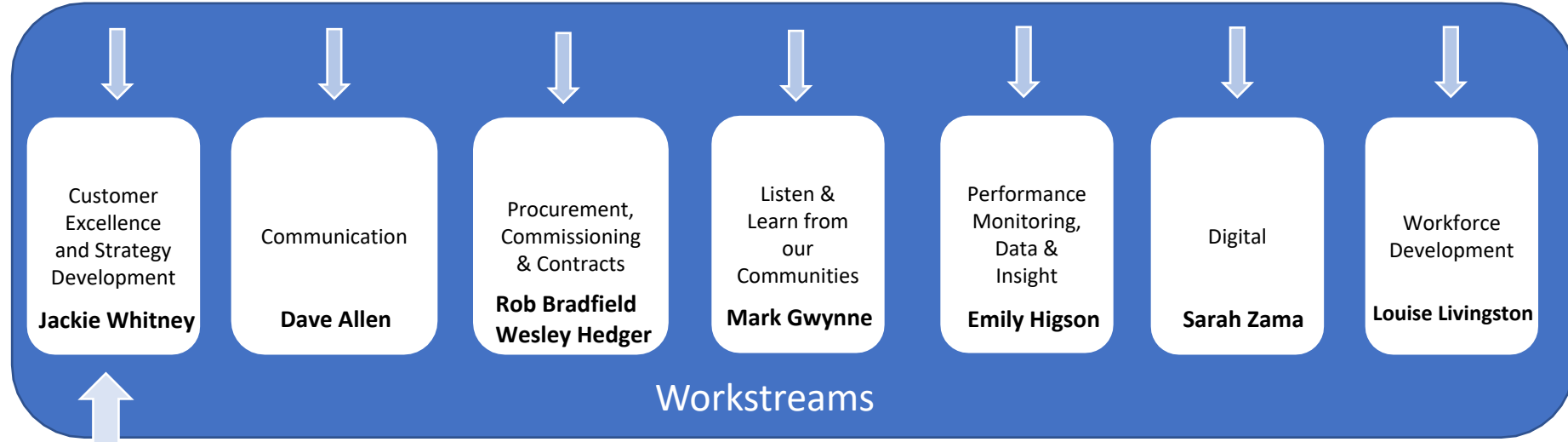
Listen | Learn | Improve



Organisational Foundations | Customer Excellence Programme Governance











Customer Excellence Programme



Listen | Learn | Improve



Headline activity in the last 12 months	Aspiration	Ultimate outcome
Designed and launched a Customer Experience learning programme		Positive cultural change in the way our workforce views customers, with individual action plans to ensure reflection on practice continues and learning is applied
Designed and launched Communication training around the language, manner and tone that we use – 3 C’s		Communication to customers is written with <i>care</i> , giving them <i>clarity</i> on what’s happening and <i>confidence</i> in us as a Council
Developed and launched a Customer Charter , with customer input and validation		Manages expectations around standards of behaviour, and provides key indicators that allow measurement of customer experience as a result of our behaviours
Discovery worked completed around the design and development of a new website		New website centred on the needs and feedback from our customers, improving accessibility and designed for easier customer journeys, aiding channel shift
Started procurement of a new Customer Relationship Management system		Simple, intuitive and accessible online forms, giving customers confidence in using our digital services – reducing costly avoidable and failure demand as a result
Proactively capturing voice of the customer, employee and member to inform strategy and direction		Increased buy in as Customers feel that improvements have been created with their needs in mind – they feel involved and listened to
Officers and members working together to design Customer Experience KPI’s – for all services		Increased focus on performance around the <i>customer experience</i> , leading to better service ownership
Starting to map key customer journeys across service areas, completed Highways and Housing		Service improvement plans in place to fix customer pain points, improve ease of access to services and reduce costly failure demand

Spotlight on corporate website improvements and microsites

Completed

- 1st round of qualitative and quantitative user research
- Competitor and data analysis
- 'As is' review
- Stakeholder content audit
- Accessibility review
- Hosting solutions
- Migration evaluation
- Comms plan/delivery of internal comms plan
- Information Architecture review
- User testing on prototypes
- 'Tree' testing (user testing) & results
- Refining prototypes
- Content audit review
- Design review including brand colours
- Technical investigation: content migration/database copy
- Investigation for contingency database (hosted internally)
- Page template designs signed off (website and microsites)
- Content migration planning
- Website form audit and rebuild framework

In progress

- Medium/High fidelity web form design
- Stakeholder collaboration for migration
- Further review /policy creation of accessible documentation
- Test plan for contingency database
- Test plan for new website
- Build of infrastructure
- Internal comms

Coming up

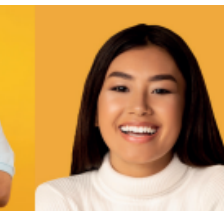
- Build of page templates
- Build of website forms
- Content migration
- Analytics integration
- Build phase
- Testing
- Internal comms



What is planned | Next 3-6 months

Headline	Planned activity
Bring together Customer Excellence with Community and Partnerships OFP	Draft business case including drivers, vision and objectives. Governance structure and programme management remains the same.
Customer experience KPI's	Finalise a service reporting dashboard for Housing, and add level 1 and 2 KPI's to the performance monitoring report for quarter 4
New Website	Design and develop new pages for the corporate website and 6 service specific sites - launch July 2023
New Customer Relationship Management System (CRM)	Receive training on the new system, begin to review existing digital customer journeys and build improved ones – launch spring 2024
Customer Strategy	Public consultation, with a view to launching early summer 2023.
Customer journey mapping	Children's (SEND), Council Tax and Digital journeys ready for new CRM development
Library offer	Outputs of discovery phase and engagement with library teams and customers, to inform a Community Strategy during 2023

Listen | Learn | Improve





WOKINGHAM BOROUGH COUNCIL

Overview and Scrutiny Management Committee and Overview and Scrutiny Committees

Annual Reports 2022/23

Produced: February 2023
Received by Council: March 2023

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**Foreword by Councillor Jim Frewin,
Chair of the Overview and Scrutiny
Management Committee**

Welcome to the Annual Reports of Wokingham Borough Council's Overview and Scrutiny Committees for 2022/23.

The role of Overview and Scrutiny is to hold decision makers to account, both inside and outside the Council. The Committees provide independent "critical friend" challenge to the Council and other public service providers across the Borough. The Committees also play a role in developing and reviewing policy and ensuring that the Council and its partners are working effectively to improve services for residents, businesses and visitors. Effective scrutiny is an important element of the successful functioning of local democracy.

In addition to the usual scrutiny of key services and new policy initiatives, an important aspect of the past year has been a thorough review of the Council's Overview and Scrutiny function. At the core of this work was an external review by the Centre for Governance and Scrutiny, a nationally recognised team of experts. The review found that the Council had the foundations for an effective scrutiny function with a number of areas that could be strengthened. These included closer working with the Council's Executive and management team and a more focused approach – fewer issues scrutinised in greater detail. Following the review we have implemented a number of changes and are confident that, moving forwards, Overview and Scrutiny will provide more effective challenge and support to the decision making process at the Council.

As we move into 2023/24, we can all see the serious challenges facing the Council and the Borough. The cost of living crisis, high inflation, increasing demand for key services, recruitment and retention of key staff, climate emergency and pressure for new development have created significant challenges for the organisation. It is vital, therefore, that Overview and Scrutiny provides constructive challenge to ensure that public money is spent wisely, the Council continues to innovate and work in effective partnerships and our most vulnerable residents receive the services they need.

The Annual Reports for 2022/23 demonstrate the wide range of issues considered by the Overview and Scrutiny Committees. They reflect the hard work and commitment of residents, community groups, Members and officers who contributed during the year.

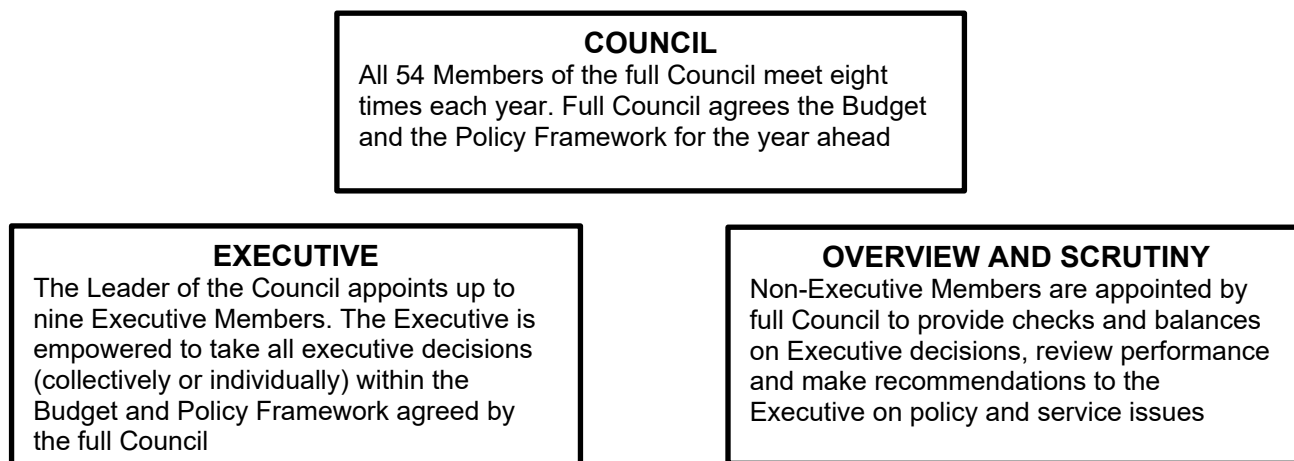
Jim Frewin

SECTION 1 – WHAT IS OVERVIEW AND SCRUTINY?

Wokingham Borough Council is a large, complex organisation with over a thousand employees and an annual budget of £154m. The Borough’s Community Vision (February 2020) is to make the Borough “a great place to live, learn, work and grow and a great place to do business”. The Council makes major strategic decisions which affect the long-term future of the area and its communities. It also makes decisions on a daily basis which affect the lives of some of the Borough’s most vulnerable residents. Other public service providers such as the NHS, Thames Valley Police and the Royal Berkshire Fire and Rescue Service also make key decisions which affect the residents of the Borough. In order to ensure that the Council and other service providers spend public money wisely and make well informed decisions about key services, it is essential that an effective system of checks and balances is in place.

A distinction is drawn between “Overview” which focuses on the development of policy and “Scrutiny” which looks at decisions that have been made, or are about to be made, to ensure that they are fit for purpose. In this document “Scrutiny” refers to both Overview and Scrutiny. Scrutiny is based on the Parliamentary select committee model of governance where MPs, who are not part of the Government, hold inquiries into issues of public interest and make recommendations for change. In the Council model, the Scrutiny Committees make recommendations for change to the Executive. Scrutiny meetings are held in public. Residents and community groups are encouraged to participate by asking questions and raising issues of community interest for investigation and debate.

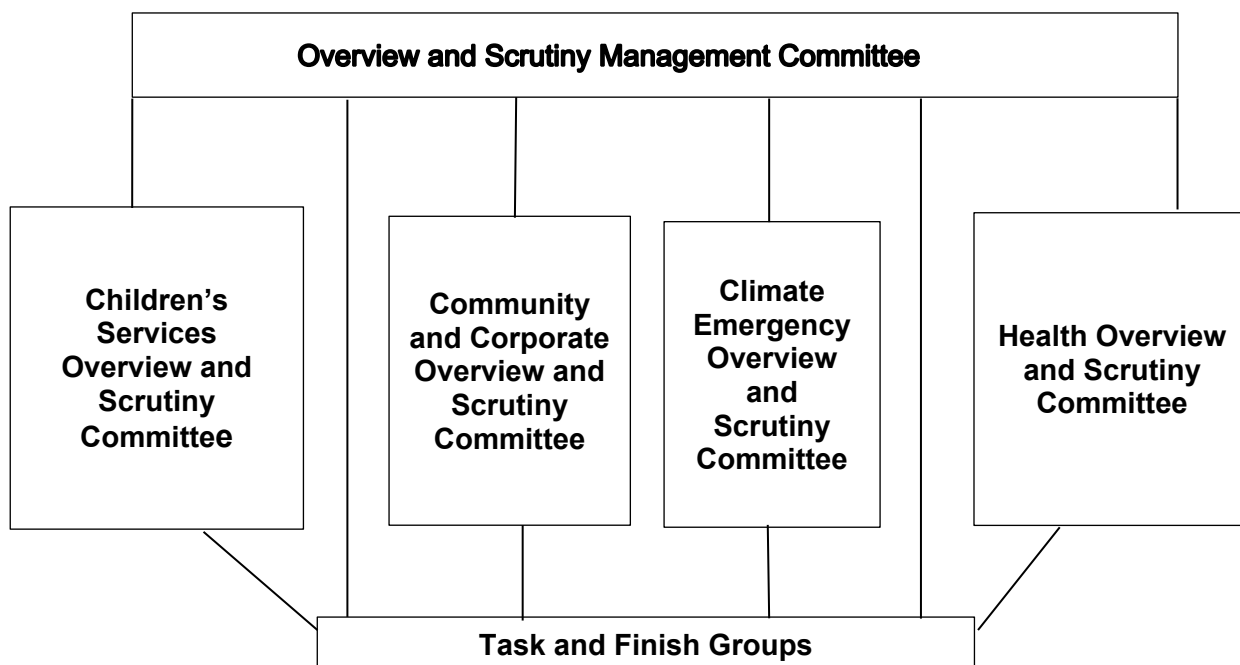
The Council’s Executive takes decisions within the financial and policy framework set by the full Council. Non-Executive Members of the Council (representing each of the political groups) are appointed to the Council’s Overview and Scrutiny Committees to review those decisions and the performance of key services. The relationship between Council, Executive and Overview and Scrutiny is illustrated in the diagram below:



In order to deliver the Overview and Scrutiny function the Council has established the following Committees:

- Overview and Scrutiny Management Committee – responsible for overseeing the Scrutiny function and developing an annual work programme for each of the Committees.
- Children’s Services Overview and Scrutiny Committee – responsible for scrutiny of services relating to schools, safeguarding and child protection, looked after children and children with special educational needs and disabilities.
- Climate Emergency Overview and Scrutiny Committee – responsible for scrutiny of the Council’s Climate Emergency Action Plan and the ambition to achieve “net zero” by 2030.
- Community and Corporate Overview and Scrutiny Committee - responsible for scrutiny of Council services, crime reduction and community safety and flood risk management.
- Health Overview and Scrutiny Committee – responsible for scrutiny of local NHS bodies, public health arrangements and the work of the Local Healthwatch service.

The Committees consider issues at their regular meetings or by setting up time-limited Task and Finish Groups. The Council’s Overview and Scrutiny structure is illustrated below:



Four Principles of Effective Scrutiny

- Constructive “critical friend” challenge to the Executive and external service providers;
- Channelling the “voice” of the public and representing all the Borough’s residents;
- Members reaching bipartisan conclusions based on the weight of evidence;
- Driving continuous improvement which promotes community wellbeing and quality of life.

Limitations

Scrutiny is not about the investigation of minor matters or individual complaints. The Council has a separate corporate complaints procedure which is used to investigate individual complaints about services. Similarly, Scrutiny does not look at quasi-judicial matters such as planning or licensing issues. Finally, Overview and Scrutiny is not used for raising issues of a party political nature. These matters can be addressed through debate at full Council meetings.

SECTION 2

REPORT OF THE OVERVIEW AND SCRUTINY MANAGEMENT COMMITTEE



**Jim Frewin, Chair of the
Overview and Scrutiny Management Committee**

The Overview and Scrutiny Management Committee has three important roles. Firstly, to develop, oversee and monitor the annual work programmes of the Council's Overview and Scrutiny Committees. Secondly to investigate specific issues within its own work programme. Thirdly, to ensure that Scrutiny Members have the relevant skills, training and support.

During 2022/23, the Committee scrutinised a number of important issues affecting residents of the Borough. The Committee met with the Council Leader and Chief Executive to discuss priorities over the year ahead and considered a number of other issues including the quarterly performance management report on key services, the Council's approach to business change and customer excellence, the proposed Barkham Solar Farm, changes to the waste service, consultation and engagement and the implementation of Motions approved by Council.

The Committee held two "Call-In" meetings in October 2022, to review decisions relating to the removal of green food waste caddy liners and the proposed changes to off-street car park charges. These meetings provided robust challenge to decision makers and included the consideration of evidence provided by residents and local groups.

The Committee also established a new Overview and Scrutiny Committee relating to Climate Emergency. The Committee met for the first time in January 2023. It will scrutinise the implementation of the Council's Climate Emergency Action Plan and progress towards the achievement of "net zero".

Looking ahead, the Management Committee will continue to focus on initiatives to strengthen the Overview and Scrutiny process. This will build on the outcomes of the review carried out by the Centre for Governance and Scrutiny, including further emphasis on pre-decision scrutiny and policy development, additional training and support for Members, greater involvement from residents and community groups and closer liaison with the Council's Executive. In relation to the latter, regular informal meetings have been diarised with the Chair, Vice-Chair, Leader and Chief Executive in order to ensure that the Executive and Overview and Scrutiny are working together effectively.

Further initiatives to strengthen the Overview and Scrutiny function include:

- Seeking to gain earlier sight of strategic initiatives and issues to better enable early Scrutiny.
- Initiating a review of how to improve Overview opportunities to all Members.
- Seeking to better align forward plans to strategic initiatives and issues.
- Undertaking a review of the culture of meetings to better meet the four principles of effective Scrutiny.
- Actively seeking review and feedback across multiple internal and external sources to assist improved Overview and Scrutiny.

Finally, I would like to thank the Members, officers, residents and community groups who contributed their time, effort and insights during the year.

Jim Frewin

Remit of the Overview and Scrutiny Management Committee

The Overview and Scrutiny Management Committee oversees the Council's Scrutiny function and is responsible for developing and co-ordinating the work programmes and support for the four Overview and Scrutiny Committees.

Membership

Councillor Jim Frewin (Chair).

Councillors Andrew Mickleburgh (Vice-Chair), David Cornish, Andy Croy, Peter Dennis, Graham Howe, Norman Jorgensen, Pauline Jorgensen, Adrian Mather, Stuart Munro and Alison Swaddle.

Substitute Members: Gary Cowan, Michael Firmager, Chris Johnson, Morag Malvern, Charles Margetts, Alistair Neal, Beth Rowland, Rachelle Shepherd-DuBey and Wayne Smith.

Officer contact: Neil Carr neil.carr@wokingham.gov.uk

Highlights from the Year

Scrutiny Improvement Review

The Centre for Governance and Scrutiny carried out a review of the Council's Scrutiny function in the summer of 2022. This involved observation of Scrutiny meetings together with on-site interviews with Members and officers. The review concluded that "the conditions for successful Scrutiny are clearly present at Wokingham BC. There is a shared understanding from Members and officers that good governance involves Scrutiny and, when used effectively, Scrutiny can add value to decision making".

Leader and Chief Executive

It was agreed that the Council Leader and Chief Executive would attend the meeting every six months in order to provide an update on the challenges facing the Council, service and cross-cutting priorities. The challenges identified included increasing budget pressures, ongoing recovery from the Covid pandemic, inflation and the cost of living crisis and the impact of increasing demand for services, often with an increased level of complexity and cost. Members sought details on issues such as the number of new houses being built in the Borough, transparency relating to financial decisions and the impact of potential changes to the delivery and funding of Adult Social Care.

Performance Management

The Committee received quarterly Performance Management reports setting out details of the Council's performance against a number of financial and operational indicators. Members used the quarterly data to probe on areas of underperformance and select issues for more in-depth scrutiny. The importance of genuinely SMART targets (specific, measurable, achievable, realistic, timely) was stressed. Executive Members were invited to attend the meetings in order to provide evidence on recent service issues based on the most up-to-date information.

Barkham Solar Farm

The Committee scrutinised the business case for the proposed Barkham Solar Farm which was a specific project within the Council's Climate Emergency Action Plan. Members examined the latest forecasts of income and expenditure for the 25 year life of the project and reviewed the process for procuring a contractor to construct the solar farm. The Committee supported the proposal in principle whilst raising a number of detailed issues with the Executive. These included a recommendation that the Council lobby the Government and energy companies over the cost of grid connection, in order to ensure that charges were realistic and viable.

Consultation and Engagement

The Committee scrutinised the Council's approach to consultation and engagement with residents and stakeholders. Consultation took place in order to inform effective decision making. There were issues on which the Council was statutorily required to consult and issues upon which the Council could choose to consult. Members emphasised the importance of a consistent approach and supported the development of a Consultation Protocol setting out key principles and procedures in order to ensure transparency and better decisions.

Customer Excellence

The Committee received updates on the Council's Customer Excellence Programme. The Council had agreed and reported on Key Performance Indicators, but there were few indicators which measured how residents received services and how they felt about the quality of services. The Customer Excellence Programme had been established to address these issues and was working on issues such as language and clarity of written communications. The Committee highlighted the need for measurement of the resident experience to supplement existing financial and operational performance indicators. This has resulted in an initiative to deliver such measures across all services during 2023/24.

Member Training

The Committee recognises the importance of ongoing training and development to ensure that Members' skills and knowledge are constantly upgraded. Training sessions were held during the year on key elements of effective Overview and Scrutiny including preparing for meetings, whilst a specific session was held on Budget Scrutiny which assisted Members involved in Scrutiny of the Council's Budget process and procedures. Specific training and development was also provided for Scrutiny Chairs.

Scrutiny Impacts

Effective Scrutiny should have a defined impact on the ground, with the Committees making recommendations that make a tangible difference to the work of the Council and other public service providers. Over the past year the following impacts are highlighted:

- Leader and Chief Executive – regular attendance at the Committee (supported by increased informal contact) in order to identify opportunities and threats facing the Borough and to ensure that the Executive and Scrutiny are working in a complementary way.
- Climate Emergency – establishing a new Overview and Scrutiny Committee which will provide detailed Scrutiny of progress towards the achievement of “net zero”, including communication and engagement with residents and local stakeholders.

SECTION 3

REPORT OF THE CHILDREN'S SERVICES OVERVIEW AND SCRUTINY COMMITTEE



Andrew Mickleburgh, Chair of the Children's Services Overview and Scrutiny Committee

The Committee's work is split almost equally between children's social work and educational attainment. As well as monitoring all the recommendations put in place by earlier Committees, the new work that has been carried out is outlined below. This keeps the Committee in touch with how the Service and schools are performing.

This year the Service has had to deal with significant financial pressure due to the rise in demand for services and inflation. The Committee was keen to monitor and support the Council's efforts to help the community during the current cost of living crisis.

I would like to thank all members of the Committee and the substitutes for their commitment to and interest in the work that we do, and for all the positive and genuinely useful contributions that they have made.

Andrew Mickleburgh

Remit of the Children’s Services Overview and Scrutiny Committee

The Children’s Services Overview and Scrutiny Committee is responsible for scrutiny and policy development in relation to services for children and young people. This includes schools, early years’ settings and children’s centres, safeguarding and child protection, children in care, and services for children with special educational needs and disabilities.

Membership:

Councillors: Andrew Mickleburgh (Chairman), Shirley Boyt (Vice-Chairman), Morag Malvern, Beth Rowland, Anne Chadwick, Graham Howe and Pauline Helliard-Symons

Substitute Members:

Councillors: Alistair Neal, Rachelle Shepherd-DuBey, Gary Cowan, Chris Johnson, Alison Swaddle, Laura Blumenthal and Rebecca Margetts

Church of England Representative

Fr Richard Lamey

Community Representative

Sarah Clarke – Wokingham SEND Voices

Roman Catholic Representative – one vacancy

Parent Governor - two vacancies

Officer contact: Luciane Bowker

luciane.bowker@wokingham.gov.uk

Highlights from the Year

Co-opted Members

The Committee was pleased to welcome two new members to join its membership: Fr Richard Lamey joined representing the Church of England Diocese and Sarah Clarke joined as a community representative from Wokingham SEND Voices.

Key Performance Indicators

The Committee received reports outlining the KPI’s for the Service and regularly monitored their performance. Wokingham has high aspirations and Members have challenged the Service to achieve a high level of performance in all areas of work. Where improvement was needed, the Committee sought to monitor the implementation and development of improvement plans.

Education Updates

The Committee continued to closely monitor the performance of schools and children’s educational attainment. The new Borough Education Partnership (BEP) is a welcome development. The BEP aims to provide a place for strategic leaders from the education sector, the local authority and others involved in the delivery of education, to get together to develop strategic plans for the future of education in the Borough.

The Committee is keen to support the Council in its participation in the Safety Valve Programme. It is positive that action is being undertaken to find a solution to the deficit in the DSG. The Committee was informed of the many strands of work being developed to deliver savings and efficiencies through the SEND Innovation and Improvement Plan (IIP) and the new SEND Strategy.

The Committee re-established the Part 2 Schools Causing Concern standing item. The purpose of this item is to inform local ward Members, at an early stage, of schools within their ward that are at the risk of underperforming, Local ward Members are invited to attend this session and take part in the discussions about improvement plans.

The Committee received a comprehensive Education Update, outlining all the key strands of work which fall within the remit of Children's Services.

Updates from the Executive Member for Children's Services

The Executive Members for Children's Services, Councillor Prue Bray, was invited and in attendance at most meetings. This gave the Committee an opportunity to be informed of the new trends of work and current priorities. The Committee was therefore able to express its views, early on, in the development of strategies and policies.

Update on Children's Strategy Delivery

The progress in delivering the strategy was welcomed. Some challenges were highlighted, such as the growing demand for services, increased complexity of cases and ongoing issues related to staff retention.

Impact of the Cost of Living Crisis

The Committee welcomed a presentation from members of the Hardship Alliance, outlining the work which was being undertaken to help children and families in the borough who were struggling with the increased cost of living. The Committee developed a set of recommendations to strengthen the local authority's bid to lobby the government for more funding to help those people in the community who were struggling in this difficult time.

Independent Reviewing Officer (IRO) Annual Report, Local Area Designated Officer (LADO) Annual Report and Child Protection Annual Report

The Committee received with much interest the reports listed above in relation to children's social care. Although Wokingham has one of the lowest levels of Children in Care, it remains vital that the performance of services relating to children's social care is monitored closely; high performance in this area of work is expected.

Accommodation Issues Linked to Unaccompanied Asylum Seeking Children (UASC)

The number of UASC has been increasing, therefore more accommodation is needed. The Committee will continue to monitor the plans to continue to provide suitable accommodation within the Borough.

Youth Council

The Committee received the Youth MP and was keen to learn the priorities and aspirations of the Youth Council. It was agreed that the work of the Youth Council would be promoted at Council meetings.

Berkshire West Safeguarding Children Partnership

The Committee received the chairman of the BWSCP and was very interested in the work that has been carried out by the partnership. The Committee will continue to support and promote its work.

Surveys by Wokingham SEND Voices

The Committee held robust discussions about the results of surveys undertaken by Wokingham SEND Voices, namely the annual survey and the travel survey. The Committee challenged the service to continue the improvement of services to SEND children in the Borough.

Scrutiny Impacts

- Improved transparency and accountability across all services.
- Strengthened the Council's lobbying efforts to bid for better funding.
- Supported the Council in its efforts to help the community during the current cost of living crisis.
- Challenge and support the service to continue improving the outcomes for children and young people in the Borough.

SECTION 4

REPORT OF THE CLIMATE EMERGENCY OVERVIEW AND SCRUTINY COMMITTEE



Andy Croy, Chair of the Climate Emergency Overview and Scrutiny Committee

In July 2019, Wokingham Borough Council declared a Climate Emergency. The Council committed to “playing as full a role as possible in achieving a net carbon neutral Wokingham Borough by 2030”. The Council pledged to develop a Climate Emergency Action Plan and to submit annual updates showing progress on individual carbon reduction targets.

The Climate Emergency Action Plan (published in January 2020) focussed on eight priority areas for carbon emission reductions, including transport, homes, businesses and waste. The Action Plan also set out proposals to generate renewable energy, increase carbon sequestration and strengthen the planning process to deliver carbon neutral construction and infrastructure. Finally, the Action Plan set out proposals for engagement with residents, schools, businesses and local stakeholders as well as ideas to promote positive behaviour changes.

In February 2020, the Overview and Scrutiny Management Committee established the Climate Emergency Task and Finish Group to scrutinise the Council’s Climate Emergency Action Plan and to assess the level of carbon reduction to be delivered by the Action Plan in light of the Council’s 2030 “net zero” target. The Task and Finish Group delivered two reports (2020 and 2021) with a number of recommendations, the majority of which were accepted by the Executive.

In recognition of the ongoing importance of achieving the targets in the Climate Emergency Action Plan, the Overview and Scrutiny Management Committee decided to establish a stand-alone Climate Emergency Overview and Scrutiny Committee which met for the first time in January 2023. The aim of the Committee is to act as a “critical friend” to scrutinise and support the delivery of the Climate Emergency Action Plan. In so doing, the Committee will draw upon the knowledge and experience of Members, officers and external experts in order to develop recommendations which strengthen the Council’s response to the climate emergency and ensure progress towards the “net zero” ambition.

Andy Croy

Remit of the Climate Emergency Overview and Scrutiny Committee

The role of the Climate Emergency Overview and Scrutiny Committee is to scrutinise and assist with policy development relating to the Council's commitment to play as full a role as possible to reduce the Borough's carbon footprint to be Net Zero by 2030. This involves monitoring the implementation of the Council's Climate Emergency Action Plan including the examples of Climate Emergency "best practice" from other public or private sector organisations.

Membership

Councillor Andy Croy (Chair).

Councillors Chris Johnson (Vice-Chair), David Cornish, Michael Firmager, Norman Jorgensen, Gregor Murray and Rachelle Shepherd-Dubey.

Substitute Members: Councillors Peter Dennis, Graham Howe, Pauline Jorgensen, Andrew Mickleburgh, Alistair Neal and Beth Rowland.

Officer contact: Neil Carr neil.carr@wokingham.gov.uk

Priorities for 2023/24

As the Committee only met for the first time in January 2023, this section highlights some of the areas of the Climate Emergency Action Plan to be scrutinised in the year ahead:

- Ensuring that the Borough Tree Strategy and tree planting projects are progressing;
- Scrutinising plans to manage traffic, congestion, and car emissions within the Borough;
- Exploring what local electricity providers are doing to improve the local network;
- Scrutinising the home decarbonisation service;
- Monitoring the delivery and operation of WBC's solar farms;
- Ensuring that updated planning guidance made provisions for suitable environmentally friendly requirements, which were enforceable wherever possible;
- Reviewing recommendations from the 'Let's talk Climate' event;
- Understanding the impacts of behavioural change programmes;
- Understanding how WBC could work better in partnership with the business community in order to achieve the net-zero ambition;
- Reviewing the need for and delivery of an energy strategy;
- Reviewing what changes have been made to the CEAP following the recommendations from the two Climate Emergency Task and Finish Group reports.

SECTION 5

REPORT OF THE COMMUNITY AND CORPORATE OVERVIEW AND SCRUTINY COMMITTEE



**Peter Dennis, Chair of the
Community and Corporate Overview and Scrutiny Committee**

During the past year, the Committee has continued its focus on the delivery of Council services to ensure that they provide value for money for the Borough's Council Taxpayers. Executive Members and officers were invited to attend meetings of the Committee to give evidence and answer questions on priorities and performance. Conducting Committee meetings in a hybrid format has allowed greater access and convenience for the public to engage with the Overview and Scrutiny process.

This year marked the fourth consecutive year that Overview and Scrutiny have looked at the proposed Medium Term Financial Plan (MTFP) in detail, prior to its journey through the February 2023 Executive and Budget Council meetings. This exercise has continued to add value to the Budget setting process by challenging Executive Members and Directors to explain the rationale for spending proposals in a clear and understandable way. Due to unprecedented pressure on Council finances, the Scrutiny input has been more critical than ever this year.

The Committee considered a range of other issues during the year including receiving the annual update from the Community Safety Partnership, consideration of the draft Bus Service Improvement Plan, and receiving details of the Violence Against Women and Girls Strategy. The Committee successfully established two Task and Finish Groups, and produced two sets of Recommendations to the Executive. The first Task and Finish Group considered how WBC worked with our preferred registered partners (social housing providers), whilst the second reviewed the draft Local Cycling, Walking and Infrastructure Plan document.

In developing its work programme the Committee is keen to ensure that the "voice" of local residents and community groups plays a bigger part in its deliberations. The Committee recognises that involving residents, community groups and local "experts" in Overview and Scrutiny reduces the risk of a partisan approach as Members are able to hear directly from those stakeholders whose interests they are representing. The Committee will continue to promote greater public involvement in Overview and Scrutiny over the coming year and will share any relevant learning with the other Overview and Scrutiny Committees.

I thank the Members of the Committee, officers, residents and other stakeholders who took part in our meetings for their valuable contributions during the year.

Peter Dennis

Remit of the Community and Corporate Overview and Scrutiny Committee

The Community and Corporate Overview and Scrutiny Committee is responsible for the scrutiny of internal Council operations and partnership working across the Borough. It also has responsibilities under the Police and Justice Act 2006 which involves oversight of the operation of the Borough's Community Safety Partnership. The Committee is also responsible for the scrutiny of flood risk management.

Membership

Councillor Peter Dennis (Chair).

Councillors David Cornish (Vice-Chair), Laura Blumenthal, Shirley Boyt, Chris Johnson, Norman Jorgensen, Pauline Jorgensen, Gregor Murray and Alistair Neal

Substitute Members: Councillors Chris Bowring, Anne Chadwick, Gary Cowan, Andy Croy, Michael Firmager, Abdul Loyes, Adrian Mather, Beth Rowland and Rachelle Shepherd-DuBey

Officer contact: Callum Wernham: callum.wernham@wokingham.gov.uk

Highlights from the Year

Medium Term Financial Plan (MTFP) 2023-26

The Committee undertook a detailed overview of the proposed 2023-26 MTFP. Executive Members and Directors were invited to attend the meetings to present their bids and explain in detail how the requested funding would be used to deliver key services. Members welcomed the continued inclusion of 'plain English' detailed bid sheets which provided key figures and descriptive narratives in a format that Members and members of the public could understand and interpret. The Committee probed bids within key service areas, including a demand management strategy within Children's Services, a new dementia care home within Adult's Social Care, income generation projects within Resources and Assets, substantial capital bids for example highways infrastructure within Place and Growth, and the delivery of a new website for WBC. The role of the Committee was to challenge assumptions within the budget setting process and to encourage key decision makers to think about their proposals from a different perspective. The Committee appreciated this continued level of transparency on the proposed MTFP and budget setting process, and looked forward to this process continuing and improving in future years.

Preferred Registered Providers Task and Finish Group

The Committee established a Task and Finish Group to review how tenants of housing associations on WBC's preferred list (preferred registered providers (PRPs)) might see improvements in the services they received in future. The selection process for WBC's new list of PRPs was underway, which would require them to enter into an agreement with WBC about how, as partners, services would be delivered for tenants. The Task and Finish Group sought evidence from a range of stakeholders, including tenants and professional bodies, and provided a set of Recommendations for improvement for consideration by the Executive. The Committee hopes that this will improve tenant engagement, ensure that tenants had a voice, and provided tenants with maintained contact details of local housing officers employed by their PRP.

Local Cycling, Walking and Infrastructure Plan (LCWIP) Task and Finish Group

The Committee established a Task and Finish Group to review the draft LCWIP document, prior to consideration at the Executive. The Group made a number of Recommendations for improvement to the Executive, including questioning the age and validity of some of the datasets referenced within the report, and suggesting additions including information relating to safe cycle storage. The Committee hopes to continue this Task and Finish Group going forwards, to review the LCWIP document on a 6-monthly basis and to review schemes, alongside relevant Ward Councillors and Town and Parish Council representatives, prior to public consultation as they progressed through to the detailed design stage

Cost of Living Crisis Response

An update was provided on the joint response between WBC and the Hardship Alliance to the ongoing cost of living crisis. The Committee considered representations from Citizens Advice Wokingham and First Days on the ongoing partnership working between the Alliance and WBC. The Committee requested that officers continued to explore any opportunities for additional grant funding from Central Government, and recommended that a cross-party letter be written (including a policy statement from Citizens Advice) which raised concern about how defaulting customers were being treated, including by being placed on prepayment meters.

Scrutiny Impacts

- Budget and budget setting process transparency – information regarding the budget and the budget setting process has been thoroughly reviewed by the Committee, and made publicly available in an easy to read ‘plain English’ format. Transparency around crucial issues such as the Budget forms an essential part of the checks and balances that Overview and Scrutiny provides. A number of suggestions for savings were provided by the Committee, including the review of self-insurance opportunities exploration of increased advertisement revenue.
- The Committee will review the detail regarding the approximate £100m held in earmarked reserves during the next municipal year. The Committee felt it important for Members to have a better understanding of the different reserves maintained by WBC, their purpose, the risks they mitigated against, and the potential to utilise them if necessary.
- Two sets of recommendations have been submitted to the Executive for consideration. These recommendations seek to improve how WBC works with our Preferred Registered Providers, and improve the core LCWIP document and provide ongoing Overview and Scrutiny of the document and individual schemes as they developed.
- Close working relationship with Executive Members and Directors – Executive Members and Directors were invited to, and attended, a number of Committee meetings. Answers to Member queries were frank and detailed, providing a solid foundation for transparent Overview and Scrutiny.
- Oversight of delivery of key Council Services – continued monitoring of key Council Services to ensure that they are delivering value for money for residents. Probing Services to think about service delivery and value for money is key in delivering cost effective services for residents. Services demonstrated continued resilience in delivering vital services during periods of national restrictions due to the ongoing pandemic.

SECTION 6

REPORT OF THE HEALTH OVERVIEW AND SCRUTINY COMMITTEE



**Adrian Mather, Chair of the
Health Overview and Scrutiny Committee**

This year, significant change in the healthcare setup and delivery has started. The joining together of Berkshire West, Oxfordshire and Buckinghamshire into a much larger Integrated Care System (ICS), with its board (ICB) and partners (ICP). The Wokingham Borough Health Overview and Scrutiny Committee is reaching out to all parties to understand the changes and the effects on the delivery of health services to our residents in Wokingham Borough.

During the year we have focused on our primary responsibility of scrutinising local health service delivery, including the delivery of social care to our residents, NHS Dental provision, GP practices and GP services.

In addition, the Committee wants to be forward looking. We are engaging with our Health scrutiny colleagues in Berkshire West, Oxfordshire and Buckinghamshire to initiate scrutiny at the larger Integrated Care System (ICS) and all associated responsible partners. We also want to engage and where possible, support the initiatives from the ICS with its objectives, e.g. to improve outcomes in the population health, tackle inequalities in health outcomes, experience and patient access.

We continue to work well with Healthwatch Wokingham Borough, the independent consumer champion created to gather and represent the views of residents and have been kept informed of their work and issues of resident concern, at most meetings.

All members of the Committee and their substitutes are invited to attend training to keep up to date with any new legislation and service developments. Training is also arranged during the year should a specific need arise.

I would like to thank the members of the Committee, substitutes, Officers, and other partners who took part in meetings for their contribution throughout the year.

Adrian Mather

Remit of the Health Overview and Scrutiny Committee

The Health Overview and Scrutiny Committee (HOSC) scrutinises matters relating to the planning, provision and operation of health and wellbeing services in the Borough. This includes acute and community health services, adult social care services, family and public health services and health related services commissioned jointly by the Council, health bodies and the voluntary sector. HOSC exercises powers conferred to it through the Health and Social Care Act 2012 and the Local Authority (Public Health, Health and Wellbeing Boards and Health Scrutiny) Regulations 2013.

Membership

Councillor Adrian Mather (Chairman).

Councillors Beth Rowland (Vice-Chairman), Andy Croy, Phil Cunnington, Rebecca Margetts, Alistair Neal, Jackie Rance, Rachelle Shepherd-DuBey and Alison Swaddle

Substitute Members: Sam Akhtar, David Cornish, Michael Firmager, Jim Frewin, Chris Johnson, Pauline Jorgensen, Morag Malvern, Andrew Mickleburgh and Shahid Younis

All attendees at HOSC meetings, including members of the public, may ask questions after each report or presentation is presented.

Officer contact: Madeleine Shopland madeleine.shopland@wokingham.gov.uk

Highlights from the Year

Adult Social Care Priorities

In July 2022 the Committee was briefed on one of the main current Adult Social Care priorities, the possible impact of the Adult Social Care Reforms. Members questioned how the Council could think outside of the box to lessen the impact and referred in particular to the recruitment and retention of social workers.

Adult Social Care Key Performance Indicators

The Committee continued to monitor performance against the Adult Social Care Key Performance Indicators, seeking further information on any areas of underperformance.

Response to Covid – Vaccination Plan September-December

The Committee reviewed the Covid Vaccination Plan September-December, at its September meeting. Members sought information around take up in various age groups and communities. The Committee also highlighted issues around using the national booking website, the location of vaccination sites and the difficulties that health and social care workers had experienced in booking a booster.

Primary Care Networks

Access to GP services has remained an area of resident concern. Members invited representatives from the Primary Care Networks to their November meeting, to discuss challenges that the different areas and surgeries faced, and how the Council could assist. The Committee were informed of difficulties with recruitment and retention, high caseloads, the impact of Covid on wait lists and new ways of working. The Committee was advised of

the importance of encouraging patients to embrace new ways of working, and the promotion of the self-care message to increase resilience in the system.

Dental Services

Access to dental services has remained a key issue of national and local concern. The Committee held an extraordinary meeting in January 2023 to examine this topic in detail. The Committee asked questions on accessibility, potential for increased provision as the population increased, service recovery following Covid and workforce. Information was also provided on action that was being taken to improve access.

Healthwatch

The Committee works well with Healthwatch Wokingham Borough and receive updates on their work. Issues on their 'local watch list' include * Asylum seekers' physical and mental health * Accessing GP and NHS dentist appointments; * Maternal mental health; and * Cost of living crisis.

MIND in Berkshire and an Overview of Community Mental Health Services

The pandemic had seen a decrease in many people's mental health and wellbeing. Members invited MIND in Berkshire to their September meeting to hear of the specific service it provided to residents with a particular level of mental health need. Members were pleased to hear of the service's success. In November, the Committee received a presentation on the different community mental health services provided in order to further their knowledge of the available provision for residents requiring community mental health services.

NHS Continuing Healthcare (CHC)

In January 2023, the Members were updated on the Transformation Programme - All Age NHS Continuing Healthcare. A Local Government Association review across BOB in July 2022 had identified many areas for improvement particularly in Berkshire West. Members noted the action being taken to make improvements, and sought a further update in 2023.

Integrated Care Partnership Strategy

At its November meeting, the Committee considered an update on the developing ICP Strategy and commented on the key emerging themes that had been identified for the Buckinghamshire, Oxfordshire, and Berkshire West (BOB) footprint. Members questioned what the Strategy would mean for the priorities of Wokingham and the other areas.

Optalis

David Birch, Chief Executive Officer Optalis, provided a presentation on the performance of Optalis to the Committee's July meeting. Members sought information on how recruitment and retention were being addressed, and new services that would be offered.

Scrutiny Impacts

- Gaining an overview of key health and social care services that serve the Borough.
- Ensuring that residents' needs are considered as part of the commissioning and delivery of local health services and continuing to work with Healthwatch Wokingham Borough to raise the profile of matters raised by residents.

SECTION 7

GETTING INVOLVED IN OVERVIEW AND SCRUTINY

The Council is committed to making Overview and Scrutiny Committee meetings accessible to all residents of the Borough. A key aim is to increase public involvement in the process and to remove barriers to participation.

Residents can get involved in Overview and Scrutiny by attending meetings - all Overview and Scrutiny meetings are open to the public and are held in the early evening to make attendance easier. In addition, copies of Agendas including reports to be considered are published five working days before each meeting and can be accessed on the Council's website:

www.wokingham.gov.uk/council-and-meetings

During the Covid-19 pandemic, meetings were held virtually using Microsoft Teams. These meetings are accessed via a You Tube link set out on the meeting Agenda. Residents are now able to attend in person or view the meetings on line.

Residents can also elect to receive automatic notification when new Overview and Scrutiny Agenda and Minutes are published.

Each Overview and Scrutiny Committee meeting includes a Public Question Time session which allows residents to raise issues of general interest and/or specific issues relating to the items under consideration.

Members of the public are also able to contribute to Scrutiny reviews by giving evidence either as an individual or as part of a community group. Residents can also request that a specific item is considered by Overview and Scrutiny as a review item. Residents can complete an online Scrutiny review suggestion form at:

www.wokingham.gov.uk/council-and-meetings/decisions/ask-for-a-scrutiny-review

During 2023/24 the Council will continue to use local and social media to raise awareness of issues coming before the Overview and Scrutiny Committees and to allow residents to provide comments and feedback.

The Council's Twitter feed is accessible here: [WokinghamBorough@WokinghamBC](https://twitter.com/WokinghamBC)

If you want to learn more about Overview and Scrutiny or want to discuss a specific issue, please contact Neil Carr, the Council's Scrutiny Officer:

- by telephone: 0118 974 6000, or
- by email: neil.carr@wokingham.gov.uk or by post:

Democratic Services, Wokingham Borough Council, Shute End, Wokingham, RG40 1BN.

WOKINGHAM BOROUGH COUNCIL EXECUTIVE FORWARD PROGRAMME

THIS DOCUMENT IS A “NOTICE” IN ACCORDANCE WITH
THE LOCAL AUTHORITIES (EXECUTIVE ARRANGEMENTS)(MEETINGS AND ACCESS TO INFORMATION)(ENGLAND)
REGULATIONS 2012

Executive Forward Programme - March 2023 to January 2024

Updated 14 February 2023

Ref No.	Subject for Decision	Decision to be taken by	List of Documents to be submitted to the Decision Maker for consideration and Background Documents	Contact Details (Director/ Author)	Responsible Lead Member	Statement as to whether the item is likely to be considered in private and if so the reasons why / Explanation for any deferment of item
EXECUTIVE MEETING – 21 MARCH 2023						
WBC 1345	Local Cycling and Walking Infrastructure Plan Purpose: To adopt the borough wide Local Cycling and Walking Infrastructure Plan (LCWIP) as the borough's guiding document for future bidding and implementation of walking and cycling schemes on the identified strategic networks.	Executive	LCWIP report and its appendices Equality Impact Assessment (EqIA) form: Initial impact assessment	Director, Place and Growth - Simon Dale/ Robert Curtis	Executive Member for Active Travel, Transport and Highways - Paul Fishwick	N/A
WBC 1346	Officer Response to Recommendations of the Local Cycling, Walking and Infrastructure Plan Task and Finish Group Purpose: To consider the officer response to recommendations of the Local Cycling, Walking and Infrastructure Plan Task and Finish Group.	Executive	Task and Finish Group summary report, recommendations, and officer responses.	Director, Place and Growth - Simon Dale/ Robert Curtis, Callum Wernham	Executive Member for Active Travel, Transport and Highways - Paul Fishwick	N/A

WBC 1344	<p>Finchampstead Neighbourhood Plan</p> <p>Purpose: Approval of Executive is sought to accept the changes recommended by the Examiner and to progress the plan to a referendum.</p>	Executive	<p>Examination Report Draft Decision Statement</p> <p>A copy of the 'Finchampstead Neighbourhood Development Plan Referendum Version' is available on request</p>	<p>Director, Place and Growth - Simon Dale/ James McCabe, Ian Church, Ben Davis</p>	<p>Executive Member for Planning and Local Plan - Lindsay Ferris</p>	N/A
WBC 1343	<p>Twyford Neighbourhood Plan</p> <p>Purpose: Approval of Executive is sought to accept the changes recommended by the Examiner and to progress the plan to a referendum.</p>	Executive	<p>Examination Report Draft Decision Statement</p> <p>A copy of the 'Twyford Neighbourhood Development Plan Referendum Version' is available on request</p>	<p>Director, Place and Growth - Simon Dale/ Ben Davis</p>	<p>Executive Member for Planning and Local Plan - Lindsay Ferris</p>	N/A
WBC 1342	<p>Delivering the Ukrainian/Afghan Refugee Resettlement Government Grant Allocation</p> <p>Purpose: To ask Executive to approve the release of developer contributions for affordable housing through a delegated decision to enable the purchase of properties to support the Ukrainian/Afghan Refugee Resettlement Programme, for which the Council has been given a provisional grant allocation by central Government.</p>	Executive	Executive report	<p>Director, Place and Growth - Simon Dale/ Frances Haywood</p>	<p>Deputy Leader of the Council and Executive Member for Housing - Stephen Conway</p>	N/A
WBC 1347	<p>Shareholders Update - March 2023</p> <p>Purpose: To consider various items related to the business of the Council owned companies, including their trading position</p>	Executive		<p>Deputy Chief Executive - Graham Ebers/ Mark Thompson</p>	<p>Executive Member for Finance - Imogen Shepherd-DuBey</p>	N/A

WBC 1340	Officer Response to Recommendations of the Preferred Registered Providers Task and Finish Group Purpose: To consider the officer response to recommendations of the Preferred Registered Providers Task and Finish Group.	Executive	Scrutiny report and officer response to recommendations.	Director, Place and Growth - Simon Dale/ Frances Haywood, Callum Wernham	Deputy Leader of the Council and Executive Member for Housing - Stephen Conway	N/A
WBC 1339	Data & Information Management Framework Purpose: To agree the framework in place for the Council's data and information governance arrangements.	Executive	Data & Information Management Framework	Deputy Chief Executive - Graham Ebers/ Andrew Moulton	Executive Member for Climate Emergency and Resident Services - Sarah Kerr	N/A
WBC 1337	Customer Experience Strategy Purpose: To present a new Customer Experience Strategy, following resident, community and partner engagement.	Executive	A draft copy of a new Customer Experience Strategy.	Director, Communities, Insight and Change -/ Jackie Whitney	Executive Member for Climate Emergency and Resident Services - Sarah Kerr	N/A
WBC 1336	Biodiversity Net Gain Pilot Project Purpose: To approve investment in a Biodiversity Net Gain Project on Council owned land.	Executive		Director, Place and Growth - Simon Dale/ Andy Glencross	Executive Member for Environment, Sport and Leisure - Ian Shenton	N/A
WBC 1334	Tackling Poverty Strategy year 1 Action Plan Purpose: To agree the year 2 action plan for delivering the Tackling Poverty Strategy	Executive	Action plan to support year2 of the Tackling Poverty Strategy	Chief Executive - Susan Parsonage/ Emily Higson	Executive Member for Equalities, Inclusion and Fighting Poverty - Rachel Bishop-Firth	N/A
WBC 1326	Waste collection proposal Purpose: To consider the proposed change of collection methodology and containment for refuse and recycling in the borough	Executive	Full report, finances, consultation responses, policies.	Director, Place and Growth - Simon Dale/ Richard Bisset	Executive Member for Environment, Sport and Leisure - Ian Shenton	N/A

WBC 1333	Procurement of Tree Maintenance Framework Contract Purpose: To procure a 4 year framework contact for the tree maintenance works required for Council owned trees.	Executive		Director, Place and Growth - Simon Dale/ Laura Buck	Executive Member for Environment, Sport and Leisure - Ian Shenton	N/A
WBC 1331	Covid Memorial Woodland Purpose: To seek Executive approval to proceed with the recommended site and scheme for the proposed Covid Memorial Woodland.	Executive		Director, Place and Growth - Simon Dale/ Laura Buck	Executive Member for Environment, Sport and Leisure - Ian Shenton	N/A
WBC 1325	Children's Services Overview & Scrutiny Recommendations to the Executive Purpose: To put forward recommendations agreed at the Children's Services Overview and Scrutiny Committee	Executive		Director, Children's Services - Helen Watson/ Luciane Bowker	Executive Member for Children's Services - Prue Bray	N/A
WBC 1338	Toutley East Development - Update on delivery and residential delivery model Purpose: The Toutley East Development comprises the delivery of a new dementia care home, housing development and supporting infrastructure. This report provides an update on the Toutley East Development from that previously given to the Executive in July 2022, including changes in the financial assumptions resultant from changes in the market. In addition, recommendations are made with respect to the residential delivery model.	Executive		Deputy Chief Executive - Graham Ebers/ David Smith	.Leader of the Council and Executive Member for Business and Economic Development- Clive Jones, Executive Member for Finance - Imogen Shepherd-DuBey	N/A Financial information

	<p>Revenue Monitoring 2022-23 - Outturn Purpose: To report the revenue outturn position of the Council for 2022/23 financial year highlighting the effective management of the Council's finances to ensure value for money for council tax payers, housing tenants and schools.</p>	Executive		Deputy Chief Executive - Graham Ebers/ Stu Taylor	Executive Member for Finance - Imogen Shepherd-DuBey	N/A
61	<p>Capital Monitoring - Outturn 2022/23 Purpose: To inform Members of the capital programme outturn for 2022/2023, seek approval for the relevant budget carry forwards and demonstrate effective and safe use of our resources to deliver service improvements and service continuity through capital investments.</p>	Executive		Deputy Chief Executive - Graham Ebers/ Mark Thompson	Executive Member for Finance - Imogen Shepherd-DuBey	N/A
	<p>Tackling Poverty Strategy year 2 Action Plan Purpose: For the Executive to agree the Tackling Poverty Year 2 Action Plan</p>	Executive		Chief Executive - Susan Parsonage/ Emily Higson	Executive Member for Equalities, Inclusion and Fighting Poverty - Rachel Bishop-Firth	N/A
	<p>Wokingham Borough Council Tree Strategy Purpose: To seek Executive approval to adopt the Wokingham Borough Council Tree Strategy</p>	Executive		Director, Place and Growth - Simon Dale/ Laura Buck	Executive Member for Environment, Sport and Leisure - Ian Shenton	N/A
	EXECUTIVE MEETING – 27 JULY 2023					
	<p>Capital Monitoring 2023/24 - Q1 Purpose: To consider the Capital</p>	Executive		Deputy Chief Executive - Graham Ebers/	Executive Member for Finance - Imogen Shepherd-	N/A

	Monitoring position at the end of Quarter 1.			Mark Thompson	DuBey	
	Revenue Monitoring 2023-24 Q1 Purpose: To consider the revenue budget position at the end of Quarter 1	Executive		Deputy Chief Executive - Graham Ebers/ Stu Taylor	Executive Member for Finance - Imogen Shepherd-DuBey	N/A
	Shareholders Report 2022/23 - Outturn Purpose: To consider the Annual Shareholders' Report	Executive		Deputy Chief Executive - Graham Ebers/ Mark Thompson	Executive Member for Finance - Imogen Shepherd-DuBey	N/A
62	Adult Social Care Strategy and Social Care Futures Purpose: For Executive to: *note progress in the delivery of the Council's Adult Social Care Strategy and *approve commitment to Social Care Future vision	Executive		Director, Adult Social Care and Health - Matt Pope/ Iftkhar Ahmed	Executive Member for Health, Wellbeing and Adult Services - David Hare	N/A
EXECUTIVE MEETING – 26 OCTOBER 2023						
	Revenue Monitoring 2023-24 Q2 Purpose: To consider the revenue budget position at the end of Quarter 2	Executive		Deputy Chief Executive - Graham Ebers/ Stu Taylor	Executive Member for Finance - Imogen Shepherd-DuBey	N/A
	Capital Monitoring 2023/24 - Q2 Purpose: To consider the Capital Monitoring position at the end of Quarter 2.	Executive		Deputy Chief Executive - Graham Ebers/ Mark Thompson	Executive Member for Finance - Imogen Shepherd-DuBey	N/A
EXECUTIVE MEETING – 25 JANUARY 2024						
	Revenue Monitoring 2023-24 Q3 Purpose: To consider the revenue budget position at the end of Quarter 3.	Executive		Deputy Chief Executive - Graham Ebers/ Stu Taylor	Executive Member for Finance - Imogen Shepherd-DuBey	N/A

	Capital Monitoring 2023/24 - Q3 Purpose: To consider the Capital Monitoring position at the end of Quarter 1.	Executive		Deputy Chief Executive - Graham Ebers/ Mark Thompson	Executive Member for Finance - Imogen Shepherd-DuBey	N/A
	Chief Finance Officer's Report 2024/25 Purpose: Provide strategic oversight for the 2024-25 budget setting	Executive		Deputy Chief Executive - Graham Ebers/ Mark Thompson	Executive Member for Finance - Imogen Shepherd-DuBey	N/A
	Shareholders Update - January 2024 Purpose: To consider various items related to the business of the Council owned companies, including their trading position	Executive		Deputy Chief Executive - Graham Ebers/ Mark Thompson	Executive Member for Finance - Imogen Shepherd-DuBey	N/A

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Members of the Executive:-

Clive Jones	Leader of Council and Executive Member for Business and Economic Development
Stephen Conway	Deputy Leader of the Council and Executive Member for Housing.
Rachel Bishop-Firth	Equalities, Inclusion and Fighting Poverty
Paul Fishwick	Active Travel, Transport and Highways
Prue Bray	Children's Services
Lindsay Ferris	Planning and Local Plan
David Hare	Health & Wellbeing and Adult Services
Sarah Kerr	Climate Emergency and Resident Services
Ian Shenton	Environment, Sport and Leisure
Imogen Shepherd-DuBey	Finance

Note:

Unless the matter has been listed as being likely to be discussed in private, copies of the reports associated with the above decisions will be available no earlier than five days before the meeting at the Council Offices, Shute End, Wokingham; on the Council's website; by contacting a member of the Democratic Services Team on 0118 974 6053 or by emailing democratic.services@wokingham.gov.uk

**WOKINGHAM BOROUGH COUNCIL
INDIVIDUAL EXECUTIVE MEMBER DECISIONS FORWARD PROGRAMME**

THIS DOCUMENT IS A “NOTICE” IN ACCORDANCE WITH
THE LOCAL AUTHORITIES (EXECUTIVE ARRANGEMENTS)(MEETINGS AND ACCESS TO INFORMATION)(ENGLAND)
REGULATIONS 2012

Individual Executive Member Forward Plan - February 2023

Updated 14 February 2023

Ref No.	Subject for Decision	Decision to be taken by	List of documents to be submitted to the Decision maker for consideration and Background documents	Contact Details (Director/ Author)	Statement as to whether the item is likely to be considered in private and if so the reasons why/ Explanation for any deferment of item
<p>IMD 2023/03</p>	<p>Environment and Safety Department Enforcement Policy <i>Purpose:</i> To approve the Enforcement and Safety Department Enforcement Policy, which aims to promote efficient and effective approaches to regulatory inspection and enforcement, which improve regulatory outcomes without imposing unnecessary burdens. Date 23 Feb 2023 Meeting Room and Time David Hicks 1 at 11am</p>	<p>Executive Member for Environment, Sport and Leisure - Ian Shenton</p>		<p>Director, Place and Growth - Simon Dale/ Ed Shaylor</p>	<p>N/A</p>
<p>IMD 2023/04</p>	<p>Wokingham Borough Council Response to the West Berkshire Pre-submission Local Plan <i>Purpose:</i> To ensure that West Berkshire Council’s review of its planning policies leads to a strategy which has minimal negative impacts upon Wokingham Borough and that any positive benefits are maximised. Date 22 Feb 2023 Meeting Room and Time LGF7 at 14:00</p>	<p>Executive Member for Planning and Local Plan - Lindsay Ferris</p>		<p>Director, Place and Growth - Simon Dale/ James McCabe</p>	<p>N/A</p>

IMD 2023/05	<p>WBC Response to Government Consultation on the Levelling-up and Regeneration Bill: Reforms to National Planning Policy: Consultation Proposals</p> <p>Purpose: To consider the council's response to the government consultation 'Levelling-up and Regeneration Bill: reforms to national planning policy' (December 2022). Date 22 Feb 2023 Meeting Room and Time LGF7 at 14:20</p>	Executive Member for Planning and Local Plan - Lindsay Ferris	Covering report and enclosure providing the full recommended response to the consultation.	Director, Place and Growth - Simon Dale/ Ian Bellinger	N/A Not applicable.
IMD 2023/06	<p>Wokingham Borough Council On-Street Parking Consolidation Order 2017 (Amendment No.5) Order 2023</p> <p>Purpose: To report the results of the statutory consultation for the above-named Traffic Regulation Order, which seeks to amend the Wokingham Borough Council, Waiting Restrictions Consolidation Order 2017 and to seek the decision of the Executive Member for Active Travel, Highways & Transport. Date 8 Mar 2023 Meeting Room and Time FF11 at 4pm</p>	Executive Member for Active Travel, Transport and Highways - Paul Fishwick	IEMD report, Appendix A & B	Director, Place and Growth - Simon Dale/ Matt Gould	N/A N/A
IMD 2023/07	<p>Transport for the South East Strategic Investment Plan</p> <p>Purpose: The purpose of the report is for the Executive Member to agree the Strategic Investment plan (SIP) for the South East. This will ensure that the SIP can be submitted to the Department for Transport and subsequent funding decisions by the DfT will be based on the Plan. Date 8 Mar 2023 Meeting Room and Time FF11 at 4.15pm</p>	Executive Member for Active Travel, Transport and Highways - Paul Fishwick		Director, Place and Growth - Simon Dale/ Robert Curtis	N/A

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Members of the Executive:-
Clive Jones

Leader of Council and Executive Member for Business and Economic Development

Stephen Conway
Rachel Bishop-Firth
Paul Fishwick
Prue Bray
Lindsay Ferris
David Hare
Sarah Kerr
Ian Shenton
Imogen Shepherd-DuBey

Deputy Leader of the Council and Executive Member for Housing.
Equalities, Inclusion and Fighting Poverty
Active Travel, Transport and Fighting Poverty
Children's Services
Planning and Local Plan
Health, Wellbeing and Adult Services
Climate Emergency and Resident Services
Environment, Sport and Leisure
Finance

Note:

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DRAFT WORK PROGRAMMES 2022/23

Please note that the Work Programme is a 'live' document and subject to change at short notice. The information in this Work Programme, including report titles is draft and is subject to approval by the Overview and Scrutiny Management Committee.

The Overview and Scrutiny Committees will consider their work programmes at the first meeting in the new Municipal Year.

OVERVIEW AND SCRUTINY MANAGEMENT COMMITTEE 2022/23 WORK PROGRAMME

DATE OF MEETING	ITEM	PURPOSE OF REPORT	REASON FOR CONSIDERATION	CONTACT OFFICER
15 March 2023	Q3 2022/23 Performance	To consider the KPI performance report for Q3 2022/23	Work Programme	Will Roper
	Equality Plan	To scrutinise progress on the WBC Equality Plan	Update	Bryony Gibbs
	Consultation Protocol	To consider the draft Consultation Protocol	Committee Request	Dave Allen
	Adoption of Estate Infrastructure	To consider progress since the Task & Finish Group report in 2020.	Committee Request	Chris Easton/ Andy Glencross
	Refugees and Asylum Seekers	To consider the impact on the Borough of refugees and asylum seekers, including arrivals from Ukraine	Committee Request	Steve Moore
	Air Quality	To scrutinise progress against the Council's Air Quality improvement targets	Committee Request	Steve Moore
	Executive Forward Programme	To consider the Executive Forward Programme and identify any issues for Scrutiny	Regular Update	Neil Carr
	O&S Work Programmes 23/24	To consider the work programmes for the four Overview and Scrutiny Committees for 2023/24	Work Programme	Neil Carr
	Action Tracker	To consider the regular Action Tracker report	Regular Update	Neil Carr

CHILDREN'S SERVICES OVERVIEW AND SCRUTINY COMMITTEE 2022/23 WORK PROGRAMME

DATE OF MEETING	ITEM	PURPOSE OF REPORT	REASON FOR CONSIDERATION	RESPONSIBLE OFFICER / CONTACT OFFICER
22 March 2023	Key Performance Indicators	To monitor the performance of the service.	Challenge item	Children's Services / Helen Watson
	Report and Q&A with the Executive Member for Children's Services	To receive an update from the Executive Member for Children's Services.	Regular update	Councillor Prue Bray
	Care Leavers CAMHS Provision Update	To receive an update on the implementation and delivery of the CAMHS provision for Care Leavers	Challenge item	Children's Services / Adam Davis
	Fostering Transformation Update	To receive an update on the Fostering Transformation	Update item	Children's Services / Adam Davis
	Schools Causing Concern – Part 2	To consider the work being undertaken to support schools causing concern in a part 2 session	Standing item	Children's Services/ Sal Thirlway
	CSO&S Forward Plan	To consider the forward plan of the Committee	Standing item	Democratic Services/ Luciane Bowker

Unscheduled items:

- Youth Council update
- SEND Youth Forum

CLIMATE EMERGENCY OVERVIEW AND SCRUTINY COMMITTEE

DATE OF MEETING	ITEM	PURPOSE OF REPORT	REASON FOR CONSIDERATION	CONTACT OFFICER
14 March 2023	Solar Farms Update	To consider an update on progress relating to the development of solar farms in the Borough.	Committee Request	Sabrina Chiaretti
	Community Engagement	To scrutinise progress relating to the community engagement elements of the CEAP.	Committee Request	Sabrina Chiaretti
	Work Programme	To consider the Committee's Work Programme for 2023/24.	Standing Item	Democratic Services

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DATE OF MEETING	ITEM	PURPOSE OF REPORT	REASON FOR CONSIDERATION	CONTACT OFFICER
23 May 2023	Task & Finish Group Recommendations	To review progress against the recommendations of the O&S Climate Emergency Task & Finish Group	Committee Request	Sabrina Chiaretti
	Traffic Reduction Targets	To scrutinise progress against the traffic reduction targets in the CEAP	Committee Request	Sabrina Chiaretti
	CEAP and the Local Plan Update	To examine how the CEAP is embedded in the Local Plan Update	Committee Request	Sabrina Chiaretti
	Retrofitting in the Community	To scrutinise progress against the retrofitting targets in the CEAP	Committee Request	Sabrina Chiaretti
	Work Programme	To consider the work programme for the Committee for 2023/24	Standing Item	Democratic Services

COMMUNITY AND CORPORATE OVERVIEW AND SCRUTINY COMMITTEE

DATE OF MEETING	ITEM	PURPOSE OF REPORT	REASON FOR CONSIDERATION	CONTACT OFFICER
6 March 2023	Police and Fire Services Update	To receive updates on the work of the local Police and Fire Services	Work programme	Callum Wernham
	Flood Risk Management Update	To receive an update on flood risk management within the Borough.	Work programme	Boniface Ngu
	Violence Against Women and Girls Update	To receive an update on the Violence Against Women and Girls strategy.	Committee Request	Francesca Hobson
	Anti-Abuse Charter Update	To consider implementation of the anti-abuse charter.	Council request	Narinder Brar
	Task and Finish Group Report	To agree the report and recommendations of the "Preferred Registered Providers" Task and Finish Group, for submission to the Executive.	Committee Task and Finish Group	Callum Wernham
	Work Programme	To consider the work programme for the Committee for 2022-23	Standing Item	Democratic Services

Task & Finish Group

LCWIP Task and Finish Group.

HEALTH OVERVIEW AND SCRUTINY COMMITTEE FORWARD PROGRAMME

DATE OF MEETING	ITEMS	PURPOSE OF REPORT	REASON FOR CONSIDERATION	RESPONSIBLE OFFICER / CONTACT OFFICER
27 March 2023	Healthwatch update	Challenge item	Challenge item	Healthwatch Wokingham Borough
	ASC KPIs	Challenge item	Challenge item	Matt Pope

Currently unscheduled topics:

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- South Central Ambulance Service
- Westcall
- Update on Burma Hills and Wokingham Medical Centre
- Adult Social Care Strategy

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Overview and Scrutiny Management Committee – Action Tracker 2022/23

O&S Management Committee – 13 June 2022		
Agenda Item	Action	Update
Minutes of Previous Meeting	<ul style="list-style-type: none"> • Agreed • Performance follow-up data to be circulated to all O&S Members • Business Change training to be delivered • Council Motions – set out on WBC website – update to November meeting 	<ul style="list-style-type: none"> • Completed • Completed • Completed • Completed
Q4 2021/22 Performance Report	<ul style="list-style-type: none"> • Additional information requested by Members to be circulated to all O&S Members • HOSC recommended to consider suitability of KPIs and impact of increasing complexity 	<ul style="list-style-type: none"> • Completed • Completed
Scrutiny Improvement Review	<ul style="list-style-type: none"> • Executive-O&S Protocol to be circulated to all O&S Members • Committee to receive regular updates on changes to national legislation 	<ul style="list-style-type: none"> • Completed • Ongoing
Work Programme 2022-23	<ul style="list-style-type: none"> • Members to notify Democratic Services of top three work programme priorities • Leader and Chief Executive to be invited to attend the July meeting • Member training programme to include Equalities and Climate Emergency • Community and Corporate O&S to scrutinise the Local Plan, the LCWIP, Bus Strategy and Bus Improvement Enhanced Partnership • Work programme include item on Refugees and Asylum Seekers (September 2022) 	<ul style="list-style-type: none"> • Completed • Completed • Completed • Completed • Completed
Action Tracker Report	<ul style="list-style-type: none"> • Include historic items not yet completed • Each O&S Committee to develop its own Action Tracker 	<ul style="list-style-type: none"> • Completed • Start in 2023/24

O&S Management Committee – 7 July 2022		
Agenda Item	Action	Update
Minutes of Previous Meeting	<ul style="list-style-type: none"> • Agreed 	<ul style="list-style-type: none"> • Completed
Leader of the Council and Chief Executive	<ul style="list-style-type: none"> • Invite Leader and CEX to future meetings (suggest 6 monthly) 	<ul style="list-style-type: none"> • Completed
Climate Emergency O&S Committee	<ul style="list-style-type: none"> • Report to September meeting with more information on issues raised by Members 	<ul style="list-style-type: none"> • Completed
Climate Emergency Action Plan – Progress Report	<ul style="list-style-type: none"> • Member comments to be fed into CEAP • Andy Croy/Sarah Kerr meet with officers to consider accuracy of data • Report on Barkham Solar Farm project to September meeting 	<ul style="list-style-type: none"> • Completed • Completed • Completed
Work Programme 2022-23	<ul style="list-style-type: none"> • Chair/Vice-Chair to agree draft work programme for discussion at next meeting • Draft terms of reference for Task & Finish Group on corporate performance to next meeting • Consider potential item on the proposed Public Spaces Protection Order 	<ul style="list-style-type: none"> • Completed • Completed • Ongoing

O&S Management Committee – 5 October 2022		
Agenda Item	Action	Update
Minutes of Previous Meeting	<ul style="list-style-type: none"> • Agreed 	<ul style="list-style-type: none"> • Completed
Q1 2022/23 Performance Monitoring Report	<ul style="list-style-type: none"> • Circulate written responses to questions not answered at the meeting 	<ul style="list-style-type: none"> • Completed
Climate Emergency O&S Committee	<ul style="list-style-type: none"> • Council recommended to agree to establish O&S Committee • Set up first meeting of the Committee – 4 partnership + 3 Conservative Members 	<ul style="list-style-type: none"> • Completed • Completed
Barkham Solar Farm Business Case	<ul style="list-style-type: none"> • Refer OSMC “in principle” support for project to the Executive 	<ul style="list-style-type: none"> • Completed

	<ul style="list-style-type: none"> • Recommend to Executive that WBC lobby the Government and Energy Companies re charges for grid connection • Circulate written responses to questions not answered at the meeting 	<ul style="list-style-type: none"> • Completed • Completed
Corporate Performance Task & Finish Group	<ul style="list-style-type: none"> • Set up Task & Finish Group – 3 Partnership + 2 Conservative Members 	<ul style="list-style-type: none"> • Completed
Work Programme 2022-23	<ul style="list-style-type: none"> • Arrange extraordinary meeting to scrutinise utility companies – Thames Water and SSE 	<ul style="list-style-type: none"> • 2023/24 work programme

O&S Management Committee – 16 November 2022		
Agenda Item	Action	Update
Minutes of Previous Meeting	<ul style="list-style-type: none"> • Agreed 	<ul style="list-style-type: none"> • Completed
Consultation & Engagement Review	<ul style="list-style-type: none"> • WBC Consultation Protocol supported in principle; • Draft protocol to OSMC in February/March 2023. 	<ul style="list-style-type: none"> • Completed • March 2023
Scrutiny Improvement Review	<ul style="list-style-type: none"> • Scrutiny Improvement Action Plan to be implemented and monitored • Member/officer workshop to be held in early 2023 	<ul style="list-style-type: none"> • Completed • Ongoing
Council Motions	<ul style="list-style-type: none"> • Further update in November 2023 • Request more prominent location of report as part of new website development 	<ul style="list-style-type: none"> • November 2023 • Ongoing
Officer Response to report of the Tree Protection and Biodiversity T&FG	<ul style="list-style-type: none"> • Officer and Executive response endorsed; • OSMC to consider annual update prior to consideration by Council 	<ul style="list-style-type: none"> • Completed • Ongoing
Committee Work Programmes	<ul style="list-style-type: none"> • Chair and Vice Chair to review items for next meeting • Leader/CEX next update to include an assessment of staff welfare issues 	<ul style="list-style-type: none"> • Completed • Completed

O&S Management Committee – 18 January 2023		
Agenda Item	Action	Update
Minutes of Previous Meeting	<ul style="list-style-type: none"> • Agreed 	<ul style="list-style-type: none"> • Completed
Leader and Chief Executive	<ul style="list-style-type: none"> • Invite Leader and Chief Executive to OSMC every six months 	<ul style="list-style-type: none"> • June/July 2023
Q2 Performance Report	<ul style="list-style-type: none"> • Circulate follow up information to relevant O&S Committees 	<ul style="list-style-type: none"> • Ongoing
O&S Work Programmes 2023/24	<ul style="list-style-type: none"> • Process for developing work programmes agreed - implement • Work Programmes to be confirmed at the March 2023 meeting • Borough's MPs be invited to submit items 	<ul style="list-style-type: none"> • Completed • March 2023 • Completed
Exec/IEMD Forward Programmes	<ul style="list-style-type: none"> • Add the Tackling Poverty Strategy to the OSMC work programme 	<ul style="list-style-type: none"> • Completed
Committee Work Programmes	<ul style="list-style-type: none"> • Circulate report of the Estate Infrastructure T&FG to Members 	<ul style="list-style-type: none"> • Completed