



Gloucester City Council

Overview and Scrutiny Committee

Meeting: Monday, 23rd June 2014 at 6.30 pm in Civic Suite, North Warehouse, The Docks, Gloucester, GL1 2EP

Membership:	Cllrs. Lugg (Chair), S. Witts (Vice-Chair), Gravells (Spokesperson), Haigh, Hanman, Lewis, Wilson, Ravenhill, Field, Dee, Taylor, Beeley, Hansdot, Toleman and Pullen
Contact:	Sonia Tucker Democratic Services Officer 01452 396126 sonia.tucker@gloucester.gov.uk

AGENDA

1.	APPOINTMENT OF CHAIR AND VICE-CHAIR To note the appointments made by Council at the Annual Meeting:- Chair – Councillor Jan Lugg Vice Chair – Councillor Susan Witts Additionally, Councillor Gravells has been appointed as Spokesperson for the Committee
2.	APOLOGIES AND WELCOME TO NEW MEMBERS OF THE COMMITTEE To receive any apologies for absence. To welcome four new Members to the Committee:- <ul style="list-style-type: none">• Councillor Hanman• Councillor Lewis• Councillor Pullen• Councillor Ravenhill
3.	DECLARATIONS OF INTEREST To receive from Members, declarations of the existence of any disclosable pecuniary, or non-pecuniary, interests and the nature of those interests in relation to any agenda item. Please see Agenda Notes.
4.	MINUTES (Pages 7 - 10) To approve as a correct record the minutes of the meeting held on 31 March 2014.

5.	<p>PUBLIC QUESTION TIME (15 MINUTES)</p> <p>To receive any questions from members of the public provided that a question does not relate to:</p> <ul style="list-style-type: none"> • Matters which are the subject of current or pending legal proceedings, or • Matters relating to employees or former employees of the Council or comments in respect of individual Council Officers
6.	<p>PETITIONS AND DEPUTATIONS (15 MINUTES)</p> <p>To receive any petitions and deputations provided that no such petition is in relation to:</p> <ul style="list-style-type: none"> • Matters relating to individual Council Officers, or • Matters relating to current or pending legal proceedings
7.	<p>AMEY (STREETCARE PARTNER) PERFORMANCE MONITORING (Pages 11 - 18)</p> <p>To receive the report of the Head of Neighbourhood Services which provides Members with further information on how the performance of the Streetcare Partnership has been monitored.</p>
8.	<p>HOUSING CONDITIONS IN THE PRIVATE RENTED SECTOR (Pages 19 - 26)</p> <p>To receive the report of the Cabinet Member for Housing, Health and Leisure which briefs Members on the current condition of the private rented housing sector and proposes future actions to achieve improvement.</p>
9.	<p>CABINET FORWARD WORK PROGRAMME (Pages 27 - 32)</p> <p>To consider the Cabinet Forward Plan which is provided for information.</p>
10.	<p>OVERVIEW AND SCRUTINY WORK PROGRAMME (Pages 33 - 36)</p> <p>To consider the latest version of the Overview and Scrutiny Committee Work Programme.</p>
11.	<p>MEMBER UPDATES ON OUTSIDE BODIES ACTIVITIES</p> <p>To receive verbal updates as appropriate from Members of the Committee who sit as City Council representatives on any of the outside bodies.</p>
12.	<p>DATE OF NEXT MEETING</p> <p>Monday 21 July 2014 at 18.30 hours.</p>



Peter Gillett
Corporate Director of Resources

Date of Publication: Friday, 13 June 2014

NOTES

Disclosable Pecuniary Interests

The duties to register, disclose and not to participate in respect of any matter in which a member has a Disclosable Pecuniary Interest are set out in Chapter 7 of the Localism Act 2011.

Disclosable pecuniary interests are defined in the Relevant Authorities (Disclosable Pecuniary Interests) Regulations 2012 as follows –

<u>Interest</u>	<u>Prescribed description</u>
Employment, office, trade, profession or vocation	Any employment, office, trade, profession or vocation carried on for profit or gain.
Sponsorship	Any payment or provision of any other financial benefit (other than from the Council) made or provided within the previous 12 months (up to and including the date of notification of the interest) in respect of any expenses incurred by you carrying out duties as a member, or towards your election expenses. This includes any payment or financial benefit from a trade union within the meaning of the Trade Union and Labour Relations (Consolidation) Act 1992.
Contracts	Any contract which is made between you, your spouse or civil partner or person with whom you are living as a spouse or civil partner (or a body in which you or they have a beneficial interest) and the Council (a) under which goods or services are to be provided or works are to be executed; and (b) which has not been fully discharged
Land	Any beneficial interest in land which is within the Council's area. For this purpose "land" includes an easement, servitude, interest or right in or over land which does not carry with it a right for you, your spouse, civil partner or person with whom you are living as a spouse or civil partner (alone or jointly with another) to occupy the land or to receive income.
Licences	Any licence (alone or jointly with others) to occupy land in the Council's area for a month or longer.
Corporate tenancies	Any tenancy where (to your knowledge) – (a) the landlord is the Council; and (b) the tenant is a body in which you, your spouse or civil partner or a person you are living with as a spouse or civil partner has a beneficial interest
Securities	Any beneficial interest in securities of a body where – (a) that body (to your knowledge) has a place of business or land in the Council's area and (b) either – i. The total nominal value of the securities exceeds £25,000 or one hundredth of the total issued share capital of that body; or ii. If the share capital of that body is of more than one class, the total nominal value of the shares of any one class in which you, your spouse or civil partner or person with

whom you are living as a spouse or civil partner has a beneficial interest exceeds one hundredth of the total issued share capital of that class.

For this purpose, “securities” means shares, debentures, debenture stock, loan stock, bonds, units of a collective investment scheme within the meaning of the Financial Services and Markets Act 2000 and other securities of any description, other than money deposited with a building society.

NOTE: the requirements in respect of the registration and disclosure of Disclosable Pecuniary Interests and withdrawing from participating in respect of any matter where you have a Disclosable Pecuniary Interest apply to your interests and those of your spouse or civil partner or person with whom you are living as a spouse or civil partner where you are aware of their interest.

Access to Information

Agendas and reports can be viewed on the Gloucester City Council website: www.gloucester.gov.uk and are available to view five working days prior to the meeting date.

For further details and enquiries about this meeting please contact Sonia Tucker, 01452 396126, sonia.tucker@gloucester.gov.uk.

For general enquiries about Gloucester City Council’s meetings please contact Democratic Services, 01452 396126, democratic.services@gloucester.gov.uk.

If you, or someone you know cannot understand English and need help with this information, or if you would like a large print, Braille, or audio version of this information please call 01452 396396.

Recording of meetings

Please be aware that meetings may be recorded with the Mayor or Chair’s consent and this may include recording of persons seated in the Public Gallery or speaking at the meeting. Please notify a City Council Officer if you have any objections to this practice and the Mayor/Chair will take reasonable steps to ensure that any request not to be recorded is complied with.

Any recording must take place in such a way as to ensure that the view of Councillors, Officers, the Public and Press is not obstructed. The use of flash photography and/or additional lighting will not be allowed unless this has been discussed and agreed in advance of the meeting.

FIRE / EMERGENCY EVACUATION PROCEDURE

If the fire alarm sounds continuously, or if you are instructed to do so, you must leave the building by the nearest available exit. You will be directed to the nearest exit by council staff. It is vital that you follow their instructions:

- You should proceed calmly; do not run and do not use the lifts;
- Do not stop to collect personal belongings;
- Once you are outside, please do not wait immediately next to the building; gather at the assembly point in the car park and await further instructions;
- Do not re-enter the building until told by a member of staff or the fire brigade that it is safe to do so.



OVERVIEW AND SCRUTINY COMMITTEE

MEETING : Monday, 31st March 2014

PRESENT : Cllrs. Lugg (Chair), Beeley (Vice-Chair), Llewellyn (Spokesperson), Haigh, Gravells, Wilson, Field, Williams, Dee, Taylor, Hansdot, Randle and Chatterton

Others in Attendance

S. Mullins, Head of Legal and Policy Development

APOLOGIES : Cllrs. S. Witts and Toleman

102. DECLARATIONS OF INTEREST

There were no declarations of interest.

103. MINUTES

The minutes of the meeting held on 3 March 2014 were approved as a correct record and signed by the Chair.

104. PUBLIC QUESTION TIME (15 MINUTES)

There were no questions from members of the public.

105. PETITIONS AND DEPUTATIONS (15 MINUTES)

There were no petitions or deputations.

106. REVIEW OF 'CALL IN' PROCEDURE

The Head of Legal and Policy Development presented Members with a report which set out amendments to the grounds for 'call in' and which sought formal endorsement of revised procedure rules for 'call in' following recent examination of the procedure by the Council's Constitutional and Electoral Working Group.

The Committee discussed the following points:-

- Members commented that the addition of a proforma would make it easier to write a 'call in' request.

OVERVIEW AND SCRUTINY COMMITTEE

31.03.14

- It was confirmed that any meetings that needed to be arranged in accordance with the 'Call In' Protocol would be the responsibility of officers.
- It was noted that should the Chair and Vice-Chair have a conflict of interest in the matter being scrutinised that it would be necessary to nominate other Members of the Committee to perform those roles.
- It was confirmed that there no changes to the timescales for holding meetings.
- Clarification was given on what constituted a 'proper record'.
- Members queried the need to contact the portfolio holder before calling in a decision as set out in the proforma. The Head of Legal and Policy Development explained that this was useful additional information to aid the process.
- There was a discussion on what constituted an 'irrelevant matter' as set out in 3.5 of the report.
- Members requested the addition of a flowchart to illustrate the processes. The Head of Legal and Policy Development agreed to add this to the procedure.
- Members discussed the practicalities of 'calling in' any decisions taken by Cabinet in the lead up to the 'purdah' period. The Head of Legal and Policy Development confirmed that decision making did not stop because of 'purdah' but that there were restrictions on what could be publicised during this period.

Members welcomed the report.

RESOLVED TO RECOMMEND TO COUNCIL THAT:

- (1) the grounds for call-in set out in the Overview and Scrutiny Procedure Rules be amended as set out in paragraph 3.5 of the report;**
- (2) the 'Call In' Procedure Rules set out in Appendix 3 of this report be approved and included in the Constitution as part of the Overview and Scrutiny Procedure Rules subject to the addition of a process flowchart;**
- (3) the Call-in Request Pro Forma set out in Appendix 4 of this report be approved;**
- (4) the Overview and Scrutiny Procedure Rules be amended as set out in paragraph 3.9 of the report;**

107. POSSIBLE TOPICS FOR TASK AND FINISH GROUPS

Members discussed subjects for possible Task and Finish Groups. After debate, the Committee agreed to explore the following topics:-

- How to manage parcels of unadopted green land
- The Council's Communications and Consultation Strategies.

Under this heading, Members considered involving Gloucestershire College, Hartpury College and the University of Gloucestershire in a potential Task and Finish Group to look at how Gloucester attracted potential students. Members

OVERVIEW AND SCRUTINY COMMITTEE
31.03.14

concluded that it would be beneficial to invite representatives from these educational establishments to a future meeting of the Committee before submitting this idea as a Task and Finish Group.

108. SCRUTINY WORK PROGRAMME

The Committee considered its work programme and added other items to it following discussion.

RESOLVED: That the Scrutiny Work Programme and matters added by the Committee be noted.

109. UPDATE FROM MEMBERS WHO SIT AS CITY COUNCIL REPRESENTATIVES ON OUTSIDE BODIES

Members received an update on matters discussed at a recent Gloucestershire Police and Crime Panel meeting.

RESOLVED: That the update be noted.

110. DATE OF NEXT MEETING

Monday 23 June 2014 at 18.30 hours.

Time of commencement: 18:30 hours

Time of conclusion: 19:25 hours

Chair

This page is intentionally left blank



Meeting:	Overview and Scrutiny Committee	Date:	23 rd June 2014
Subject:	Amey (Streetcare Partner) Performance Monitoring		
Report Of:	Head of Neighbourhood Services		
Wards Affected:	All Wards		
Key Decision:	No	Budget/Policy Framework:	No
Contact Officer:	Ross Cook		
	Email: ross.cook@gloucester.gov.uk		Tel: 39-6355
Appendices:	1. Performance Indicators		

FOR GENERAL RELEASE/ EXEMPTIONS

1.0 Purpose of Report

1.1 At its meeting of the 6 January 2014, the Overview and Scrutiny Committee received a presentation from the Account Director for Amey Gloucester. The Committee requested further information on how the performance of the Streetcare Partnership was monitored and this report sets out the relevant details.

2.0 Recommendations

2.1 Overview & Scrutiny Committee is asked to **NOTE** the contents of the report and any further issues be passed to the Streetcare Strategic Partnership meeting for consideration.

3.0 Background and Key Issues

3.1 The Streetcare Contract was originally awarded to Accord in 2007 who were subsequently taken over by Enterprise Plc later that year. Enterprise Plc took on the existing contract, although it was agreed at that time that the relevant performance measures and potential penalties would be adopted once the contract had settled down and a number of significant service changes had been implemented.

3.2 In 2013, Enterprise were acquired by Amey, who now operate the contract in the City.

3.3 A number of Performance Indicators have now been identified and these are reviewed on a monthly basis, at officer level, and on a quarterly basis, at Member level. Details of the Performance Indicators are attached at Appendix 1.

3.4 Work Schedules

3.5 For each of the main service areas, Amey produce a work schedule and these will be signed off by the relevant staff when the work is complete. For example, the

Waste and Recycling teams will have a set number of properties / collections to be made on each day and they will produce an exception report to identify where a bin was not put out for collection (as opposed to reporting that every bin was collected). Similarly, the Street Cleansing and Grounds Maintenance crews will have work sheets setting out the work they are due to complete on each day and these will be completed and recorded by Amey.

- 3.6 All Service Requests, Complaints or Comments are received via the Council's Contact Centre by either telephone, email, website (Social Media) or personal visit to the Council Offices. They are recorded on the "Focus" system and either sent to Amey to deal with or to Neighbourhood Services if the issue queries the relevant policy.
- 3.7 All matters that require further action by Amey will be sent to them for completion and they use their own systems to produce a "job sheet". When that job is completed and recorded on that system, they will send a notification to us that the job is complete and this will be recorded on Focus. This then enables us to produce the Performance Reports showing the number and percentage of jobs completed each month.
- 3.8 It should be noted, that not all issues passed on to Amey will relate to a complaint, a high number of work requests relate to an additional action, for example, the delivery a new bin / box or to remove fly-tipping or graffiti. For each of these there is an agreed timescale for the completion of the works.

3.9 Monitoring Performance

- 3.10 As set out above, there are a number of different levels of monitoring performance.
- 3.11 At an operational level, the majority of issues are dealt with by Amey and are completed within the agreed timescale. There is regular (daily) dialogue between Amey Managers / Supervisors and officers from across Neighbourhood Services.
- 3.12 To ensure operational issues are more formally monitored, there are fortnightly "Operational Meetings" for each of the main Service areas – Waste and Recycling, and Street Cleansing / Grounds Maintenance. These meetings are used to discuss any particular issues that have arisen since the last meeting and to agree any specific works or focus for the next two weeks. At these meetings, they are able to review the planned schedule of work and agree any required changes depending on the situation at that time. For example, at an Operational Meeting last summer, it was agreed to suspend grass cutting for a number of weeks as the conditions remained dry and warm and so grass growth was slow. A number of other tasks were then identified and the crews were requested to complete these instead of the originally planned grass cutting activities. The meetings will not, as a norm, review the sign-off sheets for any specific works completed as it is for Amey to provide the assurance that work is being carried out in line with the agreed plans. However, as the service is developed, we will be working with Amey to review the information being gathered so as to provide more qualitative information rather than quantitative.
- 3.13 Above the Operational Meetings, there are monthly Partnership meetings that review the contract performance and consider any policy changes that have been

raised at the Operational meetings. As well as the Performance Report attached at Appendix 1, Amey produce a report that sets out in more detail the different levels of recyclates that have been collected. In addition, on a quarterly basis, the Partnership meeting will receive a financial update that sets out the current spend against the contract budget, and any additional / ad-hoc expenditure for works / materials that are not contained within the contract.

- 3.14 As part of the monitoring of performance, the Partnership meeting will identify areas that require immediate action. For example, the current report identified under performance of the delivery of new bins and boxes. This was caused, in the main, by the bad weather and a considerable number of boxes being blown away or damaged. Across the Country, there was a very high demand for bins and so suppliers were unable to keep up with demand. Amey were therefore requested to produce an action plan to improve their performance in that area, which included bringing in additional resources, at no additional cost to the contract, to clear the backlog of deliveries. They now have a full stock of bins and boxes and so performance in this area will return to normal.
- 3.15 In addition to monitoring ongoing performance, the Partnership meeting will receive and approve the Annual Service Plan. This is produced by Amey and sets out what they will deliver for the coming year and so allows for discussion and agreement on the priorities.
- 3.16 When the Streetcare Partnership contract first commenced, there was a requirement to set up a Streetcare Board, consisting of Members and other representatives, to monitor performance. However, it was later decided to dissolve the Board and that the Cabinet for Member for Environment would continue to meet with Amey Management on a quarterly basis. At that time, the Cabinet Member invited a Member Representative from each of the Opposition Groups to attend these meetings and the “Streetcare Strategic Partnership” was established.
- 3.17 The Terms of Reference of the Streetcare Strategic Partnership are –
- To act as Champions for the Streetcare Partnership
 - To give Strategic Direction
 - To ensure effective Service Planning
 - To ensure good performance; and
 - To act as a forum for consultation
- 3.18 Meetings take place on a quarterly basis (July, October, January and March). As well as reviewing current year performance, the agenda includes a financial report and a review of the Service Plan.

3.19 Staff Realignment

- 3.20 The recent review of staffing within Neighbourhood Services has now changed the focus to more specific service based responsibilities. Whilst the previous “Neighbourhood Co-ordinator” roles provided an excellent first point of contact for a wide range of issues across the Ward / Area, it was also difficult to ensure that the same level of service was being delivered across the whole City. The new structure will still require each of the four Neighbourhood Managers to be able to deal with a

wide range of issues across the City, but will each have a specific service responsibility. These are –

- Neighbourhood Manager (Parks and Open Spaces) – Dave Pritchett
- Neighbourhood Manager (Street Scene) – Sally Middleton
- Neighbourhood Manager (City Centre) – Ismael Rhyman
- Neighbourhood Manager (Diverse Communities) – Emily Jones (starts in late June)

- 3.21 In addition, the Environmental Projects Team will focus on Waste and Recycling, whilst Trees and Hedges will be the responsibility of the Countryside team. A detailed structure chart with contact details and responsibilities will be provided to Members.
- 3.22 The realignment of resources has also created a new post that will provide technical contract support. This post will provide a link between Neighbourhood Services and Business Improvement, and will be responsible for ensuring that all of the agreed performance information is gathered and reviewed by the appropriate people as set out above.
- 3.23 The change of focus is already identifying service improvements in all areas. The City Centre Lead Officer has reviewed the street cleansing arrangements in the City Centre, whilst the Parks and Open Spaces Lead Officer is working with the Grounds Supervisor to ensure that the grass cutting and strimming is better aligned as well as looking at the timing of litter picking and street sweeping so as to better coincide with grass cutting in each area. They have also produced a grass cutting schedule that is on the Council's Website and are looking at ways of managing areas of verge where bulbs are planted which means that the grass cutting starts later. Both areas are promoting the need for "right first time".
- 3.24 All officers are reviewing and updating the Method Statements for each Service Area. The Method Statements formed part of the original contract and set out in more detail how each service will be delivered, including information such as the street cleaning schedules / frequency and grass cutting programme. Linked to the revised Method Statements will be revised Output Specifications that provide the basis for more detailed contract monitoring.

4.0 Alternative Options Considered

- 4.1 The report was requested by the Overview and Scrutiny Committee and so there were no alternative options considered.

5.0 Reasons for Recommendations

- 5.1 The report is for information only. If the Committee wishes to make any further recommendations, these will be considered by the Streetcare Strategic Partnership.

6.0 Future Work and Conclusions

- 6.1 Delivery of the Amey Streetcare Partnership is a key priority for the Council and for residents of the City. The recent change of focus for the Neighbourhood Services team will mean that we can continue to work in partnership with Amey to ensure that we make best use of the resources available. The current performance report

shows that in the main service areas, the level of service remains very high, despite the need to find ongoing budget savings.

- 6.2 The structures are in place to monitor performance and to take any necessary action where needed.

7.0 Financial Implications

- 7.1 Not applicable to this report.

(Financial Services have been consulted in the preparation this report.)

8.0 Legal Implications

- 8.1 Not applicable to this report.

(Legal Services have been consulted in the preparation this report.)

9.0 Risk & Opportunity Management Implications

- 9.1 Not applicable to this report.

10.0 People Impact Assessment (PIA):

- 10.1 The report is for information only and so does not require a PIA to be carried out.

11.0 Other Corporate Implications

Community Safety

- 11.1 Not applicable

Sustainability

- 11.2 Not applicable

Staffing & Trade Union

- 11.3 Not applicable

Background Documents: None

This page is intentionally left blank

KPI's

	Mar	RAG	Apr	RAG	May	RAG
Workforce						
Sickness Absence Target: 7.5%	3.67%		3.01%		4.04%	
Health & Safety						
RIDDOR	0		0		0	
Close Call / Near Miss	11		9		5	
HSEQ Audits Carried Out	78		77		64	
Waste						
Missed domestic bins Target: < 0.07%	106 0.09%		101 0.08%		79 0.06%	
Delivery of black bins Target: 100%	172 69.19%		150 92%		170 93.53%	
Quantity delivered	119		138		159	
Delivery of Green bins Target: 100%	89 100%		62 100%		89 98.88%	
Quantity delivered	88		88		88	
Delivery of Recycling boxes Target: 100%	485 74.85%		360 13.89%		360 88.61%	
Quantity delivered	363		50		319	
Delivery of Food caddies Target: 100%	183 77.05%		166 34.34%		197 94.92%	
Quantity delivered	141		57		187	
Complaints	61 95.08%		46 97.83%		57 100%	
Instructions Target: 100%	928 96.66%		880 95.23%		782 97.70%	
Streetscene						
Amenity Grasscutting						
Number of scheduled sites			86%		73%	
Number of completed sites	100.00%		658		901	
Number of completed sites			568		661	
Box Grasscutting						
Number of scheduled sites			96.8%		84%	
Number of completed sites	100.00%		155		178	
Number of completed sites			150		150	
Strimming Programme						
Number of scheduled sites			71.2%		62%	
Number of completed sites	100.00%		781		885	
Number of completed sites			556		550	
General Street Cleansing						
General Street Cleansing	94.30%		100.00%		100.00%	
Removal of flytipping Target: 100%	172 98.26%		135 96.30%		136 88.24%	
Number collected:	169		130		120	
Removal of Graffiti: Non-Offensive	100%		100%		100%	
Offensive	100%		100%		100%	
Complaints	14 85.71%		11 45.45%		15 93.33%	
Instructions Target: 100%	228 94.30%		300 92.33%		275 76.73%	

This page is intentionally left blank

Gloucester City Council

Meeting:	Overview and Scrutiny Date: 23rd June 2014 Committee
	Cabinet 25th June 2014
Subject:	Housing conditions in the private rented sector
Report Of:	Cabinet Member for Housing, Health and Leisure
Wards Affected:	All
Key Decision:	No Budget/Policy No Framework:
Contact Officer:	Julie Wight, Private Sector Housing Service Manager
	Email: Tel: 396320 Julie.wight@gloucester.gov.uk
Appendices:	None

FOR GENERAL RELEASE

1.0 Purpose of Report

- 1.1 To brief members on the current condition of the private rented housing sector and to propose future actions to achieve improvement.

2.0 Recommendations

- 2.1 **Overview and Scrutiny Committee** is asked, subject to any recommendations it wishes to make to Cabinet, to note the contents of the report.
- 2.2 **Cabinet** is asked to **RESOLVE** that the current condition of private sector housing is noted and that the direction towards a more proactive approach to inspection and intervention be supported.

3.0 Background and Key Issues

- 3.1 Nationally, there has been a significant increase in the use of the private rented sector (from 12% in 2005/6 to 17.4% in 2011/12) and this has mirrored the Gloucester experience where the private rented sector, as a proportion of all private dwellings in the city, has increased from 7.4% in 2005 to 17% in 2011. Over 50% of the private rented dwellings in Gloucester are in just three wards: Barton and Tredworth, Moreland and Westgate.
- 3.2 This increase in the use of private renting and the changes in the homelessness rules which enables councils to refer to the private sector for re-housing, prompted

the Government to appoint a select committee commissioned to reviewed the Private Rented Sector. As a consequence, a report was recently published and advised on the areas nationally which require action:-

- Improve housing standards
- Prevent illegal and retaliatory evictions
- Address poor practice amongst some letting agents
- Address the problem that short term tenancies are a dis-incentive especially for families
- Improve choice and affordability
- Improve the quality and quantity of data about numbers of landlords and private rented properties

3.3 As far as Gloucester is concerned, the data we use to find the evidence for conditions in the private rented sector in Gloucester are:-

- House condition surveys carried out in 2005 and 2011
- Numbers of service requests and actions relating to housing conditions
- Evidence from pro-active inspection regimes (e.g. HMO licence inspections)
- Numbers of accredited properties (Fit to Rent scheme)
- Bespoke projects such as Believe in Barton and enforcement operations

3.4 The House Condition Survey (HCS) carried out in 2011 estimated 1418 private rented dwellings (17.2 % of the private rented sector) had Category 1 hazards (mainly excess cold or danger from falling). However, from around 1000 action requests we receive in a year, we only identify approx 40 Category 1 hazards. This would indicate we are not focussing on the worst conditions and would suggest that tenants are not reporting hazards. The HCS also identified three wards with significantly more Category 1 hazards than anywhere else in the city. These are Barton & Tredworth, Moreland and Westgate.

3.5 The 2011 HCS also estimated 2407 (29%) private rented dwellings were in disrepair. This is an increase of 16.5% since the 2005 survey and would indicate a lack of management and maintenance by landlords which could lead to increasing numbers of Category 1 hazards in the future. However, with the team only receiving around 1000 complaints annually about housing conditions, there is clear under reporting. This may be because tenants:-

- Are unconcerned or have low expectations about the condition of their homes
- Are unable to recognise hazards
- Are worried about being evicted if they complain
- Are unaware of who to complain to and/or their right to complain

3.6 Therefore, the evidence would suggest that the poor condition of private rented properties in Gloucester goes unreported. With the concentration of rented properties in the three wards of Barton & Tredworth, Moreland and Westgate we can conclude that the majority of the issues relating to poor condition and management would be found in these wards,

- 3.7 The mandatory HMO licensing scheme requires HMO's that are three storeys or more and with 5 or more tenants to be licensed and Gloucester currently has 143 licensed HMO's. We estimate that there are around 500 HMO's in the city and, whilst the majority will not require licensing, they still have to comply with housing standards and we are regularly finding poor conditions in these types of HMO's. However, the HMO's that are managed under the mandatory scheme are usually found to be of a suitable standard on inspection which would suggest this regime is effective in maintaining conditions in these types of properties. We occasionally find HMO's that should be licensed but are not. In most cases these are dealt with by simple caution and the owners are also required to pay a significantly higher licence fee that the legislation permits us to impose.
- 3.8 As in paragraph 3.4 above, there is also a concern that the conditions in HMO's are under reported.
- 3.9 More than 20% of the service requests received annually by the Private Sector Housing Team relate to waste management issues, particularly in rented properties and in Barton & Tredworth. Problems of this type are indicative of overcrowding, lack of management and a lack of understanding and interest in the problems these issues create.
- 3.10 All of this evidence would suggest that we are focusing on the problems caused by poor and inadequate privately rented homes without tackling the underlying reasons for its causes.
- 3.11 If we are not able to increase the level of intervention to deal with the worst housing, the private rented stock will continue to deteriorate and the problems associated with poorly managed accommodation will increase. We would also expect to see increasing numbers of complaints relating to waste disposal and other anti-social activities.
- 3.12 Good landlords also become disillusioned if they perceive that poor landlords are not being effectively dealt with.
- 3.13 A variety of approaches have been used to proactively tackle the underlying problems in the private rented sector and these have included:-
- Joint visits with the Fire Officer to flats over shops in areas of Barton & Tredworth and Eastgate St, resulting in enforcement action for non-compliance with housing act standards and the prohibition of three flats above shops.
 - Private Sector Housing Officers and Fire Officers jointly delivered training to landlords regarding fire safety in flats over shops.
 - A 'Believe in Barton' campaign was recently undertaken to address the increasing levels of enviro-crime by encouraging residents to clean up the area and by identifying the properties where enforcement is the only means of tackling the problem (mainly in the private rented sector).
 - A waste audit undertaken in an area of mixed commercial and residential premises in the Westgate Ward identified a number of commercial premises believed to be renting 'over the shop'.

- Ad hoc evening and weekend inspections of premises identified a number of poor quality and unlicensed HMO's.
- The use of the county wide 'Fit to Rent' accreditation scheme which enables us to better target the non-accredited properties.

3.14 It is important that a sustainable targeted and proactive approach is used to identify poorly managed and maintained properties in the private rented sector. This will enable continuous improvements to be made which will positively impact on a whole range of benefits to tenants and to the council by increasing the availability of good quality accommodation, improving the health of occupants, and improving the management of waste and reducing anti-social behaviour.

3.15 The Government Select Committee suggested options for tackling conditions in the private rented sector, one of which is to take a proactive neighbourhood approach. This method of operation has already been recognised by this council as a valid approach and underpinned a bid to Government for funding to deal with rogue landlords. Unfortunately, the Council was unsuccessful in obtaining funding from the small central Government budget available but the principle remains the same. However, with current work load, it can only be achieved by either re-focusing of the team's activities or by the provision of additional staff resource.

3.16 In Gloucester we have the evidence and data to be able to select the areas that would benefit from a neighbourhood approach and therefore a re-direction of the way the private sector housing team currently works from a primarily reactive response towards a proactive programme of intervention would significantly improve the condition of the privately rented accommodation in those areas.

4.0 Alternative Options Considered

4.1 To continue with a reactive based approach to service requests. This is not considered to be the best way to improve conditions in the private rented sector for the following reasons:-

- It is not targeting the worst properties
- It only deals with the symptoms and not the causes of poor housing
- Conditions will continue to deteriorate and the numbers of service requests will rise.
- Income is lost because we are unable to identify licensable HMO's
- Tenants will increasingly be put into hazardous housing situations.
- Good landlords will be less inclined to operate in Gloucester.
- Limited impact on improving public health
- Not in line with ABCD principles
- Not likely to give rise to sustainable improvement

5.0 Reasons for Recommendation

5.1 In order to create capacity for a proactive neighbourhood approach, the Private Sector Team will have to work in a less reactive way when dealing with service requests and this will result in a need to re-prioritise the current work activities. For example, issues with rubbish that are not presenting a risk to public health will not

be given the existing priority. However, collecting residents' concerns about these issues will help us to better direct resources to the right areas for proactive housing inspections. For example, if we are receiving a number of complaints about incorrectly managed refuse at a property or in a street, we can focus attentions on the housing issues in those properties.

- 5.2 Consequently residents may find that their request for service, if deemed low priority, may not result in a level of intervention that meets their expectations. However, we would hope that the long term benefits of this approach will result in fewer complaints in the long term

6.0 Future Work and Conclusions

- 6.1 Consideration will be given to the best way to achieve the capacity for the team to be able to take on this project based work. This can be achieved in a number of ways which will all be explored as options for providing a long term sustainable approach to tackling housing conditions. There are a range of options we can use which are:-

- Designating an area for selective licensing and using the income to support a staff resource for continued proactive inspection projects.
- Prioritising workloads and targeting reactive work to the highest priority service requests to create capacity with the existing staff resource
- Working with legal services to ensure suitable resource is available for increased enforcement work
- Using existing HMO licence income to provide additional support for the team during the proactive programme period. Identifying unlicensed HMO's will increase income which can be re-cycled into staff resource.
- Exploring public health funding opportunities
- Using an Asset Based Community Development (ABCD) approach for dealing with neighbourhood issues by using the resources and skills within the communities as support. For example, good landlords in the target areas can provide advice and information to those landlords who do not understand the regulations around renting properties.
- Partnership working with other agencies such as the Fire Service, Immigration Authority and Trading Standards

- 6.2 The choice of option will depend on the types of issues found in the specific area being targeted. For example, we may find that conditions in one area may lend itself to selective licensing whereas another area may simply benefit from brief but intensive periods of intervention with partner agencies.

6.3 Conclusion

- 6.3.1 Gloucester has an under reported level of poor housing conditions and, without intervention, this could lead to worsening conditions with a potential outcome being increasing housing related health problems and increasing levels of waste and other anti-social issues. A sustained proactive approach to deal with hazardous conditions in the private rented sector is considered best practice. This can be

achieved in a number of ways but will require either extra staff resource and/or a re-prioritisation of the way the private sector housing team work at present

7.0 Financial Implications

7.1 Approximately £20K income is achieved annually from the mandatory HMO licensing scheme. This income can be used to support a proactive inspection regime provided it is used to tackle problems in HMO's.

(Financial Services have been consulted in the preparation this report.)

8.0 Legal Implications

8.1 All enforcement actions are governed by the Environmental Health enforcement policy and in accordance with statutory instruments. The Housing Act 2004 is the overarching statutory legislation that enables improvements in housing conditions. It also imposes a duty on local authorities to deal with all Category 1 hazards and licence all HMO's that fall within the mandatory licensing criteria.

(Legal Services have been consulted in the preparation this report.)

9.0 Risk & Opportunity Management Implications

9.1 A risk assessment has been carried out and identified the following as the highest risks:-

- Increasing number of tenants evicted. This will be mitigated by ensuring action continues regardless so that landlords do not gain from the eviction and close working with the homelessness team to provide support and, where necessary, alternative accommodation
- Customer dissatisfaction in a less reactive service. This will be mitigated by providing an explanation as to the long term benefits of this approach

9.2 However, the risks are outweighed by the opportunity to improve housing conditions which in turn will have a positive impact on the wider community.

10.0 People Impact Assessment (PIA):

10.1 An improvement in housing conditions will positively benefit the most vulnerable tenants as they are likely to live in the worst housing conditions.

10.2 The PIA Screening Stage was completed and did not identify any potential or actual negative impact, therefore a full PIA was not required.

11.0 Other Corporate Implications

Community Safety

- 11.1 Reducing the problems caused by poorly managed tenanted properties will increase community confidence in an area and reduce anti social behaviour incidences.

Sustainability

- 11.2 Improving the condition of properties will sustain a good and affordable supply of properties available for private renting

Staffing & Trade Union

- 11.3 There are no implications

Background Documents:

Gloucester House Condition Surveys 2005 and 2011

House of Commons Communities and Local Government Committee, The Private Rented Sector. <http://www.publications.parliament.uk/pa/cm201314/cmselect/cmcomloc/50/50.pdf>

This page is intentionally left blank

CABINET FORWARD WORK PROGRAMME JULY 2014 – SEPTEMBER 2014

SUBJECT (and summary of decision to be taken)	PLANNED DATES	DECISION MAKER & PORTFOLIO	NOTICE OF PRIVATE BUSINESS (if applicable)	RELATED DOCUMENTS (available on request, subject to restrictions on disclosure)	LEAD OFFICER (to whom Representations should be made)
JULY 2014					
KEY Page 25	Allotment Strategy Summary of decision: To adopt for the purposes of consultation an Allotment Strategy for Gloucester City detailing how the City Council intends to manage its allotment holding over coming years. Ward(s) All wards	21/07/14 30/07/14	Overview and Scrutiny Committee Cabinet Cabinet Member for Environment		Ross Cook, Communities and Public Spaces Manager Tel: 01452 396355 ross.cook@gloucester.gov.uk

KEY	<p>2013-14 Financial Outturn Report</p> <p>Summary of Decision:</p> <p>To update Cabinet on the Financial Outturn Report 2013-14</p> <p>Ward(s)</p> <p>All wards</p>	<p>21/07/14</p> <p>30/07/14</p>	<p>Overview and Scrutiny Committee</p> <p>Cabinet</p> <p>Cabinet Member for Performance and Resources</p>			<p>Jon Topping, Head of Finance</p> <p>Tel: 01452 6242</p> <p>jon.topping@gloucester.gov.uk</p>
KEY	<p>Gloucester City Plan Programme and Budget</p> <p>Summary of Decision:</p> <p>To present and seek endorsement of the progress of the City Plan programme and associated budget requirements over the next three years.</p> <p>Ward(s)</p> <p>All wards</p>	<p>30/07/14</p>	<p>Cabinet</p> <p>Cabinet Member for Regeneration and Culture</p>			<p>Vincent Maher, Interim Planning Policy Manager</p> <p>Tel: 01452 396854</p> <p>vincent.maher@gloucester.gov.uk</p>

	<p>Evening Economy Action Plan Summary of decision:</p> <p>To update Cabinet on the Evening Economy Plan</p> <p>Ward(s)</p> <p>All wards</p>	30/07/14	Cabinet Cabinet Member for Regeneration and Culture			<p>Anna Gwinnett, Economic and Community Regeneration Service Manager Tel: 01452 396973 anna.gwinnett@gloucester.gov.uk</p>
--	---	----------	--	--	--	---

SEPTEMBER 2014

Page 27	<p>Cultural Strategy Update Report Summary of Decision</p> <p>To update Cabinet on the cultural strategy</p> <p>Ward(s)</p> <p>All wards</p>	17/09/14	Cabinet Cabinet Member for Regeneration and Culture			<p>Martin Shields, Corporate Director of Services and Neighbourhoods Tel: 01452 396745 martin.shields@gloucester.gov.uk</p>
---------	---	----------	--	--	--	---

	<p>Green Travel Plan Progress Report</p> <p>Summary of decision:</p> <p>Annual update on initiatives in the Green Travel Plan</p> <p>Ward(s)</p> <p>All wards</p>	<p>15/09/14</p> <p>17/09/14</p>	<p>Overview and Scrutiny Committee</p> <p>Cabinet</p> <p>Cabinet Member for Environment</p>			<p>Stephen McDonnell, Environmental Co-ordinator Tel: 01452 396209 stephen.mcdonell@gloucester.gov.uk</p>
<p>KEY</p> <p>Page 28</p>	<p>Treasury Management Quarter 1 Report</p> <p>Summary of Decision:</p> <p>To update Cabinet on treasury management activities.</p> <p>Ward(s)</p> <p>All wards</p>	<p>17/09/14</p>	<p>Cabinet</p> <p>Cabinet Member for Performance and Resources</p>			<p>Jon Topping, Head of Finance Tel: 01452 6242 jon.topping@gloucester.gov.uk</p>

KEY	<p>Financial Monitoring Quarter 1 Report Summary of Decision:</p> <p>To receive an update on financial monitoring information for the first quarter 2014/15.</p> <p>Ward(s)</p> <p>All wards</p>	<p>15/09/14</p> <p>17/09/14</p>	<p>Overview and Scrutiny Committee</p> <p>Cabinet Cabinet Member for Performance and Resources</p>			<p>Jon Topping, Head of Finance Tel: 01452 6242 jon.topping@gloucester.gov.uk</p>
Page 29	<p>SLIPPED ITEM Due at O&S and Cabinet in July 2014 Future date to be advised</p> <p>City Centre Action Plan Update Report Summary of decision:</p> <p>To update Cabinet on the City Centre Action Plan</p> <p>Ward(s)</p> <p>All wards</p>		<p>Overview and Scrutiny Committee</p> <p>Cabinet</p> <p>Cabinet Member for Regeneration and Culture</p>			<p>Julie King, Interim Development Services Manager Tel: 01452 396835 julie.king@gloucester.gov.uk</p>

This page is intentionally left blank

Gloucester City Council Overview and Scrutiny Work Programme 2014/15 (updated 13 June 2014)

Item	Format	Lead Member (if applicable)/Lead Officer	Comments
21 JULY 2014			
Allotments Strategy	Written report	Cabinet Member for Environment	Requested by the Committee
Green Travel Plan Progress report	Written report	Cabinet Member for Environment	Requested by the Committee
2013/14 Financial Outturn	Written report	Cabinet Member for Performance and Resources	Part of Committee's annual work programme
Performance report for Civica	Written report	Cabinet Member for Performance and Resources	Part of Committee's annual work programme
15 SEPTEMBER 2014			
Financial Monitoring Quarter 1	Written report	Cabinet Member for Performance and Resources	Part of Committee's annual work programme
Rugby World Cup Update	Written report	Cabinet Member for Regeneration and Culture	Requested by the Committee
Performance report for Gloucester City Homes	Written report	Cabinet Member for Housing, Health and Leisure	Part of Committee's annual work programme
Tree Policy – update on progress following implementation of new policy	Written report	Cabinet Member for Environment	Requested by the Committee

Item	Format	Lead Member (if applicable)/Lead Officer	Comments
13 OCTOBER 2014			
Performance report for Aspire	Written report	Cabinet Member for Housing, Health and Leisure	Part of Committee's annual work programme
Gfirst LEP	Discussion item		Requested by Committee
University, Glos College and Hartpury College	Discussion item		Requested by Committee
10 NOVEMBER 2014			
Annual Review of the Evictions Appeal Panel	Written report	Cabinet Member for Housing, Health and Leisure	Part of Committee's annual work programme
Financial Monitoring Quarter 2	Written report	Cabinet Member for Performance and Resources	Part of Committee's annual work programme
1 DECEMBER 2014			
8 DECEMBER 2014 (BUDGET)			
Budget Proposals	Written report	Cabinet Members	Part of Committee's annual work programme

Item	Format	Lead Member (if applicable)/Lead Officer	Comments
26 JANUARY 2015			
23 FEBRUARY 2015			
Financial Monitoring Quarter 3	Written report	Cabinet Member for Performance and Resources	Part of Committee's annual work programme
23 MARCH 2015			

Slipped items – date awaited:-

City Centre Action Plan Update (Slipped from 21 July 2014)	Written report	Cabinet Member for Regeneration and Culture	Requested by Committee
---	----------------	---	------------------------

This page is intentionally left blank