



**Gloucester
City Council**

Cabinet

Meeting: Wednesday, 15th July 2015 at 6.00 pm in Civic Suite, North Warehouse, The Docks, Gloucester, GL1 2EP

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| Membership: | Cllrs. James (Leader of the Council and Cabinet Member for Regeneration and Economy) (Chair), Dallimore (Deputy Leader and Cabinet Member for Communities and Neighbourhoods), Noakes (Cabinet Member for Culture and Leisure), Norman (Cabinet Member for Performance and Resources), Organ (Cabinet Member for Housing and Planning) and Porter (Cabinet Member for Environment) |
| Contact: | Atika Tarajiya Democratic Services Officer 01452 396127 atika.tarajiya@gloucester.gov.uk |

AGENDA

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| 1. | APOLOGIES To receive any apologies for absence. |
| 2. | 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. |
| 3. | MINUTES (Pages 5 - 12) To approve as a correct record the minutes of the meeting held on Wednesday 17 June 2015. |
| 4. | PUBLIC QUESTION TIME (15 MINUTES) The opportunity is given to members of the public to put questions to Cabinet Members or Committee Chairs provided that a question does not relate to: <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 |
| 5. | PETITIONS AND DEPUTATIONS (15 MINUTES) To receive any petitions or deputations provided that no such petition or deputation is in relation to: <ul style="list-style-type: none"> • Matters relating to individual Council Officers, or • Matters relating to current or pending legal proceedings |

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| 6. | <p>PROPOSAL TO DEVELOP A BUSINESS IMPROVEMENT DISTRICT FOR GLOUCESTER (Pages 13 - 22)</p> <p>To consider the report of the Cabinet Member for Regeneration and Economy seeking approval to establish a Business Improvement District (BID) Task Group to consider the feasibility of setting up a BID in Gloucester.</p> |
| 7. | <p>CITY CENTRE INVESTMENT FUND ALLOCATIONS AND UPDATE (Pages 23 - 34)</p> <p>To consider the report of the Cabinet Member for Regeneration and Economy updating Members on the projects within the City Centre Investment Fund delivery programme.</p> |
| 8. | <p>REGENERATION OF GREATER BLACKFRIARS (Pages 35 - 42)</p> <p>To consider the report of the Cabinet Member for Regeneration and Economy updating Members on progress to deliver the successful regeneration of the Greater Blackfriars area of Gloucester City Centre.</p> |
| 9. | <p>RUGBY WORLD CUP UPDATE (Pages 43 - 50)</p> <p>To consider the report of the Cabinet Member for Regeneration and Economy informing on progress against the key issues for the delivery of the Rugby World Cup 2015.</p> |
| 10. | <p>MUSEUMS SERVICE EVENTS PLANNED FOR JULY – DECEMBER 2015 (Pages 51 - 70)</p> <p>To consider the report of the Cabinet Member for Culture and Leisure informing Members of forthcoming events planned for the City and Folk Museums from July to December 2015.</p> |
| 11. | <p>MARKETS STRATEGY UPDATE (Pages 71 - 80)</p> <p>To consider the report of the Cabinet Member for Regeneration and Economy updating Members on the City Council's progress with the Markets Strategy action plan and the options available for additional car parking at Hempsted Meadows Carboot site.</p> |
| 12. | <p>HKP RECEPTION (Pages 81 - 84)</p> <p>To consider the report of the Cabinet Member for Performance and Resources updating Members on the new HKP (Herbert, Kimberly and Phillpotts) reception design and processes.</p> |

M. Shields

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Martin Shields
Corporate Director of Services and Neighbourhoods

Date of Publication: Tuesday, 7 July 2015

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.

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For further details and enquiries about this meeting please contact Tanya Davies, 01452 396125, atika.tarajiya@gloucester.gov.uk.

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

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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.

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- 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.



CABINET

MEETING : Wednesday, 17th June 2015

PRESENT : Cllrs. James (Chair), Dallimore, Noakes, Organ and Porter

Others in Attendance

Martin Shields, Corporate Director of Services and Neighbourhoods

Ross Cook, Corporate Director

Jon Topping, Head of Finance

Atika Tarajiya, Democratic and Electoral Services Officer

APOLOGIES : Cllrs. Norman

1. DECLARATIONS OF INTEREST

Councillor Porter (Cabinet Member for Environment) declared a personal interest in agenda item 14 (Changes to the Fit to Rent accreditation scheme for privately rented properties) through his role as a landlord for student accommodation and private rented properties.

2. MINUTES

RESOLVED:

That the minutes of the meeting held on Wednesday 25th March 2015 be confirmed as a correct record and signed by the Chair.

3. PUBLIC QUESTION TIME (15 MINUTES)

There were no public questions.

4. PETITIONS AND DEPUTATIONS (15 MINUTES)

There were no petitions and deputations.

5. PARTNERSHIP WORKING WITH GLOUCESTERSHIRE COUNTY COUNCIL

Cabinet considered the report of the Cabinet Member for Performance and Resources informing Members of the progress made in discussions between Gloucester City Council (GCC) and Gloucestershire County Council (GlosCC) working together to deliver back office functions and appropriate frontline customer services for the benefit of the residents of the City.

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Councillor James highlighted the key areas of the report acknowledging that the two authorities had already demonstrated successful partnership working which could be developed further. He noted that the arrival of the joint Managing Director on the 6 July 2015, the outsourcing of the Human Resources and Communications team to GlosCC and the joint Quayside and Blackfriars regeneration project, would continue to promote this shared working arrangement and lead the way forward for future collaboration.

The Corporate Director of Services and Neighbourhoods reported that the proposal received cross party support when presented to Overview and Scrutiny Committee on the 15 June 2015, when Members had been advised that they would be given an opportunity to participate in discussion on any of the future shared working proposals.

Cabinet Members endorsed the approach, acknowledging that staff would need to be kept clearly informed of any progress to ensure their full support. The Corporate Director of Services and Neighbourhoods reported that steps had been taken to involve affected staff from the early stages of the project and to keep them informed throughout. He advised that the both GCC and GlosCC were in the process of developing a forward communications plan to ensure staff remain aware of the mutual benefits of the shared working arrangements.

RESOLVED:

1. That the High Level Implementation Plan in Appendix 1 which considers services which may be delivered by Gloucestershire County Council on behalf of the Council and those services which may be commissioned by Gloucestershire County Council from the Council be approved.
2. That the action plan in Appendix 3 be approved and authorisation be given to Director of Services & Neighbourhoods to adjust the dates as appropriate in consultation with the Cabinet Member for Performance & Resources.
3. That further reports be submitted to Cabinet in respect of each service, on a case by case basis, for consideration and approval as appropriate.

6. SHARED HR SERVICE BETWEEN GLOUCESTER CITY COUNCIL AND GLOUCESTERSHIRE COUNTY COUNCIL

Cabinet considered the report of the Cabinet Member for Performance and Resources seeking Members' approval to progress with a Section 101 agreement for a joint HR service between Gloucester City Council (GCC) and Gloucestershire County Council (GlosCC).

Councillor Noakes highlighted the key areas of the report commenting that the proposals would mean staff would now have access to wide ranging and specialist advice and services that were unavailable at present due to lack of resources. She noted that this meant staff can be better supported with their career progression.

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RESOLVED:

1. That the GCC's HR team be joined with GlosCC's HR team.
2. That GCC's HR service staff be transferred to GlosCC under the principles of the Transfer of Undertakings (Protection of Employment) Regulations 2006 (TUPE) on 1st September 2015 or other date as agreed between both parties.
3. That GCC's HR functions be delegated to GlosCC, as host authority, in accordance with section 101 (1) of the Local Government Act 1972 and under Part 1A Chapter 2 section 9EA of the Local Government Act 2000 and pursuant to the Local Authorities (Arrangements for the Discharge of Functions) (England) Regulations 2012.
4. Authority be delegated to the Head of Paid Service in consultation with the Cabinet Member for Performance and Resources and the s151 Officer, to enter into the s101 agreement and any other legal documentation and to take all necessary steps to implement the above mentioned resolutions.

7. 2014-15 FINANCIAL OUTTURN REPORT

Cabinet considered the report of the Cabinet Member of Performance and Resources informing Members of the final Council position against agreed budgets for the 2014/15 financial year and highlighting some key performance indicators.

Councillor James summarised the key areas of the report, noting that Overview and Scrutiny Committee approved the recommendations on the 15 June 2015 and placed on record his thanks to Officers for the significant savings achieved in the financial year. He reported that the General Fund balance was less than anticipated due to the deficit payment to the Gloucestershire Business Pool Rates, though the City Council had appealed to the Government for financial help to mitigate this.

RESOLVED:

1. That it be noted that:
 - (i) The savings achieved in year total £1.010m.
 - (ii) That the year-end position for the financial year 2014/15 is to increase the Council's General Fund balance by £63k
 - (iii) The increase in the general fund balance from £1.869m to £1.932m at the end of 2014/15.
 - (iv) The closure of the Housing Revenue Account as a result of the successful stock transfer to Gloucester City Homes. (Paragraph 8.11 details proposed transfers to earmarked reserves for HRA balances).
 - (v) The Council has been required to make a deficit payment to the Gloucestershire Business Rates Pool as a result of losses at Tewkesbury Borough Council, as detailed in Section 7 of the report.

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2. That the transfers to and from earmarked reserves as below and detailed in sections 8 and 9 of this report be approved.
 - £1million to Environmental Liability Reserve
 - £400k to Major Repairs Reserve
 - £275k to Pension Liability reserve
 - £5k to Three Choirs Reserve
 - £14k to Members Allocation Reserve
 - £10k from Historic Buildings Reserve
 - £12.5k to Portfolio Reserve
 - £313k to Regeneration Reserve

8. TREASURY MANAGEMENT UPDATE - QUARTER 4 REPORT 2014/15

Cabinet considered the report of the Cabinet Member for Performance and Resources informing Members of the Treasury management activities for quarter 4: 1st December 2014 to 31st March 2015.

Cabinet Members endorsed the approach, noting the comprehensive detail provided within the report.

RESOLVED:

That the report be noted and note that no changes are required to the prudential indicators.

9. PROPOSAL FOR A NEW FINANCIAL SYSTEM AND A SHARED SERVICE AGREEMENT

Cabinet considered the report of the Cabinet Member for Performance and Resources seeking approval for a change to the Council's financial system from Advanced Business Solutions (ABS) Financials to Civica Financials through the implementation of CIVICA financials in a shared working arrangement with Malvern Hills District Council (MHDC) and to confirm a willingness to enter into other shared Finance service arrangements with MHDC on systems administration and transaction processing.

Councillor Organ summarised the key areas of the report. Cabinet Members were pleased to note that the City Council would benefit for the expertise of MHDC and thereby improve existing service and procedures.

RESOLVED:

1. That the proposed shared working arrangement with Malvern Hills District Council and associated financial system to enable further improvement and resilience in the financial management of the Council be approved; and
2. Authority be delegated to the Section 151 Officer in consultation with the Cabinet Member for Performance and Resources to negotiate on further shared

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working arrangements and procurement with Malvern Hills District Council on financial systems, administration and transaction processing.

3. Authority be delegated to the S151 Officer in consultation with the Cabinet Member for Performance and Resources, in entering into the required legal agreement and to take all the necessary steps to implement the above mentioned resolutions.

10. COUNCIL ADVERTISING NETWORK

Cabinet considered the report of the Cabinet Member for Performance and Resources seeking approval for the proposal to introduce advertising to the Council's website via the Council Advertising Network for a 1 year pilot, working with CapacityGrid, who offer an end-to-end solution for Councils.

Councillor Dallimore reported that this proposal enhanced the Council's refurbished website and was an appropriate way to generate income which could be utilised to promote City wide events and announcements to residents. She commented that other options had been considered though this was deemed most appropriate for the organisation.

Cabinet Members endorsed the approach reflecting that this was a positive step in generating income and tool to connect with residents. The Corporate Director advised Members that Civica had no IT security concerns and commented that CapacityGrid were offering a higher level of security than required.

RESOLVED:

1. That the proposal to work with the CapacityGrid for a minimum of 1 year to pilot income-generating advertising on the Council's website be approved.
2. That the project be monitored on a regular basis with a report produced after 1 year with findings and proposals for the future.

11. AN UPDATE ON ASSET BASED COMMUNITY DEVELOPMENT AND PUBLIC HEALTH IN GLOUCESTER

Cabinet considered the report of the Cabinet Member for Communities and Neighbourhoods updating Members on the progress of implementing Asset Based Community Development (ABCD) and Public Health interventions.

Councillor Dallimore reported that the focus of the report was on the progress made in the last 12 months, though the scheme had been in operation since 2012. She advised Members that the County Commissioning Group (CCG) had been successful in their bid to the Prime Minister's Challenge Fund and secured an additional £1 million for the continuation of the Social Prescribing project.

Cabinet Members endorsed the approach acknowledging that the City Council had adapted their approach around the ABCD model. They were pleased to note that

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Councillor Dallimore would be leading on this topic at the Local Government Association (LGA) conference, as part of a peer review, later in the year.

RESOLVED:

1. That the contents of the report be noted.
2. That the progress made against the Council Plan to implement the Asset Based approach be noted.

12. AFFORDABLE HOUSING PARTNERSHIP AND THE SELECTION OF PREFERRED REGISTERED PROVIDERS TO DELIVER AFFORDABLE HOUSING ACROSS THE JOINT CORE STRATEGY STRATEGIC SITES

Cabinet considered the report of the Cabinet Member for Housing and Planning seeking approval for the creation of an Affordable Housing Partnership and the undertaking of the selection of preferred Registered Providers to deliver homes in the strategic allocations of the Joint Core Strategy area.

Cabinet Members acknowledged that the proposal had been internally scrutinised and was designed to be a constructive method of advising developers across the Joint Core Strategy Area.

RESOLVED:

1. That an Affordable Housing Partnership with Cheltenham Borough Council and Tewkesbury Borough Council to oversee the delivery of affordable homes across the Strategic Allocation Sites within the Joint Core Strategy area over the JCS Plan Period be approved.
2. Authority be given to the City Council to establish a list of preferred providers of affordable housing for a period of up to 5 years across the Strategic Allocation Sites within the Joint Core Strategy Area jointly with Cheltenham Borough Council and Tewkesbury Borough Council.
3. Authority be delegated to the Housing Strategy & Enabling Service Manager to evaluate and select Preferred Providers for the delivery and/or management of new affordable housing on the Strategic Allocation Sites, noting that the selection will be carried out jointly with Cheltenham Borough Council and Tewkesbury Borough Councils and that the Councils will enter into a memorandum of understanding with the preferred providers.

13. CHANGES TO THE FIT TO RENT ACCREDITATION SCHEME FOR PRIVATELY RENTED PROPERTIES

Councillor Porter (Cabinet Member for Environment) declared a personal interest in agenda item 14 (Changes to the Fit to Rent accreditation scheme for privately rented properties) through his role as a landlord for student accommodation and private rented properties.

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Cabinet considered the report of the Cabinet Member for Housing and Planning seeking approval to introduce a charging regime for the 'Fit to Rent' private rented accreditation scheme and to target the scheme to student accommodation.

Councillor Organ highlighted the key areas of the report and reported that the scheme would now focus on the student accommodation sector since it had best utilised and benefitted most from the original scheme.

Councillor James explained that this change would free up limited resources to tackle sub- standard accommodation within the City. He explained that the revision to the scheme was for the mutual benefit of landlords and students and noted that Hartpury College and the University of Gloucestershire had been consulted and pledged to continue referring their students to the Fit to Rent list.

RESOLVED:

1. That the existing Fit to Rent scheme is adapted to become an accreditation scheme for student accommodation.
2. That Landlords who wish to accredit their private rented properties for use as student accommodation be required to pay a Fit to Rent registration fee of £70.00 every three years to the Council. The fee will apply to all property sizes.

14. LOCAL GOVERNMENT OMBUDSMAN DECISIONS

Cabinet considered the report of the Monitoring Officer informing Members of two recent Ombudsman investigations resulting in findings of fault or injustice on the part of the Council.

The Corporate Director of Services and Neighbourhoods highlighted the key areas of the report advising Members that measures had been taken to address the issues highlighted with the Ombudsman's report.

RESOLVED:

1. That the contents of the report be noted;
2. That the Local Authority is satisfied that steps have been taken to address the findings and consider whether any other action should be taken;
3. That authority be delegated to the Corporate Directors, in consultation with the relevant Cabinet Members, to produce a response to the Ombudsman's reports and ensure that this is sent to all Members and the Ombudsman.

15. EXCLUSION OF THE PRESS AND PUBLIC

RESOLVED that the press and public be excluded from the meeting during the following item of business on the grounds that it is likely, in view of the nature of

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business to be transacted or the nature of the proceedings, that if members of the press and public are present during consideration of these items there will be disclosure to them of exempt information as defined in Schedule 12A of the Local Government Act 1972 as amended.

16. CIVICA REVENUES & BENEFITS CONTRACT UPDATE EXTENSION

Cabinet considered the report of the Cabinet Member for Performance and Resources updating Members on the progress of the Civica Revenues and Benefits Business Partnership and seeking approval to offer extension of the existing revenues and benefits contract with Civica UK Ltd.

Cabinet Members acknowledged the need for a robust system to provide a high quality of service to residents particularly in light of significant Government Welfare changes planned for the future.

RESOLVED:

The recommendation as laid out in the exempt report.

17. RETAIL- LED REGENERATION AT KINGS QUARTER

Cabinet considered the report of the Cabinet Member for Regeneration and Economy updating Members on the further progress made on the new bus station for the Kings Quarter scheme and the revised tender sum for the design process.

RESOLVED:

The recommendations as laid out in the exempt report.

18. PROPERTY SEARCHES LITIGATION

Cabinet considered the report of the Cabinet Member for Performance and Resources updating Members on the progress of the negotiations with the APPS Claimants with regard to their claims against the Council for refunds of property search fees.

Councillor James summarised the main areas of the report and advised Members that a final settlement had now been agreed.

RESOLVED:

The recommendation as laid out in the exempt report.

Time of commencement: 18:00 hours

Time of conclusion: 18:45 hours

Chair

Gloucester City Council

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| Meeting: | Cabinet | Date: | 15 July 2015 |
| Subject: | Developing a Business Improvement District for Gloucester | | |
| Report Of: | Cabinet Member for Regeneration and Economy | | |
| Wards Affected: | Westgate | | |
| Key Decision: | No | Budget/Policy Framework: | No |
| Contact Officer: | Shelly Ford, Economic Development Officer | | |
| | Email: shelly.ford@gloucester.gov.uk | Tel: | 396973 |
| Appendices: | 1. Potential BID area 2. Proposed structure and governance of a BID Task group | | |

FOR GENERAL RELEASE

1.0 Purpose of Report

- 1.1 To provide information on the proposal to establish a Business Improvement District (BID) Task Group to consider the feasibility of setting up a BID in Gloucester.

2.0 Recommendations

- 2.1 Cabinet is asked to **RESOLVE** that:

- (1) The principle of a Gloucester BID be supported.
- (2) The establishment of a BID Task Group be supported.
- (3) Authority be delegated to the Head of Regeneration and Economic Development Service, in consultation with the Cabinet Member for Regeneration and Economy to co-ordinate and allocate staffing resources within the Economic Development Team to provide administrative support to the BID Task Group.

3.0 Background and Key Issues

- 3.1 Gloucester City Council's vision 2012 – 2022 and the Joint Core strategy state the Vision as *'Gloucester will be a modern ambitious city which all residents can enjoy'*.
- 3.2 The City Plan: Places, Sites, City Centre Strategy Consultation (Gloucester City Council, May 2013) sets out the following vision for Gloucester City Centre:

'Gloucester will build on its strengths as one of the country's most important historic cities to create a city centre in which Gloucester people are proud, that makes the most of its past and is positive about its future. It will have regained its position as a top performing city centre and will be a strong and connected destination for

shopping, leisure, cultural, business, as well as a place for living and entertainment throughout the day and evening. The city will provide a vibrant, exciting and enjoyable experience for its communities and visitors, drawing on its unique and varied heritage’.

- 3.3 The objective of a BID is to create a business led vehicle that is self-sustaining and that can deliver initiatives that will have a real positive impact on the City and its business community. The BID demonstrates the City Council’s ongoing commitment to supporting the City Centre. It is a continuation of many other initiatives including the City Centre Investment Fund, the employment of a City Centre Manager, street cleaning, free WIFI, improved car parks and the Kings Quarter regeneration scheme including a new multi million pound bus station.
- 3.4 BIDs will also receive the support of central government. The 2015 Conservative manifesto pledged to support Business Improvement Districts and "other forms of business-led collaboration on high streets".
- 3.5 A BID is a business led partnership which is created following a ballot process. It is an arrangement whereby businesses in a clearly defined area come together as a group. As a group they agree what projects/initiatives they want to see delivered in their area and that they believe will make a difference to their trading environment and stimulate growth. Appendix 1 contains the potential BID area. This is only indicative and will be considered as the BID proposal is progressed by the Task Group.
- 3.6 The cost of these projects is covered by the revenue generated by the BID levy. Following a successful ballot to establish a BID, all businesses with a rateable property in the BID area are subject to paying a % of their rateable value, as specified in the BID business plan. Payment of the BID levy is legally binding. In setting the levy, due regard will be given to affordability.
- 3.7 There are now over 200 BIDs in operation around the country, with numbers growing each year. The investment into BID areas is appx £200 million, a huge boost to the local economy, to enable business led proposals to be delivered in town and city centres.
- 3.8 A BID can last for a maximum of 5 years, and must be able to demonstrate how it has benefited the businesses who have funded it through their payment of the BID levy. It must adopt complete transparency from both an operational and financial perspective.
- 3.9 Best practice from other successful BIDs acknowledges the requirement to establish a not for profit and private BID Task Group. Having a private, formal all inclusive structure in place at the start of the BID process drives the process forward in a more cohesive and professional manner.
- 3.10 The BID Task Group should include prospective levy payers from all sectors - SMEs, nationals, office, public service providers such as the Police and GCC (Gloucester City Council). New members can be recruited once the initial work has been done to establish the BID area. Members of the BID Task group are ambassadors for the BID and are responsible for steering activities to obtain a successful ballot. Please see Appendix 2 for an indicative structure and governance

of a BID Task Group. The City Council's role as part of this Task Group is separate and distinct from its role as local authority- see paragraph 4.0 below.

- 3.11 The BID Task Group is responsible for putting together a detailed business plan setting out the projects/initiatives that, following consultation with the project coordinators, businesses have identified and will be delivered by the BID on behalf of those businesses in the BID area. The business plan also includes financial and budgetary information.
- 3.12 The business plan will be presented by the BID Task Group to Cabinet in accordance with the BID legislation once the BID Task Group is confident that the final business plan is appropriate. This ensures that it is aligned with Council policies and that the projects/initiatives identified by businesses in the business plan are additional to those already supplied. To this end, baselines of current services will need to be established in consultations with GCC as well as other statutory service providers.
- 3.13 The proposal is for GCC to provide administrative support to the BID Task Group including staff to act as project support in terms of project coordinators. This will include, with consultation, the management and preparation of all outputs as part of the process to establish a BID business plan.

4.0 The role of Gloucester City Council as the local authority

- 4.1 The Department for Communities and Local Government (DCLG) has issued a document entitled 'Business Improvement District, Technical Guide for Local Authorities', which details the core roles and responsibilities that a local authority is required to undertake in relation to the development and management of a Business Improvement District. These include:-
 - a) Being familiar with the BID legislation
 - b) Provision of data from the Rate Listings
 - c) Provision of a statement re Baseline Services
 - d) Collection of the BID Levy
 - e) Ensuring the BID Ballot is operated in line with the BID legislation
- 4.2 GCC needs to be satisfied that the submission from the BID Task Group includes a copy of the BID proposal, details of the consultation undertaken, details of the finances and financial management. This is likely to be the BID Business plan, the document on which businesses will vote.
- 4.3 GCC will be liable for the payment of the BID levy for any property for which it pays business rates and is in the BID area.
- 4.4 GCC resources in terms of staff members should be put in place to undertake the local authority responsibilities of establishing a BID for Gloucester and a further report will be submitted to Cabinet when a BID Proposal is submitted for approval.

5.0 Alternative Options Considered

- 5.1 The alternative option considered is the “Do Nothing” option. This would mean that the additional resources would not be available to support the City Centre for the foreseeable future, unless found from other sources.

6.0 Reasons for Recommendations

- 6.1 The establishment of a Gloucester BID is considered the right option as it would provide additional resources to support the City Centre and would give businesses control over how they were deployed. The services the BID provides would be over and above existing activity, however the opportunity and decision rests with the businesses.

7.0 Future Work and Conclusions

- 7.1 Following approval of this report, a considerable amount of further specific work will be required to establish the BID Task Group. Further reports will be brought to Cabinet on progress and decisions as the relevant local Authority

8.0 Financial Implications

- 8.1 The full cost to GCC will only become known once full details of the proposal, which will be detailed in the BID business plan, are known.
- 8.2 There will be cost implications to GCC following a ‘yes’ vote as GCC has property within the proposed area that would be subject to payment of a BID levy.
- 8.3 Following a ‘yes’ vote, there will be additional costs to GCC for the collection of the BID levy. In addition there will be set up and training costs which may also be incurred. These costs are usually passed back to the BID Company/Organisation.

9.0 Legal Implications

- 9.1 The legislative framework for BID areas is contained in the Part 4 of Local Government Act 2003, the Business Improvement Districts (England) Regulations 2004 (as amended) and, for property owner BIDs, the Business Rate Supplements Act 2009 and the Business Improvement Districts (Property Owners) (England) Regulations 2014 (BID legislation).
- 9.2 As set out in the report, it is important to recognise the different roles and responsibilities of the local authority within this process, particularly the clear distinction of its role as a member of a larger BID Task Group, its role and responsibilities as the relevant local authority as set out in the BID legislation and the right to cast a bid in respect of its own properties.

10.0 Risk & Opportunity Management Implications

- 10.1 The primary risk to the City is one of reputation. The BID process will require careful management. Whilst the City Council may consider the BID as a real opportunity for the City, the decision on whether to approve any BID proposal will ultimately rest with those businesses who form part of the BID area..

10.2 Delivering the BID process will require significant management input however once the BID, should it be approved, reaches maturity, the City Council's direct involvement, will be "light touch".

11.0 People Impact Assessment (PIA)

11.1 There is no direct impact on equalities against any particular group.

12.0 Other Corporate Implications

12.1 Community Safety

No impact

12.2 Sustainability

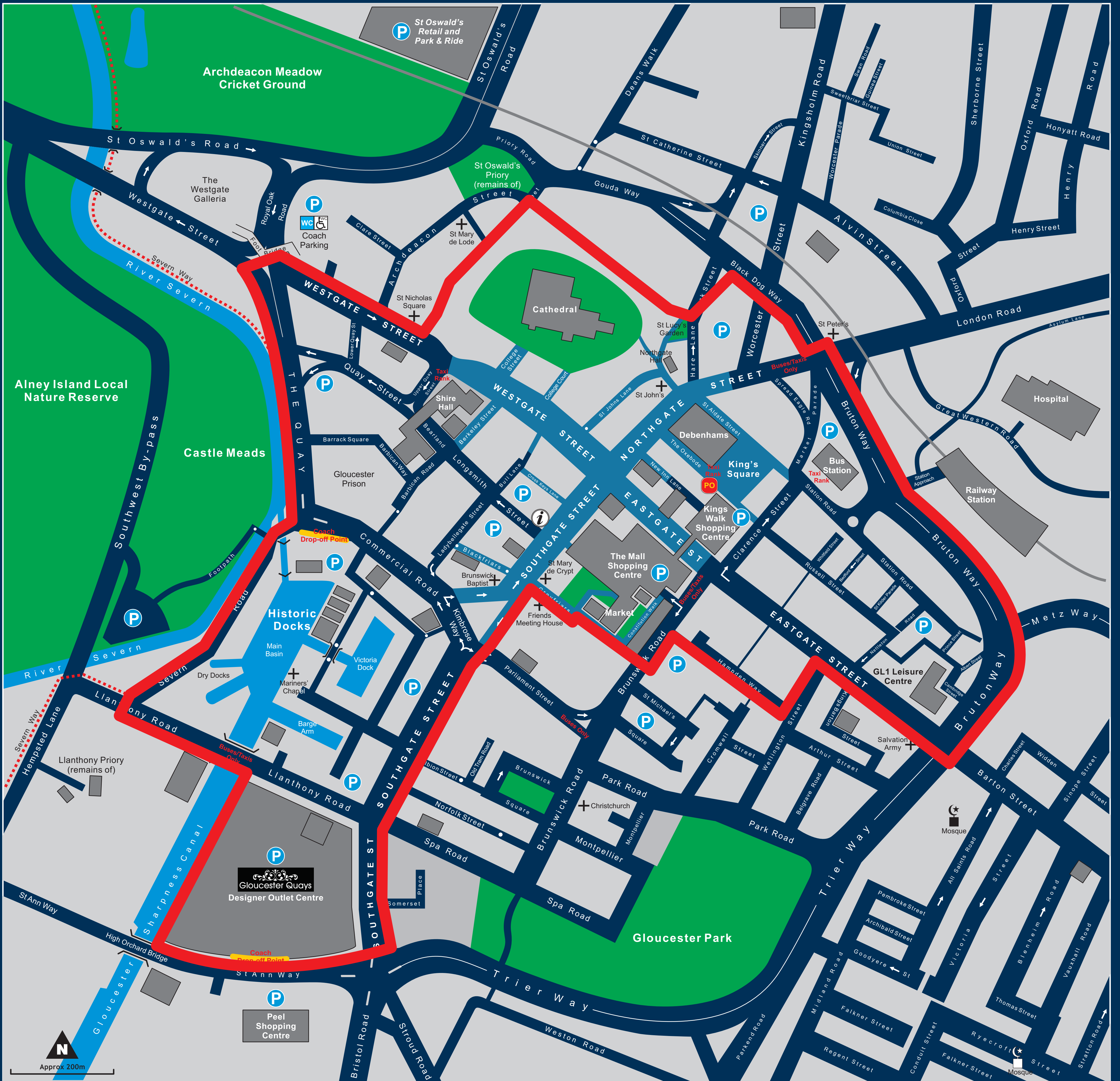
No impact

12.3 Staffing & Trade Union

No impact

Background Documents: None

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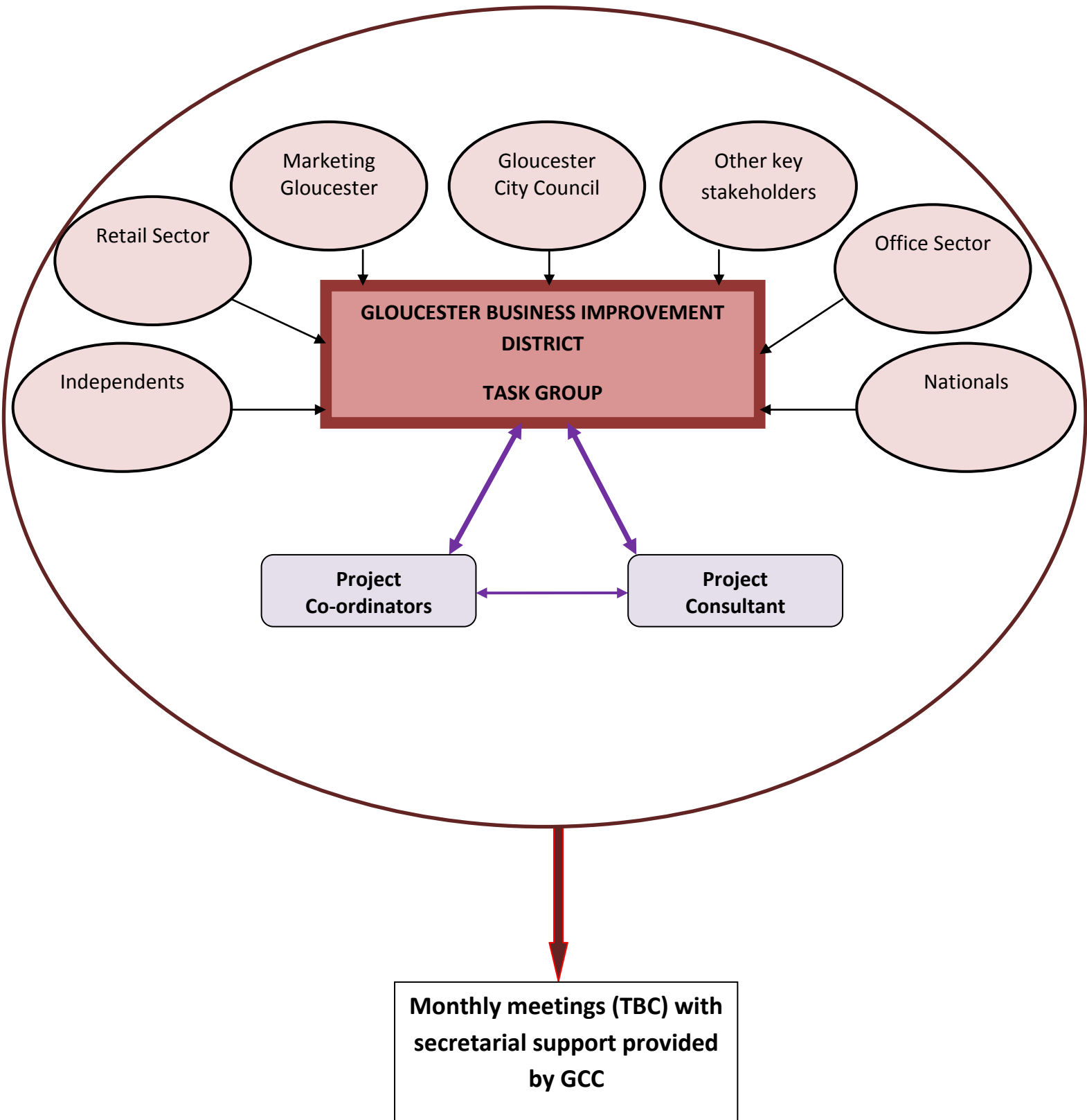
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Proposals for the structure and governance of a BID Task Group

A BID Task group is the 'body' that manages and steers activities towards establishing a Business Improvement District. This includes putting together a detailed business plan setting out the projects/initiatives that it aims to deliver on behalf of the businesses in the BID area.

- A range of options are available; the BID Task Group could be a private company or a partnership. It is vital that the BID Task group is a separate body from GCC (Gloucester City Council).
- Its members should ideally represent all sectors in the proposed BID area e.g. Nationals, Independent, Retail, Office and importantly GCC. Everyone around the table is of equal status when it comes to the BID Task Group.
- It should have an elected Chair and Vice Chair. The Chair needs to be a dynamic leader who is well respected in the business community.
- GCC will play a vital role not only as a member of the BID Task Group but also in its role as the Local Authority.
- For the purposes of the BID project, the BID Task Group manages the activities of the project coordinators who are the 'face on the streets' and are responsible for business engagement and delivering activity towards a successful ballot.

Business Improvement District Task Group



Gloucester City Council

| | | |
|-------------------------|---|------------------------------------|
| Meeting: | Cabinet | Date: 15 July 2015 |
| Subject: | City Centre Investment Fund Allocations and Update | |
| Report Of: | Cabinet Member for Regeneration & Economy | |
| Wards Affected: | Westgate | |
| Key Decision: | No | Budget/Policy Framework: No |
| Contact Officer: | Anthony Hodge, Head of Regeneration & Economic Development | |
| | Email: anthony.hodge@gloucester.gov.uk | Tel: 396034 |
| Appendices: | None | |

FOR GENERAL RELEASE

1.0 Purpose of Report

1.1 This report updates Members on the projects within the City Centre Investment Fund delivery programme.

2.0 Recommendations

2.1 Cabinet is asked to **RESOLVE:**

- (1) To note that good progress is being made to deliver the City Centre Investment Fund.
- (2) That £70,000 of the public toilet allocation be used to provide a new facility at Kings Square, the balance to remain allocated to the Tourist Information Centre, subject to the outcome of detailed feasibility studies.
- (3) That an interim solution of painting the façade of the Kings Walk Car Park be delivered in time for the Rugby World Cup, subject to the owner's approval pending the delivery of the permanent façade treatment.
- (4) That Officers deliver immediate improvements at the City Museum, as detailed in Section 4.3, and continue to work with the Heritage Lottery Fund to make a further bid.
- (5) That the prioritisation of Eastgate Street frontage of the Kings Walk Car Park and the Eastgate Shopping Centre, for the treatment of their facades be confirmed, subject to detailed costs and that the Eastgate Link Bridge be reconsidered in the light of the proposals for the Kings Walk car park frontage when fully developed.

3.0 Background and Key Issues

- 3.1 Cabinet has set up the City Centre Investment Fund utilising a component of the receipt (£2m) from the Tesco disposal at St. Oswalds, to help support the attractiveness, vitality and viability of the Centre and build on the considerable amount of successful work already being carried out.
- 3.2 This report provides an update in respect of allocated resources following a November 2015 Cabinet report.

4.0 Allocations

4.1 Better Car Parks - £160,000

- 4.1.1 Extensive work has now been undertaken to improve the City's car parks. Westgate Street car park has had its entrance improved not least to enable use by coaches as part of the highly successful Meet and Greet scheme. This car park has recently been used as an unlawful encampment by Gypsy and Travellers. Officers will consider what further improvements can be made to prevent a repeat of this incident.
- 4.1.2 More general car park improvements include replacement of litter bins with seagull proof bins, improved lighting at Hampden Way (which is also LED to aid with energy efficiency) and improved markings and pedestrian safety areas. New heavy duty doors have also been provided, which are locked at night, to prevent rough sleeping and improve the safety of car park users.
- 4.1.3 The most significant improvements for users relate to the stairwells. A deep clean had been undertaken early in 2015, but this did not address the underlying issue of unhygienic smells. In response a further deep clean was undertaken with a subsequent application of a rubber based paint. This is designed to stop fluids impregnating the concrete and creating on going odour issues.
- 4.1.4 Works to Longsmith St Car Park stairwells were completed earlier in 2015. Feedback from users has been positive. Kings Walk Car Park's rear stairwell was completed in May 2015. This stairwell was the most unhygienic of the 4 being improved. Deep cleaning was successful and painting was subsequently undertaken. This stairwell has had the best outcome. Prior to improvements this stairwell was particularly dark and drab whereas it is now very much lighter, brighter and is a much better environment for users.
- 4.1.5 All completed stairwells have the benefit of being Disability Discrimination Act compliant. New handrail toppers have been fitted, to comply with the requirement of being 'warm to touch'. In addition glass reinforced plastic nosings have been applied to the tread of each step, to prevent slips, trips and falls. These provide both a tactile and visual indication of the stair edges.
- 4.1.6 Further improvements are now being developed in the form of replacing the Pay and Display Machines with Pay on Foot complemented by Automatic Number Plate Recognitions systems. This proposal will be delivered during 2015/16.

4.2 Major 'Shop Gloucester' Campaign - £30,000

4.2.1 This allocation is to support a 'Shop Gloucester' Campaign and the related idea of Residents' Weekends where a week or weekend is selected, and participating businesses offer discounts or incentives of one kind or another during this period, coupled with street entertainment to make the City as vibrant and attractive as possible. The first Residents Weekend was held in March 2014 and was considered to be successful. Resources were also used to contribute towards the delivery of:

- i) A Street Art Festival, delivered with significant increases in footfall of up to 20% during the weekend of the event. The total cost of this festival was £17,500 of which £8,000 was achieved through sponsorship.
- ii) Blues festival – This event was successful and was delivered with support from Marketing Gloucester, although no budgetary provision was required. Part of the allocation (£3,500) has been spent within the sub region to draw visitors to Gloucester. Marketing Gloucester's initial research shows that this has been successful. Further support will be provided to the next Blues Festival

4.2.2 Further events are planned for 2015 including:

- An arts based event
- A Visit Gloucester Advertising Campaign; details are being developed for a campaign leading up to Christmas 2015.

4.2.3 Looking beyond this year, a further Street Art Festival is being developed for 2016.

4.2.4 Due to careful financial planning and the generous support of sponsors, an element (£12,500) of this budget remains unallocated. It is proposed that this funding is allocated to other events throughout the City by MGL.

4.3 City Museum Phase 2 - £500,000

4.3.1 Due to the competitive nature of bidding for HLF resources, and a large number of bids being submitted for projects located in the City (e.g. Archives, St Nicholas Church, Waterways Museum), HLF did not offer the first round pass and development grant for the "Gloucester's Story" project.

4.3.2 The HLF do however, recognise the importance of the project, and have given advice on how the City Council can complete the project with their support. HLF advised that work to re-cover the roof above the Price Memorial Hall should be carried out as soon as possible as indicated in the original proposal. They will not fund any major projects until the work is done. The total cost is estimated at £100,000. These works should also include: insulation in the walls and roofs, air conditioning in the upstairs galleries (to remedy the high relative humidity, particularly in the art galleries which is detrimental to the art works) new lighting, electrical works and re-plastering in the two art galleries. This is estimated to cost in excess of £90,000. As part of the HLF application these works were identified as urgent and as a consequence do need to be carried out.

4.3.3 Changes to the themed display areas in the Price Memorial Hall on the first floor are currently being done to freshen them up for the WOW Rugby Exhibition as part of the Rugby World Cup celebrations. More permanent changes would include new graphic illustrations, new interactive installations and new museum showcases. The total cost estimated in the original application to be £250k, in addition to the items identified above in 4.3.2. HLF have advised that the activity element of the project, involving local communities and volunteers, could be funded through smaller grants from them and this is being pursued further. Once this phase of the work is complete, HLF would be happy to accept a proposal for a larger grant to complete the whole project, with any surplus from the CCIF allocation of £500k being used as match funding. As a consequence Officers are proposing to continue to spend the CCIF allocation on urgent works.

4.4 A new Tourist Information Centre - £130,000

4.4.1 The relocation of the Tourist Information Centre (TIC) to new larger premises remains focussed on 26 Westgate Street. This is a significant listed building in need of re-use. The TIC would be largely contained on the ground floor of the premises and disabled access would be required along the passageway to the side with alterations at the rear. Disabled Groups have been consulted and they accept this proposal in principle, subject to design.

4.4.2 Further to the initial concept being considered, the building is now under new ownership. The impact of this change is limited as the new owner has expressed an interest to work with the City and for the City to take on the building either in part or in totality.

4.4.3 In order to progress the relocation of the TIC, architects have been appointed to undertake a full condition and structural survey of the building. This is an important piece of work as it will detail the issues that need to be addressed by the City, to enable occupation by the TIC. Subsequent to the outcome of the study, detailed plans will be developed, together with costs, to confirm the viability of the scheme and to enable Members to make an informed decision as to whether relocating the TIC to 26 Westgate is a viable option.

4.5 Enhanced Christmas Lights / Decorations - £75,000

4.5.1 Tenders have been received from 7 companies providing various options for the new Christmas lights. Officers are currently evaluating the submissions for Members to consider further.

4.5.2 Remote operation was added to the parade route for 2014, funded through the CCIF that enhanced the experience for those attending the switch on as it gave the effect of the lights coming on as the parade passed underneath. This was considered to be successful.

4.6 Extended Business Grants - £100,000

4.6.1 The business grants programme is proving very successful. To date £30,000 has been awarded and £26,000 paid to applicants under the Growth Accelerator and Flexible Support Grants. In addition to the grants a budget was provided for marketing support (£2,000).

4.6.2 The below identifies those companies that have now been allocated or are in receipt of the grant:

| 2013/14 Summary | 2014/15 Summary | 2015/16 To Date |
|---|--------------------------------------|----------------------------------|
| Growth Accelerator Grants | Growth Accelerator Grants | Growth Accelerator Grants |
| SPACE INTERIOR CONTRACTS | ONE TO ONE RECRUITMENT | OMIGA TECHNOLOGY LTD |
| EXPRESS REMOVALS & STORAGE | E G CARTER & CO LTD | STANTEK ELECTRONICS |
| ASHGREEN BUSINESS SERVICES | ENVESCA LTD | COLOUR CONNECTION |
| ALLCAP LIMITED | G S CONSULTANCY | |
| VININGS RESTAURANT | LEKTEK LTD | |
| TARGET CATERING EQUIPMENT | EDWARD JENNER SCHOOL | |
| HR CHAMPIONS | DMXPRESSIONS LIMITED | |
| EG CARTER & COMPANY JSM BUSINESS GIFTS | VININGS | |
| POWER DIRECT NORVILLE OPTICIANS | | |
| Flexible Support Grants | Flexible Support Grants | Flexible Support Grants |
| 7 BAMBOOS RUGBY LTD | 7 BAMBOOS RUGBY LTD | TRAIN WITH PRIDE LTD |
| | CAFE ON THE CUT | SJ1 RENEWABLES LTD |
| | LILAC LILY DESIGNS ARMED CREATIVE | ROOTS COFFEE & COMMUNITY CIC |
| | CUFF SECURITY GROUP | RESTORE COUNSELLING SERVICE |
| | ROOTS COFFEE & COMMUNITY CIC | |

4.6.3 A budget is available of £30,000 for Evening Vitality grants. This is proving challenging for applicants due to the scale of the match funding. However there are some proposals in the pipeline and Officers are working hard to ensure these grant resources are distributed in a manner which best benefits the City.

4.7 Targeted Historic Grant Scheme - £200,000

4.7.1 The City Centre Targeted Historic Grant Scheme was launched in July 2013; to date around 65 expressions of interest have been received. A total of fifteen grants have been formally offered and accepted totaling £70,000 of which £36,000 has been paid out for completed work.

- 105 - 107 Westgate Street - 15 new timber sash windows
- GA Bakers and Sons, 5 Southgate Street - repairs and cleaning to the clock and figures
- 21 St John's Lane - repairs to windows
- 50 Northgate Street – Shop front repairs
- 12 Westgate Street – redecoration
- 20 Southgate Street – redecoration and shop front repairs
- 60-62 Westgate Street – window repairs and redecoration
- 39 Westgate Street – condition survey to enable assessment of works required
- 33 Westgate Street – redecoration
- 42-44 Westgate Street – Comprehensive repairs and repainting of external elevations
- 5A College Court, Lilly's Restaurant – Repainting shop front
- 24 Westgate Street - Comprehensive repairs both internally and externally and repainting of external elevations
- 26 Westgate Street -To undertake a condition and structural survey
- Thorntons – General tidy up to shopfront
- 3 College Street –refurbishing and painting of sash windows

4.7.2 The following schemes have been completed including GA Baker and Sons, 107-109 Westgate Street, 21 St John's Lane, 12 Westgate Street, 50 Northgate Street, 3 College Street and 5A college Court. Works which are currently underway are 24 Westgate Street, 26 Westgate Street, 20 Southgate Street and 33 Westgate Street.

4.7.3 In addition Officers have prioritised building projects for targeted grants and these are buildings which are on the City Council's Buildings at Risk Register (B@R) and also those which are vacant on both ground and upper floors to help rejuvenate the gate streets of Gloucester. The following properties have been allocated funds and an update on their status is as follows:

- 26 Westgate Street – Monies allocated subject to further discussions with the new owner and possible refurbishment. Condition and Structural survey commissioned.
- 31 Westgate Street – LBC and Planning application now granted. Discussions with owners ongoing regarding grant.
- 39 Westgate Street – Awaiting results of condition survey due to be completed by August 2015.
- 41 Westgate Street - LBC and Planning application submitted for replacement shop front and reuse of upper floors.
- 78 Westgate Street – Grant money offered for condition survey to enable assessment of works required and LBC and Planning applications to be determined. Property for sale and potential purchaser is interested in grant scheme.

4.7.4 Recent publicity of completed projects and with several projects being underway in Westgate Street Officers have received numerous enquires regarding the grant scheme and hopefully further projects will come forward as a result. Officers will continue to promote the scheme working with Gloucester City Centre Community Partnership (GCCCP), Chamber of Commerce, as well as, the Regeneration and Economic Development Team. The objective will be to continue cross promoting the grant schemes to assist in rejuvenating the City Centre's gate streets through reusing vacant commercial and residential premises.

4.8 Lighting - £145,000

4.8.1 The Lighting Strategy grant scheme, which offers up to a 60% grant towards the design, procurement and installation of architectural lighting to historic and landmark buildings in the city centre is making good progress. Constitution House, a Grade 2 listed building, was lit in October 2014 using two 150w LED floodlights aimed at the main façade onto Constitution Walk.

4.8.2 The Eastgate Portico lighting scheme was completed in February 2015 also with the help of the grant scheme, with the Eastgate Shopping Centre providing 40% of the total cost. The main features of the Grade II listed structure were lit up, including the bell tower, clock, coat of arms features and stone archways. The lighting scheme draws attention to one of the few remaining historic structures on the SW side of upper Eastgate Street.

4.8.3 A re-lighting scheme for St. Mary de Crypt Church (Southgate Street) has been designed, costed and a detailed scheme agreed. A local contractor is now in the process of ordering all of the necessary lighting equipment with installation to

commence in July. The project involves a series of waterproof, toughened LED uplighters which will highlight the stone piers and walls, as well as the decorative main church doorway.

4.9 Treatment of Unattractive Facades- £150,000

4.9.1 Following approval Officers have been working on developing architect designed schemes after receiving quotations for a variety of approaches including cladding, possible art work and green walls. The following schemes are being developed:

4.9.2 **Kings Walk Car Park, Eastgate Street elevation:** Officers have been in discussions with the leaseholder and to date they have been productive. Cladding has been proposed as the most appropriate way forward in terms of costs and visual impact. Testing of cladding products has been undertaken on site together with research into costing for the scheme. A number of Computer Generated Images (CGI's) have been created by local architects, and will be used as part of the package of information submitted for planning permission. To aid discussions in relation to the impact of the cladding on the street scene a sample panel detailing the proposed material and finish has been constructed and will be temporarily installed. In view of the Rugby World Cup commencing in September, an interim solution of painting is being proposed to ensure the City looks its best during this high profile event. This will enable the detail around the cladding to be considered further.

4.9.3 **The Eastgate Link Bridge:** Officers have been in discussions with the Shopping Centre Manager and there is interest in the scheme subject to further detail being made available to them. Due to changes in ownership of the shopping centre this has delayed the scheme. A number of CGI's have been produced, showing what could be achieved and have been consulted upon. Testing of cladding products has been undertaken on site together with research into costing for the scheme. A planning application has been submitted. Consideration of whether a scheme remains a priority and represents value for money will be undertaken in the light of the emerging proposals for the Kings Walk car park frontage.

4.9.4 **Eastgate Shopping Centre:** The facades which are considered to be the most appropriate for a Tromp l'oeil (a form of building wrap) is the area above Paddy Power and B&M. This is due to the area being visually uninteresting. Officers are presently focusing on the building wrap treatment though cladding has not been ruled out. Wraps are a canvas sheet set on a frame and have a life span of approximately 5 years, after which they may have to be renewed or removed. Designs have been researched and initial thoughts have focussed on a recreation of the 19th century hotel that previously occupied the site. Due to the shopping centre being acquired by new owners, discussions have had to be held with them to ensure that they are comfortable with the scheme and the impact on the shopping centre. The discussions are on-going with the building company producing the wrap, as well as, obtaining approval from the managers and owners of the Eastgate Shopping Centre. Once approval is obtained a planning application will be submitted.

4.9.5 **Longsmith Street Car Park:** Although benefiting from planning permission, work on this scheme has been suspended pending detailed costs of the other schemes which could have a greater impact. It is also prudent to deliver the more challenging higher impact schemes first, not least to have initial call on the budget.

4.10 Heritage Interpretation, Signage and Street Banners

- 4.10.1 **Heritage Trails survey - £10,000:** A review of the existing Heritage Trails was undertaken by Conservation Staff with help from the Civic Trust. The Conservation Projects Officer has been working with Marketing Gloucester to implement a Heritage Trails web based application. The Historic Walking Tour App went live in September 2014. Marketing Gloucester will be receiving analytic data from developers Icon.net after a full 12 months of usage to evaluate the success of the project.
- 4.10.2 In October 2014, Gloucester had the prestige of being the first destination in the UK and only the second in the world (after Oregon, USA) to partner with Google's Niantic Labs by providing content for their 'Field Trip' app. Field Trip provides an additional channel for visitors to explore Gloucester's history and heritage and makes full use of GPS locations and provides audio commentary for each historic building. The migration of Marketing Gloucester's content to Field Trip incurred no expense and the app will continue to optimise the use of the latest wearables technology, including Android Wear and the next generation of Google Glass, as well as smartphones.
- 4.10.3 **Interpretation Boards- £40,000:** The two interpretation boards for “The Spa” and “Kimbrose Triangle” have been completed and have been delivered to the City Council Offices. A contractor has been appointed to install the new boards which are due to be completed by the end of July.
- 4.10.4 Works are also continuing on a replacement Eastgate Chamber interpretation board and the Civic Trust have provided some images and wording for the board.
- 4.10.5 Marketing Gloucester are leading on the installation of further signage boards/finger posts being installed across the City similar to those for the public realm improvements to the docks and Kimbrose Triangle. £36,000 has been allocated to these improvements. This will include reference to City tourist attractions including the Folk and City Museums and the Guildhall.
- 4.10.6 **Event Banner Holders- £10,000:** This is being coordinated within the larger banner project for the Rugby World Cup. The objective is to ensure the City Centre Investment Fund contributes towards additional banners that benefit the city centre.

4.11 Gate Street Public Realm Improvements - £100,000

- 4.11.1 Cabinet at its meeting on the 6th February 2013 approved the improvement to traffic restrictions in the Gates Street area. This included changes to the existing four Traffic Regulation Orders (TROs), which will restrict access to all vehicles apart from emergency services and certain specific exemptions between 10.00am and 5.00pm seven days a week. The main objective being to create a much more clearly defined and enforceable pedestrian zone, so that a safer and more attractive shopping environment is maintained. The TROs are to be enforced through the installation and operation of a series of hydraulic bollards.
- 4.11.2 Work to implement the hydraulic bollards has been completed and they are now operational. Whilst there have been “teething problems” they are now operating

well and are considered to have made a significant impact on the pedestrianised areas of the City Centre.

4.12 Quality Public Toilet Provision - £100,000

4.12.1 This allocation recognised the need for high quality public toilet facilities in the City Centre. Cabinet, in November 2014, resolved to use these resources to deliver public toilets as part of the relocated Tourist Information Centre, subject to the outcome of detailed feasibility studies. However due to the need to deliver a solution leading up to the RWC, and the uncertainty surround the TIC timetable £70,000 is proposed to be used to deliver public toilets at Kings Square.

4.13 Kings Square Refresh - £20,000

4.13.1 £20,000 of the City Centre Investment fund has been allocated to improvement works in Kings Square. New bollards have now been installed at strategic locations of Kings Square so as to both restrict vehicular access and to identify the curtilage of the square.

4.14 Replace Westgate Mosaics- £30,000

4.14.1 As detailed in the September 2013 Cabinet report, these are being regularly damaged. Their replacement will add to the attractiveness of a key historic street and has now been successfully completed. The mosaics have been set in “trays” which will prevent them from being damaged or needing on-going repair with subsequent additional costs.

4.15 St Michaels Tower stonework repairs- £100,000

4.15.1 Works to repair the Tower have been successfully completed and the scaffolding removed. The final cost of the works was £102,000. This small overspend represents a real achievement to bring this project in extremely close to the original estimate. Particularly due to the nature of the project which, due to the age of the building and materials, presented many unknowns until works started.

4.16 Public Realm Strategy- £40,000

4.16.1 Cabinet in April 2014 agreed to reallocate £40,000 that had been identified for the replacement of the Station Road Car Park boundary wall with railings, to develop a Public Realm Strategy (PRS) and deliver some early improvements. Of this sum £2,000 has been allocated to enable the painting of street furniture of the gates streets, £14,000 to refurbish and provide new public bins and a £2,000 contribution made to the Hollie Gazzard bench. Work is progressing on the public realm strategy and to date the following has been achieved:

- A street furniture database has been created to record characteristics of the furniture between the Docks and Westgate Street, to inform the development of the Public Realm Strategy.
- The boundary of the street furniture survey work has been established and the plan drawn up using the GIS map base, set within the boundary of the Primary Shopping Area.

- Surveys of existing street furniture has been undertaken. So far, Kimbrose Triangle, Commercial Road, Southgate Street and half of Westgate Street have been surveyed and the information entered into the database, including photos for each individual piece of furniture.
- Research of existing PRS documents in surrounding areas, plus other notable examples, including Stroud, Cheltenham, Swindon, Oxford and Bristol.
- Consultation and discussions with colleagues and representatives from manufacturers to form appropriate designs, including branding, colours, and features.

4.16.2 The first draft of the Public Realm Strategy will be produced by the end of June 2015, for Members review and approval, with alterations and proposed public consultation on that document to follow later in the year.

5.0 Alternative Options Considered

5.1 The alternatives for the allocation of the remaining money in this fund were assessed in Section 5 of the September 2013 Cabinet report. These included:

| Scheme | Likely Impact | Priority Rating | Cost in £000's |
|--|---|------------------------|-----------------------|
| Tourist transfer buggies to the Cathedral | Raised by an individual and not followed up by the Friends of the Cathedral. Slight impact on the economy but no impact on appearance. | Low | tbc |
| South-west Corner of the Park | Clearance and re-vamp work, should now be achieved through the Planning Obligations on the nursing home scheme planned for the corner of Southgate and Trier Way. | Low | tbc |
| Street-side paved area at Fountain Square, Westgate | Near Folk Museum but peripheral to the centre. The cost is an estimate for a basic scheme rather than a significant improvement. | Low | 25 |
| Kings Bastion/Eastgate Chamber Improvements | Opportunity to showcase Roman Gloucester and add to the attractiveness of the tourist offer. Timing for submission to HLF programme suggests this should not be a top priority at the moment. | Medium | 100 |
| Street lighting improvement in Westgate and Eastgate. | Scheme from the Lighting Strategy that would change the ambience of the Gate Streets and benefit the evening economy. Supported by the EE Task and Finish Group. | High | 75 |
| Improvements to Southgate Street public realm from Kimbrose to Spa Road. | Some benefit to lower Southgate businesses but low impact on attractiveness of main shopping /tourist area. | Low | tbc |

| | | | |
|---|---|--------|-----|
| Contribution to new footbridge over the Barge Arm in the Docks. | Improved linkages creating a circuit to benefit Barge Arm and Merchants Quay business potential and the Waterways Museum, but overall impact is limited. | Low | tbc |
| Pop-up toilets for evening use | Would benefit the evening economy in particular if this curbed anti-social behaviour. | Medium | tbc |
| Introduce Flag Holders on all gate street buildings | Copies Tewkesbury. Would introduce colour and movement or add clutter depending on viewpoint. Listed Building and conservation issues. Would need good coordination and good maintenance from businesses. | Medium | tbc |

6.0 Reasons for Recommendations

6.1 The recommendations for further allocations have been based on the objectives of the City Centre Investment Fund which is to improve the attractiveness of the City Centre.

7.0 Future Work and Conclusions

7.1 A considerable amount of further specific work will be required. A six monthly update report will be brought back to Cabinet so that progress and potential re-allocations can be considered.

8.0 Financial Implications

8.1 The report proposes the spending of an element of a capital receipt received as a result of the sale of a piece of land to Tesco.

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

9.0 Legal Implications

9.1 There are no specific legal implications arising out of this report although there will be specific issues where it will be necessary to involve colleagues from One Legal.

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

10.0 Risk & Opportunity Management Implications

10.1 The recommendations offer an opportunity to improve the appearance and attractiveness of the City Centre.

11.0 People Impact Assessment (PIA):

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

12.0 Other Corporate Implications:

12.1 Community Safety

There are no community safety implications.

12.2 Sustainability

Use of LED lighting is more efficient than standard street lights will reduce energy consumption.

12.3 Staffing & Trade Union

There are no staffing implications.

Background Documents: None



| | | |
|-------------------------|---|------------------------------------|
| Meeting: | Cabinet | Date: 15 July 2015 |
| Subject: | Regeneration of Greater Blackfriars | |
| Report Of: | Cabinet Member for Regeneration and Economy | |
| Wards Affected: | Westgate | |
| Key Decision: | No | Budget/Policy Framework: No |
| Contact Officer: | Anthony Hodge, Head of Regeneration and Economic Development | |
| | Email: Anthony.hodge@gloucester.gov.uk | Tel: 396034 |
| Appendices: | 1. Concept Masterplan 2. Governance Structure 3. Project Board Terms of Reference | |

FOR GENERAL RELEASE

1.0 Purpose of Report

1.1 The objective of this report is to update Cabinet on progress to deliver the successful regeneration of the Greater Blackfriars area of Gloucester City Centre.

2.0 Recommendations

2.1 Cabinet is asked to **RESOLVE** that it be noted that:

- (1) Good progress is being made in the delivery of the regeneration of the Blackfriars area;
- (2) Governance arrangements, led by the Project Board, are in place.

3.0 Background and Key Issues

3.1 Members will be aware that Gloucestershire County and Gloucester City Councils have signed a Memorandum of Understanding for the Blackfriars area. This provides an understanding for the two local Authorities to work together to regenerate the Councils' combined assets at this location. This includes Quayside House (County Council) and the Barbican Car Park (City Council).

3.2 To progress the regeneration of this important site, a joint bid was submitted for Strategic Economic Plan (SEP) funding through the Local Enterprise Partnership (LEP), GFirst. The bid was based on the "de risking" of the Blackfriars area and the cladding of Shire Hall in photovoltaic cells. The bid was successful in securing £4.13M of grant funding. These resources are to be spent over a three year period starting in 2015/16.

- 3.3 A concept plan was produced and launched in March 2015, please see Appendix 1. This plan was designed to show the potential of the site and the contribution that it could make to the city. The concept plan is, by its nature, not the final intended use of the site and will be developed further in the light of consultation with Members and the wider public and in response to market conditions.
- 3.4 The site does pose a challenge to regeneration, primarily due to the “unseen” risks which are largely underground. Most importantly this includes archaeology. The objective of the £4.13M was to contribute towards the remediation of the site, allowing it to be developed in harmony with the archaeology.
- 3.5 Appendix 2 details the various work streams that have been developed to progress the project and work towards a successful conclusion. This includes site clearance, planning and highways. This demonstrates the complexity of the project. It is due to the complexity that a detailed governance structure has been set up that relates to stakeholder engagement to ensure coordination and communication. To oversee this process a joint Project Board between the two Authorities has been set up. The terms of reference for this Board are contained in Appendix 3.
- 3.6 In summary the Project Board is responsible for considering, reviewing and giving guidance on matters which the Board considers to be of concern, or potential concern, having regard to the interest and wellbeing of the project as a whole. Membership of the Board is made up of Members and Senior Officers. Representing the City Council are Councillor Paul James, Councillor David Norman and the Head of Regeneration and Economic Development. The first meeting was held on the 17th June 2015.
- 3.7 A strategic delivery programme for the site is also being developed. This considers a number of interdependencies including the occupation of Quayside House by County staff and the need for these to be relocated. The programme will show that technical work is now underway to develop the concept plan further into a technically sound masterplan. Works will start on the recladding of Shire Hall, a component of the larger scheme, towards the end of 2015.
- 3.8 An overarching aim of the project is to reduce risk. The complexity of the site and its associated heritage makes planning a risk to any potential developer. Detailed discussions are underway with planners and conservation officers to understand all potential issues and to what level these should be addressed by the projects enabling works.
- 3.9 What must not be overlooked by this scheme is the former prison site. This is integral to the regeneration of the wider area. After their initial consultation phase, Officers are having ongoing discussions with City & Country, the sites new owners. A planning application is expected later this year and the Council is keen to ensure the scheme is interwoven with the wider proposals.
- 3.10 In summary, the project has to date been looking at the detail around delivery, programmes, risk registers, accommodation requirements and governance. It has very much been in an information gathering mode. It will not be until the end of 2015 that works start to Shire Hall and more detailed information is available that is based on technical knowledge.

4.0 Alternative Options Considered

- 4.1 The alternative option considered was to market the site in its current state – this would limit the Councils' exposure to risk and cost if the sites were disposed of without any intervention. Whilst disposal may be possible, it would be highly conditional on risk related issues being addressed; this includes ground conditions and securing a deliverable planning permission. These negotiations could take time and ultimately fail to come to fruition. As a consequence the current project is being pursued as the most effective and speediest way of bringing the site back into use.

5.0 Reasons for Recommendations

- 5.1 To ensure Cabinet are informed of progress being made on the delivery of the regeneration of this site, together with its relevant governance structures.

6.0 Future Work and Conclusions

- 6.1 Following approval of this report, a considerable amount of further specific work will be required in order to progress the project. This will include further negotiations and technical investigation and modelling work to identify and address risk based issues. .

7.0 Financial Implications

- 7.1 The cost of the delivery of the capital components of the scheme will be met by the grant from the SEP. The City Council's other obligations will be through staff resources. There is a financial risk attached to the scheme which is considered below.

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

8.0 Legal Implications

- 8.1 There are no direct legal implications but the proposed governance arrangements should enable legal matters, such as procurement, to be addressed in a timely manner.

(One Legal have been consulted in the preparation of this report)

9.0 Risk & Opportunity Management Implications

- 9.1 There are two primary risks associated with this project:

- 9.1.1 Financial – whilst the SEP grant is significant, many of the costs attached to the project are not known at the current moment in time. This creates the scenario of potential cost overruns. These costs would have to be met by the partner authorities. This risk will be managed through the Project Board. Works will be broken down into sequenced packages which will only be commissioned with appropriate contingency sums and budget availability.

Failure to meet the SEP requirements could also result in the requirement to repay the grant. This will be addressed through careful alignment to the SEP conditions and ongoing dialogue with the LEP, GFirst.

- 9.1.2 Reputation- should the scheme be unsuccessful and the outputs not delivered, both Councils would suffer a loss of reputation for delivery. Relationship management will be key in the delivery of the project ensuring the Councils' reputations are enhanced through successful delivery. The role of the Project Board will be pivotal in managing reputational issues.

10.0 People Impact Assessment (PIA)

- 10.1 There is no direct impact on equalities against any particular group.

11.0 Other Corporate Implications

11.1 Community Safety

No impact

11.2 Sustainability

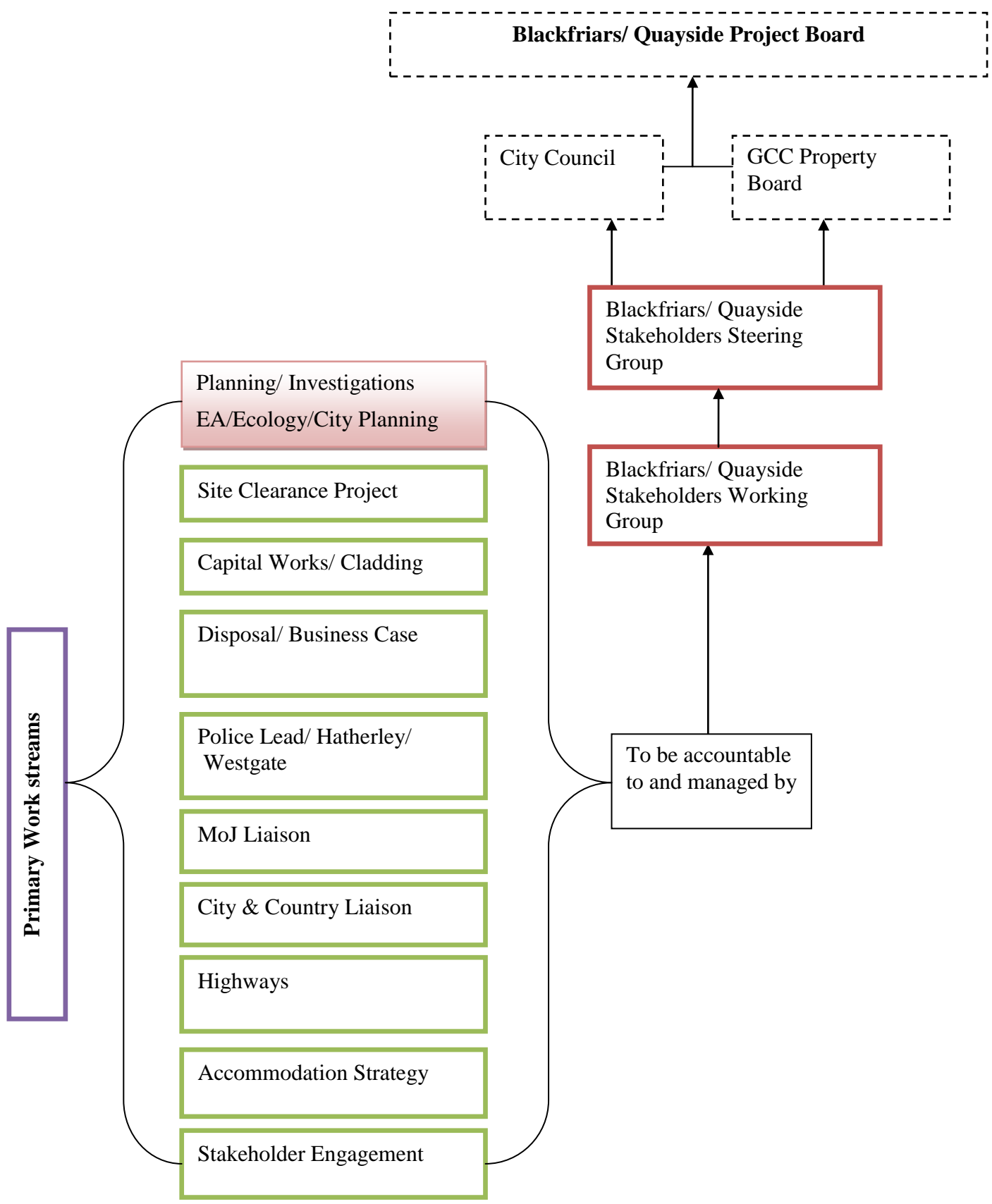
This project relates to the development of obsolete buildings and previously developed land in a city centre location. As a consequence it will make a positive contribution towards sustainability issues.

11.3 Staffing & Trade Union

No impact

Background Documents: None





Terms of Reference of the Project Board

1. Introduction

The Quayside and Blackfriars project requires an agreed governance structure to oversee and manage a complex and challenging interlocking series of projects to achieve the ultimate aim of regeneration of this part of the City. It is proposed that the Project Board will oversee the day to day working of a Stakeholders Steering Group, the group which will filter and feed in recommendations from a Stakeholders Working Group responsible for individual projects. The Stakeholders Steering Group will manage day to day decision making under the parameters set by the Project Board.

2. Membership

The Project Board comprises the following individuals

- Leaders of the County and City Council.
- Appointed Councillors of the County and City Council, one from each Authority
- Officers of the County and City Council, Property Strategy Manager Gloucestershire County Council, Director of Strategic Finance Gloucestershire County Council, Head of Regeneration and Economic Development Gloucester City Council.
- Others to be agreed by the Board.

Members of the Board are appointed for the life of the project but can be substituted as required

The Chairman of the Property Board will be the Director of Strategic Finance, Gloucestershire County Council

3. General Powers

The Project Board is responsible for considering, reviewing and giving guidance to the Stakeholder Steering Group on matters which the Board considers to be of concern, or potential concern, having regard to the interest and wellbeing of the project as a whole

These matters include national, legal, and fiscal requirements, implementation of agreed policies and the arrangements for effective communications between the Stakeholders and project managers.

Other major powers include:

- determining and overseeing the process for managing the direction of the project;
- determining how any disagreement between the partners is to be resolved;
- approving the communication strategy to the internal and external Stakeholders;
- approving, transactions, legal commitments and financial arrangements to comply with procurement requirements and the LEP funding stream;
- by a simple majority any matter involving, in the opinion of the Board, a significant change in the form or direction of the project.

4. Financial Matters

The project accounts will be maintained in accordance with standard accounting principles determined by the Board with the support of the GCC finance lead.

The Board will approve the choice of external auditor (if required).

The Board is required to approve changes to the capital requirements of each phase of the project and programme. The Board also approves the procedures for placing orders for capital works.

5. Operational Matters

As a general rule, the Board must consult with the Stakeholders Steering Group before putting any matter to the vote for approval or determination.

The Board is also required to consider a matter if requested to do so by the Stakeholders Steering Group

6. Meetings

The Chairman of the Board determines a rolling programme of ordinary meetings of the Board which must provide for at least four ordinary meetings in each calendar year.

Additionally, the Chairman may at any time (and at the request of any four other members of the Board, shall) convene a special meeting.

The Board will keep written minutes of its proceedings and make these available to [stakeholders] as required

The quorum is (5) members of the Board.

7. Committees

The Board may delegate any of its powers or discretions to the Stakeholders Steering Group.

The Stakeholders Steering Group must contain at least 2 members of the Board.

The Steering Group will comprise - Property Strategy Manager Gloucestershire County Council, Head of Regeneration and Economic Development Gloucester City Council , Property and Project managers, external stakeholders and LEP. It will meet [monthly] to

1. Regularly update the Board as to the tracking of the project progress and issues.
2. Report on financial compliance with LEP funding projections.
3. Is responsible for reviewing the policies and processes for identifying, assessing and managing risks within the project. It will oversee the management of those risks, including financial control, compliance and independence.
4. It also reviews the scope of the project including effectiveness of internal and external audit.
5. Manages the Stakeholder working groups

Gloucester City Council

| | | |
|-------------------------|--|------------------------------------|
| Meeting: | Cabinet | Date: 15 July 2015 |
| Subject: | Rugby World Cup Update Report | |
| Report Of: | Cabinet Member for Regeneration & Economy | |
| Wards Affected: | All | |
| Key Decision: | No | Budget/Policy Framework: No |
| Contact Officer: | Ross Cook, Corporate Director | |
| | Email: ross.cook@gloucester.gov.uk | Tel: 39-6972 |
| Appendices: | 1. Gloucester Host City - RWC2015 tickets allocation | |

1.0 Purpose of Report

- 1.1 To update Members on progress on the key issues for the delivery of the Rugby World Cup 2015 (RWC15).

2.0 Recommendations

- 2.1 Cabinet is asked to **RESOLVE** to note the progress made so far regarding the preparations as part of Gloucester's Host City arrangements for the Rugby World Cup 2015.

3.0 Background and Key Issues

- 3.1 The report provides an update on three main areas of our Rugby World Cup preparations –

- a) Fanzone
- b) Cultural Programme
- c) Community Activities

3.2 Fanzone

- 3.2.1 Marketing Gloucester are leading on the development and delivery of the Fanzone and in recent weeks have been working with a number of partners with regard to the different elements in and around the Fanzone. As previously advised, the main Fanzone will be a mock Rugby Stadium and we now plan create two additional areas, with a Family Zone and a separate area linked to the Festival of Rugby.
- 3.2.2 The Family Zone area is currently being worked on. Gloucester Rugby have confirmed that they will work on this area and include training sessions for the public and groups. The RFU and Gloucester Rugby have also committed to running training sessions for the public and local clubs. A full timetable of activities is being drawn up at the moment. There is also a lot of interest from local and Gloucestershire schools in using the area during this timeframe.

- 3.2.3 The Family Zone area will consist of a large 35m x 25m inflatable sand pitch. An inflatable obstacle rugby training structure, toilets, and a catering and drinks unit. A secondary screen is being looked at for this area, budget permitting. GDECL have been consulted on the use of this area, and in principal are happy for it to go ahead, but they require more detail as and when things are confirmed.
- 3.2.4 GCC (Gloucester City Council) are working with Gloucester Rugby and Gloucester Quays on the content and programme for this area.
- 3.2.5 The main screen area in Orchard Square is now confirmed and most quotes from suppliers have been collected and suppliers have been selected. A catering and bar supplier has been selected. Site meetings will be taking place over the next month with the chosen suppliers to work on the finer details of the site.
- 3.2.6 Gloucester Quays are supporting both Fanzone sites and are working with GCC on extending the dressing of the site into Llanthony Road and Pillar and Lucy Square, where additional activities will be on offer during the Fanzone period.

3.4 Cultural Programme

3.4.1 Marketing Gloucester, supported by GCC, applied to the Arts Council for funding for a RWC cultural programme in January this year. The funding has been confirmed and £85,000 has been awarded to deliver a programme of international entertainment during the RWC period.

3.4.2 The aim is to create 5 x themed weeks in the City Centre during the RWC period.

| | |
|---|-----------|
| Week 1 – 14 th – 19 th Sept | USA |
| Week 2 – 20 th – 26 th Sept | Scotland |
| Week 3 – 27 th -3 rd Oct | Japan |
| Week4 – 4 th – 10 th Oct | Georgia |
| Week 5 – 11 th – 17 th Oct | Argentina |

3.4.3 All City Centre businesses are being approached to join in with the theming of the City. They are being asked to focus on the flags for these countries, and dress their windows with their own produce in the colours of the countries' flags. In addition, if they wish, they are also being asked to consider meals or drinks of the week based on the country, entertainment from these countries and to get as involved as much as they can. Various meetings took place in February, which all businesses were invited to. In addition, letters will be sent out over the next month with more information on the themed weeks and how everyone can be involved.

3.4.4 To support the businesses, the Arts Council funding will pay for large scale artistic shows from performers from Scotland, Japan and Georgia on the weekends of each themed week. It is also paying for a HAKA performance and workshops with 10 different community groups and a project run by the dance company Avant Garde with the aim of getting 200 dads and their children to perform in the Fanzone. In addition to this Marketing Gloucester will fund performances for the USA and Argentina weeks.

- 3.4.5 The main focus for these performances will be the gate streets and Kings Square with some additional performances taking place in the Fanzone over the last weekend.
- 3.4.6 In addition to this programme, the Neighbourhood Management team are working on a community film project, working in conjunction with the University of Gloucestershire. Various proposals are being submitted at the moment by the University. The aim is to have a variety of short films and documentaries made by students and community members about the Rugby World Cup coming to Gloucester, their city and why they love it, the heritage of rugby and championing volunteers for the world cup and community champions. The films will be shown on the Fanzone screen on match days and non-match days.

3.5 Community Events

- 3.5.1 The City Council recently sent out invitations for communities to apply for funding from the remainder of the Youth Grants Fund, to support events in their local area. The fund sought applications that helped to celebrate the Rugby World Cup, but also encouraged communities to hold their own events over the summer period.
- 3.5.2 There was considerable interest in the fund and final decisions on the applications are now being issued. The applications sought funding of nearly £15,000 and we had applications from 20 different groups from all across the City. Events included groups using local open space for Rugby themed play and rugby skills, as well as supporting drug and alcohol support groups offering additional support to visiting fans and officials.
- 3.5.3 The fund has created some really exciting opportunities for communities to come together and enjoy the excitement of the Rugby World Cup coming to Gloucester.

3.6 City Dressing and Legacy

- 3.6.1 As part of the dressing being planned across the City and to coincide with the height of Gloucester's festival season, the Scrumpty Trail will be running from the beginning of August to the end October. The "Where's Scrumpty trail" will see 20 five foot-tall sculptures form a line out across the historic streets and green spaces of Gloucester. Designed by artists, a number of the sculptures will be auctioned off for charity. The City Dressing Programme will see many of the streets decked with both the official Rugby World Cup banners and flags, and in addition, residents and businesses are encouraged to put out their own displays to ensure the City is awash with colour.
- 3.6.2 Discussions are continuing with Network Rail with regards to installing some Rugby World Cup themed displays on the railway bridges on the key routes around Kingsholm, ie London Road and Kingsholm Road.
- 3.6.3 A Crowdfunding bid has been launched in an effort to secure a lasting commemoration to Gloucester's role in this year's Rugby World Cup. It is planned to install a new stone bench King's Square. Funders pledging £100 will be able to have their name engraved on special bricks which will be placed around the bench that is being carved by Gloucester Cathedral stonemason. Marketing Gloucester

are leading on this and have set up a Crowdfunder page for people to sign up and get involved.

3.7 Host City Ticket Allocation

- 3.7.1 Being a Host City means that the City Council has been allocated 500 tickets to be distributed to community groups and individuals across the City. The aim of the ticket distribution is to bring Rugby to a wider audience and ensure that the RWC reaches communities and individuals that would not necessarily get the opportunity to attend matches at this level and on this scale. In Gloucester, we want to make sure the 500 tickets are divided to allow school children, young people, family support groups, volunteers, key community groups and some of our unsung heroes to enjoy the games held at Kingsholm.
- 3.7.2 Before distributing the tickets, we are required to develop a framework for the allocation and this has now been approved by ER, so the tickets, once received, can be distributed accordingly. The tickets can only be used by the groups or individuals who have been nominated and so cannot be passed on or sold.
- 3.7.3 Details of how these will be distributed are attached at Appendix 1. Further details of the groups identified and the number of tickets allocated to them will be made available in due course.
- 3.7.4 As part of this programme, each Member will be allocated two tickets to give to their chosen “Unsung Hero” in their Ward. An application form will be issued to all Members for them to nominate their “Unsung Heroes” all across the City.

4.0 Alternative Options Considered

- 4.1 Plans for the RWC are evolving all of the time and further information will be shared with all Members whenever it is available.

5.0 Financial Implications

- 5.1 The allocated budget is £350,000 and we are currently looking at ways in which to increase this through sponsorship, grants and investment through third parties.
- 5.2 Costs are still being gathered for various aspects of the Fanzone meaning at present there has been a minimal spend so we are well within the allocated budget.

6.0 Legal Implications

- 6.1 As part of the host city agreement we must fulfil certain criteria which were agreed upon at the signing of the host city document.

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

7.0 Risk & Opportunity Management Implications

- 7.1 The main risk is that of exceeding the initial budget of £350,000. This is being closely monitored by the Project Board.

7.2 The benefit and expectation of the economic impact on the city of Gloucester is high as we anticipate a fantastic six weeks of sport and entertainment.

8.0 Other Corporate Implications

Community Safety

8.1 None at present.

Sustainability

8.2 None at this stage.

Staffing & Trade Union

8.3 None at this stage.

Background Documents: None

Gloucester Host City - RWC2015 tickets for the four matches at Kingsholm

Background:

As part of the RWC2015 we have been allocated 500 tickets for distribution. We are keen to use the tickets to bring Rugby to a wider audience, enable the RWC2015 to touch communities / individuals that would not necessarily get the opportunity to attend matches at this level and on this scale. In Gloucester, we want to make sure the 500 tickets are divided to allow school children, young people, family support groups, volunteers, key community groups and some of our unsung heroes to enjoy the games held at Kingsholm.

Objectives:

The objectives of the ticket distribution are:

- to extend reach of the RWC2015 as far as possible
- to enable Rugby to have a positive impact on the residents of Gloucester from key priority communities
- to thank people who do some great things in our communities

Audiences we want to include:

- Community Groups
- Young People / Youth Sport
- Schools
- Family Support Groups
- Volunteers
- Unsung Heroes

Distribution of tickets:

| Audience | Numbers of tickets | How / action / process | Responsibility |
|---|---------------------------|---|---|
| Community Groups | 160 | All Community Groups and Voluntary Sector Organisations working with and in communities to make Gloucester a better place | Gareth Hooper – Senior Partnership and Engagement Officer |
| Young People / Youth Sport Group | 112 | Young People who are active in the community or would otherwise be unable to access tickets | Ismael Rhyman – Neighbourhood Manager |
| Schools | 90 | Schools close to Kingsholm or where Community Groups have not been identified | Verona Vidal – Partnership and Engagement Officer |
| Family Support Groups | 40 | Groups that provide advice and support to families across the City | Isobel Edwards Partnership and Engagement Officer |
| Volunteers | 16 | Friends Groups and active individuals in the Community | Isobel Edwards – Partnership and Engagement Officer |
| Unsung Heroes | 82 | Each Ward Councillor to be allocated 2 tickets to be given to the “Unsung Heroes” in their Ward. Also a Staff Nomination process will be put in place to identify 10 Unsung / Community Champions | Ross Cook – Corporate Director |
| TOTAL | 500 | | |

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Gloucester City Council

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|-------------------------|---|------------------------------------|
| Meeting: | Cabinet | Date: 15 July 2015 |
| Subject: | Museums Service Events Planned for July – December 2015 | |
| Report Of: | Cabinet Member for Culture & Leisure | |
| Wards Affected: | All | |
| Key Decision: | No | Budget/Policy Framework: No |
| Contact Officer: | Angela Smith, Museums Manager | |
| | Email: angela.smith@gloucester.gov.uk | Tel: 396119 |
| Appendices: | 1. What's On Guide | |

FOR GENERAL RELEASE

1.0 Purpose of Report

1.1 The purpose of the report is to inform Cabinet of forthcoming events planned for the City and Folk Museums from July to December 2015.

2.0 Recommendations

2.1 Cabinet is asked to **RESOLVE** that:

- (1) The schedule of events listed in paragraphs 3.1 – 3.12.1, which support the recommendations of the Cultural Services Review aimed at increasing footfall and revenue into the Museums be noted
- (2) The report and the Appendix be widely distributed.

3.0 Museums Service - forthcoming events planned for July – December 2015

3.1 Regular clubs and events

3.1.1 A number of monthly and weekly clubs and events are held throughout the year: Art Club on the first Wednesday of each month at the City Museum, 10-12 p.m. (*at Folk Museum in July and August*); Sewing Circle on the first Wednesday of every month at the City Museum, 2.30 – 4.30 p.m.; Gloucester Museum Detectives Club once a month at the Folk Museum between September and November; Toddler mornings at the City Museum on the 2nd and 4th Tuesday of the month (*except school holidays*); Crafty Corner every Saturday at the City Museum; Folk Museum Trails available all the time, with new themes every month.

3.2 Exhibitions

3.2.1 **'WOW! Rugby' 4th July – 31st October, City Museum, Touring Gallery.** This summer sees the much anticipated 'WOW! Rugby' exhibition open at the City Museum. To celebrate Gloucester being a host City for this year's Rugby World

Cup visitors can expect to be 'WOW'ed with so much to enjoy. Featuring world-class objects, hands-on interactives, and lots of historical facts and figures relating to the game of Rugby, at home and all over the world.

- 3.2.2 **'100 Years of the W.I.' Until 1st November, Folk Museum, Touring Gallery.** So much more than baking and jam, members of the Gloucestershire Women's Institutes have come together to showcase the skills and crafts they have learnt, on this the 100th anniversary year of the Women's Institute. The exhibition will explore the fascinating story and achievements of the largest women's voluntary organisation.
- 3.2.3 **European Art Quilts VII, 14th November 2015 – 5th March 2016, City Museum, Touring Gallery.** A fascinating collection of 47 works, showcasing the medium of art quilting as a form of modern art. The exhibition has toured all over Europe and has been met with rave reviews. So time that this was brought to Gloucester to be enjoyed by all across our own region. A fully illustrated exhibition guidebook will be available from November onwards at a cost of £10.
- 3.2.4 **Time and Place, 18th July – 26th September, City Museum, Community Gallery.** Inspired by the "Crucible2" exhibition held at Gloucester Cathedral in September 2014, the artwork on display has been produced by St Peter's High AS/A Level art students who have combined visual elements in response to the theme 'Time and Place'. The exhibition is an accumulation of prints, paintings, drawing studies and 3D ceramic vessels. The artwork captures the essence of "Time and Place" within the local community and surrounding areas.
- 3.2.5 **'Me, Myself and I', 3rd October – 28th November 2015, City Museum, Community Gallery.** The Year 10 GCSE students at Sir William Romney's School have completed a project called 'Me Myself and I', which is based upon themselves and their lives. They have explored their childhood, their family, their hobbies and their future aspirations. In doing so, they have created a range of energetic and inspirational artwork.
- 3.2.6 **'Roots', by Artist Febby Mpundu, 5th December – 6th February 2016, City Museum, Community Gallery.** A collection of portraits inspired by a journey to Zambia. Febby has explored her personal identity, by better understanding the heritage and culture of the area. The subjects are unknown to onlookers, and yet their intimate gazes and slight expressions are reaching out and connecting beyond the art. The work reveals information about these people from their clothes, their hair, and the murky background. The personalities featured in the portraits were strangers to the artist at first, but working with them created a connection that will last for a long time to come.

3.3 Plays

- 3.3.1 **The Scriptorium Playwright's Workshop Presents – 'ONLY IN GLOUCESTER' Three brand new plays by local writers.**
Come along and see some fantastic new plays based on our very own City. Thanks to Arts Council funding the Scriptorium project has allowed upcoming Scriptwriters and Directors the opportunity to showcase their talent, and has resulted in three brand new plays – being performed in our own Museum spaces at the end of July. Tickets are available for £7 each via the museum website or from the City Museum

directly. Please note that age restrictions are in place as certain plays do contain adult content.

3.3.2 ‘Rotten Luck’, 4pm, 24th July, Folk Museum, 12.30pm & 3.30pm, 25th July, Folk Museum. *Written by Lou Beckett and performed by MPG productions*

A hangman at Gloucester jail recounts the true tale of two people imprisoned for crimes in the early 1800s. Both face the death penalty. Will they hang, or will fortune provide a last minute reprieve? Suitable for ages 14 years and over.

3.3.3 ‘The Drop of a Pin’, 11am & 2pm, 25th July, Folk Museum. *Written by Carol Sheppard and performed by Brick Door Theatre.* A family of Victorian pin workers imprisoned by poverty are tempted to take in a mysterious lodger. While on the streets of Gloucester a series of murders occur. Is there a link? Suitable for ages 14 years and over.

3.3.4 ‘As Sure As God’s in Gloucester’, 3pm & 5pm, 25th July, City Museum. *Written by Rhona Smith and performed by Ignite Theatre.* A contemporary psychological drama about a soldier imprisoned by his past. With poignant memories of childhood and friendship flooding his thoughts, as he stands at the Cross deciding his future. Suitable for ages 16 years and over (contains strong language).

3.4 Activity Days

3.4.1 Themed days will be held every Wednesday through the summer school holidays, with staff dressed in historical costume, object handling sessions, children’s activities and an opportunity for visitors to come in costume too.

| | |
|----------------------|--------------------------------------|
| Tudor Day | 22 nd July, Folk Museum |
| Dinosaur Day | 29 th July, City Museum |
| Victorian Day | 5 th August, Folk Museum |
| Roman Day | 12 th August, City Museum |
| WWII Day | 19 th August, Folk Museum |
| Medieval Day | 26 th August, City Museum |

3.5 Museums After Hours

3.5.1 Following the success of the Museums at Night event earlier this year, both museums will be open for the evening, 6pm – 9pm on these dates:

- City Museum – 25th September, 27th November;
- Folk Museum – 26th September, 28th November.

3.6 Heritage Open Days

3.6.1 Both museums will be free to Gloucester residents for the whole weekend, with the following themes:

- Roman day - 12th September (City Museum),
- Victorian day - 13th September (Folk Museum).

3.7 Tours

3.7.1 **Behind the Scenes Tours at the City Museum**, 11am and 2pm, 12th September & 28th November

- 3.7.2 **Eastgate Chamber Tours with a Roman Soldier**, 1pm, 2pm & 3pm, 18th July, 25th July, 1st August, 8th August, 15th August, 22nd August
- 3.7.3 **Eastgate Chamber Tours**, 11am, meeting at City Museum, 1st & 22nd July, 5th & 19th August, 2nd, 23rd & 30th September, 14th & 28th October
- 3.7.4 **Roman Gloucester Tours**, 10.30am, meeting at City Museum, 10th, 24th & 31st July, 14th & 28th August, 18th & 25th September, 9th, 23rd & 30th October
- 3.7.5 **Candle-Lit Tours of the Folk Museum Building**, 27th & 28th November, 6pm & 7pm
- 3.7.6 **Folk Museum Building Tours on Heritage Open Days**, 10th & 11th September

3.8 Workshops

- 3.8.1 'Museum Makers' Craft workshops are for children of any age, and are held in the morning and afternoon:
 - **Museum Mice**
22nd July, Folk Museum
 - **Mini Monsters**
28th July, City Museum
 - **Notebook Covers**
4th August, Folk Museum
 - **Felt Space Rockets**
11th August, City Museum
 - **Stitch A Shark**
18th August, Folk Museum
 - **Eyeball Hacky Sacks**
27th October, City Museum

3.9 Annual events

3.9.1 Cotton Motorcycle Rally 2015

The Cotton Motorcycle Club's AGM will be held on 8th August at the Folk Museum. There will be many motorcycles on display for the public to see, both owned by the museum and privately owned by club members.

3.9.2 Apple Day 2015

Our traditional Apple day event will be held on 24th October at the Folk Museum. The traditional Cider Mill at the Folk Museum makes its annual appearance as Apple Day returns to create lots of fun for all. Come along and see the horse crush the apples, taste some local cider, or have a go at crushing yourself! A great day out for all, featuring lots of rare varieties of apple.

3.9.3 St Nicholas Wishing Tree

10am – 3pm, 17th November – 12th December (Tuesdays – Saturdays), City Museum

10am – 3pm, every Saturday until 12th December, Folk Museum

3.10 Murder Mystery event

- 3.10.1 There will be a Murder Mystery event in the evening of 30th October at the Folk Museum. Numbers will be limited and tickets for the event must be bought in advance.

3.11 Rugby World Cup events

3.11.1 The World Cup Trophy Tour comes to the City Museum on Thursday 16th July from 3 – 5 p.m. The trophy will be on display in Café Nerva along with its minders and there will be activities for children. A flyer for this event will be distributed to all Gloucester Schools at the beginning of July.

3.11.2 The Mini Scrumpty trail will be available from 18th July – 31st October at both museums during opening hours. All winners will be entered into a draw to win a Scrumpty and a WOW Rugby rucksack. All entrants who complete trails at all four Gloucester museums will be entered into a big prize draw.

3.12 Retro Festival

3.12.1 The Museums are pleased to be supporting the Retro Festival on the 29th and 30th August with a stall in Westgate Street and staff in costume (1900s – 1940s). Both museums will be open on Saturday 29th and additionally the Folk Museum will be open on Sunday 30th. A flyer for this event will be distributed to all Gloucester schools before they break up for summer.

4.0 Alternative Options Considered

4.1 There are no alternative options to this matter.

5.0 Reasons for Recommendations

5.1 A good events programme is essential to attract a larger audience and so increase income.

6.0 Future Work and Conclusions

6.1 Footfall and income is monitored closely and will be taken into account when planning the next series of events.

7.0 Financial Implications

7.1 The Museums Service operates at a cost to the City Council, and events are planned to minimise expenditure, maximise income and increase footfall.

7.2 Events will be advertised widely to reach a wide potential audience and a greater proportion of the budget will be spent on marketing than in previous years. This is seen as a good investment as a greater footfall will mean a greater income.

(Financial Services have been consulted in the preparation of the report)

8.0 Legal Implications

8.1 The Public Libraries and Museums Act 1964 empowers the Council to provide and maintain museums and art galleries and to charge for admission.

(One Legal have been consulted in the preparation of this report)

9.0 Risk & Opportunity Management Implications

9.1 All key risks are covered by the Museums Risk Register and controls are in place.

10.0 People Impact Assessment (PIA):

10.1 The Museums, as part of the City Council, work with a broad range of partners to deliver a programme that is available and accessible to all of our community.

10.2 Events, activities and exhibitions are planned to appeal to a wide range of ages and interests.

10.3 Throughout the year there are planned free events and open days, so that admission charges do not prevent anyone from enjoying the museums.

10.4 All impacts are neutral; therefore a full PIA is not needed.

11.0 Other Corporate Implications

Community Safety

11.1 The Museums' Service provides a safe environment for our community and visitors. All Museum staff have undergone safeguarding training and all staff who work directly with children have been DBS checked.

Sustainability

11.2 The Museums are taking active steps to become more economically sustainable.

Staffing & Trade Union

11.3 Staff are involved in events, and these are part of their normal duties.

Background Documents: None

gloucester city & folk museums | what's on guide



contents/pages

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| 4 groups | 5 - 7 exhibitions | 8 - 10 workshops |
| 11 - 15 events | 16 - 20 talks&tours | 22 - 23 full listings |

admission

Adults: **£5**
 Concessions: **£3**
 Family
 (2 adults 5 children): **£12**
 Entry to shop & cafés: **free**

Concessions include adults over 60, children between 5 - 17, students, persons in receipt of benefits.

Visitors with disabilities - one companion for free.

The above admission charges include general admission to both the City Museum and Folk Museum for an entire year. You will receive a membership card upon purchase.

opening hours

Until 30 September the museum opening hours will be as follows:

Tues - Sat (please see website for opening hours)
10.00 - 17.00

From 1 October the opening hours will be changing and will be as follows:

City Museum
 Tues - Sat
10.00 - 15.00 (until 31 March)
10.00 - 16.00 (1 April - 30 September)

Folk Museum
 Every Saturday, and Monday - Saturdays throughout every school holiday
10.00 - 15.00
 (except the Christmas break)

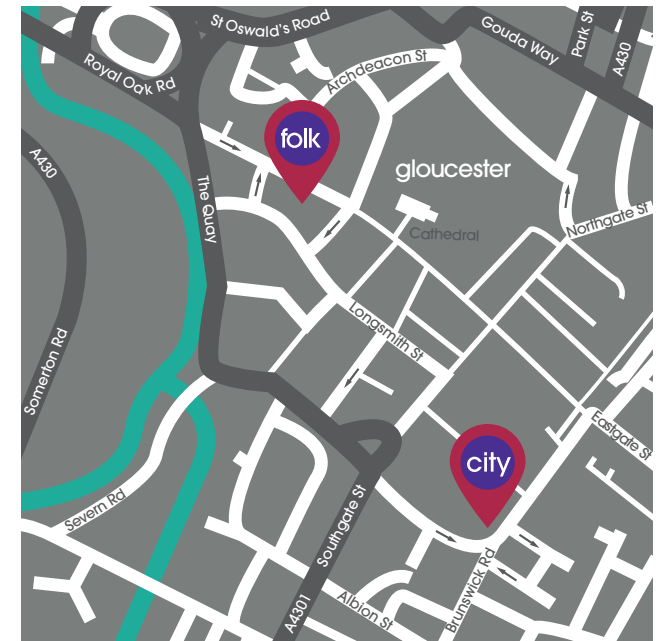
Both museums will close from 3pm on Saturday 12 December. Both museums will then re-open on Saturday 2 January 2016.

find us

Gloucester Folk Museum
 99 - 103 Westgate Street
 Gloucester GL1 2PG

Gloucester City Museum
 Brunswick Road
 Gloucester GL1 1HP



The Folk Museum is located on Westgate Street and the city museum is located on Brunswick Road. Both are in the city centre. We are within walking distance of the bus and train stations.



contact

Gloucester Folk Museum **01452 396868**

Gloucester City Museum & Art Gallery **01452 396131**

 /gloucestermuseums  #gloucestercity

Email museums@gloucester.gov.uk / Visit gloucester.gov.uk/museums



Art Club
First Wednesday of every month
City Museum, 10am – 12pm

A new club for all those wanting to get creative, whatever your ability. Bring along your latest creation and work on it surrounded by like-minded people, in a friendly and welcoming atmosphere. There will be a different still life arrangement every month, but all attendees are welcome to indulge in their own projects.

Admission to all clubs is FREE for Museum members (£5 per year for an individual), for non-members general admission is payable (which automatically gives you an annual pass!) See page 2 for details.

Sewing Circle
First Wednesday of every month
City Museum, 2.30pm - 4pm

Whether your passion is knitting, sewing, embroidery, crochet, or something else entirely, bring along your latest project and have a coffee and a chat whilst you create.

Admission to all clubs is FREE for Museum members (£5 per year for an individual), for non-members general admission is payable (which automatically gives you an annual pass!) See page 2 for details.



Terrific Trails & Crafty Corners
Every Saturday
City & Folk Museum, opening hours

Every Saturday at the City Museum you can help yourself to any activity from the crafty trolley, or follow the special monthly trails at the Folk Museum.

Admission to all clubs is FREE for Museum members (£5 per year for an individual), for non-members general admission is payable (which automatically gives you an annual pass!) See page 2 for details.

Culture Club
First Wednesday of every month
City Museum, 1.10pm – 1.50pm

Feed your mind at lunchtime! Regular monthly 40 minute talks in the City Museum, looking at different aspects of Gloucester's past and present.

Admission to all clubs is FREE for Museum members (£5 per year for an individual), for non-members general admission is payable (which automatically gives you an annual pass!) See page 2 for details.

Museum Tots
Second and fourth Tuesday of every month (except July and August)
City Museum, 10.30am – 12.30pm

Second and fourth Tuesdays of every month. Special activities and hands-on crafts for the under 5s.

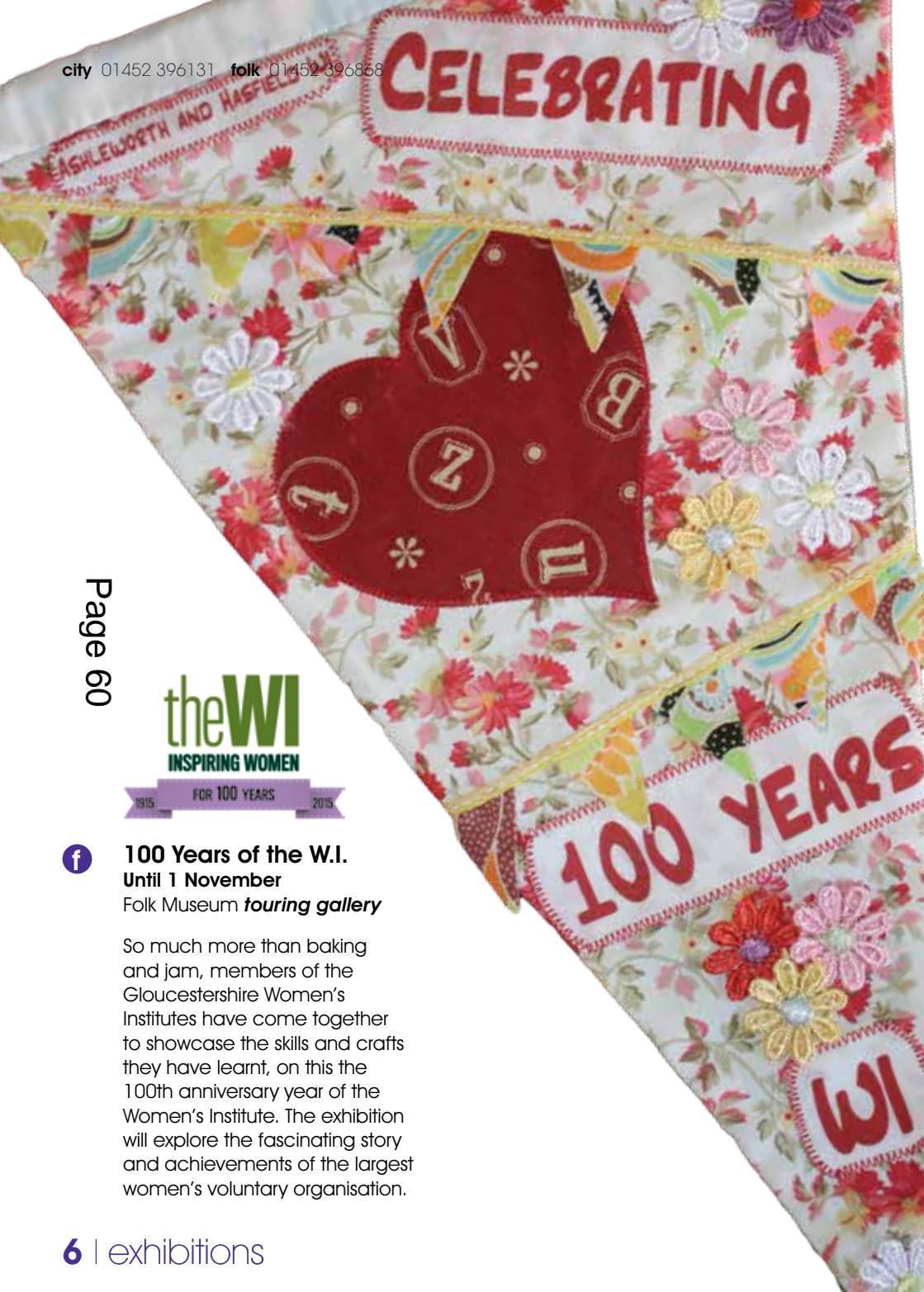
All clubs, groups, and exhibitions that require the standard admission charge are free to patrons who are part our annual membership scheme. If you are not a member then details of the scheme can be found on our website at www.gloucestermuseums.co.uk

WOW!
Rugby



WOW! Rugby
4 July – 31 October
City Museum *touring gallery*

This summer sees the much anticipated 'WOW! Rugby' exhibition open at the City Museum. To celebrate Gloucester being a host city for this year's Rugby World Cup visitors can expect to be 'WOW'ed with so much to enjoy. Featuring world-class objects, hands-on interactives, and lots of historical facts and figures relating to the game of Rugby, at home and all over the world.



f **100 Years of the W.I.**
Until 1 November
 Folk Museum *touring gallery*

So much more than baking and jam, members of the Gloucestershire Women's Institutes have come together to showcase the skills and crafts they have learnt, on this the 100th anniversary year of the Women's Institute. The exhibition will explore the fascinating story and achievements of the largest women's voluntary organisation.

c **European Art Quilts VII**
14 November - 5 March 2016
 City Museum *touring gallery*

A fascinating collection of 47 works, showcasing the medium of art quilting as a form of modern art. The exhibition has toured all over Europe and has been met with rave reviews. So, it's time for this exhibition to come to Gloucester to be enjoyed by all across our own region.

Tickets: General admission charges apply (no need to pre-book). A fully illustrated exhibition guidebook will be available from November onwards at a cost of £10.

c **St Peter's High School**
'Time and Place'

18 July - 26 September
 City Museum *community gallery*

Inspired by the "Crucible2" exhibition held at Gloucester Cathedral in September 2014, the artwork on display has been produced by our AS/A Level art students who have combined visual elements in response to the theme 'Time and Place'. The exhibition is an accumulation of prints, paintings, drawing studies and 3D ceramic vessels. The artwork captures the essence of "Time and Place" within the local community and surrounding areas.

Tickets: General admission charges apply (no need to pre-book).

c **Sir William Romney's School**
'Me, Myself and I'
3 October - 28 November
 City Museum *community gallery*

The Year 10 GCSE students at Sir William Romney's School have completed a project called 'Me Myself and I', which is based upon themselves and their lives. They have explored their childhood, their family, their hobbies and their future aspirations. In doing so, they have created a range of energetic and inspirational artwork.

Tickets: General admission charges apply (no need to pre-book).

c **Roots by Febby Mpundu**
5 December - 6 February 2016
 City Museum *community gallery*

A collection of portraits inspired by a journey to Zambia. Febby has explored her personal identity, by better understanding the heritage and culture of the area. The subjects are unknown to onlookers, and yet their intimate gazes and slight expressions are reaching out and connecting beyond the art. The work reveals information about these people from their clothes, their hair, and the murky background. The personalities featured in the portraits were strangers to the artist at first, but working with them created a connection that will last for a long time to come.

Tickets: General admission charges apply (no need to pre-book).

C **Museum Tots**
8 & 22 September,
13 & 20 October,
10 & 24 November & 8 December
City Museum, 10.30am – 12.30pm

Come and browse our galleries where you will find special tot friendly activities, giving you a chance to stick, create, try out some new toys, and listen to a storytime, as well as meet with other parents and tots.

C **Sewing Circle**
1 July, 5 August, 2 September,
7 October, 4 November
& 2 December
City Museum, 2.30pm - 4pm

Whether your passion is for sewing, knitting, embroidery, crochet or something else textile, bring your latest project and have a coffee and chat while you create. Whether you are an expert or a novice, come along and share your expertise, questions and all those tricky bits with like-minded people. Everyone is welcome.

C **Art Club**
1 July, 5 August, 2 September,
7 October, 4 November
& 2 December
City Museum, 10am – 12pm
(July and August sessions at Folk Museum)

This new club is for all you artists out there! Whether you are an accomplished artist or barely know one end of a paintbrush from another we welcome you to join us. Bring along your latest artist creation and work on it surrounded by like-minded people. You'll be able to swap tips, try and work out each others problems and get peer support from those that have encountered the same artists challenges as yourself. There will be a different still life arrangement each meeting, but you are also equally as welcome to indulge in your own projects. Admission to art club is free, and there will be a special £1.50 hot drink and cake offer to take advantage of in addition to ordering from Café Nerva next door.

C **Crafty Corner**
Every day during opening hours
City Museum, 10am – 3pm

Come and raid our trolley of crafty delights.



f **Gloucester Museum Detectives Club**
26 September,
31 October &
28 November
Folk Museum

Children aged 5-11 years
10.30am – 12pm

A fun and fascinating club for children aged 5-11 years. This season the Museum Detectives Club will meet once a month at the Folk Museum between September and November. Each session will be packed full of activities, crafts, stories and trails. The children will also get to see and handle items from the Museum's own collections. Perfect way to spend a Saturday! Please note that there is now one combined session for all children aged between 5 and 11 years.

Tickets: £5 per child.
Tickets available to purchase online at www.gloucester.gov.uk/museums or from the Museum directly.

Parents of children under the age of 8 will need to remain on site whilst their children are attending the club.



f Folk Museum Trails

Folk Museum
each day we are open

Try a different trail each month to discover something new about the displays at the Folk Museum, international events and celebrations or history in general.

- July: **Penny Licks to 99 ice creams**
- August: **Victorian picnics**
- September & October:
Welcome to Gloucester:
- Our visiting Rugby nations**
- November & December:
Gloucester's Greats: Celebrating our famous former residents

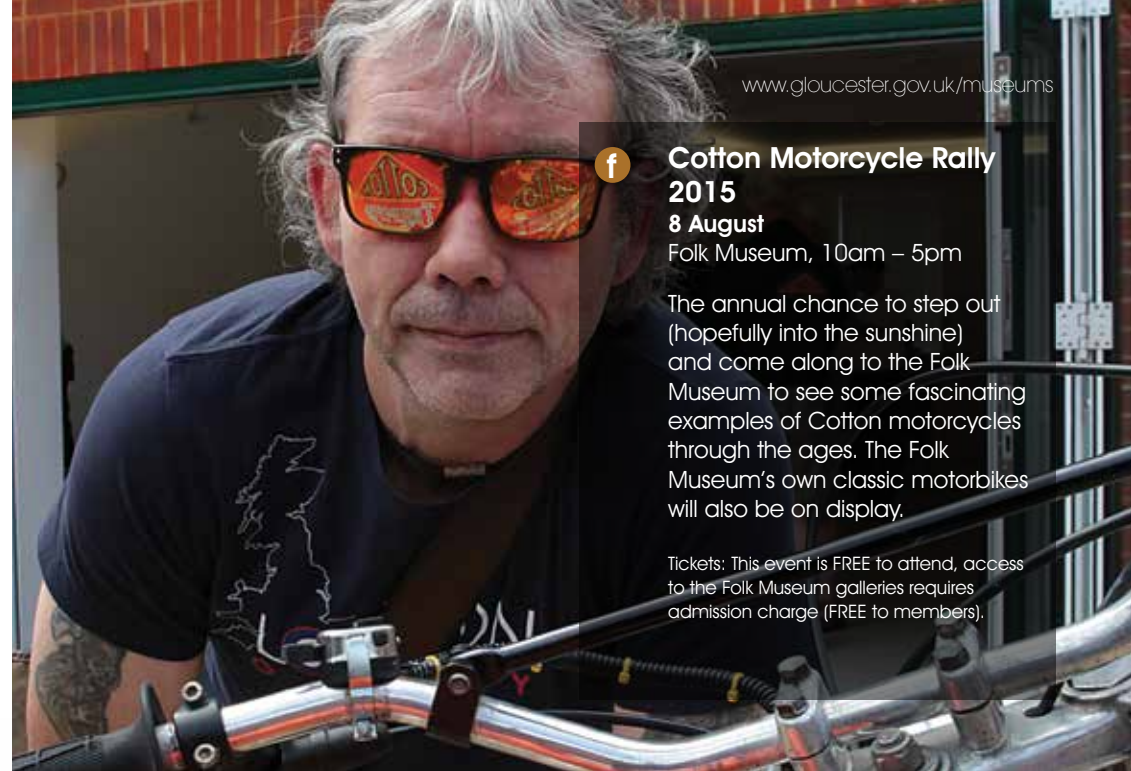
c 'Museum Makers' workshops

Craft workshops for children (any age)



- 22 July: **Museum Mice**
Folk Museum
- 28 July: **Mini Monsters**
City Museum
- 4 August: **Notebook Covers**
Folk Museum
- 11 August: **Felt Space Rockets**
City Museum
- 18 August: **Stitch A Shark**
Folk Museum
- 27 October: **eyeball Hacky Sacks**
City Museum

Tickets: £5 per child, parents can leave children or are welcome to stay. Please note that children under 8 years old will need an adult to remain with them at all times.



Cotton Motorcycle Rally 2015

8 August
Folk Museum, 10am – 5pm

The annual chance to step out (hopefully into the sunshine) and come along to the Folk Museum to see some fascinating examples of Cotton motorcycles through the ages. The Folk Museum's own classic motorbikes will also be on display.

Tickets: This event is FREE to attend, access to the Folk Museum galleries requires admission charge (FREE to members).



Apple Day
24 October

Folk Museum, 11am – 4pm

The traditional Cider Mill at the Folk Museum makes its annual appearance as Apple Day returns to create lots of fun for all. Come along and see the horse crush the apples, taste some local cider, or have a go at crushing some apples yourself! A great day out for all, featuring lots of rare varieties of apple.

Tickets: This event is FREE to attend, access to the Folk Museum galleries requires admission charge (FREE to members).



The Scriptorium Playwright's Workshop Presents – 'ONLY IN GLOUCESTER'

Three brand new plays by local writers
24 & 25 July various times

Come along and see some fantastic new plays based on our very own city. Thanks to Arts Council funding the Scriptorium project has allowed upcoming scriptwriters and directors the opportunity to showcase their talent, and has resulted in three brand new plays – being performed in our own museum spaces at the end of July. Tickets are available for £7 each via the museum website or from the City Museum directly.

Please note that age restrictions are in place as certain plays do contain adult content.



Rotten Luck

Written by Lou Beckett and performed by MPG productions
24 July: 4pm
25 July: 12.30pm & 3.30pm
Folk Museum

A hangman at Gloucester jail recounts the true tale of two people imprisoned for crimes in the early 1800s. Both face the death penalty. Will they hang, or will fortune provide a last minute reprieve? Suitable for ages 14 years and over.



The Drop of a Pin

Written by Carol Sheppard and performed by Brick Door Theatre
25 July: 11am & 2pm
Folk Museum

A family of Victorian pin workers imprisoned by poverty are tempted to take in a mysterious lodge, while on the streets of Gloucester a series of murders occur. Is there a link? Suitable for ages 14 years and over.



'As Sure As God's in Gloucester'

Written by Rhona Smith and performed by Ignite Theatre
25 July: 3pm & 5pm
City Museum

A contemporary psychological drama about a soldier imprisoned by his past. With poignant memories of childhood and friendship flooding his thoughts, as he stands at the Cross deciding his future. Suitable for ages 16 years and over (contains strong language).



www.gloucester.gov.uk/museums



Activity Days at the Museums venue and date below



10am – 4pm

This summer sees the chance to get dressed up on a weekly basis, with regular days of themed fun. Come along in your best themed costume and have a go at some craft activities. Prize each day for the best dressed!

- 22 July: **Tudor Day** Folk Museum
- 29 July: **Dinosaur Day** City Museum
- 5 August: **Victorian Day** Folk Museum
- 12 August: **Roman Day** City Museum
- 19 August: **WWII Day** Folk Museum
- 26 August: **Medieval Day** City Museum
- 11am – 4pm

f **A Murder Mystery at the Folk Museum**

30 October
Folk Museum, 7pm – 9pm

There has been a murder. Can you solve the clues and piece together who did it? Or maybe YOU did! Come and enjoy a fantastically fun night at the Folk Museum. Dust off those costumes and hold on to your hats!

Tickets: £15 per person, includes drinks and nibbles.



c **Mini Scrumpty Trail**

18 July – 31 October
City and Folk museum, during opening hours

To coincide with the city-wide scrumpty trail that's running throughout summer, we have put together a mini trail within our own museums. Come along and have a go at finding the mini scrumpties – they're well hidden so you'll have to be eagle-eyed! Solve all the clues to win a prize. You can also be entered into a draw to win your very own mini scrumpty and 'WOW! Rugby' rucksack!



c **Museums - After Hours**

26 September & 28 November City Museum
25 September & 27 November Folk Museum
6pm – 9pm

This season welcomes a series of 'after hours' opening for the museums, allowing visitors to experience the magic of a late-night visit as the nights draw in. Come along and bring the family for an interesting late-night visit to either the City or Folk Museum, you never know what you might find!

Tickets: FREE admission for museum members, general admission charges apply.

C Culture Club Talk - 'Roman Sports and Games'

1 July
City Museum
1.10pm – 1.50pm

Watching gladiators locked in combat or chariots driven at full tilt fascinated the Romans. In the wild, hunting boar, deer and other prey gave them active sport. From slides of amphitheatres, pictures on pottery and glassware, the speaker will give glimpses of vigorous leisure in Roman Britain.

C Culture Club Talk 'A Life in Manuscript' with Chris Jeens, Cathedral Archivist

4 November
City Museum, 1.10pm – 1.50pm

Gloucester Cathedral Archivist Chris Jeens takes us on an interesting journey through his professional life, with some interesting stories along the way.

C Culture Club Talk 'Roman Gloucester - the development of the Colonia and some recent discoveries

2 December
City Museum, 1.10pm – 1.50pm

Come along and hear Gloucester City Archaeologist Andrew Armstrong as he draws a picture of the Roman Colonia of Glevum.

C Culture Club Talk 'The World of Rugby'

2 September
City Museum, 1.10pm – 1.50pm

Visit the City Museum for September's monthly helping of culture, and enter the world of rugby. As rugby fever hits Gloucester, there will be no rugby ball left unturned!

C Culture Club Talk 'My W.I.'

7 October
City Museum, 1.10pm – 1.50pm

Jan Turner, GFWI Vice Chairman and Chairman of Homes, Crafts and Gardens Committee looks briefly at the history of the WI, considers its relevance to women today and shares her experience of 30 years membership of this unique women's organisation.



Heritage Open Days. Celebrating England's fantastic architecture & culture by offering free access to places that are usually closed to the public or charge for admission.

f Heritage Open Days - Folk Museum Building Tours

10 & 11 September
Folk Museum
2.30pm & 3.30pm

Come and join our gallery tours and discover all those quirky features that lurk around every corner at the Folk Museum.

Meeting in Folk Museum reception (please note that access to the Folk Museum building is restricted due to its nature, and those with mobility problems may find this challenging).

Tickets: FREE to attend, email museums@gloucester.gov.uk or telephone (01452) 396868 to book your place.

C Heritage Open Days - Family Fun

Roman Day
12 September
City Museum, 10.30am – 4.30pm

Handle Roman artefacts, make some Roman crafts, and dress like a Roman!

f Victorian Day
13 September
Folk Museum, 11am – 4pm

Handle some Victorian objects, have a go at some calligraphy in the Victorian classroom, and experience a real Victorian wash day!

Tickets: FREE to attend (no need to book in advance).



C Eastgate Chamber Tours – with Roman Soldier
18 & 25 July, 1, 8, 15 & 22 August,
27, 28, 29, 30 & 31 October
City Museum, 2pm & 3pm

Ever looked down through the glass chamber outside Boots and wondered what else is down there? Well why not go down and take a look! Join our very own Lucius Sita – (a real Roman soldier in full uniform!) for special afternoon tours. A fascinating trip for all ages.

Tickets: General admission applies, FREE to members. Please note 3pm tour ONLY on 18 July. Pre-book your place from the City Museum reception desk. Under 18s must be accompanied by an adult. Tours last approximately 30 minutes. Access to the chamber itself may be difficult.

C Behind the Scenes Tours
12 September & 28 November
City Museum, 11am & 2pm

Delve into the unseen world of behind the scenes at the City Museum.

Tickets: £10 per person (maximum of 6 people per tour). Tickets available online at www.gloucester.gov.uk/museums or from the museum itself.



C Roman Gloucester Tours
10, 24 & 31 July, 14 & 28 August,
18 & 25 September,
9, 23 & 30 October
Meeting at City Museum, 10.30am

With a Civic Trust guide discover Roman walls and a column from one of Glevum's major buildings. Tread on a mosaic floor, walk down the site of the Forum and come face to face with our founder, Emperor Nerva.

Tickets: £4 per person, tour lasts approximately 75 minutes.



f Candle-Lit Tours of the Folk Museum Building
27 & 28 November
Folk Museum, 6pm & 7pm

The Folk Museum Tudor timber-framed building is a very special place, and under the flicker of candlelight it comes to life even more. Join Folk Museum Curator Sarah Orton, as she leads us on a tour of the fantastic history of this historic grade II* listed building, and really bring that Christmas spirit alive!

Tickets: Adults £8, Concessions £5, available online or from the museums directly. Maximum of 12 people per tour. Access to the upper floors of the Folk Museum is limited due to the nature of the building, those with mobility problems may find this challenging.

C St Nicholas Wishing Tree
17 November – 12 December
(Tuesdays – Saturdays)
City Museum, 10am – 3pm
Every Saturday until 12 December
Folk Museum, 10am – 3pm

Leave your Christmas wish on the magic tree and receive a handwritten reply from St Nicholas himself! Reply letters can be collected in person or posted.

Tickets: £2 for a handwritten reply, additional 50p for having it posted back to you.



C Eastgate Chamber Tours
1 & 22 July, 5 & 19 August,
2, 23 & 30 September,
14 & 28 October
Meeting at City Museum, 11am

Weekday tours taken by a Gloucester Civic Trust tour guide. Come below ground and see Roman and Medieval walls, Civil War fortifications, and the horse-pool. Find out how two prisoners escaped!

Tickets: Admission charge applies, tour last approximately 30 minutes. Access to the chamber itself may be difficult for those with mobility problems.

'Gloucester Rugby Football Club and the Great War' with Martin Davies

19 September

City Museum, 2pm

In August 1914 as the 'Call to Arms' reverberated across the land, the Gloucester Rugby Club cancelled all its matches for the 1914-15 season in an act that was both patriotic and necessary as almost all of its players by early September 1914 had volunteered for service, the majority in the 5th Battalion (Territorial Force), Gloucestershire Regiment. Over the next four years at least thirty players would die. Hear speaker Martin Davies take us on a journey through this turbulent time for Club and Country.

Tickets: Adults £6, Concessions £5



Café Nerva

City Museum

Situated within the Nerva Gallery

Visit Café Nerva within the beautiful Georgian building that houses the City Museum.

A selection of homemade delights available, as well as gourmet coffee, cakes and pastries. A perfect way to spend time in the heart of the city.

See website for opening times

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| 4 Nov | 1.10pm - 1.50pm | Culture Club Talk - 'A life in Manuscript' | p16 |
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| 8 Dec | 10.30am - 12.30pm | Museum Tots | p8 |

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| 22 July | 10am - 4pm | Activity Day - Tudor Day | p13 |
| 24 July | 4pm | Scriptorium Playwright's Workshop - Rotten Luck | p12 |
| 25 July | 11am & 2pm | Scriptorium Playwright's Workshop - Drop of a Pin | p12 |
| 25 July | 12.30pm & 3.30pm | Scriptorium Playwright's Workshop - Rotten Luck | p12 |
| August | 10am - 4pm | Folk Museum Trails - Victorian picnics | p10 |
| 4 Aug | 10.30-12pm&1-2.30pm | Museum Makers - Notebook Covers | p10 |
| 5 Aug | 10am - 4pm | Activity Day - Victorian Day | p13 |
| 8 Aug | 10am - 5pm | Cotton Motorcycle Rally 2015 | p11 |
| 18 Aug | 10.30-12pm&1-2.30pm | Museum Makers - Stitch a Shark | p10 |
| 19 Aug | 10am - 4pm | Activity Day - WWII Day | p13 |
| Sept & Oct | 10am - 4pm | Folk Museum Trails - Welcome to Gloucester | p10 |
| 10 & 11 Sept | 2.30pm & 3.30pm | Heritage Open Days - Folk Museum Building Tours | p17 |
| 13 Sept | 11am - 4pm | Victorian Day | p17 |
| 25 Sept | 7pm - 9pm | Museums - After Hours | p15 |
| 26 Sept | 10.30am - 12pm | Gloucester Museum Detectives Club | p9 |
| 24 Oct | 11am - 4pm | Apple Day | p11 |
| 30 Oct | 7pm - 9pm | A Murder Mystery at the Folk Museum | p14 |
| 31 Oct | 10.30am - 12pm | Gloucester Museum Detectives Club | p9 |
| Nov & Dec | 10am - 4pm | Folk Museum Trails - Gloucester's Greats | p10 |
| Until 1 Nov | 10am - 4pm | 100 Years of the W.I | p6 |
| 27 Nov | 6pm - 9pm | Museums - After Hours | p15 |
| 27 & 28 Nov | 6pm & 7pm | Candle-Lit Tours of the Folk Museum Building | p19 |
| 28 Nov | 10.30am - 12pm | Gloucester Museum Detectives Club | p9 |
| Every Sat until 12 Dec | 10am - 3pm | St Nicholas Wishing Tree | p19 |



We would love to hear your feedback, so to make sure we're providing the events and displays that you want to see please fill in the questions on this page and return to us at the address below.

What things do you really like about the Gloucester City and Folk Museums?

What things don't you like about the Gloucester City and Folk Museums?

What kind of exhibitions would you like to see?

What kind of events would you like to come to?

What kind of activities would you or your children like to take part in?

What kind of workshops would interest you?

Any other comments

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Contact us for more information.

gloucester city museum
brunswick road
gloucester GL1 1HP

Tel 01452 396131
museums@gloucester.gov.uk
gloucestermuseums.co.uk

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| | | | |
|-------------------------|---|---------------------------------|---------------------|
| Meeting: | Cabinet | Date: | 15 July 2015 |
| Subject: | Markets Strategy Update | | |
| Report Of: | Cabinet Member for Regeneration & Economy | | |
| Wards Affected: | Westgate | | |
| Key Decision: | No | Budget/Policy Framework: | No |
| Contact Officer: | Lisa Jones, Food Safety & Licensing Service Manager | | |
| | Email: lisa.jones@gloucester.gov.uk | Tel: | 396047 |
| Appendices: | 1. Hempsted additional carpark options 2. Promotional leaflet for Eastgate Indoor Market | | |

FOR GENERAL RELEASE

1.0 Purpose of Report

1.1 The purpose of this report is to update Cabinet of the City Council's progress with the Markets Strategy action plan and the available options for additional car parking at Hempsted Meadows Carboot site.

2.0 Recommendations

2.1 Cabinet is asked to **RESOLVE:**

- (1) That the contents of the report be noted.
- (2) That the success of the Hempsted Meadows Carboot under new management be noted.
- (3) To note that the City Council will not proceed with the available options for additional parking at Hempsted Meadows Carboot site as listed in Appendix 1 due to the costs.
- (4) That it reaffirms its commitment to the provision of a new indoor market in either Kings Quarter or Blackfriars.

3.0 Background and Key Issues

3.1 On 25th March 2015, Cabinet approved and adopted a 5 year strategy for Gloucester Markets. This Markets Strategy demonstrates that the City Council takes pride in its history as a market city and that markets form part of our vision for the City's future. The strategy gives a clear steer on how we want to develop the markets in the future for the benefit of our residents and businesses in the City.

3.2 The Markets Strategy's 2 year action plan identified a key action for Hempsted Meadow Market:

'To identify options for additional all weather car parking for market customers'

Currently the site has a large hard-standing area for car parking and car boot traders and the adjacent areas of land are also used for overflow parking, however, these areas can be weather dependant, which is why this action was included.

3.3 The Asset Management team employed an independent consultant to review options and based on their report, have prepared a pricing report for constructing the second car park at Hempsted Meadows based on current market prices. This can be found in Appendix 1. They have considered the original scheme that the City Council had planning permission for including all the street lighting, planting and fencing etc. as well as the type of grass and grid product used.

3.4 Re-surfacing works in Hempsted Meadows is in the flood plain and will require a sustainable urban drainage system as an explicit planning requirement to ensure it mitigates flooding risks. One of the most efficient ways for new areas of car parking to deliver this is by means of permeable paving, where the water is stored in the voids between stones in the paving sub-base.

4.0 Alternative Options Considered

4.1 The different surfacing options listed in Appendix 1 for additional car parking at Hempsted Meadows includes options for different surfaces finished with gravel or grass as well as different options to manage water drainage on site.

4.2 The cheaper options with type 1 or road planings are not 'Sustainable Urban Drainage' compliant in the way that they are listed in Appendix 1. However, there are means to make them compliant. It is for example possible to install storage features either below ground in the way of storage tanks or above ground in the way of ponds or ditches but for the area of car park being explored it would require something in the region of 670 cubic metres of storage to comply. Whilst these options can offer some savings, there is a risk that a large area of the car park will be taken up for water storage.

5.0 Reasons for Recommendations

- 5.1 The cost of the work necessary to create further additional car parking on a hard standing surface is very expensive. The fencing, lighting and planting elements of the scheme that we have planning for comes in at £66,376.64 and this is included in all the prices given. The recommended option for the re-surfacing work is option 4 of Appendix 1, which works out at £591,183. This option is suitable for light vehicles, could be occupied months earlier and is more likely to obtain planning permission because it would have a better finish.
- 5.2 There is currently no existing budget to cover this work and given the total amount of these works it would take a significant period of time before the Council would start to see an investment from this project. It is therefore recommended that the City Council does not proceed with these works.

6.0 Future Work and Conclusions

- 6.1 Progress is being made with implementation of actions outlined in the 2 year action plan. Details of actions completed and in progress are included below:
- 6.2 Eastgate Indoor Market

| Objective | Actions taken/planned |
|---|--|
| To improve the attractiveness of Eastgate Indoor Market | <ul style="list-style-type: none">- Changes have been made to the main entrance from Eastgate Shopping Centre. This area has been de-cluttered and painted to make it appear more inviting to customers. There are plans to paint a large market floor plan on the notice board for customers to view as they enter.- New designs for the Market entrance signs have been prepared and a planning 'advertisement consent' will now be made for the external signs. This will take a minimum of 8 weeks consultation. Once planning permission is obtained the new signs will be made and installed.- Structural works are planned including improvements to a passenger and goods lift, redecoration of walls and floors, fire safety improvements to the public stairwell from the rooftop. There will also be drainage repairs from the rooftop and a new handrail for the rooftop which is all planned to be completed by October 2015. Further improvements to the lighting within the Market Hall will then be scheduled. |
| To attract new traders to the Eastgate Indoor Market | <ul style="list-style-type: none">- A new leaflet and poster has been designed to promote uptake of the vacant units. These have been posted on social media and copies have been provided to employment agencies and the job centre, to encourage take up of vacant units. This can be found in Appendix 2. The market has |

| | |
|---|---|
| | already received four new enquiries for the vacant stalls since these were advertised and posted in the market. |
| To consider possible new management options for the Eastgate Indoor Market. | - It is planned to explore options for this action from September 2015. The timescale to complete this is May 2017. |

6.3 Cherry and White Market

| Objective | Actions taken/planned |
|--|--|
| To improve the attractiveness of Cherry & White Market | - The market pitches have been marked out in Kings Square to ensure that traders keep their goods within their designated area. This has improved the appearance, keeping a linear view and helped prevent traders from displaying goods outside the available space. - It is planned to improve the appearance of this market further by ensuring that all traders use the same colour and standard size gazebos representing the Cherry and White Market. A bid for funding from the Capital Budget Monitoring Group is being made to purchase these gazebos so that traders will have the opportunity to rent or buy them from the Council to use. This bid will be considered on 8 th July 2015. |
| To attract new traders to the Cherry & White Market | - If funding is successful, trader's licences will be revised to reflect the new scheme and conditions. It will allow traders to have a regular designated pitch but will require them to turn up each market trading day. This should help secure a good number of traders on each trading day, as currently there is no requirement to do this. |
| To consider possible new management options for the Cherry and White Market. | - It is planned to explore options for this action from September 2015. The timescale to complete this is May 2016. |

6.4 Hempsted Carboot

| Objective | Actions taken/planned |
|---|--|
| To look at options to make better use of the Hempsted Meadow Market | - This year we have generated further income from the use of this site by granting permission to Danter's Fairground and the Vegas Circus. Other events will be considered where there is a benefit to the community and it does not impact on the current users of this site. |

| | |
|--|--|
| Site. | |
| To increase all year customer parking at the Hempsted Meadow Market Site. | <ul style="list-style-type: none"> - Options have been explored for different methods of resurfacing this area for additional car parking. These options are presented to Members in this report. - If Cabinet decide not to proceed with these initial options, we will continue to pursue alternative options to provide additional parking. |
| Tender the Management of the Hempsted Meadow Flea Market and Car boot Sale | <ul style="list-style-type: none"> - This tender process started in March and has been successfully awarded to Bob Newby from 1st June 2015. This contract will last for three years. |

7.0 Financial Implications

- 7.1 The estimated resurfacing costs of £591k do not form part of the Council's approved capital programme and therefore additional financing would be required to cover the cost. The project at the market would not generate a sufficient payback to the Council and therefore the investment would generate a pressure on the revenue budget.
- 7.2 The Markets Service is required by the Council budget to make annual revenue saving of £50k. Options will be explored within the overall scope of the market strategy in order to achieve that saving.

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

8.0 Legal Implications

- 8.1 For a number of years SuDs (Sustainable Urban Drainage systems) have been required in order to meet the flood risk mitigation objectives of the NPPG (National Planning Policy Guidance) and then the NPPF (National Planning Policy Framework). In April 2015 SuDS became an explicit planning requirement.
- 8.2 For Greenfield sites, post development runoff rates have to be restricted to the Greenfield equivalent. In the absence of long term storage, flows should be restricted to a figure known as QBar (the mean annual flood). For Gloucester's specific hydrological / geological characteristics this figure is typically circa 2.5 litres per second per hectare, resulting in storage volumes of circa 1000 m³ per hectare of new impermeable area.

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

9.0 Risk & Opportunity Management Implications

9.1 There are further negotiations with Cheltenham Ladies and Cheltenham College, which may open opportunities to secure some funding or sharing of parking at the Hempsted Meadows Site.

10.0 People Impact Assessment (PIA):

10.1 The Markets Strategy will increase opportunities and diversity in the City.

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

11.1 Community Safety

None

11.2 Sustainability

Any re-surfacing would require a sustainable urban drainage system; these options have been considered in this report and the pricing report. This will ensure that any changes planned for the surface of the site will not impact on the risk of flooding in that area.

11.3 Staffing & Trade Union

None

Background Documents:

Gloucester City Markets Strategy 2015 – 2020

Consultant Engineers Report regarding options for additional carparking at Hempsted Meadow.

| Option | Surfacing System | Surfacing Cost | Storage | Storage Cost | Surfacing + Storage Cost | Fencing / Planting / Lighting | Total Cost | Comments |
|--------|--|----------------|---------------------------|--------------|--------------------------|-------------------------------|------------|--|
| 1 | Updated original design (70 mm) | - | Included below surfacing | - | £ 484,067 | £ 66,400 | £ 550,467 | Grass finish - similar to other grass seeded options |
| 2 | Sudpave 40 - gravel finish | - | Included below surfacing | - | £ 456,117 | £ 66,400 | £ 522,517 | Gravel finish is unattractive and may be unacceptable to planners - not recommended |
| 3 | Sudpave 40 - grass finish | - | Included below surfacing | - | £ 469,081 | £ 66,400 | £ 535,481 | Much more aesthetically pleasing than a gravel finish. Likely to sit better with the planners for this reason. |
| 4 | Sudpave 40 - pre-turfed | - | Included below surfacing | - | £ 524,783 | £ 66,400 | £ 591,183 | Not suitable for heavy traffic. Presents a number of advantages over the seeded options. Most notably, the finish will be much better and the car park can be occupied a number of months earlier. Recommended option if light vehicles only |
| 5 | 80 mm Truckcell | - | Included below surfacing | - | £ 534,883 | £ 66,400 | £ 601,283 | Heavy duty option for if heavy traffic is likely. Grass finish (seeded). Heavy vehicular use is not anticipated, so not recommended |
| 6 | Bodpave 85 - black (gravel) | - | Included below surfacing | - | £ 471,945 | £ 66,400 | £ 538,345 | Gravel finish is unattractive and may be unacceptable to planners - not recommended |
| 7 | Bodpave 85 - black (grass - seeded) | - | Included below surfacing | - | £ 484,910 | £ 66,400 | £ 551,310 | Grass finish - similar to other grass seeded options |
| 8 | Gridforce 40 (grass - seeded) | - | Included below surfacing | - | £ 531,491 | £ 66,400 | £ 597,891 | Grass finish - similar to other grass seeded options |
| 9 | Ritepave (40 mm units) (grass - seeded) | - | Included below surfacing | - | £ 484,910 | £ 66,400 | £ 551,310 | Grass finish - similar to other grass seeded options |
| 10 | MOT Type 1 (graded stone - compacted) + swale / pond | £ 287,822 | Swale / pond | £ 60,000 | £ 347,822 | £ 70,000 | £ 417,822 | An MOT Type 1 surface will degrade relatively quickly. Furthermore it will be unappealing aesthetically, and for that reason is unlikely to sit well with planners. A pond will use valuable space and reduce the size of the car park. For these reasons, this option is not recommended . |
| 11 | MOT Type 1 (graded stone - compacted) + cellular storage | £ 291,422 | Geocellular storage units | £ 90,000 | £ 381,422 | £ 66,400 | £ 447,822 | An MOT Type 1 surface will degrade relatively quickly. Furthermore it will be unappealing aesthetically, and for that reason is unlikely to sit well with planners. The pond is likely to occupy an unacceptably large area of land. For these reasons, this option is not recommended . |
| 12 | Road planings + swale/pond | £ 284,204 | Swale / pond | £ 60,000 | £ 344,204 | £ 70,000 | £ 414,204 | Using road planings is considered risky due to the variability in the quality of batches. There is a reasonable risk that the end result could be sub-standard, having still spent a significant sum on the project. A pond will use valuable space and reduce the size of the car park. Quality control is very hard to achieve. For these reasons, this option is not recommended . |
| 12 | Road planings+ cellular storage | £ 287,804 | Geocellular storage units | £ 90,000 | £ 377,804 | £ 66,400 | £ 444,204 | Using road planings is considered risky due to the variability in the quality of batches. There is a reasonable risk that the end result could be sub-standard, having still spent a significant sum on the project. Quality control is very hard to achieve. For this reason, this option is not recommended . |

Notes

In order to meet current basic SuDS regulations, storage / attenuation and water quality improvements are required. This can be provided by either storage within a granular sub-base (all the plastic grid options) or, in the case of the impermeable surfacings (MOT Type 1 / road planings), by providing below ground plastic crate storage, or swales / a pond.

All the surfacings apart from MOT Type 1 and road planings comprise plastic geocellular grid units finished with either gravel or grass

The above budget costs were prepared by Talus Construction (apart from the storage costs)

The above costs do not take into account annual maintenance costs which will vary depending on the option

The storage costs for options 10 to 13 inc. are very much ball park figures

If a decision is made to proceed with one of the above options, then it is recommended that more detailed costings are obtained

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- Central location at the heart of the city centre;
- Customer care parking;
- Strong and increasing footfall, drawn from the high street;
- High probability of repeat business;
- Large customer base from tourism;
- Concessionary trader parking;
- Business Link advisors will be available to traders offering free business advice and support.

EASTGATE MARKET
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| | | |
|-------------------------|--|------------------------------------|
| Meeting: | Cabinet | Date: 15 July 2015 |
| Subject: | HKP Reception | |
| Report Of: | Cabinet Member for Performance and Resources | |
| Wards Affected: | All | |
| Key Decision: | No | Budget/Policy Framework: No |
| Contact Officer: | Wendy Jones, Contact Centre & Customer Services Manager | |
| | Email: wendy.jones@gloucester.gov.uk | Tel: 396101 |
| Appendices: | None | |

FOR GENERAL RELEASE

1.0 Purpose of Report

1.1 To provide an update following one year of the new HKP (Herbert, Kimberly and Phillpotts) reception design and processes.

2.0 Recommendations

2.1 Cabinet is asked to **RESOLVE** that the contents of this report be noted.

3.0 Background and Key Issues

3.1 HKP reception was identified as being out dated and in need of modernising. The area was dark with odd and old furniture and did not give a very good first impression to customers.

3.2 Members will be aware of the previous limitations of the old reception mainly:-

- Limited seating area & booths for customers interviews.
- Lack of private interview rooms big enough to take couples, a family or mobility vehicles.
- Wasted space where the old cashiers unit was situated.
- Out-dated systems including the ticketing machine and CCTV.

3.3 HKP reception closed in January 2014 for a complete redesign and a temporary reception was set up in the ground floor of North Warehouse.

3.4 HKP reception was successfully completed in April 2014 and the newly designed reception opened on the 29th April 2014.

3.5 The new reception created ten booths and five private interview rooms, two being PACE (Police and Criminal Evidence Act 1984) compliant as well as having three

café style meeting areas where customers can wait or have a brief meeting with Officers away from the booths.

- 3.6 Security was improved by adding additional CCTV cameras, escape routes and panic alarms.
- 3.7 A new ticketing system was installed which has improved queue flow and waiting times.
- 3.8 New hard wood flooring, carpets and seating were introduced in lighter and brighter colours.
- 3.9 The traditional reception desk was removed and floor walkers now assist customers from a reception station if they need to make calls or book appointments for visitors.

4.0 Progress

- 4.1 The new ticketing and queue management is working well with average wait times reduced from approx 50 minutes prior to the new reception to approx 19 minutes now.
- 4.2 Several amendments to the ticketing system have been made following feedback from customers & the team to help customers select the correct service area. The system is working well with few customers taking the wrong ticket.
- 4.3 The introduction of a floor walker instead of a traditional reception is working well. The Officers are able to greet customers on entry to the reception area as well as moving freely between the ticketing & payment machines. The improved flexibility also means they are able to support customers on the self-serve cyber booths if required.
- 4.4 The number of self-service PC cyber booths have been increased so customers can go on line and register for Housing Benefit or HomeSeeker, they can also view the planning portal for planning applications and look on the City Council web site for information or to raise service requests.
- 4.5 The new reception area layout has also enabled some innovative partnership working with Green Square and Learn Direct who both have a regular allocation in the reception (Green Square on Monday & Friday and Learn Direct on Tuesdays) to help support customers with budgeting, on-line applications, PC skills and basic English & Maths courses etc. Further opportunities to engage with other partners through the use of the reception space and facilities are also being explored.
- 4.6 The feedback from the Gov Metric System regarding the reception area, ticketing and new way of working has been very positive with 72% of customers (2,849 customers) over the last year rating the service as good.

5.0 Alternative Options Considered

- 5.1 Not applicable as this report is an update on the changes that have taken place.

6.0 Reasons for Recommendations

- 6.1 To update Members on the changes which have taken place and highlight the improvements that these changes have brought to our customers. The reception area is working well and it is regularly reviewed and changes made to improve the experience for our customers.
- 6.2 The reception area is now a bright and airy place to visit and work. Staff are now able to deliver a professional service in a nice environment.
- 6.3 The new ticketing system and CCTV monitoring means that the Service Manager can manage queues more efficiently and move resources between the contact centre and reception to meet demands.
- 6.4 Security has improved with new panic alarms and escape routes providing additional support for staff and customers.

7.0 Future Work and Conclusions

- 7.1 The Customer Services team are constantly reviewing the performance of the reception area to ensure it meets the needs of our customers. With the PACE rooms no longer being used by Civica for fraud investigations there is scope to offer other organisations space within the reception area to offer their services to customers.
- 7.2 The large glass meeting room is underutilised so it will be promoted for use across the authority.
- 7.3 In conclusion, the new reception area and its facilities have been well received by customers, visitors and staff.

8.0 Financial Implications

- 8.1 There are some minor financial implications relating to changes to the interview booths and quotes are currently being obtained for cleaning the reception seating area which will have to be done on a regular basis.

9.0 Legal Implications

- 9.1 None directly arising from this report other than compliance with the Council's Contract Standing Orders as necessary.

10.0 Risk & Opportunity Management Implications

- 10.1 There are no risks associated with this report and opportunities for other organisations to utilise the reception space and improve services to our customers are picked up in the body of the report.

11.0 People Impact Assessment (PIA):

11.1 A full PIA was undertaken at the time of the refurbishment works so there are no issues identified within this report that would impact on customers under PIA criteria.

12.0 Other Corporate Implications

12.1 Community Safety

None identified.

12.2 Sustainability

None identified.

12.3 Staffing and Trade Union

None identified.

Background Documents: None