



Overview and Scrutiny Committee

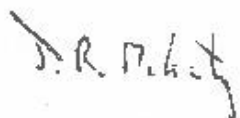
Meeting: Monday, 11th July 2016 at 6.30 pm in Civic Suite, North Warehouse, The Docks, Gloucester, GL1 2EP

Membership:	Cllrs. Coole (Chair), Ryall (Vice-Chair), Pearsall (Spokesperson), Hilton, Lewis, Morgan, Wilson, Haigh, Dee, Hampson, H. Norman, Finnegan, Hawthorne, Melvin and Smith
Contact:	Sonia Tucker Democratic Services Officer 01452 396126 sonia.tucker@gloucester.gov.uk

AGENDA

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 13 June 2016.
4.	PUBLIC QUESTION TIME (15 MINUTES) To receive any questions from members of the public 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 and 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
6.	AMEY ANNUAL PERFORMANCE MONITORING To receive the Amey Annual Performance report for the year 2015-16

	PLEASE NOTE: The report will be provided as a separate supplement to the agenda when it is available
7.	CIVICA REVENUES AND BENEFITS ANNUAL PERFORMANCE REPORT FOR 2015-16 (Pages 13 - 26) To receive the Annual Performance report for 2015-16 for the Civica Revenues and Benefits partnership
8.	CIVICA ITO ANNUAL PERFORMANCE REPORT FOR 2015-2016 (Pages 27 - 37) To receive the Annual Performance report for the Civica ITO partnership for the year 2015-2016
9.	TASK AND FINISH GROUPS Discussion item seeking the following outcomes:- 1. Ratification for a new Task and Finish Group to progress the work identified at the Overview and Scrutiny Alcohol Workshop in March 2016 and confirmation of 3 cross-party Members for the new Task and Finish Group 2. Agreement that the outstanding work identified as arising from the Task and Finish Group on Employment and Skills carried out in 2015-16 can be concluded by holding a one day workshop with young people 3. Agreement that topics for a new Task and Finish Group can be sought from all Members and the residents of Gloucester and can be considered at the next meeting of the Committee on 5 September 2016
10.	CABINET FORWARD PLAN (Pages 39-49) To receive the latest version of the Cabinet Forward Plan
11.	OVERVIEW AND SCRUTINY COMMITTEE WORK PROGRAMME (Pages 51 - 52) To receive the latest version of the Committee's work programme
12.	DATE OF NEXT MEETING Monday 5 September 2016 at 18.30 hours <i>Pre-meeting for Overview and Scrutiny Members only at 18.00 hours</i>



Jon McGinty
Managing Director

Date of Publication: Friday, 1 July 2016

NOTES

Disclosable Pecuniary Interests

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

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

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

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

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

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

Access to Information

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

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

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

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

Recording of meetings

Please be aware that meetings may be recorded. There is no requirement for those wishing to record proceedings to notify the Council in advance; however, as a courtesy, anyone wishing to do so is advised to make the Chair aware before the meeting starts.

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

FIRE / EMERGENCY EVACUATION PROCEDURE

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

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



OVERVIEW AND SCRUTINY COMMITTEE

- MEETING** : Monday, 13th June 2016
- PRESENT** : Cllrs. Coole (Chair), Ryall (Vice-Chair), Pearsall (Spokesperson), Hilton, Lewis, Morgan, Wilson, Haigh, Dee, Hampson, H. Norman, Finnegan, Hawthorne, Melvin and Smith

Others in Attendance

Cllr. Noakes, Cabinet Member for Culture and Leisure
Cllr. Porter, Cabinet Member for Environment
Cllr. Norman, Cabinet Member for Performance and Resources
Mr Jon Topping, Head of Finance, Gloucester City Council
Mr Andrew Cummings, Management Accountant, Gloucester City Council
Mr Bruce Carpenter, adviser to the Waste and Recycling Review Members Project Group

1. APPOINTMENT OF CHAIR AND VICE-CHAIR

RESOLVED – That the appointments made at Annual Council on 23 May 2016 be noted.

2. DECLARATIONS OF INTEREST

Councillor Melvin declared a personal interest in agenda item 9.

3. MINUTES

The minutes of the meeting held on 7 March 2016 were approved as a correct record and signed by the Chair.

4. PUBLIC QUESTION TIME (15 MINUTES)

Mr John Ewers, a Gloucester resident, addressed the Committee. Mr Ewers referred to agenda item 7, Catering Service Review, and asked why, in view of the importance of the services offered by the City Museum in the promotion and regeneration of Gloucester, was the Council considering closing the Museum Café.

OVERVIEW AND SCRUTINY COMMITTEE
13.06.16

Mr Ewers queried why better marketing and other measures could not be employed to meet any income shortfall. The Chair thanked Mr Ewers for his public question and explained that the Committee would also be asking the same questions. The Chair advised Mr Ewers that the most appropriate forum for his questions was the meeting of Cabinet on 22 June 2016.

PETITIONS AND DEPUTATIONS (15 MINUTES)

There were no petitions or deputations.

6. CATERING SERVICE REVIEW

The Chair welcomed Councillor Noakes, Cabinet Member for Culture and Leisure, and Mr Jon Topping, Head of Finance, to the meeting.

Members were presented with a report which requested approval for a number of measures to ensure that the Council provided modern, cost effective and attractive catering services in the future following a recent review of the catering service. Councillor Noakes highlighted the key points in the report and acknowledged the comments made during Public Question Time.

Members discussed the following matters:-

1. A Member queried the annual turnover figures for the Museum Café and the catering facility at Herbert Warehouse. The Head of Finance agreed to supply this information to Committee Members.
2. A Member referred to a café in his Ward which operated successfully as a social enterprise. He speculated whether the reason the Museum Café was running at a loss was because of the quality of the food offer. Turning to the Herbert Warehouse facility, he questioned whether bringing services together, rather than contracting them out, had been considered, along with catering for civic events. The Member stated that the Herbert Warehouse facility was used by staff. He referred to the lack of facilities for Councillors in the evenings and mentioned that in the past Councillors had been told that they would be provided with a vending machine for refreshments, but that this had never been the case. Councillor Noakes responded that staff had access to a kitchen area on each floor and that this, combined with a reduction in staff numbers, had led to dwindling turnover at the facility. She applauded the Member for mentioning the café in his Ward which was run as a social enterprise and commented that this was the way forward. Councillor Noakes added that food production was not the core business of the Museum.
3. A Member asked if costings had been made for a trolley service to replace the Herbert Warehouse facility. The Head of Finance confirmed that there were no plans to introduce a trolley service.
4. A Member refuted the comment that food provision was not the core function of the Museum and observed that this was part of the visitor attraction.

OVERVIEW AND SCRUTINY COMMITTEE
13.06.16

5. A Member expressed concern over plans to close the Museum Café and queried why the MYA Consulting report had not been provided as an appendix as it was difficult to judge whether the interpretation of its conclusions in the Committee report matched the study's findings. Councillor Noakes responded that not all of the recommendations had been considered appropriate to the catering review, but that she was willing to share the report with Members.
6. A Member asked if any attempts had been made to market the café at the Museum. Councillor Noakes replied that the Museum itself had been recently rebranded and marketed.
7. A Member asked why it had taken so long to determine the feasibility of a shared entrance/café space within the City Library. Councillor Noakes responded that the position was not clear on this a year ago and that joint working initiatives were being worked up with the City Library.
8. A Member acknowledged the difficulties in getting the catering offer right at the Museum in the face of competition from other catering outlets and the Museum's location. He stated that as guardians of the public 'purse' the Council had an obligation to review the future of loss-making activities.
9. Turning to paragraph 5.2 of the report, a Member asked whether outsourcing of catering services under one umbrella had been market tested. Councillor Noakes replied that organisations were unlikely to take on loss making enterprises and said that it was important to look at alternative ways to operate in the future, citing the joint working with the City Library. She added that the catering services which were performing well would continue to be developed. The Member replied that she did not believe that the report had demonstrated a case for closing the Museum Café and Herbert Warehouse facility.
10. A Member observed that in his view there was insufficient information in the report to recommend closing the Museum Café and pointed out that most Museums boasted a café as part of the visitor experience and that the fact that it was under-performing was not enough justification to close it down. In terms of its location, the Member stated that a catering facility in Parliament Street did extremely well and that the Museum Café had the potential to flourish with the right management and imagination. He commented that any joint initiative with the City Library would take years to bring to fruition. Councillor Noakes acknowledged the Member's comments.
11. A Member reflected that the position was not ideal and said the Museum Café should be closed down and revamped in partnership with the City Library.
12. A Member suggested that the Council could advertise to see if there was a local catering operator interested in taking over the business. Councillor Noakes indicated that she was willing to take that option to Cabinet. Another Member suggested that the Committee should accept Councillor Noakes' offer and ask Cabinet to undertake a market testing exercise to gauge the

OVERVIEW AND SCRUTINY COMMITTEE
13.06.16

interest of local operators in the business and that the Museums Café should remain open whilst this work was carried out.

13. Members then had a debate regarding the catering facility at Herbert Warehouse with most Members agreeing that whilst closure was regrettable, that there was no possibility of increasing footfall to the facility and that losses would increase if it continued to operate in its current format.

The Chair drew the debate to a close by summarising the extra recommendation which Cabinet was being asked to consider. He thanked Councillor Noakes and the Head of Finance for their presentations.

RESOLVED TO RECOMMEND TO CABINET – That the Museum of Gloucester Café continues to function in the short term pending the results of a market testing exercise which will be undertaken to gauge the interest of potential local catering operators in the business.

7. REVIEW OF THE WASTE AND RECYCLING SERVICE

The Chair welcomed Councillor Porter, Cabinet Member for Environment, and Mr Bruce Carpenter, from the Somerset Waste Partnership who had acted as an adviser to the Waste and Recycling Review Members' Project Group, to the meeting.

Members were presented with a report which outlined the work undertaken during the Waste and Recycling Review. The report recommended a new model of delivery that would deliver savings, enhance recycling performance and futureproof the service for future challenges. Councillor Porter highlighted the key points of the review and thanked Members of the Working Group who had worked well together on the project. He commended the staff in the Environmental Projects Team who he described as 'innovative' in their approach.

Members discussed the following matters:-

1. A Member sought clarification on the increase in income resulting from additional commodity sales as detailed in Appendix 3 to the report. Councillor Porter and Mr Bruce Carpenter explained the rationale behind the figures.
2. A Member welcomed the report and echoed praise for the Environmental Projects Team. Turning to Appendix 2, 'Upgrading of Sorting Line', the Member asked what this entailed. Councillor Porter explained that the intention was for Amey to collect mixed plastics at the same time and the capital expenditure reflected the costs of accommodating the required additional facilities at the Depot.
3. A Member queried whether there would be any effect on the existing contract with Amey and how long the contract had to run. Councillor Porter responded that there were 5 years left on the contract and that the new model would not have any impact on the current contract.

OVERVIEW AND SCRUTINY COMMITTEE
13.06.16

4. A Member referred to paragraph 3.9 of the report which stated that whilst no changes were proposed to the frequency of refuse collections at this time, the new model would not preclude the possibility of reviewing this in the future. Councillor Porter confirmed that fortnightly collections had been resisted at this stage, but could not be ruled out in the future if the service was faced with financial pressures.
5. A Member asked if the new model would improve collection rates in HMO's, densely populated terraced homes, apartment blocks, and areas where there was a transient population and asked if there would be better 'policing' of overflowing bins. Councillor Porter acknowledged the Member's comments and said that some of the problems emanated from the poor design of waste facilities in buildings and that he had explored measures with Development Control to ensure that buildings had adequate facilities for waste storage at the planning application stage. Councillor Porter added that the 'closed bin policy' would continue to be upheld following the death of an operative in Cheltenham.
6. Another Member welcomed the report and expressed thanks to Amey and to Officers for the work and said that he looked forward to some good outcomes.
7. A Member who had been part of the Member Working Group echoed Councillor Porter's comments and confirmed that the exercise had been a thorough one which had examined all the different aspects of the Council's relationship with Amey and that this could lead to a review of the service in the future. The Member thanked Mr Bruce Carpenter for his assistance to the Group.
8. A Member queried what would happen if hessian sacks went missing and asked whether evidence had been gauged from other authorities in the County regarding their effectiveness. Councillor Porter responded that whilst there was no firm evidence from other authorities, he had been assured by Officers that the hessian sacks would work well and that they had previously been used in Gloucester for garden waste. He added that the sacks were durable and he was confident they would not wear out. Replacement sacks would be provided for residents in line with the policy applied to requests for replacement green boxes.
9. A Member asked if wet corrugated card had a reduced value. Councillor Porter said it was important to keep it dry and referred to problems with residents who were not prepared to cut up cardboard for it to fit inside the sack. The Member commented that some residents might not be physically able to cut cardboard. Mr Bruce Carpenter advised the Member that the service was not intended to cater for bulky cardboard such as that from a flat pack kitchen. Mr Carpenter added that whilst it was important to keep the card as dry as possible to retain its value, weekly collections would ensure that deterioration was minimised as far as possible.

OVERVIEW AND SCRUTINY COMMITTEE
13.06.16

10. A Member observed that recycling figures had improved because of the proactive work undertaken by the Environmental Projects Team including their bin 'audits'. He commended the Officers for their efforts.
11. A Member queried whether food caddies which were unused by residents would be recovered. Another Member commented that it was important to encourage residents to use them and that taking them away would be a negative step. Councillor Porter responded that he was keen to encourage the promotion of food recycling.

The Chair drew the debate to a close and thanked Councillor Porter and Mr Bruce Carpenter for their presentations.

RESOLVED TO RECOMMEND TO CABINET – That the report be noted.

8. 2015-16 FINANCIAL OUTTURN REPORT

The Chair welcomed Councillor Norman, Cabinet Member for Performance and Resources; Mr Jon Topping, Head of Finance; and Mr Andrew Cummings, Management Accountant, to the meeting.

Members were presented with a report which detailed the final Council position against agreed budgets for the 2015/16 financial year including a summary of how the Council had progressed against key savings targets for the year. The report also highlighted some key performance indicators. Councillor Norman concluded by saying that the challenges of budgeting continued to become more complex.

Members discussed the following matters.

1. The Member sought clarification on the amount written off in respect of the historic Icelandic Bank debt and information on earmarked reserves and the level of the General Fund. The information was provided to the Member by the Head of Finance. The Member then asked why some savings targets had been rolled forward. Councillor Norman acknowledged the Member's comment and added that he would be meeting with Officers in the next few weeks to make it clear that the challenges of achieving the targets could not be avoided.
2. A Member discussed the Council's reserves as set out in paragraph 10 of the report and questioned whether money should be set aside for potential challenges to Planning Committee decisions. Councillor Norman acknowledged the Member's comment and said that it was important to seek good legal advice and to take a prudent approach as reserves could not be set aside for every possibility. Councillor Norman agreed to discuss the Member's views with Officers.
3. A Member questioned why the Council had not employed the level of apprentices that were originally budgeted for (paragraph 5.4). The Head of Finance advised the Member that there had been no demand for them from service areas during the year, but that there would be a recruitment drive shortly.

OVERVIEW AND SCRUTINY COMMITTEE
13.06.16

4. A Member sought clarification on paragraph 9 of the report concerning Business Rates and Business Rates Pooling and questioned how much had been spent on appeals. The Management Accountant explained the position to the Member.
5. A Member queried the reserve for the Three Choirs Festival as set out in paragraph 10.1 of the report. The Management Accountant explained the background to the reserve.

The Chair thanked Councillor Norman and the Officers for their presentations.

RESOLVED TO RECOMMEND TO CABINET – That the report be noted.

SUSPENSION OF COUNCIL PROCEDURE RULE 6

On the motion of the Chair, and in accordance with the Constitution, the Committee resolved that the meeting be extended beyond two hours.

9. ANNUAL REPORT OF THE OVERVIEW AND SCRUTINY COMMITTEE 2015-16

The Chair introduced the Annual Report which summarised the activities of the 2015-16 Overview and Scrutiny Committee. Three Members from last year's Committee commended the report and placed on record their thanks to the previous year's Chair, Vice-Chair and other Members.

RESOLVED – That the Annual Report of the Overview and Scrutiny Committee 2015-16 be endorsed to go forward to Council on 21 July 2016

10. CABINET FORWARD PLAN

Members examined the latest version of the Cabinet Forward Plan and suggested items for the Overview and Scrutiny Committee Work Programme.

RESOLVED – That the Cabinet Forward Plan be noted.

11. OVERVIEW AND SCRUTINY COMMITTEE WORK PROGRAMME

Members considered the latest version of the Overview and Scrutiny Committee Work Programme. The Chair agreed to consider amendments and additions requested by Members.

RESOLVED – That the Overview and Scrutiny Work Programme be noted.

12. DATE OF NEXT MEETING

Monday 11 July 2016 at 18.30 hours.

OVERVIEW AND SCRUTINY COMMITTEE
13.06.16

Time of commencement: 6.30 pm hours

Time of conclusion: 8.40 pm hours

Chair

CIVICA

transforming the way you work

**Gloucester City Council
Revenues & Benefits
Annual Performance Report
2015/16**

Gloucester
City Council
Transforming Your City

Executive Summary

Performance for 2015/2016 has been excellent despite the challenges the teams encountered with RTI and FERIS. All but one of the key performance indicators have been met which has been accomplished by the hard work of the team and managers.

Legislative changes continue to impact on service provision and the resource requirement, for projects initiated by the Council remains high, with participation the replacement of 3 major software systems. The on-going projects are listed on pages 13/14 of this report.

KPI No	KPI Description	Target (Full Year)	Annual perf.	Status
1	Council Tax Collection (in year)	97%	97%	▲
2	Council Tax Collection (arrears)	30.00%	32%	▲
2	Business Rates Collection (in-year)	97.60%	98%	▲
2	Business Rates Collection (arrears)	35.00%	36%	▲
3	Speed of New Claims Processing	20 days	21 days	▼
4	Speed of changes in Circumstances Processing	9 days	9 days	▲
5	Outstanding Workload (Revenues)	N/A	1758	N/A
6	Outstanding Workload (Benefits)	N/A	1879	N/A
7	Local Authority Error Overpayments	<0.48	0.39%	▲
8	Customer Complaints	N/A	53	N/A

Performance Highlights

- ▶ The achievement of all but one KPI
- ▶ The implementation of Universal Credit for single jobseekers, in the Gloucester Job Centre and the impacts on work done by the team.
- ▶ 56,000 Council Tax bills were dispatched along with the new calculation of Housing Benefit and Council Tax Support for 2016/17 which was 12,000 notifications. This year, the Council Tax charge included an increase for services provided by the County Council's Adult Social Care team. Additionally we implemented the removal of the 100% discount for one month when a Council Tax property became empty following a Council decision

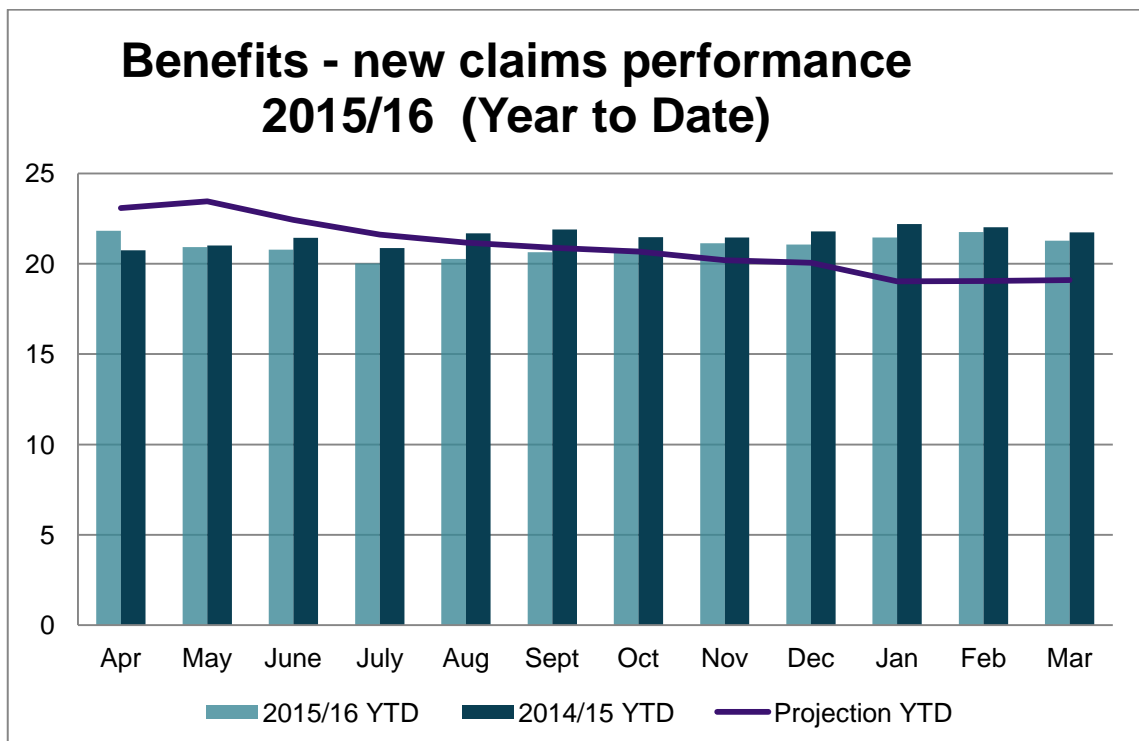
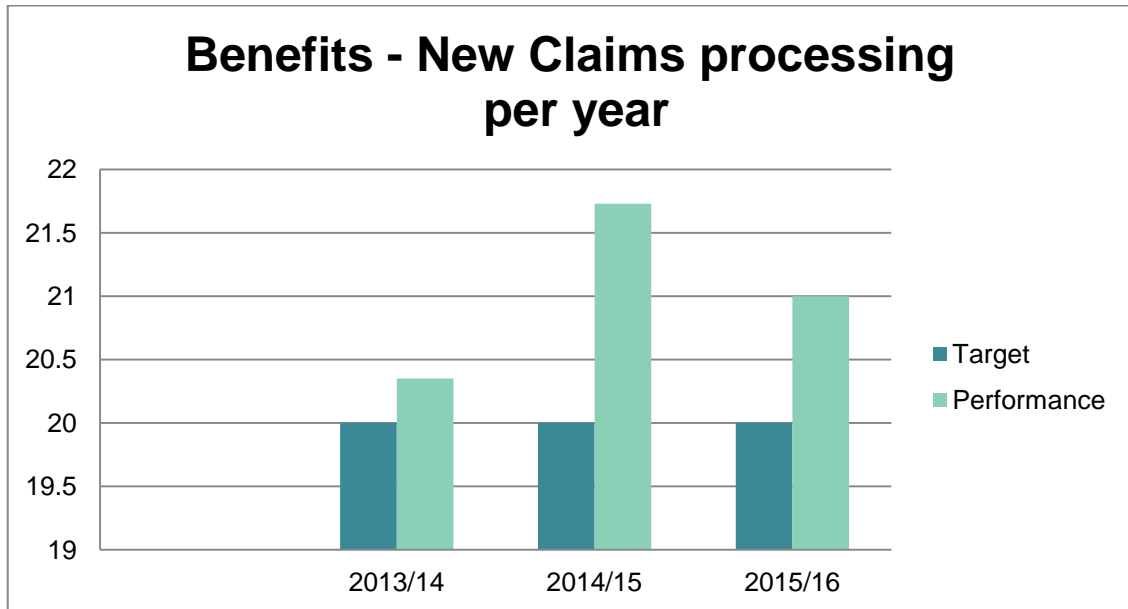
Performance Lowlights

- ▶ The impact of FERIS (Fraud & Error Reduction Incentive Scheme) and RTI (Real Time Information) work on the Benefits workload caused backlogs in our ability to process the work time. This also impacted on the total amount of overpayments outstanding.

Benefits Performance

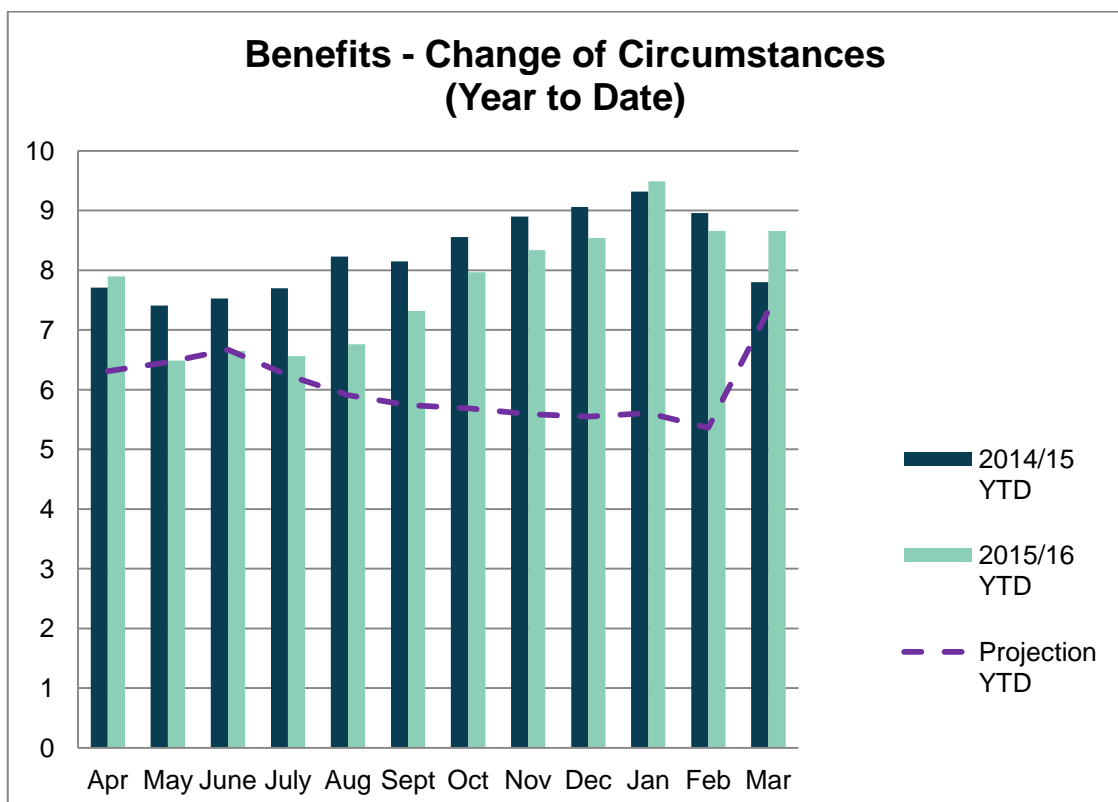
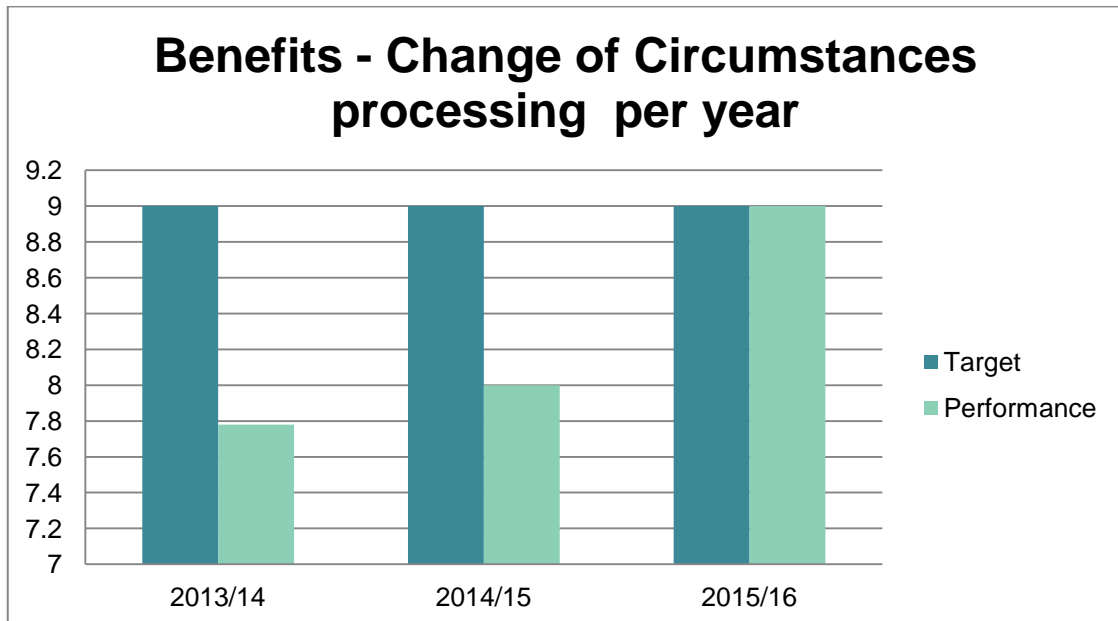
Benefit – New Claims Processing Performance

The average time to process new claims in 2015/16 was 21.29 days, rounded to 21. This is an increase in performance over the last financial year.



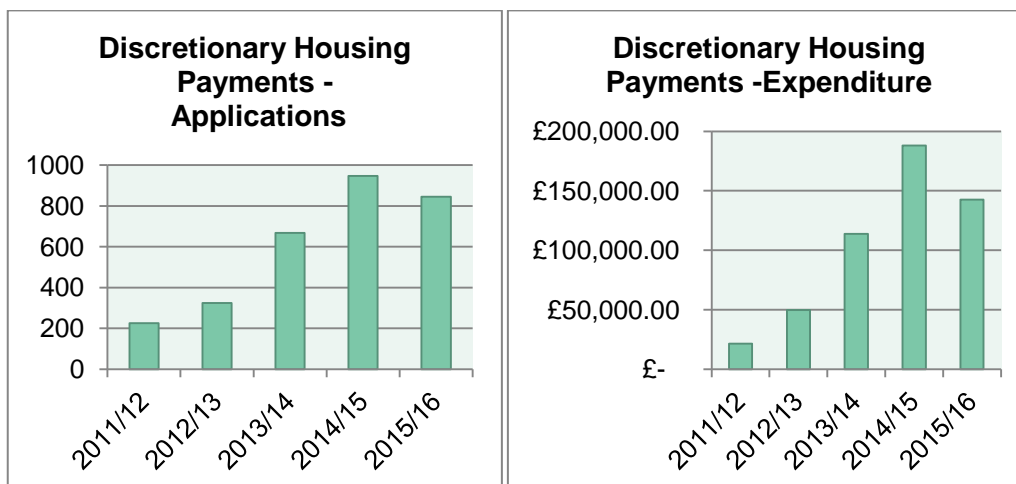
Benefit – Change of Circumstances processing

The average time to process a change in 2015/16 was 8.7 days, rounded to 9 days, which achieves the target set.



Discretionary Housing Payments (DHPs)

Numbers of DHP applications received in 2015/16 totaled 844. The expenditure totaled £142,572 which was 76.75% of the DWP funding.



LA error overpayments – ‘year to date’ performance

The LA error percentage for 2015/16 amounted to 0.39% which is below the target of 0.48% at which the authority would lose subsidy.

Real Time Information (RTI)

The DWP now report on the data-matching of salary details against the HMRC records for Benefit purposes. The table below shows the annual gross amount of overpayments as a result of this matching.

Date Received	Number	HB Overpayment (Gross)	Council Tax Support Overpayment (Gross)
2014/2015 (6 months)	549	£543,997.74	£116,474.45
2015/2016	647	£658,092.43	£138,616.45
Total	1196	£1,202,090.17	£255,090.90

FERIS

The Fraud and Error Rate Incentive Scheme results for the last year are as follows:

Campaign 1 – No notification of change in wages since 01/04/2014

- No of reviews sent – 618
- Weekly savings of £15,938.22
- An average saving of £25.79 per claim

Campaign 2 – Childcare for children between the ages of 3-7

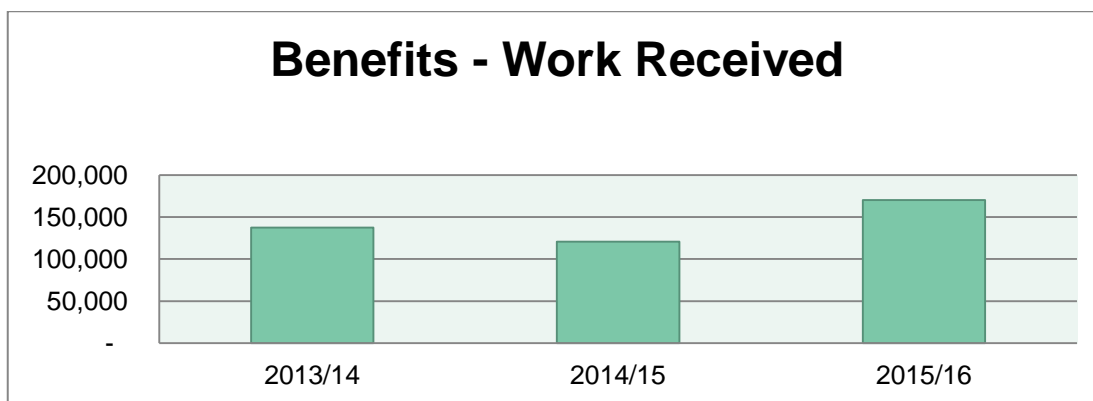
- No of reviews sent – 166
- Weekly savings of £2,243.14
- An average saving of £13.51 per claim

Universal Credit

Universal Credit for single jobseekers went Live in Gloucester in June 2015. As a result we have received 312 communications from the DWP. There have been 7 Personal Budgeting appointments made, but unfortunately none of those claimants have attended the interview.

Work Volumes - Benefits

The total amount of work received in 2015/16 amounts to 170,170 which is an increase of almost 50,000 on 2014/2015. The increase is mainly due to FERIS and RTI.



Caseload

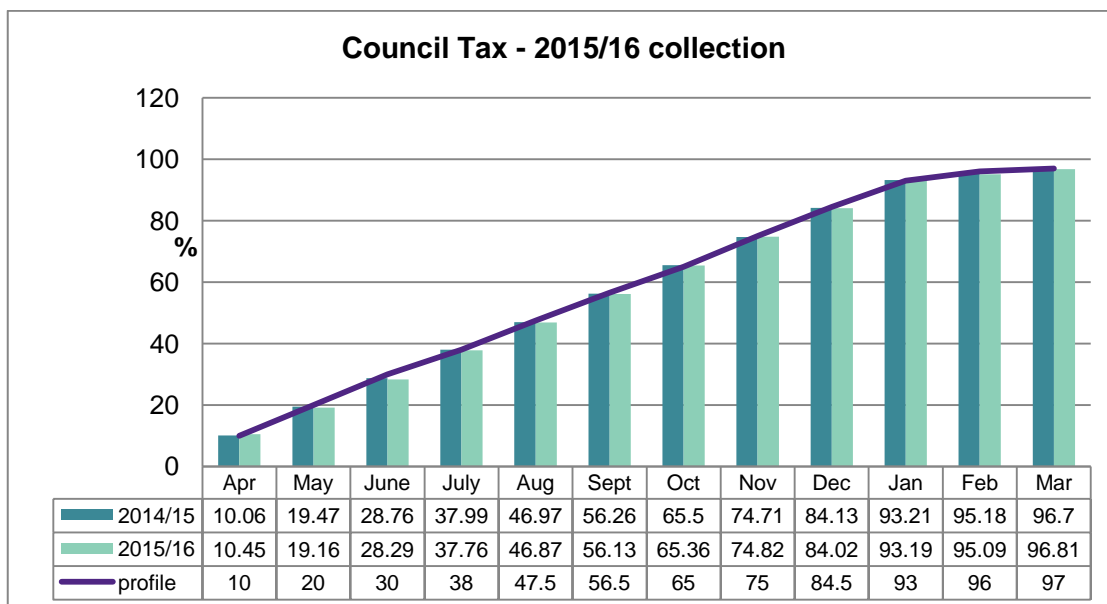
The following table gives a breakdown of the caseload and the variation since the contract started in October 2011.

Claim Type	Mar-16	Previous Year	Variation since Oct 11
No of cases	11543	12011	-7.5
HB cases	9255	9683	
CTB cases	9735	10193	
Private Tenant cases (a)	3866	4191	
Registered Provider cases (b)	5350	2403	
Private cases (a+b)	9216	6594	
Rent rebate cases	39	30	
Pension age cases	3852	4045	
Working age cases	7691	7966	
No of HB/CTB claims - total	18990	19876	

Revenues Performance

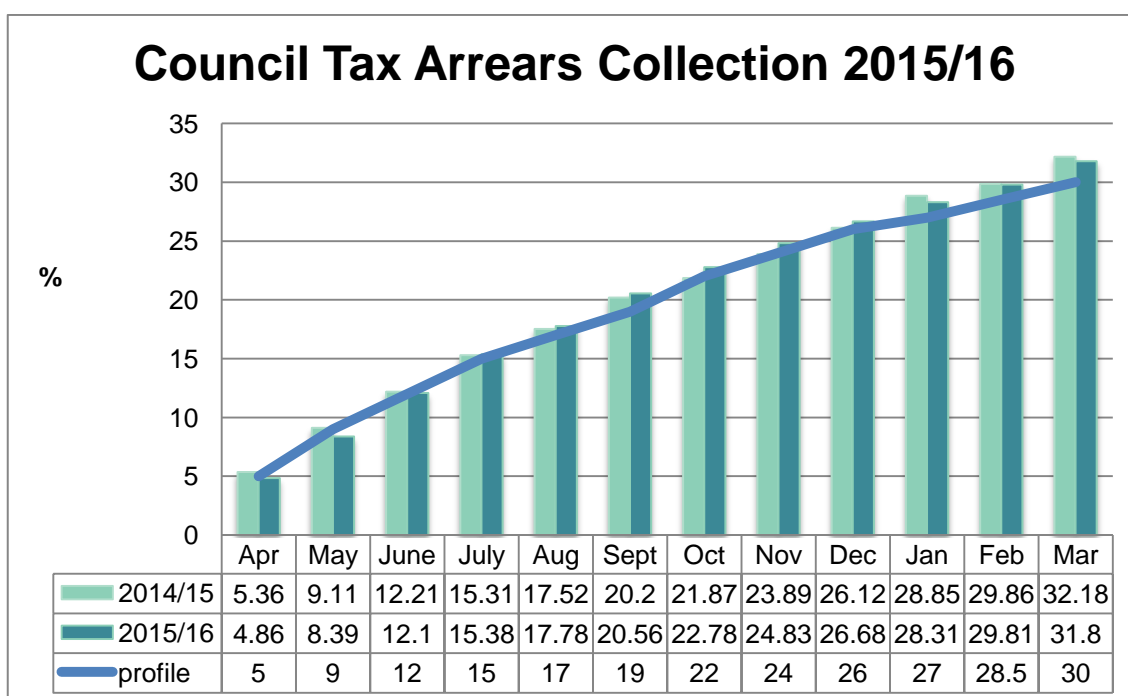
Council Tax – collection for 2015-16

The table below shows collection of £54m for the 2015/16 year only in a cumulative format. The out-turn collection rate rounded to the nearest percent is 97%. This figure achieves the agreed target.



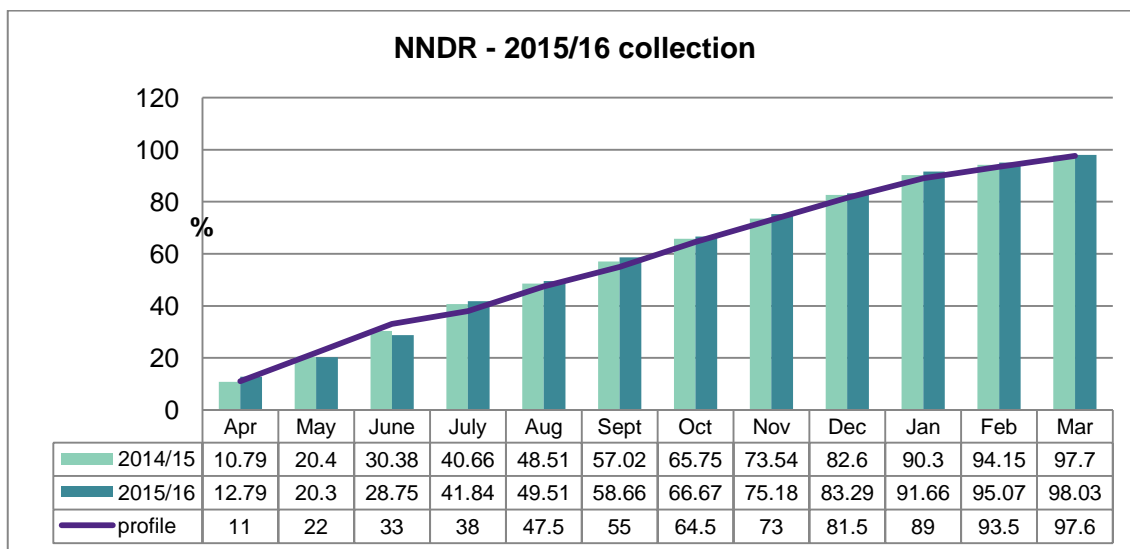
Council Tax – arrears

The total outstanding arrears at the start of 2015/16 were £4.85m. For the 2015/2016 financial years collection amounts to 31.8 % which is approx £1.542m.



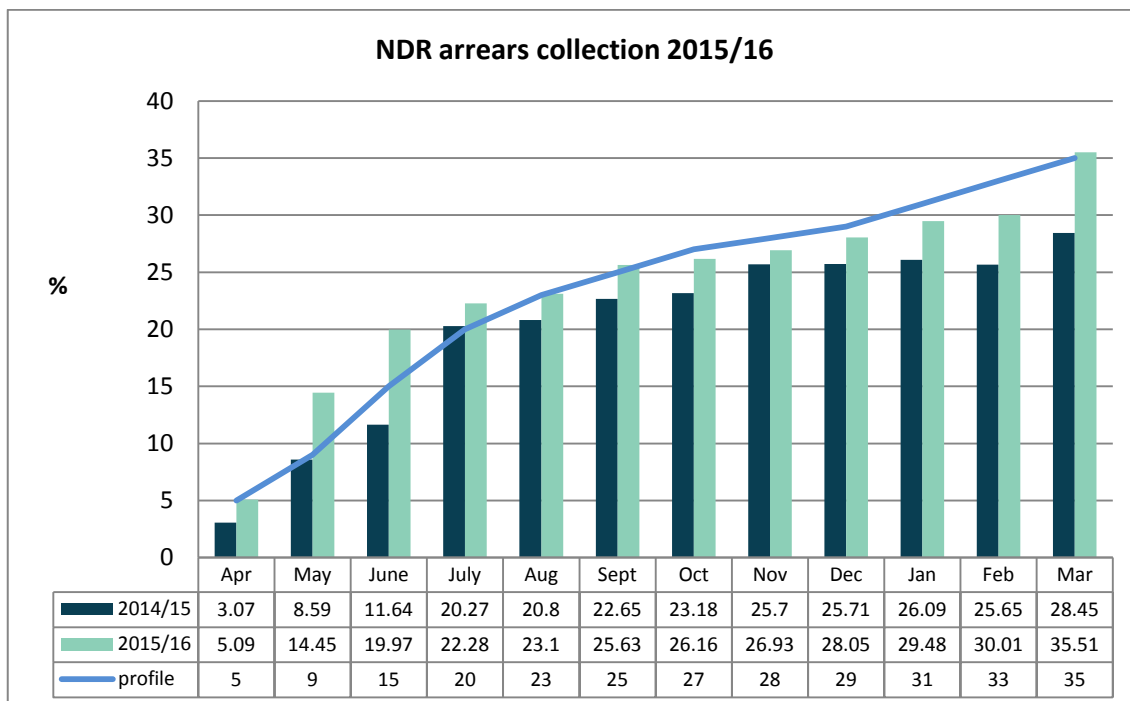
Business Rates – collection for 2015-16

The chart below shows performance this year against 2014/15 performance. The profile shows the target for each month to achieve the annual target. Performance for the year stands at 98% rounded to the nearest percent. This is above the agreed target.



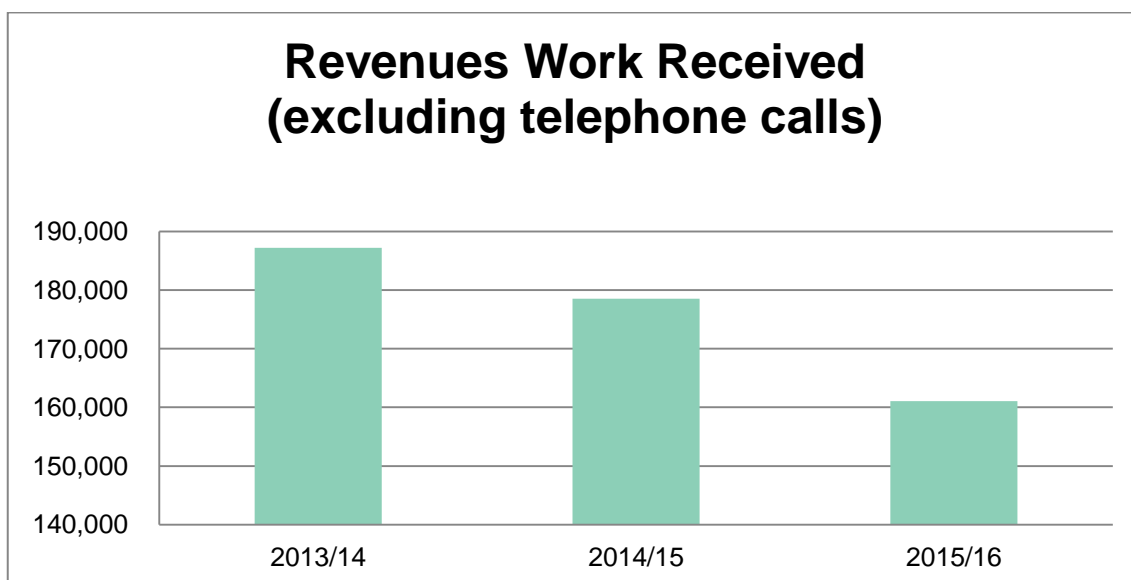
Business Rates – arrears

The total outstanding arrears at the start of 2015/16 were £2.75m. 35.51% (rounded to 35%) was collected, which equates to £977k of those arrears.

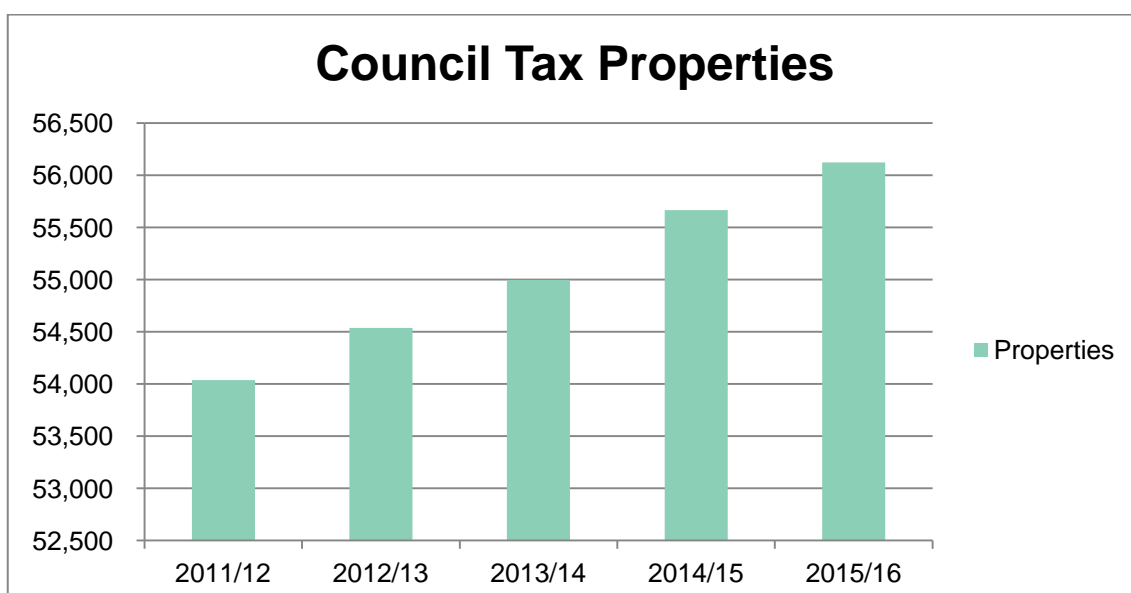


Work Volumes – Council Tax and Business Rates

The total amount of work received in 2015/16 amounts to 161,052. The decrease over the last year is highlighting that customers have changed the manner in which they contact us, by the increase in the number of telephone calls. Unfortunately this cannot be proven as there are no telephone statistics available.



It should also be noted that the total number of properties has now risen to 56,122. This is an increase of 3.85% since the start of the Civica contract.



Other Work Streams

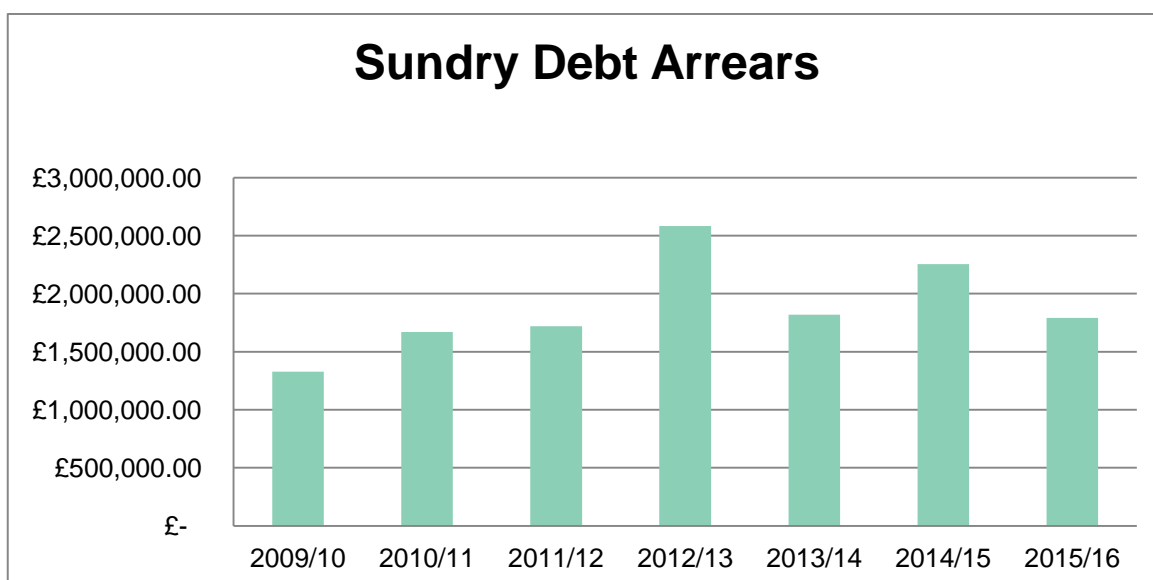
Sundry Debts

Sundry debt includes services such as garden waste, commercial rent, allotment fees etc, which are services provided by the Council which are chargeable. The table below shows the age debt of the outstanding total number of invoices with credit and debit balances as at 31.03.2016.

Age Range	£0 - £250		£250 - £1000		£1000 - £10000		£10000 +		Total	
Up to 29 days	£20,452.97	271	£69,946.39	121	£167,862.88	67	£722,183.56	10	£980,445.80	469
30 - 59 days	-£1,417.46	55	£23,271.21	44	£45,870.44	18	£62,191.25	3	£129,915.44	120
60 - 89 days	£1,252.67	19	£21,288.02	43	£10,305.98	7	£11,120.00	1	£43,966.67	70
90 - 119 days	£595.77	59	£14,714.78	28	£11,603.18	5	£0.00	0	£26,913.73	92
120 - 365 days	£5,980.61	250	£64,224.45	141	£36,345.15	13	£38,790.78	1	£145,340.99	405
366 - 731 days	-£23,942.10	321	£79,587.22	188	£34,927.03	13	£0.00	0	£90,572.15	522
732 - 1096 days	£19,960.82	245	£71,214.41	167	£25,009.25	10	£10,956.90	1	£127,141.38	423
1097 - 1461 days	£15,821.04	241	£67,243.33	144	£20,580.36	7	£0.00	0	£103,644.73	392
1462 - 1827 days	£3,216.71	120	£35,225.96	80	£7,196.89	2	£0.00	0	£45,639.56	202
1828 +	£1,336.90	439	£26,908.99	57	£58,450.26	23	£10,645.55	1	£97,341.70	520
Total	£43,257.93	2020	£473,624.76	1013	£418,151.42	165	£855,888.04	17	£1,790,922.15	3215

The total number of invoices raised in the year was 32,482 with a debt totaling £9.7m.

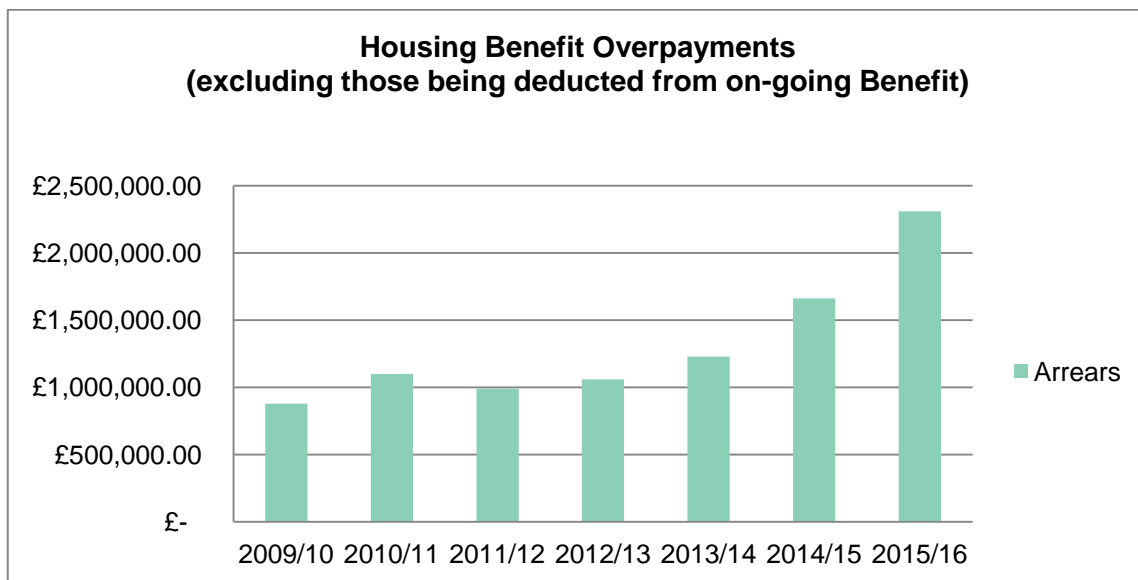
The chart below shows the level of arrears at the end of historic financial years.



Housing Benefit Overpayments

Overpayments occur where a person receives more benefit than they are entitled to. This can be as a result of not being notified of a change in circumstance, DWP error, LA error etc.

The number of invoices outstanding at the end of March was 1,700 with a value of £2,310,331. Additionally there were 1,048 claims where money is being recovered from the claimants on-going benefit payments totalling £1,363,397.



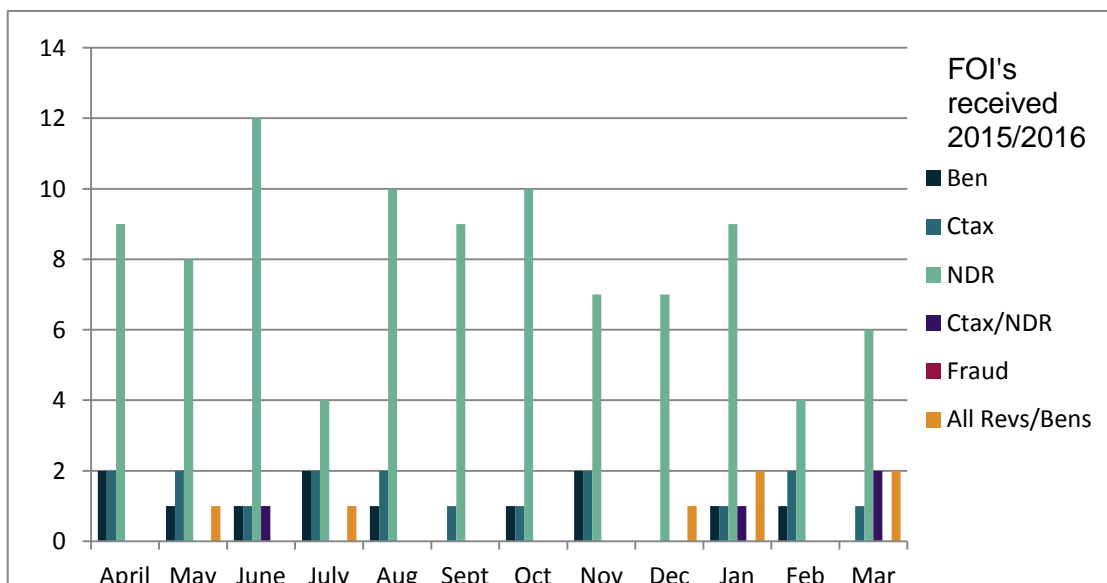
CUSTOMER SERVICES PERFORMANCE

Compliments, Complaints

There were a total of 53 complaints received this year and 7 compliments.

Freedom of Information Requests (FOI's)

The service received 135 FOI requests in 2015/16, of which 70% related to Business Rates. The chart below shows the FOI requests received per month.



SERVICE IMPROVEMENT & DEVELOPMENT

SERVICE IMPROVEMENT PLAN

Projects/initiatives completed in 2015/16:

- ▶ The implementation and testing of Open Revenues release and patches totaling 33.
- ▶ The calculation and dispatch of returns to the DWP, HMRC and DCLG, including NNDR1, NNDR3, CTB, QRC1-4, Subsidy forecast, Subsidy mid-year estimate, Final Subsidy.
- ▶ The calculation of the Council Tax base, and notification to preceptors.
- ▶ Assistance with the Council's internal audit on Benefits, Council Tax, Business Rates and Sundry Debts.
- ▶ Assistance with the Council's external auditors on the Benefits subsidy claim.
- ▶ Staff training has been undertaken on Insolvency and Council Tax for Benefit staff.
- ▶ Alignment of annual subscription to the Garden Waste scheme to October and the issue of bin stickers to customers on payment.
- ▶ Annual Billing of Council Tax and Business Rates along with the calculation of Housing Benefit and Council Tax Support for 2016/17. Implemented as part of this process was the removal of Business Rates retail relief, inclusion of details concerning additional charges for Adult Social Care in Council Tax, the second year of discretionary transitional relief on Business Rates and the removal of the 100% discount of the first month of a Council Tax property becoming empty.
- ▶ The introduction of mobile payment devices for taking debit and credit card payments at events such as "The Tall Ships" and the Rugby World Cup.
- ▶ Implementing Universal Credit for single job seekers.
- ▶ The merger of DWP ETD and ATLAS files
- ▶ Introduction of Benefit claim reviews in line with the DWP initiative FERIS.
- ▶ A review of the calculation of court costs as a result of case law
- ▶ The upgrade to the corporate Income Management System
- ▶ Introduced the "Pingit" method of payment for mobile and tablet users.

Projects/initiatives underway:

- ▶ The implementation of the new on-line benefit claim form and connector to RBV.
- ▶ The testing of software to automate changes to council tax support which have been prompted by a change in council tax.
- ▶ Upgrade to Civica Automation Benefit Subsidy module.
- ▶ Assistance on the implementation of new software to replace Theatre Flex and Leisure Flex for Culture Services.
- ▶ Implementation of a module of Open Revenues to enable the payment of DHP's where the customer is a UC claimant.

CIVICA

- ▶ The implementation of Civica Financials to replace the council's current Financial Management system by August 2016, including a Debtors module has commenced. This also includes a change to software used to transmit files to BACs.
- ▶ Implementation of a small pilot of cases through insolvency for Council Tax and Business Rates.
- ▶ Assisting the Council in its device refresh and work needing to be undertaken to ensure the move of data to the Cloud.
- ▶ The implementation of LADS to replace the current system of downloading files from the DWP.
- ▶ Assistance with the potential BID for the City Centre.
- ▶ Moving the Bill Payment service from Co-operative Bank to Capita.
- ▶ Processing car park transactions through the Income Management system.
- ▶ Assisting with PCI DSS compliance (Payment Card Industry, Data Security Standards).

Future Projects/initiatives:

- ▶ Migration of Open Revenues servers to Windows 2012
- ▶ Upgrade to Images@Work.
- ▶ Evaluation of Civica's Open Revenues SMS texting and email.
- ▶ Business Rates revaluation 2017/18

Changes announced in the Chancellors Autumn and March Budget Statements still to be implemented

- ▶ Welfare reform changes – Benefit Cap 2016
- ▶ 100% Business Rates retention
- ▶ Extension of the FERIS scheme to 2016/17
- ▶ Business Rates - Introducing a £1,500 discount for office space occupied by local newspapers for 2 years from April 2017
- ▶ Local Authorities to be able to use their local discretionary powers to support publicly owned public toilets from April 2017
- ▶ From 2020, Business Rates bills will be indexed to CPI
- ▶ Revaluations of Business Rates property to be more frequent than the current 5 years and to be at least every 3 years
- ▶ To standardise Business Rates bills and to ensure all ratepayers have the option to receive and pay bills electronically
- ▶ By 2022 to link all Business Rates systems to HMRC digital tax accounts.

CIVICA

Transforming the way you work

Gloucester City Council

Civica ITO Annual Report 2015 - 2016

Contents

Contents

Contents	2
Executive Summary.....	3
Scope of the ICT Service.....	4
Performance for this Year (June 2015 – May 2016)	5
Key Performance Indicators and Metrics that Matter.....	5
Cases Raised.....	6
Cases Per User.....	7
Major Incidents.....	8
Service Improvement and Development	9
Projects / Initiatives Completed in 2015 / 2016:.....	9
HKP Core Network Switch Replacement	9
Aspire GL1 Network Switches.....	9
HKP Core Firewall Replacement.....	9
HKP and North Warehouse Wi-Fi Replacement.....	9
Upgrade of the AirWatch Mobile Device Management System	10
Migration of Mobile Provider from EE to O ₂	10
HKP Server Infrastructure Refresh	10
Upgrade to Microsoft Window 7	10
City's Asset Management Team move to Shire Hall.....	10
DWP LAS Portal Upgrade.....	10
Application Upgrades	10
Elections	10
Regulatory Compliance	11
Civica Centres of Excellence.....	11
Enriched ICT Expertise	11
Service Management Disciplines / Consolidation of ICT Delivery	11

Executive Summary

2016 has seen another year of positive steps forward for the provision of ICT with significant investment made by the Council in the transformation of its ICT infrastructure at HKP, which has enabled the Council to gain PSNA certification.

Much of the legacy infrastructure, which provided a challenge in ICT delivering a robust service in previous years has been replaced, with any remainder in the process of being replaced by the end of the year. This provides the Council with a platform to enable strategic change, which will see further improvements made over the next three to six months to deliver against the ICT transformation plan signed off earlier in the year.

During this period the on-site teams, who are fundamental to delivering the Council's ICT transformation project, have balanced the need to maintain a service delivered against the agreed KPI whilst maintaining project momentum to meet the agreed timeframes, many of which are being dictated by the Council's commitment to the PSNA for continued certification.

The commissioning of major projects and the initial sign off of all non-standard work requests received from business unit managers which has been moved to the Business Improvement Team, rather than the ICT delivery team has seen the Business Improvement Team prioritize a number of projects to deliver business benefits. These include the PSNA Remediation project, signoff of the Microsoft Office 365 business case and the upgrade of key applications for Planning (Uniform) and GIS (ArcGIS) systems, as well as the commissioning of a replacement for the legacy Ticket Booking and Stock Control application (Flex) used by Culture.

There have been three major incidents early within the year, one of which led to a multiple-day service outage. Civica mobilized quickly for each of these incidents to ensure that the service was restored as quickly as possible. Each service outage has been reviewed, lessons learned established and improvement plans put in place. The cause of two of the incidents have been removed as part of the commissioned projects to replace the unreliable legacy infrastructure. The third has been identified for review as part of the Council's future ICT strategy. Since moving to the new infrastructure, there has been no further major incidents.

Substantial work remains to be completed before the next PSNA audit in September 2016 and Civica remain committed to delivering these projects in partnership with the Council.

Civica as the Council's ICT strategic partner also looks forward to working with the newly appointed Head of IT and Transformation Director .

Scope of the ICT Service

The ICT Service provided by Civica covers the City Council (including the main location at HKP and out stations such as the Tourist Information Centre, Guildhall, Crematorium), and the Aspire Leisure facilities.

The ICT Service covers:

- Core infrastructure (servers, storage)
- Data Network
- Desk and Mobile Telephony
- Infrastructure Services for Software applications
- End-user computing devices (Desktop PCs, Laptops, iPads)
- Security Management
- Provision of an ICT Service Desk

During the last 12 months, Civica has continued to invest more resources than originally anticipated to ensure all KPIs were met. The primary reasons for this investment need were:

- Ageing computer assets, especially in the months to the end of the year
- Non-compliance with code of connection standards
- Removal of single points of failure to introduce resilience

We have also continued to work with the Business Improvement Team to introduce or improve upon, Service Management disciplines including:

- Project governance
- Small project requirements capture
- Change control
- Incident and Problem Management
- Risk Management, especially Business Continuity and PSNA

Resilience within the delivery team has been further strengthened:

- New structure
- Additional team member
- Training of staff
- Knowledge transfer to offsite delivery teams
- Security Management

This continues to provide the Council with access to an enlarged pool of resources available through the Civica Partnership, which in previous years the Council may have visited the Contractor market to obtain.

Whilst 15/16 has seen a significant investment by the Council in the infrastructure the primary aim has been to ensure that the Council achieved PSNA accredited status. Whilst this has provided the basis of a sound infrastructure, Civica strongly recommends that the Council continues to invest in ICT to allow it to become a strategic enabler of change. Civica, as the Council's ICT strategic partner, welcomes the opportunity to work with the newly appointed Head of IT and Transformation Director.

Performance for this Year (June 2015 – May 2016)

Key Performance Indicators and Metrics that Matter

The ICT service is measured against a suite of 13 Key Performance Indicators each month. In 15 / 16 there were two non-conformances to KPI from the 156 compliance measures within the year.

Those non-compliances were related to major service outages that occurred, reflecting the impact of those outages on the Severity 1 incident measure and estate uptime measure. As such, the service is achieving against the contractual Key Performance Indicators

In addition to these KPIs, Civica have been monitoring *Metrics that Matter*. These are an additional set of measurement indicators that are used to monitor trends and inform action within the ICT service.

The table below shows performance against those key measurements.

	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15	Dec-15	Jan-16	Feb-16	Mar-16	Apr-16	May-16
Contacts	569	640	516	500	432	385	330	444	482	385	293	264
Cases Raised	438	393	361	374	398	340	257	358	363	343	434	525
Incidents Raised	235	234	189	170	186	175	117	191	159	158	234	259
Incidents Raised %	54%	60%	52%	45%	47%	51%	46%	53%	44%	46%	54%	49%
Service Requests Raised	203	159	172	204	212	165	140	167	204	185	200	266
SR % Raised	46%	40%	48%	55%	53%	49%	54%	47%	56%	54%	46%	51%
Contact per Case Raised	1.3	1.6	1.4	1.3	1.1	1.1	1.3	1.2	1.3	1.1	0.7	0.5
First Time Fix	14.47%	20.87%	13.49%	13.30%	13.90%	15.08%	17.65%	22.18%	18.16%	17.63%	13.82%	13.55%
First Time Fix Volume	55	57	91	53	48	52	60	57	65	64	60	71
Cases per User	0.7	0.7	0.6	0.8	0.9	0.8	0.6	0.8	0.8	0.8	1.0	1.2
Closed Cases	485	414	356	376	394	348	265	342	388	353	449	470
Active Cases	104	83	88	86	90	82	74	90	65	55	40	95
Defecit	-47	-21	5	-2	4	-8	-8	16	-25	-10	-15	55
Defecit as %-age Raised	-11%	-5%	1%	-1%	1%	-2%	-3%	4%	-7%	-3%	-3%	10%

Contacts are email or phone calls to the service desk, which is either raising a case, responding to a request for further information or requesting an update. They do not include any direct contact to the on-site team.

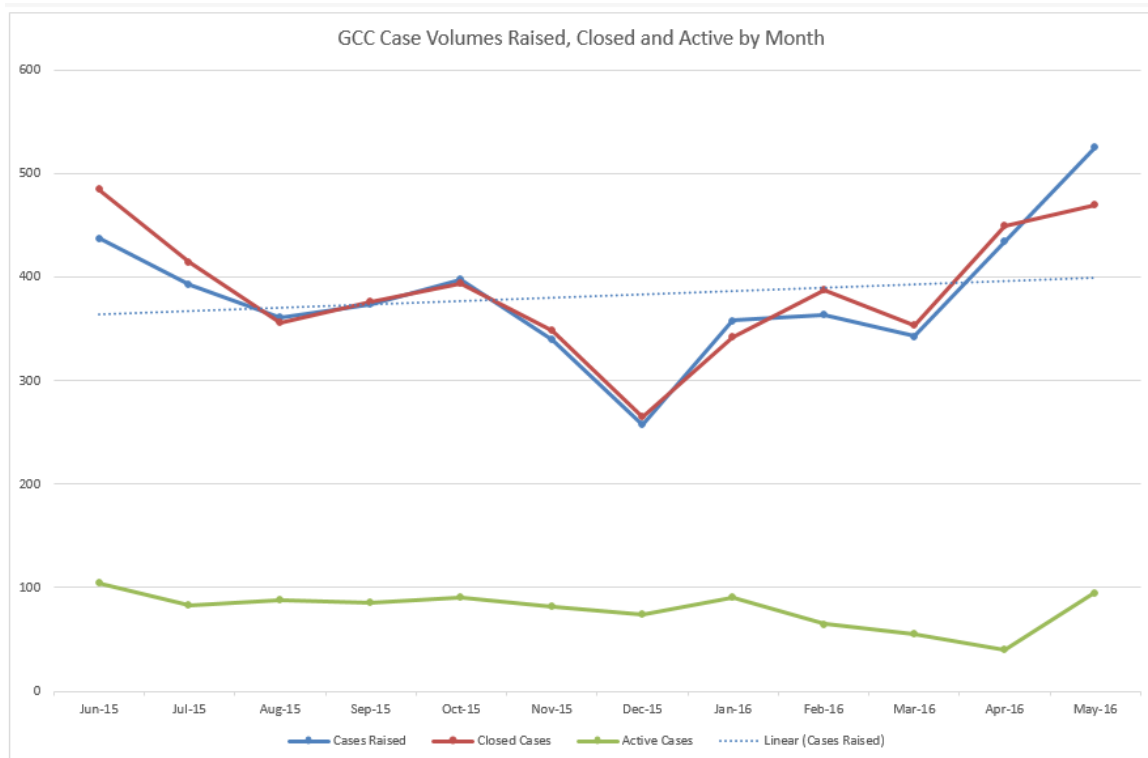
Cases are incidents or service requests recorded in W2 and provided with a case reference number. An incident is “break-fix” and a service request is “can I have...?”.

First Time Fix is where the service desk resolves the incident or service request at the first point of contact.

Active Cases is the number of cases that were open at the end of the calendar month.

Defecit is the difference between the cases raised and the cases closed; a positive defecit means that more cases were raised than were closed.

Cases Raised

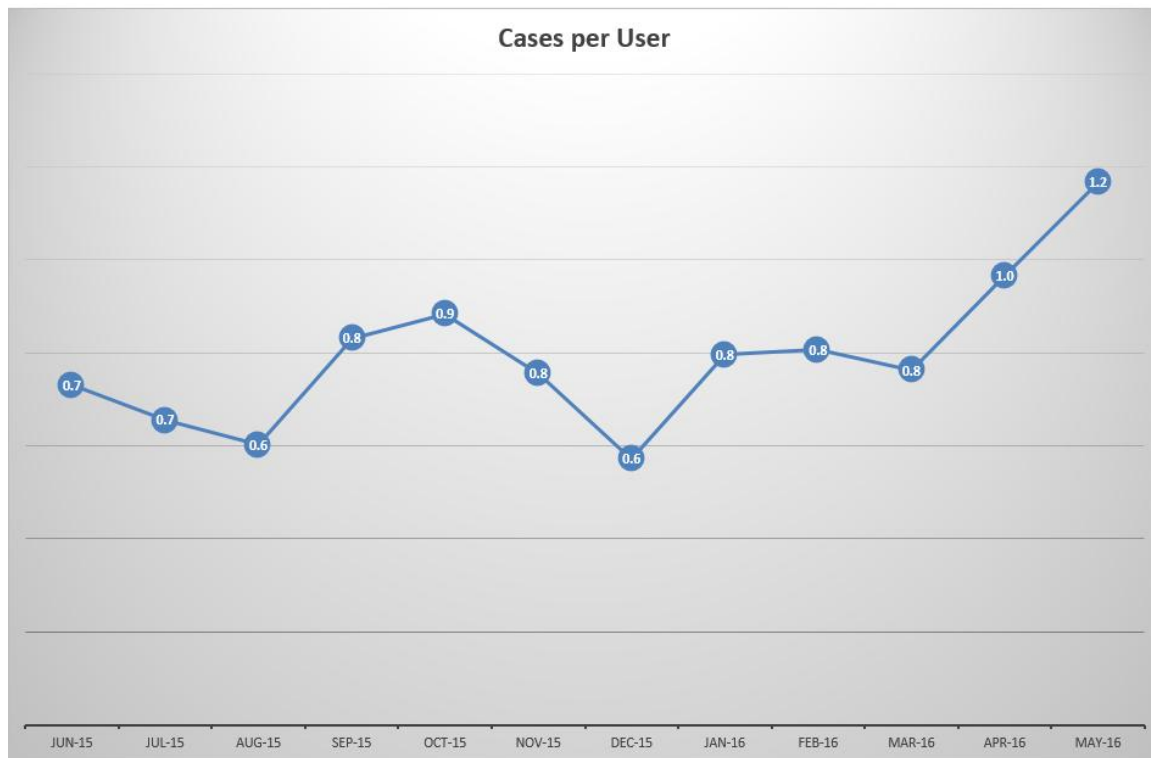


The chart above demonstrates the trend of cases by month across this reporting period, which continued to drop up to August as result of the tactical measured put in place during the previous 12 months.

The increase from August through to October was caused by three major incidents; Virgin Media Internet outage, a core switch failure at HKP and an email server outage. The downward trend continued until the beginning of the year which coincided with the start of the planned PSNA Remediation projects.

Civica uses the same ICT Service Management tool to manage project deployments, which through user acceptance testing and snagging are likely to generate an increase in calls managed through this tool. This t accounts for the elevation in the number of calls since the start of the major project works. A brief overview of the projects undertaken during this period are outlined later in this document.

Cases Per User



The number of cases per user mirrors the number of cases raised, and is within the industry standards for a service of this nature, the trend for which is expected to start reduce later in the year once the major project work has been completed.

It is also anticipated that as volumes reduce the level of “fire-fighting” to maintain the system availability will reduce allowing more of the ICT staff to undertake longer-term work that will deliver persistent and ongoing benefits and provide a stable platform for the Council to deliver on its strategic goals.

Major Incidents

There have been three major incidents during the reporting period, leading to periods of service outage.

These occurred in August 2015, September 2015 and October 2015. Two of them were caused by legacy ICT equipment which as part of the PSNA Remediation plan has now been replaced. The third was caused by an outage with the Virgin Media circuit into HKP which provides the Council's Internet access.

In each of these incidents, Civica has mobilized quickly and where necessary brought in additional resources, often at Civica cost, and working around-the-clock to bring services back online. The service restoration team worked closely with the Business Improvement Team in maintaining communication with the impacted staff and business units.

Following each incident a review was conducted to provide a lessons learnt to ensure that the cause was captured and a mitigation plan put forward which in the case of those caused by legacy ICT identified as being resolved as part of future remediation.

In the case of the Internet outage caused by the failure of the circuit provided by Virgin Media, this has been identified as a single point of failure risk which will be reviewed as part of the Council's future Wide Area Network strategy.

Service Improvement and Development

During the first half of the reporting period, the primary focus was to continue to identify and address work required within the legacy estate, to improve performance, resilience and reliability using resources within the legacy estate. In the latter part of the reporting period, with the sign off of the PSNA Remediation business case, put forward by the Business Improvement Team we have seen a move from the emphasis focusing on remedial works into strategic transformation of ICT.

The reduction in the number of incidents reported has led to increased capacity within the team which has helped to deliver on the transformation projects identified through the analysis work carried out by the Business Improvement Team.

Working in combination with the Council's Business Improvement Team, a new process has been established to capture, evaluate and prioritize the requests on ICT from across the Council. This has meant that ICT has been able to deliver on those work items that will realize the greatest benefit for the Council and Citizens.

Projects / Initiatives Completed in 2015 / 2016:

We have supported the following key projects that were strategically important to the Council.

HKP Core Network Switch Replacement

- The two core switches which were 10 years old and out of manufacturer's support have been replaced as part of the agreed PSNA Remediation Plan
- Completed on-time and to budget
- Full de-commissioning of the GCC legacy environment without impact on GCC systems

Aspire GL1 Network Switches

- The five network switches which were 10 years old and out of manufactures support have been replaced as part of the agreed PSNA Remediation Plan
- Completed on-time and to budget
- Full de-commissioning of the Aspire legacy network environment without impact on Aspire systems

HKP Core Firewall Replacement

- The Single point of failure firewall which was 10 years old and out of manufacturer's support has been replaced by a high resilience and security hardened pair of industry accredited firewalls as part of the agreed PSNA Remediation Plan.
- Completed on-time and to budget
- Full de-commissioning of the GCC legacy network environment without impact on GCC systems

HKP and North Warehouse Wi-Fi Replacement

- The Corporate Wi-Fi which was 10 years old and out of manufacturer's support has been replaced as part of the agreed PSNA Remediation Plan
- Completed on-time and to budget
- The migration of devices phased to align with other projects to minimize disruption.

Upgrade of the AirWatch Mobile Device Management System

- The previous installation identified against PSNA requirements as not being adequate; a new instance was installed as part of the agreed PSNA Remediation Plan
- All Council owned mobile devices (iPads and Smartphones) are in scope.
- Completed on budget and to the agreed phasing dependencies
- The migration of devices phased to align with other projects to minimize disruption.

Migration of Mobile Provider from EE to O₂

- Driven by a saving identified by the Business Improvement Team
- All approved EE owned numbers were transferred to O₂
- New Smartphones issued and enrolled in the new instance of AirWatch
- Complex project, disruption was kept to the minimum

HKP Server Infrastructure Refresh

- As an alternative to the relocation of HKP server room to an offsite data center, investment was made to replace the legacy server infrastructure at HKP
- All the key services have been migrated to the new server infrastructure
- Completed on-time and to budget
- Full de-commissioning of the GCC legacy environment without impact on GCC systems

Upgrade to Microsoft Window 7

- The continued use of Windows XP which is no longer supported by Microsoft has had a significant impact on the Council's PSNA status.
- The agreed PSNA Remediation plan is based on a dual approach, based on the user's requirement, to either upgrade their device to Windows 7 or for them to use Citrix thin client technology
- To date, 80% of the Council devices have been upgraded, the remaining will be upgraded as part of the Flex ticketing system replacement project

City's Asset Management Team move to Shire Hall

- Nine members of City's Asset Management Team relocated to Shire Hall as part of the Share Services arrangement with County
- IT solution provided which enabled the team to access City based applications and IT services remotely from Shire Hall

DWP LAS Portal Upgrade

- Successfully upgraded of the DWP LAS Portal to enable the Council to continue processing Benefit Payments to its citizens

Application Upgrades

- Driven by both ICT and Business Transformation, two applications Uniform (Planning) and ARCGIS identified as need to be upgraded.
- IT working with the Business Improvement Team, successfully planned the upgrade of these applications and the supporting ICT infrastructure as part of PSNA Remediation plan
- The successful upgrade of the IT infrastructure was completed on time and to budget
- Minimal disruption to the Council's activities

Elections

- ICT continued to provide support leading up to the night of the local Elections that occurred in May 2016 and EU Referendum that occurred in June 2016

- For both Elections increased resilience for the core infrastructure should a service outage occur on the day of the Election was in place.

Regulatory Compliance

- Following review of the Public Sector Network design, reporting to and liaison with the PSNA to manage remedial actions, the Council was awarded PSNA status in March 2016
- The plan is to have all PSNA remediation completed by September 2016 in time for the next PSNA audit.
- Review of the Payment Card Institute (PCI) requirements to ensure adherence to that standard is currently being review with the Business Improvement Team after an independent audit.

In addition we continue to apply and support the following Service Transformation projects.

Civica Centres of Excellence

- A single point of contact to the Civica Service Desk, and provision industry-leading speed of answer metrics for telephony queries. This allows users to obtain support immediately upon an incident occurring.

Enriched ICT Expertise

- Retention of a more senior resource at Civica's ongoing cost to maintain momentum of the projects and service improvements agreed with the Business Improvement Team to move ICT forward with a scalable and resilient infrastructure and service
- Support through the wider Civica and associated partnership network for specialized skills and experiences required to investigate and remedy specific ICT issues as well as providing subject matter technical expertise for projects. These partners are directly managed by Civica during their service to the Council.
- Civica has subsequently provided ongoing advice to the Council related to the questions arising from the Council's partner organizations regarding 3rd party contracts managed by the Council

Service Management Disciplines / Consolidation of ICT Delivery

- Continue to adapt and align Service Management disciplines, such as Change Advisory Board, Risk Register, Issues Register, Projects Tracker, Problem Management and Issue and Service Management processes such that they match maturity and resourcing levels that exists within the current Business Improvement Team. Where possible and without burden on the Council's resource these provide industry standard methods of managing ICT delivery in line with the ITIL framework.

This page is intentionally left blank



CABINET FORWARD PLAN

FROM SEPTEMBER 2016 TO MARCH 2017

SUBJECT (and summary of decision to be taken)		PLANNED DATES	DECISION MAKER & PORTFOLIO	NOTICE OF PRIVATE BUSINESS (if applicable)	RELATED DOCUMENTS (available on request, subject to restrictions on disclosure)	LEAD OFFICER (to whom Representations should be made)
SEPTEMBER 2016						
NON	<p>Financial Monitoring Quarter 1 Report</p> <p><u>Summary of decision:</u> To receive an update on financial monitoring information for the first quarter 2015/16.</p> <p><i>Wards affected: All Wards</i></p>	14/09/16	Cabinet Cabinet Member for Performance and Resources			Jon Topping, Head of Finance Tel: 01452 396242 jon.topping@gloucester.gov.uk

NON	<p>Armed Forces Community Covenant Update</p> <p><u>Summary of decision:</u> To update Cabinet on the work done by Gloucester City Council to support current and ex-service personnel as part of the Gloucestershire Armed Forces Community Covenant</p> <p><i>Wards affected: All Wards</i></p>	14/09/16	Cabinet Cabinet Member for Communities and Neighbourhoods			Jon McGinty, Managing Director jon.mcginty@gloucester.gov.uk
NON	<p>Regulation of Investigatory Powers Act 2000 (RIPA) Six Monthly Report on Use of RIPA Powers</p> <p><u>Summary of decision:</u> To receive an update on the six monthly report on the use of RIPA Powers.</p> <p><i>Wards affected: All Wards</i></p>	14/09/16	Cabinet Cabinet Member for Performance and Resources			Jon Topping, Head of Finance Tel: 01452 396242 jon.topping@gloucester.gov.uk

NON	<p>Playing Pitch Strategy-Progress Update</p> <p><u>Summary of decision:</u> To provide Members an update regarding the playing pitch strategy.</p> <p><i>Wards affected: All Wards</i></p>	14/09/16	Cabinet Cabinet Member for Environment			Adam Gooch, Senior Planning Officer Tel: 01452 396836 adam.gooch@gloucester.gov.uk
KEY	<p>Culture Board Update</p> <p><u>Summary of decision:</u> To update Members on the progress achieved by the newly formed Culture Board</p> <p><i>Wards affected: All Wards</i></p>	14/09/16	Cabinet Cabinet Member for Culture and Leisure			Jonathan Lund, Corporate Director jonathan.lund@gloucester.gov.uk

<p>NON</p> <p>Page 42</p>	<p>Recommendations from the Overview and Scrutiny Task and Finish Group on employment and skills opportunities for young people in Gloucester</p> <p><u>Summary of decision:</u> To consider the recommendations of the Task and Finish Group on employment and skills opportunities for young people in Gloucester and provide a formal response to Overview and Scrutiny Committee.</p> <p><i>Wards affected: All Wards</i></p>	<p>20/07/16</p>	<p>Cabinet Cabinet Member for Regeneration and Economy</p>			<p>Angela Presdee angela.presdee@gloucester.gov.uk</p>
<p>OCTOBER 2016</p>						

NON	<p>City Council Energy Costs and Reduction Projects Annual Report</p> <p><u>Summary of decision:</u> To update Cabinet on the City Council Energy Costs and Reduction Projects.</p> <p><i>Wards affected: All Wards</i></p>	12/10/16	Cabinet Cabinet Member for Regeneration and Economy			Lloyd Griffiths, Head of Neighbourhood Services lloyd.griffiths@gloucester.gov.uk
-----	--	----------	--	--	--	--

NOVEMBER 2016

NON	<p>Flood Improvement Works Update</p> <p><u>Summary of decision:</u> To update members of the flood alleviation works which have been completed across the City throughout 2015/2016, those that are currently in progress and to outline future planned works.</p> <p><i>Wards affected: All Wards</i></p>	9/11/16	Cabinet Cabinet Member for Environment			Wayne Best, Environmental Protection Service Manager wayne.best@gloucester.gov.uk
-----	--	---------	---	--	--	--

NON	<p>Regulation of Investigatory Powers Act 2000 (RIPA) - Review of Procedural Guide</p> <p><u>Summary of decision:</u> To request that Members review and update the Council's procedural guidance on RIPA.</p> <p><i>Wards affected: All Wards</i></p>	<p>29/09/16</p> <p>9/11/16</p>	<p>Council</p> <p>Cabinet Cabinet Member for Performance and Resources</p>			<p>Jon Topping, Head of Finance Tel: 01452 396242 jon.topping@gloucester.gov.uk</p>
DECEMBER 2016						
NON Page 44	<p>Draft Budget Proposals (including Money Plan and Capital Programme)</p> <p><u>Summary of decision:</u> To update Cabinet on the draft budget proposals</p> <p><i>Wards affected: All Wards</i></p>	<p>5/12/16</p> <p>7/12/16</p>	<p>Overview and Scrutiny Committee</p> <p>Cabinet Cabinet Member for Performance and Resources</p>			<p>Jon Topping, Head of Finance Tel: 01452 396242 jon.topping@gloucester.gov.uk</p>
NON	<p>Strategic Risk Register</p> <p><u>Summary of decision:</u> To update Members on the Council's Strategic Risk Register</p> <p><i>Wards affected: All Wards</i></p>	<p>7/12/16</p>	<p>Cabinet Cabinet Member for Performance and Resources</p>			<p>Stephanie Payne, Audit, Risk Management and Value for Money Officer Tel: 01452 396432 stephanie.payne@gloucester.gov.uk</p>

NON	<p>Treasury Management Six Monthly Update 2016/17</p> <p><u>Summary of decision:</u> To update Cabinet on treasury management activities.</p> <p><i>Wards affected: All Wards</i></p>	<p>7/12/16</p> <p>23/01/17</p>	<p>Cabinet</p> <p>Audit and Governance Committee</p> <p>Cabinet Member for Performance and Resources</p>			<p>Jon Topping, Head of Finance Tel: 01452 396242 jon.topping@gloucester.gov.uk</p>
NON	<p>Financial Monitoring Quarter 2 Report</p> <p><u>Summary of decision:</u> To receive an update on financial monitoring information for the third quarter 201/1.</p> <p><i>Wards affected: All Wards</i></p>	<p>7/12/16</p>	<p>Cabinet</p> <p>Cabinet Member for Performance and Resources</p>			<p>Jon Topping, Head of Finance Tel: 01452 396242 jon.topping@gloucester.gov.uk</p>
JANUARY 2017						

NON	<p>Green Travel Plan Progress Report 2016 and Update</p> <p><u>Summary of decision:</u> Annual update on initiatives in the Green Travel Plan</p> <p><i>Wards affected: All Wards</i></p>	11/01/17	Cabinet Cabinet Member for Environment			Lloyd Griffiths, Head of Neighbourhood Services lloyd.griffiths@gloucester.gov.uk
NON	<p>Festivals and Events Programme</p> <p><u>Summary of decision:</u> To seek approval for the 2017-18 Festival and Events Programme.</p> <p><i>Wards affected: All Wards</i></p>	11/01/17	Cabinet Cabinet Member for Culture and Leisure			Sarah Gilbert, Guildhall Service Manager Tel: 01452 396386 sarah.gilbert@gloucester.gov.uk
FEBRUARY 2017						
BPF	<p>Council Tax Setting 2017/18</p> <p><u>Summary of decision:</u> To seek approval for the resolutions relating to the setting of Council Tax for 2017/18.</p> <p><i>Wards affected: All Wards</i></p>	23/02/17	Council Cabinet Member for Performance and Resources			Jon Topping, Head of Finance Tel: 01452 396242 jon.topping@gloucester.gov.uk

BPF	<p>Final Budget Proposals (including Money Plan and Capital Programme)</p> <p><u>Summary of decision:</u> To seek approval for the final Budget Proposals for 2017-18, including the Money Plan and Capital Programme.</p> <p><i>Wards affected: All Wards</i></p>	8/02/17 23/02/17	Cabinet Council Cabinet Member for Performance and Resources			Jon Topping, Head of Finance Tel: 01452 396242 jon.topping@gloucester.gov.uk
-----	---	-------------------------	--	--	--	--

MARCH 2017

<p>NON</p> <p>Page 47</p>	<p>Pay Policy Statement 2017-18</p> <p><u>Summary of decision:</u> To seek approval for the annual Pay policy Statement 2017-18 in accordance with Section 38 of the Localism Act 2011.</p> <p><i>Wards affected: All Wards</i></p>	23/03/17	Council			Jon Topping, Head of Finance Tel: 01452 396242 jon.topping@gloucester.gov.uk
---------------------------	--	----------	---------	--	--	--

NON	<p>Financial Monitoring Quarter 3 Report</p> <p><u>Summary of decision:</u> To receive an update on financial monitoring information for the third quarter 2016/17.</p> <p><i>Wards affected: All Wards</i></p>	27/02/17 8/03/17	<p>Overview and Scrutiny Committee</p> <p>Cabinet Cabinet Member for Performance and Resources</p>			<p>Jon Topping, Head of Finance Tel: 01452 396242 jon.topping@gloucester.gov.uk</p>
BPF	<p>Treasury Management Strategy</p> <p><u>Summary of decision:</u> To seek approval for the Treasury Management Strategy.</p> <p><i>Wards affected: All Wards</i></p>	13/03/17 23/03/17	<p>Audit and Governance Committee</p> <p>Council</p>			<p>Jon Topping, Head of Finance Tel: 01452 396242 jon.topping@gloucester.gov.uk</p>

NON	<p>Annual report on the grant funding provided to Voluntary Community Sector</p> <p><u>Summary of decision:</u> To update Members on the impact of grant funding on the Voluntary and Community Sector (VCS) and value for money that has been achieved</p> <p><i>Wards affected: All Wards</i></p>	8/03/17	Cabinet Cabinet Member for Communities and Neighbourhoods			Gareth Hooper, Senior Engagement and Partnerships Officer Tel: 01452 396266 gareth.hooper@gloucester.gov.uk
Page 49 NON	<p>Regulation of Investigatory Powers Act 2000 (RIPA) Six Monthly Report on use of RIPA Powers</p> <p><u>Summary of decision:</u> To update Cabinet on the use of RIPA powers.</p> <p><i>Wards affected: All Wards</i></p>	8/03/17	Cabinet Cabinet Member for Performance and Resources			Jon Topping, Head of Finance Tel: 01452 396242 jon.topping@gloucester.gov.uk

This page is intentionally left blank

Gloucester City Council
Overview and Scrutiny Committee Work Programme for the year 2016-17
Updated 1 July 2016

Item	Format	Lead Member (if applicable)/Lead Officer	Comments
5 SEPTEMBER 2016			
Quarter 1 Financial Monitoring	Report	Cabinet Member for Performance and Resources	Part of Committee's Rolling programme of work
NEW Playing Pitch Strategy – Progress Update	Report	Cabinet Member for Environment	Suggested by Chair, Vice-Chair and Spokesperson
NEW Culture Board update	Report	Cabinet Member for Culture and Leisure	Suggested by Chair, Vice-Chair and Spokesperson
NEW King's Quarter consultation	Report	Cabinet Member for Regeneration and Economy	Requested by the Chair
3 OCTOBER 2016			
Aspire Annual Performance Monitoring	Written report	Cabinet Member for Culture and Leisure	Part of Committee's Rolling programme of work
31 OCTOBER 2016			
PROVISIONAL GCC Annual Performance Monitoring	Written report	Cabinet Member for Performance and Resources	Part of Committee's Rolling programme of work
NEW Flood Improvement Works Update	Written report	Cabinet Member for Environment	Suggested by Chair, Vice-Chair and Spokesperson

Item	Format	Lead Member (if applicable)/Lead Officer	Comments
28 NOVEMBER 2016			
Quarter 2 Financial Monitoring	Written report	Cabinet Member for Performance and Resources	Part of Committee's Rolling programme of work
Marketing Gloucester Performance Monitoring	Written report	Cabinet Member for Culture and Leisure	Part of Committee's Rolling programme of work
5 DECEMBER 2016 BUDGET MEETING			
9 JANUARY 2017			
NEW Green Travel Plan Progress Report	Written report	Cabinet Member for Environment	Requested by Councillor Haigh
30 JANUARY 2017			
Monitoring of Task and Finish Group recommendations on Improvements to Private Sector Rented Housing	Written report	Cabinet Member for Housing and Planning	
27 FEBRUARY 2017			
Quarter 3 Financial Monitoring	Written report	Cabinet Member for Performance and Resources	Part of Committee's Rolling programme of work
Monitoring of Task and Finish Group recommendations on Employment and Skills	Written report	Cabinet Member for Regeneration and Economy	