



Gloucester City Council

Overview and Scrutiny Committee

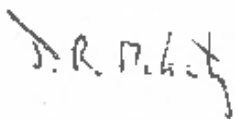
Meeting: Monday, 29th October 2018 at 6.30 pm in Civic Suite - North Warehouse, The Docks, Gloucester, GL1 2EP

Membership:	Cllrs. Coole (Chair), Ryall (Vice-Chair), Hawthorne (Spokesperson), Dee, Finnegan, Haigh, Hampson, Hilton, Lewis, Morgan, Pullen, Taylor, Toleman, Walford and Wilson
Contact:	Democratic and Electoral Services 01452 396126 democratic.services@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.	DECLARATION OF PARTY WHIPPING To declare if any issues to be covered in the Agenda are under party whip.
4.	MINUTES (Pages 5 - 10) To approve as a correct record the minutes of the meeting held on 1 October 2018.
5.	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
6.	PETITIONS AND DEPUTATIONS (15 MINUTES) To receive any petitions and deputations provided that no such petition or deputation is in

	<p>relation to:</p> <ul style="list-style-type: none"> • Matters relating to individual Council Officers, or • Matters relating to current or pending legal proceedings
7.	<p>OVERVIEW AND SCRUTINY COMMITTEE WORK PROGRAMME AND COUNCIL FORWARD PLAN (Pages 11 - 32)</p> <p>To receive the latest version of the Committee's work programme and the Council's Forward Plan.</p>
8.	<p>NEW ROUGH SLEEPER SEVERE WEATHER EMERGENCY PROTOCOL (SWEP)</p> <p>To consider the report of the Cabinet Member for Communities and Neighbourhoods concerning changes to the Rough Sleeper Severe Weather Emergency Protocol (SWEP).</p> <p>(Report to follow)</p>
9.	<p>TOURIST INFORMATION CENTRE SERVICE DEVELOPMENT (Pages 33 - 42)</p> <p>To consider proposals for Service Development with regard to the Tourist Information Centre.</p> <p>Please note that Appendix 1 is exempt from disclosure to the press and public by virtue of Paragraph 3 of Schedule 12A of the Local Government Act 1972 as amended (information relating to the financial or business affairs of any particular person including the authority holding that information). If Members wish to discuss Appendix 1 the Overview and Scrutiny Committee will need to resolve to exclude the press and public before doing so.</p>
10.	<p>DATE OF NEXT MEETING</p> <p>Monday 26 November 2018 at 6.30pm in the Civic Suite North Warehouse.</p>



Jon McGinty
Managing Director

Date of Publication: Friday, 19 October 2018

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 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, 1st October 2018

PRESENT : Cllrs. Coole (Chair), Ryall (Vice-Chair), Hawthorne (Spokesperson),
Dee, Hilton, Lewis, Morgan, Pullen, Taylor, Walford, Wilson, Lugg,
D. Norman and Stephens

Others in Attendance

Corporate Director

Head of Communities

Customer Services Transformation Manager

APOLOGIES : Cllrs. Finnegan, Haigh, Hampson and Toleman

90. DECLARATIONS OF INTEREST

90.1 There were no declarations of interest.

91. DECLARATION OF PARTY WHIPPING

91.1 There were no declarations of party whipping.

92. MINUTES

92.1 The minutes of the meeting held on 3rd September 2018 were agreed and signed by the Chair as a correct record.

93. PUBLIC QUESTION TIME (15 MINUTES)

93.1 There were no public questions.

94. PETITIONS AND DEPUTATIONS (15 MINUTES)

94.1 There were no petitions or deputations.

95. OVERVIEW AND SCRUTINY COMMITTEE WORK PROGRAMME AND COUNCIL FORWARD PLAN

95.1 The Committee considered the Work Programme and Cabinet Forward Plan. The Chair informed Members that, in order for options presentation to be available and so that the Cabinet Member for attend, the Tourist Information

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Centre Service Development would be considered at the 29th October meeting.

- 95.2 Referring to an item on the Cabinet Forward Plan asked what the Key Cities Group was. The Corporate Director advised that it was a lobby group hosted by the Local Government Association and that it was hoped Gloucester would become a Member to better influence government.
- 95.3 **RESOLVED that:** - The Overview and Scrutiny Committee noted the work programme.

96. PLANS FOR ACCOMMODATION MOVE

- 96.1 Councillor H. Norman, Cabinet Member for Performance and Resources, introduced the presentation and clarified that they were conceptual plans. She stated that design briefs would be drawn up and that she was happy to answer queries and receive feedback on the plans.
- 96.2 The Customer Services Transformation Manager presented the conceptual plans for the accommodation move which were included in the agenda papers. He advised that the move was a part of process redesign which included a shift towards more self-service on the part of residents.
- 96.3 He stated that the team would 'design out' conflict and that the reception would be open plan and self-surveilling. He further stated that the plans had been informed by visits and discussions with a number of other local authorities including Bristol, Wiltshire and the Forest of Dean.
- 96.4 Councillor Pullen welcomed the opportunity to examine the plans and stated that he appreciated the desire to make the reception welcoming. He expressed concern that the space was smaller than the current reception and the apparent lack of a customer waiting area. Councillor Pullen also shared his concern regarding a potential lack of confidentiality.
- 96.5 In response to the query regarding confidentiality, the Customer Service Transformation Manager stated that there were several semi-private booths included in the design that other Councils are utilising successfully for conversations around homelessness and housing benefits. He went on to explain that the design also included a number of private rooms for sensitive conversations and furthermore that we will be able to utilise rooms available to us at Shire Hall and that creating a space that was both relaxing and confidential was currently being examined.
- 96.6 With regard to the size of the reception, the Customer Service Transformation Manager advised that there would be an appointments system but if a resident presented without an appointment, they would be triaged and, if more time was required, an appointment would be booked. In the case of emergencies, residents would be seen quickly that same day as is the case now.

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- 96.7 The Head of Communities outlined that, presently, a resident would be met by both an officer and a ticketing machine and then have to wait to be seen by a specialist officer. Under the new proposals, he advised, the resident would be met by a triage worker who will be trained to be able to deal with the high volume low level queries that form the majority of our contacts. Triage Officers would also be tasked with encouraging residents to self serve and it is planned to have for a temporary period of time a number of digital enablers that will assist residents to interact with the council (where it is deemed appropriate) via the online portal.
- 96.8 Councillor Wilson shared his concern that the plans did not include staff safety and queried whether it had been considered. The Customer Services Transformation Manager advised that it had been considered and staff had undergone conflict resolution training which they had valued. He also stated that it was the intention to design out conflict and that there would be shorter waiting times for residents.
- 96.9 Councillor Ryall asked what was meant by the incorporation of Psychologically Informed Environment best practice. The Customer Services Transformation Manager explained the concept and advised that the intention was to consult with appropriate specialists.
- 96.10 Councillor Hilton shared his concern that the space was too small and that there was too much to be housed in the smaller space. The Head of Communities stated that the vast majority of residents if they have a PC, laptop, I-pad or smart phone will be able to transact with the Council without the need to visit a reception, freeing up our specialist officers to meet face to face with those residents who are our most vulnerable and in need.
- 96.11 In response to a further query from Councillor Hilton, the Customer Services Transformation Manager advised that the Head of Policy and Resources was looking at the new payment system which was well progressed. He also advised that the transformation programme was an 18 month plan and that it would not be appropriate to wait this long to move premises.
- 96.12 Councillor Stephens stated that he welcomed new ways of working but that not everyone would be able to use new digital technologies. He further stated that such new methods needed to be communicated effectively. Councillor Stephens also asked for an estimate of how many 'in-person' interactions there would be.
- 96.13 Councillor H. Norman advised that she would be meeting with the Communications team to publicise the transition timetable. She also stated that an important part of the transformation programme was spending more time with those who needed it. The Head of Communities advised that there were no estimates for interactions at present but consulting with the public had begun and information would be shared where required.
- 96.14 Councillor Stephens asked a number of specific questions relating the capacity of the waiting area, the number of officers on duty, process and waiting times for those without an appointment, timescales for the move and

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how it will be communicated to customers, proposed performance measures and targets and any contingency arrangements. The Head of Communities agreed to respond to the questions in writing.

- 96.15 Councillor Lugg asked about both provision for children while parents would be using services and for those who were not as digitally capable as others.
- 96.16 The Customer Services Transformation Manager stated that he appreciated that there would often be children in the reception and that, with regard to the use of technology, officer time would be focused on those who needed more assistance.
- 96.17 The Customer Services Transformation Manager stated that he appreciated that there will continue to be children in the reception but with a reduction in footfall this will decrease. He confirmed however that both the semi-private and private spaces will have space for a resident to be accompanied.
- 96.18 Councillor Morgan asked what analysis had been undertaken with existing customers. He also asked about why there was a lift in the concept design. The Head of Communities confirmed that a lift was required for Westgate Street in order to make the building compliant as the upper floors were going to be used by our IT and Revenues & Benefits contractor CIVICA.
- 96.19 The Customer Services Transformation Manager explained that through engaging Ignite in the Spring, 180 processes had been identified for redesign and that where customers were likely to experience a change, the focus would be on communication.
- 96.20 Councillor Hilton expressed concerns and questioned whether a different approach would have been taken if there was an opportunity to move to a location with more space available.
- 96.21 In response to a question from Councillor Lewis about changes to IT, Councillor H. Norman advised that laptops had been ordered, with different devices allocated for different roles, and the Customer Services Transformation Manager confirmed that the main IT infrastructure would be in place on day one, with other changes introduced to coincide with process redesign and implementation.
- 96.22 In response to a question from Councillor Stephens regarding the timeline for the move, Councillor H. Norman advised that there would be a transitional period, but that the new reception would not open before staff were moved to Shire Hall.
- 96.23 Councillor Hilton asked stated that it was necessary to market and sell the HKP warehouse complex quickly to prevent the Council from continuing to incur costs while the buildings were empty.
- 96.24 In respect of the office space in Shire Hall, Councillors Hilton and Taylor raised concerns about the amount of space available for specific tasks such as inspecting plans.

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- 96.25 The Customer Services Transformation Manager explained that the space would be used in different ways by different officers and that by further reducing use of paper there would be more space available. Services had been consulted on their needs and there would be a range of desks sizes available.
- 96.26 Councillor H. Norman added that there would be two meeting rooms available for use in addition to the ability to book other meeting rooms in the building.
- 96.27 In response to concerns raised by Councillor Ryall about how individuals are affected by hotdesking and the importance of accommodating staff with specific needs, the Customer Services Transformation Manager advised that due diligence had been carried out and that equality requirements would be met. He noted that there were arguments for and against hotdesking.
- 96.28 Councillor Lewis asked how confidentiality would be maintained in the open plan space.
- 96.29 Councillor H. Norman advised that a clear desk policy would be in place and while this would represent a culture change, it was necessary for confidentiality and would also have a positive impact on productivity.
- 96.30 In response to questions from Councillor Pullen and Taylor regarding the staff to workspace ratio, the Corporate Director advised that the exact ratio could be circulated, but that 8:10 was the approximate aim. She stated that an Agile Working Policy was being prepared.
- 96.31 Councillor D. Norman highlighted that Health and Safety was everyone's responsibility as well as being a legal requirement, and that equipment provided would be adjustable.
- 96.32 Councillor H. Norman offered to bring the plans back to the Committee when more detail was available.
- 96.33 **RESOLVED** – That the presentation be noted and that more detailed plans be presented to the Committee when available.

97. DATE OF NEXT MEETING

- 97.1 29th October 2018 at 6.30pm in the Civic Suite, North Warehouse.

Time of commencement: 6.30 pm hours

Time of conclusion: 8.25 pm hours

Chair

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**Gloucester City Council
Overview and Scrutiny Committee Work Programme
Updated 19th October 2018**

Item	Format	Lead Member (if applicable)/Lead Officer	Comments
26 November 2018			
BUDGET MEETING – NO OTHER ITEMS		Cabinet	Part of Committee’s Rolling programme of work
3 December 2018			
Performance Monitoring Quarter 2	Written Report	Cabinet Member for Performance and Resources	Committee may call specific portfolio holders and Officers
Financial Monitoring Quarter 2	Written Report	Cabinet Member for Performance and Resources/Head of Policy and Resources	Committee may call specific portfolio holders and Officers
Festival and Events Programme	Report	Cabinet Member for Culture and Leisure/Head of Cultural and Trading Services	For input
7 January 2019			
Review of the Implementation of Universal Credit	Written Report	Cabinet Member for Performance and Resources	Requested by Committee for January 2019
Guildhall Development Plan	Written Report	Cabinet Member for Culture and Leisure/Head of Cultural and Trading Services	Requested by Committee
NO DATE YET SET			
Aspire Trust		Cabinet Member for Culture and Leisure	Requested by Committee

NOTE: The work programme is agreed by the Chair, Vice-Chair and Spokesperson of the Overview and Scrutiny Committee

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Gloucester City Council

FORWARD PLAN FROM 1 OCTOBER 2018 TO 30 SEPTEMBER 2019 (REVISED)

This Forward Plan contains details of all the matters which the Leader believes will be the subject of a Key Decision by the Cabinet or an individual Cabinet Member in the period covered by the Plan (the subsequent 12 months). A Key Decision is one that is:

- a decision in relation to a Cabinet function which results in the Local Authority incurring expenditure or making of a saving which is significant having regard to the budget for the service or function to which the decision relates; or
- a decision that is likely to have a significant impact on two or more wards within the Local Authority; or
- a decision in relation to expenditure in excess of £100,000 or significant savings; or
- a decision in relation to any contract valued in excess of £500,000

A decision maker may only make a key decision in accordance with the requirements of the Cabinet Procedure Rules set out in Part 4 of the Constitution.

Cabinet Members

Portfolio	Name	Contact Details
Leader and Regeneration & Economy (LRE)	Councillor Paul James	paul.james@gloucester.gov.uk
Deputy Leader and Communities & Neighbourhoods (C&N)	Councillor Jennie Watkins	jennie.watkins@gloucester.gov.uk
Culture & Leisure (C&L)	Councillor Lise Noakes	lise.noakes@gloucester.gov.uk
Housing & Planning (H&P)	Councillor Colin Organ	colin.organ@gloucester.gov.uk
Environment (E)	Councillor Richard Cook	richard.cook@gloucester.gov.uk
Performance & Resources (P&R)	Councillor Hannah Norman	hannah.norman@gloucester.gov.uk

The Forward Plan also includes Budget and Policy Framework items; these proposals are subject to a period of consultation and the Overview and Scrutiny Committee has the opportunity to respond in relation to the consultation process.

A Budgetary and Policy Framework item is an item to be approved by the full City Council and, following consultation, will form the budgetary and policy framework within which the Cabinet will make decisions.

For each decision included on the Plan the following information is provided:

- (a) the matter in respect of which a decision is to be made;
 - (b) where the decision maker is an individual, his/her name and title if any and, where the decision maker is a body, its name and details of membership;
 - (c) the date on which, or the period within which, the decision is to be made;
 - (d) if applicable, notice of any intention to make a decision in private and the reasons for doing so;
 - (e) a list of the documents submitted to the decision maker for consideration in relation to the matter in respect of which the decision is to be made;
 - (f) the procedure for requesting details of those documents (if any) as they become available
- (the documents referred to in (e) and (f) above and listed in the Forward Plan are available on request from the Council’s main offices at Herbert Warehouse, The Docks, Gloucester GL1 2EQ. Contact the relevant Lead Officer for more information).

The Forward Plan is updated and published on Council’s website at least once a month.

Page 4	KEY	= Key Decision	CM KEY	= Individual Cabinet Member Key Decisions
	NON	= Non-Key Decision	CM NON	= Individual Cabinet Member Non-Key Decision
	BPF	= Budget and Policy Framework		

CONTACT:

For further detailed information regarding specific issues to be considered by the Cabinet/Individual Cabinet Member please contact the named contact officer for the item concerned. To make your views known on any of the items please also contact the Officer shown or the portfolio holder.

Copies of agendas and reports for meetings are available on the web site in advance of meetings.

For further details on the time of meetings and general information about the Plan please contact:

Democratic and Electoral Services on 01452 396126 or send an email to democratic.services@gloucester.gov.uk.

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)
OCTOBER 2018						
NON	<p>Local Government Association Corporate Peer Challenge</p> <p><u>Summary of decision:</u> To review progress within the LGA Peer Challenge action plan</p> <p><i>Wards affected: All Wards</i></p>	10/10/18	Cabinet Leader of the Council			Anne Brinkhoff, Corporate Director anne.brinkhoff@gloucester.gov.uk
NON	<p>Membership of Key Cities Group</p> <p><u>Summary of decision:</u> To consider Gloucester becoming a member of the Key Cities Group</p> <p><i>Wards affected: All Wards</i></p>	10/10/18	Cabinet Leader of the Council			Anne Brinkhoff, Corporate Director anne.brinkhoff@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>	10/10/18	Cabinet Cabinet Member for Communities and Neighbourhoods			Lloyd Griffiths, Head of Communities lloyd.griffiths@gloucester.gov.uk
<p>Page 16 NOVEMBER 2018</p>						
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>	7/11/18 22/11/18	Cabinet Council Cabinet Member for Performance and Resources			Jon Topping, Head of Policy and Resources Tel: 01452 396242 jon.topping@gloucester.gov.uk

NON	<p>Accessing the Private Rented Sector for Temporary & Permanent Accommodation</p> <p><u>Summary of decision:</u> To support revised incentives to be made to landlords to secure referrals from the local authority to prevent or relieve homelessness.</p> <p><i>Wards affected: All Wards</i></p>	7/11/18	Cabinet Cabinet Member for Communities and Neighbourhoods			Maxine Kyprianou
Page 17 NON	<p>Business Rates</p> <p><u>Summary of decision:</u> To consider writing off Non-Domestic Rate debts</p> <p><i>Wards affected: All Wards</i></p>	7/11/18	Cabinet Cabinet Member for Performance and Resources			Alison Bell, Intelligent Client Officer (Revenues & Benefits) alison.bell@gloucester.gov.uk

NON	<p>New Rough Sleeper Severe Weather Emergency Protocol (SWEP)</p> <p><u>Summary of decision:</u> To update Members on changes to the County-set SWEP protocol to take into account all types of adverse weather.</p> <p><i>Wards affected: All Wards</i></p>	<p>29/10/18</p> <p>7/11/18</p>	<p>Overview and Scrutiny Committee</p> <p>Cabinet Cabinet Member for Communities and Neighbourhoods</p>			<p>Lloyd Griffiths, Head of Communities lloyd.griffiths@gloucester.gov.uk</p>
DECEMBER 2018						
NON	<p>Community Building in Gloucester</p> <p><u>Summary of decision:</u> To consider an alternative approach to deliver community building across all parts of the City.</p> <p><i>Wards affected: All Wards</i></p>	5/12/18	<p>Cabinet Cabinet Member for Communities and Neighbourhoods</p>			<p>Anne Brinkhoff, Corporate Director anne.brinkhoff@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>	5/12/18	<p>Audit and Governance Committee</p> <p>Cabinet Cabinet Member for Performance and Resources</p>			<p>Stephanie Payne, Group Manager, Audit, Risk and Assurance Tel: 01452 396432 stephanie.payne@gloucester.gov.uk</p>
NON	<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>	5/12/18	<p>Overview and Scrutiny Committee</p> <p>Cabinet Cabinet Member for Performance and Resources</p>			<p>Jon Topping, Head of Policy and Resources Tel: 01452 396242 jon.topping@gloucester.gov.uk</p>
NON	<p>Treasury Management Six Monthly Update 2017/18</p> <p><u>Summary of decision:</u> To update Cabinet on treasury management activities.</p> <p><i>Wards affected: All Wards</i></p>	5/12/18	<p>Cabinet Cabinet Member for Performance and Resources</p>			<p>Jon Topping, Head of Policy and Resources 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 2018/19</p> <p><i>Wards affected: All Wards</i></p>	3/12/18 5/12/18	<p>Overview and Scrutiny Committee</p> <p>Cabinet Cabinet Member for Performance and Resources</p>			<p>Jon Topping, Head of Policy and Resources Tel: 01452 396242 jon.topping@gloucester.gov.uk</p>
NON	<p>Performance Monitoring Quarter 2 Report</p> <p><u>Summary of decision:</u> To note the Council's performance across a set of key performance indicators.</p> <p><i>Wards affected: All Wards</i></p>	26/11/18 5/12/18	<p>Overview and Scrutiny Committee</p> <p>Cabinet Cabinet Member for Performance and Resources</p>			<p>Tanya Davies, Policy and Governance Manager Tel: 39-6125 tanya.davies@gloucester.gov.uk</p>
BPF	<p>Local Council Tax Support Scheme</p> <p><u>Summary of decision:</u> To advise members of the requirement to review the Local Council Tax Support Scheme (LCTS)</p> <p><i>Wards affected: All Wards</i></p>	5/12/18	<p>Council</p> <p>Cabinet Cabinet Member for Performance and Resources</p>			<p>Jon Topping, Head of Policy and Resources Tel: 01452 396242 jon.topping@gloucester.gov.uk</p>

NON	<p>Tourist Information Service Development Report</p> <p><u>Summary of decision:</u> To approve the relocation of Gloucester's Tourist Information Centre to another named Cultural Services venue.</p> <p><i>Wards affected: All Wards</i></p>	5/12/18	Cabinet Cabinet Member for Culture and Leisure			Lucy Chilton, Visitor Experience Manager Tel: 01452 396570 lucy.chilton@gloucester.gov.uk
JANUARY 2019						
NON Page 21	<p>Adoption of the Gloucester Heritage Strategy</p> <p><u>Summary of decision:</u> To adopt the Gloucester Heritage Strategy following consultation with local stakeholders.</p> <p><i>Wards affected: All Wards</i></p>	3/12/18 9/01/19	Overview and Scrutiny Committee Cabinet Cabinet Member for Regeneration and Economy, Cabinet Member for Culture and Leisure			Charlotte Bowles-Lewis, Conservation Officer charlotte.lewis@gloucester.gov.uk

NON	<p>Growing Gloucester's Visitor Economy</p> <p><u>Summary of decision:</u> To review and update the Visitor Economy Strategy.</p> <p><i>Wards affected: All Wards</i></p>	9/01/19	Cabinet Cabinet Member for Culture and Leisure			Jill Riggs, Head of Cultural and Trading Services jill.riggs@gloucester.gov.uk
NON	<p>Green Travel Plan Progress Report 2018 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>	9/01/19	Cabinet Cabinet Member for Environment			Lloyd Griffiths, Head of Communities lloyd.griffiths@gloucester.gov.uk

BPF	<p>Final Budget Proposals (including Money Plan and Capital Programme)</p> <p>6/02/19</p> <p>28/02/19</p> <p><u>Summary of decision:</u> To seek approval for the final Budget Proposals for 2019/20, including the Money Plan and Capital programme.</p> <p><i>Wards affected: All Wards</i></p>		<p>Cabinet</p> <p>Council Cabinet Member for Performance and Resources</p>			<p>Jon Topping, Head of Policy and Resources Tel: 01452 396242 jon.topping@gloucester.gov.uk</p>
NON	<p>The Capital Strategy</p> <p><u>Summary of decision:</u> To approve the Capital Strategy 2019-20</p> <p><i>Wards affected: All Wards</i></p>	6/02/19	<p>Cabinet</p> <p>Cabinet Member for Performance and Resources</p>			<p>Jon Topping, Head of Policy and Resources Tel: 01452 396242 jon.topping@gloucester.gov.uk</p>
NON	<p>Guildhall Development Plan</p> <p><u>Summary of decision:</u> To approve the Guildhall Development Plan</p> <p><i>Wards affected: All Wards</i></p>	6/02/19	<p>Cabinet</p> <p>Cabinet Member for Culture and Leisure</p>			<p>Jill Riggs, Head of Cultural and Trading Services jill.riggs@gloucester.gov.uk</p>

KEY	<p>Festivals and Events Programme</p> <p><u>Summary of decision:</u> To approve proposals for Council-funded Festivals & Events activities in 2019 - 20.</p> <p><i>Wards affected: All Wards</i></p>	6/02/19	Cabinet Cabinet Member for Culture and Leisure			Jill Riggs, Head of Cultural and Trading Services jill.riggs@gloucester.gov.uk
MARCH 2019						
NON Page 24	<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 2018/19</p> <p><i>Wards affected: All Wards</i></p>	25/02/19 6/03/19	Overview and Scrutiny Committee Cabinet Cabinet Member for Performance and Resources			Jon Topping, Head of Policy and Resources Tel: 01452 396242 jon.topping@gloucester.gov.uk

NON	<p>Performance Monitoring Quarter 3 Report</p> <p><u>Summary of decision:</u> To note the Council's performance in quarter 1 across a set of key performance indicators.</p> <p><i>Wards affected: All Wards</i></p>	25/02/19 6/03/19	<p>Overview and Scrutiny Committee</p> <p>Cabinet Cabinet Member for Performance and Resources</p>			<p>Tanya Davies, Policy and Governance Manager Tel: 39-6125 tanya.davies@gloucester.gov.uk</p>
NON	<p>Risk Based Verification Policy Review</p> <p><u>Summary of decision:</u> To seek approval to continue with risk based verification policy.</p> <p><i>Wards affected: All Wards</i></p>	6/03/19	<p>Cabinet Cabinet Member for Performance and Resources</p>			<p>Jon Topping, Head of Policy and Resources Tel: 01452 396242 jon.topping@gloucester.gov.uk</p>
NON	<p>Cultural Strategy Update</p> <p><u>Summary of decision:</u> To provide Cabinet with a 6 monthly update in relation to the Cultural Strategy Action Plan</p> <p><i>Wards affected: All Wards</i></p>	6/03/19	<p>Cabinet Cabinet Member for Culture and Leisure</p>			<p>Jill Riggs, Head of Cultural and Trading Services jill.riggs@gloucester.gov.uk</p>

NON	<p>Annual Report on the Grant Funding provided to the 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>	6/03/19	Cabinet Cabinet Member for Communities and Neighbourhoods			Anne Brinkhoff, Corporate Director anne.brinkhoff@gloucester.gov.uk
<p>APRIL 2019</p> <p>MAY 2019</p>						
NON	<p>Blackfriars Priory Development Plan</p> <p><u>Summary of decision:</u> To approve the Blackfriars Priory Development Plan</p> <p><i>Wards affected: All Wards</i></p>	8/05/19	Cabinet Cabinet Member for Culture and Leisure			Jill Riggs, Head of Cultural and Trading Services jill.riggs@gloucester.gov.uk

NON	<p>Museum of Gloucester Development Plan</p> <p><u>Summary of decision:</u> To approve the Museum of Gloucester Development Plan.</p> <p><i>Wards affected: All Wards</i></p>	8/05/19	Cabinet Cabinet Member for Culture and Leisure			Jill Riggs, Head of Cultural and Trading Services jill.riggs@gloucester.gov.uk
JUNE 2019						
NON	<p>2018-19 Financial Outturn Report</p> <p><u>Summary of decision:</u> To update Cabinet on the Financial Outturn Report 2018-19</p> <p><i>Wards affected: All Wards</i></p>	12/06/19	Cabinet Cabinet Member for Performance and Resources			Jon Topping, Head of Policy and Resources Tel: 01452 396242 jon.topping@gloucester.gov.uk
NON	<p>Treasury Management Six Monthly Update 2018-19</p> <p><u>Summary of decision:</u> To update Cabinet on treasury management activities</p> <p><i>Wards affected: All Wards</i></p>	12/06/19	Cabinet Cabinet Member for Performance and Resources			Jon Topping, Head of Policy and Resources Tel: 01452 396242 jon.topping@gloucester.gov.uk

NON	<p>2018-19 Year End Performance Report</p> <p><u>Summary of decision:</u> To consider the Council's performance in 2018-19 across a set of key performance indicators</p> <p><i>Wards affected: All Wards</i></p>	12/06/19	Cabinet Cabinet Member for Performance and Resources			Tanya Davies, Policy and Governance Manager Tel: 39-6125 tanya.davies@gloucester.gov.uk
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>	12/06/19	Cabinet Cabinet Member for Performance and Resources			Stephanie Payne, Group Manager, Audit, Risk and Assurance Tel: 01452 396432 stephanie.payne@gloucester.gov.uk
NON	<p>Gloucester Culture Trust Annual Report</p> <p><u>Summary of decision:</u> To provide members with an update on the work undertaken by the Gloucester Culture Trust</p> <p><i>Wards affected: All Wards</i></p>	12/06/19	Cabinet Cabinet Member for Culture and Leisure			Jill Riggs, Head of Cultural and Trading Services jill.riggs@gloucester.gov.uk
JULY 2019						

NON	<p>City Centre Investment Fund Allocations</p> <p><u>Summary of decision:</u> To update Members on the progress towards the delivery of the City Centre Investment Fund</p> <p><i>Wards affected: Westgate</i></p>	10/07/19	Cabinet Cabinet Member for Regeneration and Economy			Ian Edwards, Head of Place ian.edwards@gloucester.gov.uk
<p>AUGUST 2019 - No meetings</p> <p>SEPTEMBER 2019</p>						
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 2019/20</p> <p><i>Wards affected: All Wards</i></p>	<p>Meeting Date</p> <p>11/09/19</p>	<p>Overview and Scrutiny Committee</p> <p>Cabinet Cabinet Member for Performance and Resources</p>			<p>Jon Topping, Head of Policy and Resources Tel: 01452 396242 jon.topping@gloucester.gov.uk</p>

NON	<p>Performance Monitoring Quarter 1 Report</p> <p><u>Summary of decision:</u> To note the Council's performance in quarter 1 across a set of key performance indicators</p> <p><i>Wards affected: All Wards</i></p>	<p>Meeting Date</p> <p>11/09/19</p>	<p>Overview and Scrutiny Committee</p> <p>Cabinet Cabinet Member for Performance and Resources</p>			<p>Tanya Davies, Policy and Governance Manager Tel: 39-6125 tanya.davies@gloucester.gov.uk</p>
ITEMS DEFERRED- Dates to be confirmed						
NON Page 30	<p>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>		<p>Cabinet Cabinet Member for Environment</p>			<p>Mark Foyn, Property Commissioning Manager mark.foyn@gloucester.gov.uk</p>
NON	<p>Regeneration of the Former Fleece Hotel Site</p> <p><u>Summary of decision:</u> To consider the proposals received and identify a preferred partner.</p> <p><i>Wards affected: Westgate</i></p>		<p>Cabinet Cabinet Member for Regeneration and Economy</p>			<p>Ian Edwards, Head of Place ian.edwards@gloucester.gov.uk</p>

KEY	<p>Disposal of HKP Warehouses</p> <p><u>Summary of decision:</u> To seek approval to dispose of the HKP Warehouses for alternate use.</p> <p><i>Wards affected: Westgate</i></p>		Cabinet Cabinet Member for Regeneration and Economy			Jonathan Lund, Corporate Director jonathan.lund@gloucester.gov. uk
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Meeting:	Overview & Scrutiny	Date:	29 October 2018
Subject:	Tourist Information Centre Relocation		
Report Of:	Cabinet Member for Culture & Leisure		
Wards Affected:	ALL		
Key Decision:	No	Budget/Policy Framework:	No
Contact Officer:	Lucy Chilton, Visitor Experience Manager		
	Email: lucy.chilton@gloucester.gov.uk	Tel:	396570
Appendices:	1. Exempt TIC Relocation Report		

FOR GENERAL RELEASE with the exception of the appendix which contains exempt information as defined by paragraph 3 of schedule 12A of the Local Government Act 1972 (as amended) and therefore the public will be excluded from the discussion of the appendix.

1.0 Purpose of Report

- 1.1 To highlight how public access to visitor information services is changing.
- 1.2 To brief Overview & Scrutiny about the proposed relocation of our Tourist Information Service to one of the Council’s other cultural venues.

2.0 Recommendations

- 2.1 Overview and Scrutiny Committee is asked to consider and comment on the information contained in the report and comment on the proposed co-location and venue options.

3.0 Background and Key Issues

- 3.1 The Tourist Information Centre (TIC) has been located at 28 Southgate Street since 1997. During this period it has served as the city’s principal source of information for visitors and local residents.
- 3.2 The TIC’s current opening hours are Mondays 10am – 5pm and Tuesdays to Saturdays 9.30am – 5pm. It also opens on ad-hoc Sundays throughout the year when big events are happening in the city.
- 3.3 Gloucester’s Tourist Information Service (TIS) has a well-established reputation for excellent service delivery. It has won a series of sector-specific awards over the past eight years, culminating in the gold award for ‘Best Visitor Information Provider in England’ in the 2017 Visit England Excellence Awards.
- 3.4 The Together Gloucester re-design saw the TIS join up with the other cultural venues (Guildhall, Museum of Gloucester, Life Museum and Blackfriars). This

allowed generic working and improved resilience. All of these venues use the same ticketing system.

- 3.5 The TIS's core function is to provide visitor information. It also offers sales services, primarily: an onsite shop stocked with Gloucester-themed gifts; an onsite sales point for travel tickets, as an agent for National Express, Stagecoach, Marchants, and Superbreak; and onsite/ online/ telephone ticket sales for local and national events. For a while it also ran a 'meet-and greet' service for visiting coach parties.
- 3.6 The TIS also supports city events. For example, it sold £61.5k of merchandise during the 2015 Rugby World Cup and £1,000's worth of flags in just one hour during the 2012 Olympics in 2012. It serves as the central box office for the annual Gloucester History Festival and in 2018, the service issued 3709 tickets in person and 4307 online through the Ticket Shop.
- 3.7 Over the past five years there has been a growing trend towards the use of online and digital visitor information services and online ticket sales. This has resulted in a significant drop in footfall at the city's TIC with a knock-on impact on gift shop sales and commissions income. The table below shows the footfall, income and net cost of running the service during this period:

Period	Footfall	Income (£)	Net Cost (£)
April 13 – March 14	128,496	N/A	N/A
April 14 – March 15	110,474	367,000	173,000
April 15 – March 16	104,628	344,000	208,000
April 16 – March 17	92,078	286,000	180,000
April 17 – March 18	85,005	264,000	176,000

NB The net cost figure for 17/18 is not directly comparable to previous years because of changes to structures and financial reporting arrangements following the Together Gloucester restructure. But it is the most accurate comparison available.

- 3.8 The decline in footfall reflects a changing rather than struggling or failing service:
- 3.8.1 The TIS launched the online "Gloucester Ticket Shop" in April 2017 and sold 14,517 e-tickets in the first 18 months, bringing in £103,244 in ticket sales.
- 3.8.2 The City's coach and bus operators are selling tickets directly to customers via their own websites.
- 3.8.3 People can get tourist information and advice from the customer services desk at Gloucester Quays and from leaflet distribution points across the city e.g. Gloucester train station and museums (including our own).
- 3.8.3 People will be able to buy coach and bus tickets and make use of the digital visitor orientation point at the new Gloucester Bus Station. The latter will allow them to access visual and audio information about what's on offer in the city and how to get there.

3.8.4 People will also be able to use the digital way-finding/ information totems that Marketing Gloucester Ltd will be installing across the city as part of the Great Place project.

3.9 The TIS needs to respond to the growing demand for online information and services and take account of the online and onsite tourism provision that's being offered by other providers. And it needs to adapt its onsite offer accordingly. It also needs to perform well commercially to meet income targets set for the service.

3.10 In terms of our onsite service provision, the most viable delivery model is co-location with another of the City Council's cultural venues. This would:

- Allow us to use our Visitor Services staff resources more effectively/ efficiently;
- Create a more knowledgeable and flexible workforce;
- Release staffing resource that can be invested in re-establishing our award winning standards, developing our online TIS offer and generating additional income (e.g. at Blackfriars);
- Make our TIS more accessible to a wider range of customers;
- Reduce spend on zero hours staff;
- Deliver an annual revenue saving of almost £38k (building and operational costs); and
- Increase footfall at/ awareness of the chosen Cultural Services venue, raising the profile of that venue.

3.11 The two feasible options for co-location are the Museum of Gloucester and Gloucester Guildhall:

<p>Museum of Gloucester</p> <p>Joint museum reception/ sales point and TIS in the Museum foyer.</p> <ul style="list-style-type: none"> • Sits slightly outside the primary shopping area. • Currently considering the future business model for the museum and may not need a staffed reception desk at all times. • Able to offer a daytime service – unlikely we'd be able to fully align the operational hours of the two services; the Museum currently opens 10am to 5pm Tuesday to Saturday and occasional Sundays, and it is closed on Mondays. • Able to offer tourist information and sales (shop and event tickets) to a wider range of customers. • Opportunity to promote Guildhall cinema tickets to visiting families (family films are a Cultural Services' business development area). • Still need to run a box office at the Guildhall. • This venue has a lower footfall and we wouldn't get the same immediate or long term uplift in income generation as we'd see at the Guildhall. • The Museum requires significant development in relation to its collection, displays offer, programme and organisational resilience – moving the TIS into this venue at this stage might restrict future opportunities.
<p>Gloucester Guildhall</p> <p>Joint ticketing and information centre that combines the current TIS function with the box office function.</p>

- Sits on one of the gate streets, in a central location, on a natural route from the city's transport hub.
- Close to the city's transport hub.
- Can offer longer, more accessible opening hours to a wider range of people at this venue (we are proposing these should be: 9am until 9pm on event nights and until 7pm on all other nights as business grows).
- Able to provide onsite parking (multi storey).
- Able to provide a consistent box office service (not currently the case).
- Aligned with ambition in the Guildhall Development Plan - to create a central events hub for the city, combining expert advice on event management, support to develop technical capacity, equipment hire and a ticketing service for events held in the city.
- This venue has a higher footfall and presents more opportunities for income generation – achieved through upselling the GH café and GH events.
- Supports the Food & Drink development plan.

3.12 With regard to the possible impact of choice of location, it is worth noting that Cheltenham saw a decline in TIC usage after its TIC was relocated from the main high street to The Wilson, which is off the main thoroughfare.

3.13 Cultural Services staff advise relocating the TIS to Gloucester Guildhall.

3.14 Our proposed relocation plans include provision for new signage and effective marketing, and investment in staff training to enable a smooth transition regardless of the chosen location.

3.15 In terms of the TIC retail offer:

- The gift shop is not part of the core TIS service but can enhance the visitor experience as well as help meet budgets;
- Should the proposed relocation go ahead, there is a clear case for moving the stock at the current TIC to the retail area in the Museum of Gloucester and providing a single "Gloucester Gifts" shop at this venue. The Museum has plenty of shelf space (not available at the Guildhall) and we are already increasing the range of locally produced goods on sale at this location. We also plan to add bespoke souvenirs and gifts that interpret the Museum collection.
- If the TIC is relocated to the Guildhall we would provide an onsite display that showcases stock from the "Gloucester Gifts" shop and a linked sales offer comprising the most popular of these items.

4.0 Asset Based Community Development (ABCD) Considerations

4.1 Relocating the TIS to another of the Council's Cultural Services venue allows for better use of resources. We plan to recruit and train volunteers and create a number of Friends Groups to support the growth and sustainability of our Cultural venues. And we are already attracting volunteers as part of the 'Engage in Gloucester Volunteer Makers' which was launched on 2 September 2018.

4.2 Creating a central ticketing and information centre will release capacity of staff to develop self-service options, set up Friends Groups and grow volunteer support for the City's cultural venues.

5.0 Alternative Options Considered

- 5.1 Option 1 – Continue to operate at Southgate Street. The authority cannot continue to justify delivering the existing service model in the face of significant change.
- 5.2 Option 2 – Relocate to another sole use location. This will not address the issue of reducing the overall Cultural Services expenditure and does not free up resource.

6.0 Reasons for Recommendations

- 6.1 N/A – this is a consultation paper.

7.0 Future Work and Conclusions

- 7.1 Public consultation is likely to show a continuing demand for a face to face service. Overview and Scrutiny will be the sounding board to discuss the various options presented.
- 7.2 We would need to install clear signage at any alternative venue and ensure visitor orientation to the site.
- 7.3 Future work also includes the introduction of a self-service kiosk within the box office area which coincides with the procurement of a new till system by summer 2019.
- 7.4 A Guildhall Development Plan and Museum Development Plan are both currently in production.

8.0 Financial Implications

- 8.1 The cost of moving the TIC will be met from the capital budget allocation in the City Centre Investment Fund (CCIF). The current available budget is £119,109.
- 8.2 There is a sound argument for using the CCIF funding to support a bid for significant additional funding from the Cultural Development Fund to support development of the Guildhall. This option would not be available if the Museum of Gloucester was the Council's chosen relocation site for the TIC.
- 8.3 It is estimated that revenue savings of £37,900 per annum will result from the transfer.

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

9.0 Legal Implications

- 9.1 As the area in the Guildhall intended to be occupied by the TIC is already within the Council's ownership and occupation there are no legal implications in respect of that aspect of the change of location of the service.

Once the service has relocated, consideration will have to be given to terminating the Council's occupation of the premises at 28 Southgate Street.

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

10.0 Risk & Opportunity Management Implications

- 10.1 The Guildhall box office area is set back from the main entrance on a mezzanine floor and accessible via a lift and stairs. The lift can accommodate mobility scooters and wheelchair users. Asset Management has inspected the lift and confirmed it is in full working order
- 10.2 Access is important and a move to the Guildhall provides the following benefits:
- Longer opening hours for TIC;
 - Consistent opening hours for box office function;
 - An adjoining car park with lift access into the Guildhall - there are plans to convert a number of car parking bays into disabled and child-friendly spaces.
- 10.3 There are also access benefits by relocating to the Museum:
- Ground level access from pavement to reception.
 - The Museum is located between a number of city centre car parks, with Hampden Way car park just a 2 minute walk away.
 - Toilets are located on the ground floor in the reception area.
- 10.4 Christian Drewitt who works in partnership with Marketing Gloucester has visited a number of city centre locations to audit accessibility. Both the Guildhall and Museum were awarded a 5 star for their accessibility. The following links provide further insight:
- www.accessglos.co.uk/gloucester-guildhall
 - www.accessglos.co.uk/museum-of-gloucester-3

11.0 People Impact Assessment (PIA):

- 11.1 Access with ease would form part of any relocation plans.
- 11.2 The PIA Screening Stage will be addressed after decisions on the proposed relocation and choice of venue have been made.

12.0 Other Corporate Implications

Community Safety

- 12.1 Not applicable.

Sustainability

- 12.2 Not applicable.

Staffing & Trade Union

- 12.3 There are no staffing implications due to the current generic working that is already well established.

Background Documents: None

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By virtue of paragraph(s) 3 of Part 1 of Schedule 12A
of the Local Government Act 1972.

Document is Restricted

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