



## Overview and Scrutiny Committee

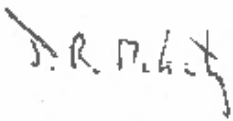
**Meeting: Monday, 6th January 2020 at 6.30 pm in Civic Suite, North Warehouse, The Docks, Gloucester, GL1 2EP**

<b>Membership:</b>	Cllrs. Coole (Chair), Ryall (Vice-Chair), Dee, Finnegan, Haigh, Hilton, Hyman, Lewis, Organ, Patel, Pullen, Stephens, Taylor, Toleman, Tracey, Walford and Wilson
<b>Contact:</b>	Democratic and Electoral Services 01452 396126 <a href="mailto:democratic.services@gloucester.gov.uk">democratic.services@gloucester.gov.uk</a>

### AGENDA

<b>1.</b>	<b>APOLOGIES</b>  To receive any apologies for absence.
<b>2.</b>	<b>DECLARATIONS OF INTEREST</b>  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.
<b>3.</b>	<b>DECLARATION OF PARTY WHIPPING</b>  To declare if any issues to be covered in the Agenda are under party whip.
<b>4.</b>	<b>MINUTES</b>  Minutes to follow.
<b>5.</b>	<b>PUBLIC QUESTION TIME (15 MINUTES)</b>  To receive any questions from members of the public provided that a question does not relate to: <ul style="list-style-type: none"> <li>• Matters which are the subject of current or pending legal proceedings, or</li> <li>• Matters relating to employees or former employees of the Council or comments in respect of individual Council Officers</li> </ul>
<b>6.</b>	<b>PETITIONS AND DEPUTATIONS (15 MINUTES)</b>  To receive any petitions and deputations provided that no such petition or deputation is in relation to: <ul style="list-style-type: none"> <li>• Matters relating to individual Council Officers, or</li> <li>• Matters relating to current or pending legal proceedings</li> </ul>

7.	<p><b>OVERVIEW AND SCRUTINY COMMITTEE WORK PROGRAMME AND COUNCIL FORWARD PLAN</b> (Pages 5 - 30)</p> <p>To receive the latest version of the Committee's work programme and the Council's Forward Plan.</p>
8.	<p><b>PERFORMANCE MONITORING QUARTER 1 AND 2</b> (Pages 31 - 48)</p> <p>To consider the report of the Cabinet Member for Performance and Resources which considers the Council's performance against key measures in Quarters 1 &amp; 2 of 2019/20.</p>
9.	<p><b>DATE OF NEXT MEETING</b></p> <p>3<sup>rd</sup> of February 2020.</p>



**Jon McGinty**  
**Managing Director**

**Date of Publication: Friday, 27 December 2019**

## 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](http://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](mailto: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.



# Gloucester City Council

## FORWARD PLAN FROM DECEMBER 2019 TO NOVEMBER 2020

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	Email Address
Leader and Environment (LE)	Councillor Richard Cook	<a href="mailto:richard.cook@gloucester.gov.uk">richard.cook@gloucester.gov.uk</a>
Deputy Leader and Performance & Resources (P&R)	Councillor Hannah Norman	<a href="mailto:hannah.norman@gloucester.gov.uk">hannah.norman@gloucester.gov.uk</a>
Regeneration & Economy (RE)	Councillor Paul James	<a href="mailto:paul.james@gloucester.gov.uk">paul.james@gloucester.gov.uk</a>
Communities & Neighbourhoods (C&N)	Councillor Jennie Watkins	<a href="mailto:jennie.watkins@gloucester.gov.uk">jennie.watkins@gloucester.gov.uk</a>
Culture & Leisure (C&L)	Councillor Steve Morgan	<a href="mailto:steve.morgan@gloucester.gov.uk">mailto:steve.morgan@gloucester.gov.uk</a>
Planning & Housing Strategy (P&H)	Councillor Andrew Gravells	<a href="mailto:andrew.gravells@gloucester.gov.uk">mailto:andrew.gravells@gloucester.gov.uk</a>

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.

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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](mailto: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)
<b>DECEMBER 2019</b>						
NON	<p><b>Draft Budget Proposals (including Money Plan and Capital Programme)</b></p> <p><u>Summary of decision:</u> To update Cabinet on the draft budget proposals</p> <p><i>Wards affected: All Wards</i></p>	4/12/19	<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><b>Treasury Management Six Monthly Update 2019/20</b></p> <p><u>Summary of decision:</u> To update Cabinet on treasury management activities.</p> <p><i>Wards affected: All Wards</i></p>	4/12/19	<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><b>Financial Monitoring Quarter 2 Report</b></p> <p><u>Summary of decision:</u> To receive an update on financial monitoring information for the third quarter 2019/20</p> <p><i>Wards affected: All Wards</i></p>	4/12/19	<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><b>Performance Monitoring Quarters 1 and 2 Report</b></p> <p><u>Summary of decision:</u> To note the Council's performance in quarter 2 across a set of key performance indicators.</p> <p><i>Wards affected: All Wards</i></p>	28/10/19  4/12/19	<p>Overview and Scrutiny Committee</p> <p>Cabinet Cabinet Member for Performance and Resources</p>			<p>Tanya Davies, Policy and Governance Manager Tel: 01452 396125 tanya.davies@gloucester.gov.uk</p>
NON	<p><b>Social Enterprise Activity</b></p> <p><u>Summary of decision:</u> To update Members on Social Enterprise activity being supported by the Council.</p> <p><i>Wards affected: All Wards</i></p>	4/12/19	<p>Cabinet Cabinet Member for Communities and Neighbourhoods, Cabinet Member for Environment</p>			<p>Ruth Saunders, Head of Communities Tel: 01452 396789 ruth.saunders@gloucester.gov.uk</p>



NON	<p><b>Housing and Homelessness Policy</b></p> <p><u>Summary of decision:</u> To implement a consultation exercise to inform the adoption of a strategy to address housing and homelessness issues in the City.</p> <p><i>Wards affected: All Wards</i></p>	<p>4/12/19</p> <p>26/03/20</p>	<p>Cabinet</p> <p>Council Cabinet Member for Communities and Neighbourhoods</p>			<p>Ruth Saunders, Head of Communities Tel: 01452 396789 ruth.saunders@gloucester.gov.uk</p>
<b>JANUARY 2020</b>						
NON	<p><b>Marketing Gloucester</b></p> <p><u>Summary of decision:</u> To consider the findings and recommendations of the finance, governance, strategic and operational review of Marketing Gloucester commissioned by the Board of Marketing Gloucester and to agree further actions.</p> <p><i>Wards affected: All Wards</i></p>	<p>19/12/19</p> <p>15/01/20</p>	<p>Overview and Scrutiny Committee</p> <p>Cabinet Cabinet Member for Culture and Leisure, Cabinet Member for Performance and Resources</p>			<p>Anne Brinkhoff, Corporate Director Tel: 01452 396765 anne.brinkhoff@gloucester.gov.uk</p>

NON	<p><b>Improving Standards of Design in Gloucester</b></p> <p><u>Summary of decision:</u> To agree an action plan intended to drive up standards of architectural design within developments in the City.</p> <p><i>Wards affected: All Wards</i></p>	15/01/20	Cabinet Cabinet Member for Planning and Housing Strategy			David Evans, City Growth and Delivery Manager Tel: 01452 396847 david.evans@gloucester.gov.uk
NON Page 10	<p><b>Hucclecote Hay Meadows East Adoption Proposals</b></p> <p><u>Summary of decision:</u> To consider adopting an area of land for purposes of nature conservation.</p> <p><i>Wards affected: All Wards</i></p>	15/01/20	Cabinet Cabinet Member for Environment			Meyrick Brentnall, City Improvement and Environment Manager Tel: 01452 396829 meyrick.brentnall@gloucester.gov.uk
NON	<p><b>Public Space Protection Orders</b></p> <p><u>Summary of decision:</u> To provide an update on the Public Space Protection Orders (PSPO).</p> <p><i>Wards affected: All Wards</i></p>	15/01/20	Cabinet Cabinet Member for Communities and Neighbourhoods			Emily Bolland, Community Engagement Officer Tel: 01452 396268 emily.bolland@gloucester.gov.uk

KEY	<p><b>Kings Quarter/Kings Square Delivery Proposal and Update</b></p> <p><u>Summary of decision:</u> To approve the delivery proposal and review the tender</p> <p><i>Wards affected: Westgate</i></p>	15/01/20	Cabinet Cabinet Member for Regeneration and Economy			Philip Ardley, Major Projects Consultant Tel: 01452 396107 philip.ardley@gloucester.gov.uk
NON	<p><b>Council Tax Support Scheme 2020-21</b></p> <p><u>Summary of decision:</u> To consider changes to the Council Tax Support Scheme 2020-21.</p> <p><i>Wards affected: All Wards</i></p>	15/01/20  30/01/20	Cabinet  Council Cabinet Member for Performance and Resources			Alison Bell, Intelligent Client Officer (Revenues & Benefits) Tel: 01452 396014 alison.bell@gloucester.gov.uk

NON	<p><b>Environmental Crime Enforcement Contract</b></p> <p><u>Summary of decision:</u> To set the proposal to enter into a 5 year (3+1+1) enforcement arrangement with an Enviro-crime enforcement contractor to provide the service currently supplied by 3GS (UK) Limited.</p> <p><i>Wards affected: All Wards</i></p>	15/01/20	Cabinet Cabinet Member for Environment			<p>Matt Cloke, Planning Enforcement City Centre Improvement Officer Tel: 01452 396317 matt.cloke@gloucester.gov.uk</p>
<p>KEY</p> <p>Page 12</p>	<p><b>Disposal of HKP Warehouses</b></p> <p><u>Summary of decision:</u> To update Cabinet on progress made towards disposal of the HKP warehouses</p> <p><i>Wards affected: Westgate</i></p>	15/01/20	Cabinet Cabinet Member for Performance and Resources			<p>Mark Foyn, Property Commissioning Manager Tel: 01452 396271 mark.foyn@gloucester.gov.uk</p>

FEBRUARY 2020						
BPF	<p><b>Council Tax Setting 2020/21</b></p> <p><u>Summary of decision:</u> To seek approval for the resolutions relating to the setting of Council Tax for 2020/21</p> <p><i>Wards affected: All Wards</i></p>	<p>12/02/20</p> <p>27/02/20</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>
<p>BPF</p> <p>Page 13</p>	<p><b>Final Budget Proposals (including Money Plan and Capital Programme)</b></p> <p><u>Summary of decision:</u> To seek approval for the final Budget Proposals for 2020-21, including the Money Plan and Capital Programme.</p> <p><i>Wards affected: All Wards</i></p>	<p>12/02/20</p> <p>27/02/20</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><b>Risk Management Policy Statement &amp; Strategy 2020-23</b></p> <p><u>Summary of decision:</u> To consider the reviewed and revised Risk Management Policy Statement &amp; Strategy 2020-23</p> <p><i>Wards affected: All Wards</i></p>	<p>20/01/20</p> <p>12/02/20</p>	<p>Audit and Governance Committee</p> <p>Cabinet Cabinet Member for Performance and Resources</p>			<p>Theresa Mortimer, head of Audit Risk Assurance Tel: 01452 328883 theresa.mortimer@gloucestershire.gov.uk</p>
NON Page 14	<p><b>Digital Strategy</b></p> <p><u>Summary of decision:</u> To approve the Digital Strategy for the Council.</p> <p><i>Wards affected: All Wards</i></p>	<p>12/02/20</p>	<p>Cabinet Cabinet Member for Performance and Resources</p>			<p>Jon McGinty, Managing Director Tel: 01452 396200 jon.mcginty@gloucester.gov.uk</p>
NON	<p><b>Joint Waste Partnership</b></p> <p><u>Summary of decision:</u> To consider the benefits of joining a Gloucestershire Waste Partnership.</p> <p><i>Wards affected: All Wards</i></p>	<p>12/02/20</p>	<p>Cabinet Cabinet Member for Environment</p>			<p>Meyrick Brentnall, City Improvement and Environment Manager Tel: 01452 396829 meyrick.brentnall@gloucester.gov.uk</p>

NON	<p><b>Housing, Homelessness and Rough Sleeping Strategy</b></p> <p><u>Summary of decision:</u> To review the final draft of the strategy amended based on the public consultation in preparation for adoption at Full Council.</p> <p><i>Wards affected: All Wards</i></p>	<p>3/02/20</p> <p>12/02/20</p> <p>26/03/20</p>	<p>Overview and Scrutiny Committee</p> <p>Cabinet</p> <p>Council Cabinet Member for Communities and Neighbourhoods</p>			<p>Ruth Saunders, Head of Communities Tel: 01452 396789 ruth.saunders@gloucester.gov.uk</p>
NON Page 15	<p><b>Ash Dieback Policy</b></p> <p><u>Summary of decision:</u> To apprise Cabinet of ash dieback and to seek support for a policy that addresses the issues on City Council owned land.</p> <p><i>Wards affected: All Wards</i></p>	<p>12/02/20</p>	<p>Cabinet Cabinet Member for Environment</p>			<p>Meyrick Brentnall, City Improvement and Environment Manager Tel: 01452 396829 meyrick.brentnall@gloucester.gov.uk</p>

KEY	<p><b>Festivals and Events Programme</b></p> <p><u>Summary of decision:</u> To seek approval for the 2019-20 Festivals and Events Programme</p> <p><i>Wards affected: All Wards</i></p>	12/02/20	Cabinet Cabinet Member for Culture and Leisure			Philip Walker, Head of Cultural Services Tel: 01452 396355 philip.walker@gloucester.gov.uk
<b>MARCH 2020</b>						
NON  Page 16	<p><b>Pay Policy Statement 2020/21</b></p> <p><u>Summary of decision:</u> To seek approval for the annual Pay Policy Statement 2020-21 in accordance with Section 38 of the Localism Act 2011.</p> <p><i>Wards affected: All Wards</i></p>	11/03/20  26/03/20	Cabinet  Council Cabinet Member for Performance and Resources			Jon Topping, Head of Policy and Resources Tel: 01452 396242 jon.topping@gloucester.gov.uk



BPF	<p><b>Treasury Management Strategy</b></p> <p><u>Summary of decision:</u> To seek approval for the Treasury Management Strategy.</p> <p><i>Wards affected: All Wards</i></p>	<p>11/03/20</p> <p>26/03/20</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><b>The Capital Strategy</b></p> <p><u>Summary of decision:</u> To approve the Capital Strategy 2020-21</p> <p><i>Wards affected: All Wards</i></p>	<p>11/03/20</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><b>Financial Monitoring Quarter 3 Report</b></p> <p><u>Summary of decision:</u> To receive an update on financial monitoring information for the third quarter 2019/20.</p> <p><i>Wards affected: All Wards</i></p>	<p>2/03/20</p> <p>11/03/20</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><b>Performance Monitoring Quarter 3 Report</b></p> <p><u>Summary of decision:</u> To note the Council's performance in quarter 3 across a set of key performance indicators.</p> <p><i>Wards affected: All Wards</i></p>	<p>2/03/20</p> <p>11/03/20</p>	<p>Overview and Scrutiny Committee</p> <p>Cabinet Cabinet Member for Performance and Resources</p>			<p>Tanya Davies, Policy and Governance Manager Tel: 01452 396125 tanya.davies@gloucester.gov.uk</p>
KEY	<p><b>Charging Orders for Non Payment of Council Tax</b></p> <p><u>Summary of decision:</u> To seek the introduction of charging orders for those residents who own a property and persistently fail without reasonable excuse to pay their council tax charge.</p> <p><i>Wards affected: All Wards</i></p>	<p>11/03/20</p>	<p>Cabinet Cabinet Member for Performance and Resources</p>			<p>Alison Bell, Intelligent Client Officer (Revenues &amp; Benefits) Tel: 01452 396014 alison.bell@gloucester.gov.uk</p>

NON	<p><b>Risk Based Verification Policy Review</b></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>	11/03/20	Cabinet Cabinet Member for Performance and Resources			Jon Topping, Head of Policy and Resources Tel: 01452 396242 jon.topping@gloucester.gov.uk
NON	<p><b>Climate Change Manifesto</b></p> <p><u>Summary of decision:</u> To agree to sign the County Council Climate Change Manifesto.</p> <p><i>Wards affected: All Wards</i></p>	11/03/20	Cabinet Cabinet Member for Environment			Meyrick Brentnall, City Improvement and Environment Manager Tel: 01452 396829 meyrick.brentnall@gloucester.gov.uk
NON	<p><b>Cultural Strategy Update</b></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>	11/03/20	Cabinet Cabinet Member for Culture and Leisure			Jonathan Lund, Corporate Director Tel: 01452 396276 jonathan.lund@gloucester.gov.uk

NON	<p><b>Civil Penalty Notices for Private Sector Housing Offences</b></p> <p><u>Summary of decision:</u> To seek approval to introduce civil penalties (CPNs) under the Housing Act as a financial penalty option for housing offences.</p> <p><i>Wards affected: All Wards</i></p>	11/03/20	Cabinet Cabinet Member for Communities and Neighbourhoods			Yvonne Welsh, Community Wellbeing Team Leader Tel: 01452 396333 yvonne.welsh@gloucester.gov.uk
NON Page 20	<p><b>Growing Gloucester's Visitor Economy</b></p> <p><u>Summary of decision:</u> To provide Cabinet with an update on the annual review of the Visitor Economy Strategy.</p> <p><i>Wards affected: All Wards</i></p>	11/03/20	Cabinet Cabinet Member for Culture and Leisure			Jonathan Lund, Corporate Director Tel: 01452 396276 jonathan.lund@gloucester.gov.uk

NON	<p><b>Museum of Gloucester Development Plan</b></p> <p><u>Summary of decision:</u> To approve the Museum of Gloucester Development Plan.</p> <p><i>Wards affected: All Wards</i></p>	11/03/20	Cabinet Cabinet Member for Culture and Leisure			Philip Walker, Head of Cultural Services Tel: 01452 396355 philip.walker@gloucester.gov.uk
<p><b>APRIL 2020 - No meetings</b></p> <p><b>MAY 2020 - No meetings</b></p> <p><b>JUNE 2020</b></p>						
Page 21 NON	<p><b>2019-20 Financial Outturn Report</b></p> <p><u>Summary of decision:</u> To update Cabinet on the Financial Outturn Report 2019-20.</p> <p><i>Wards affected: All Wards</i></p>	24/06/20	Audit and Governance 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><b>Treasury Management Six Monthly Update 2019-20</b></p> <p><u>Summary of decision:</u> To update Cabinet on treasury management activities.</p> <p><i>Wards affected: All Wards</i></p>	24/06/20	Cabinet Cabinet Member for Performance and Resources			Jon Topping, Head of Policy and Resources Tel: 01452 396242 jon.topping@gloucester.gov.uk
NON	<p><b>2019-20 Year End Performance Report</b></p> <p><u>Summary of decision:</u> To consider the Council's performance in 2019-20 across a set of key performance indicators.</p> <p><i>Wards affected: All Wards</i></p>	24/06/20	<p>Overview and Scrutiny Committee</p> <p>Cabinet Cabinet Member for Performance and Resources</p>			Tanya Davies, Policy and Governance Manager Tel: 01452 396125 tanya.davies@gloucester.gov.uk
NON	<p><b>Strategic Risk Register</b></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>	24/06/20	<p>Audit and Governance Committee</p> <p>Cabinet Cabinet Member for Performance and Resources</p>			Stephanie Payne, Group Manager, Audit, Risk and Assurance Tel: 01452 396432 stephanie.payne@gloucester.gov.uk

NON	<p><b>Green Travel Plan Progress Report 2019 and Update</b></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>	24/06/20	Cabinet Cabinet Member for Environment			<p>Jon Topping, Head of Policy and Resources Tel: 01452 396242 jon.topping@gloucester.gov.uk</p>
NON	<p><b>Gloucester Culture Trust Update Report</b></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>	24/06/20	Cabinet Cabinet Member for Culture and Leisure			<p>Jonathan Lund, Corporate Director Tel: 01452 396276 jonathan.lund@gloucester.gov.uk</p>

NON	<p><b>Annual Report on the Grant Funding provided to the Voluntary Community Sector</b></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>	24/06/20	Cabinet Cabinet Member for Communities and Neighbourhoods			Ruth Saunders, Head of Communities Tel: 01452 396789 ruth.saunders@gloucester.gov.uk
<p><b>JULY 2020</b></p> <p><b>AUGUST 2020 - No meetings</b></p> <p><b>SEPTEMBER 2020</b></p>						
NON	<p><b>Financial Monitoring Quarter 1 Report</b></p> <p><u>Summary of decision:</u> To receive an update on financial monitoring information for the first quarter 2020/21.</p> <p><i>Wards affected: All Wards</i></p>	16/09/20	<p>Overview and Scrutiny Committee</p> <p>Cabinet Cabinet Member for Performance and Resources</p>			Jon Topping, Head of Policy and Resources Tel: 01452 396242 jon.topping@gloucester.gov.uk

JULY 2020

AUGUST 2020 - No meetings

SEPTEMBER 2020

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NON	<p><b>Performance Monitoring Quarter 1 Report</b></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>	16/09/20	Cabinet Cabinet Member for Performance and Resources			Tanya Davies, Policy and Governance Manager Tel: 01452 396125 tanya.davies@gloucester.gov.uk
<b>OCTOBER 2020</b>						
NON Page 25	<p><b>City Council Energy Costs and Reduction Projects Annual Report</b></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>	14/10/20	Cabinet Cabinet Member for Environment			Mark Foyn, Property Commissioning Manager Tel: 01452 396271 mark.foyn@gloucester.gov.uk

NON	<p><b>Armed Forces Community Covenant Update</b></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>	14/10/20	Cabinet Cabinet Member for Communities and Neighbourhoods			Ruth Saunders, Head of Communities Tel: 01452 396789 ruth.saunders@gloucester.gov.uk
<p>Page 26 <b>NOVEMBER 2020</b></p>						
NON	<p><b>Regulation of Investigatory Powers Act 2000 (RIPA) - Review of Procedural Guide</b></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>	11/11/20	Cabinet Cabinet Member for Performance and Resources			Jon Topping, Head of Policy and Resources Tel: 01452 396242 jon.topping@gloucester.gov.uk

ITEMS DEFERRED- Dates to be confirmed						
NON	<p><b>Blackfriars Priory Development Plan</b></p> <p><u>Summary of decision:</u> To approve the Blackfriars Priory Development Plan</p> <p><i>Wards affected: All Wards</i></p>		<p>Cabinet Cabinet Member for Culture and Leisure</p>			<p>Philip Walker, Head of Cultural Services Tel: 01452 396355 philip.walker@gloucester.gov.uk</p>
NON	<p><b>Geographical Information Systems and Grounds Maintenance Contract</b></p> <p><u>Summary of decision:</u> To consider the Geographical Information Systems (GIS) and grounds maintenance contract.</p> <p><i>Wards affected: All Wards</i></p>		<p>Cabinet Cabinet Member for Environment</p>			<p>Meyrick Brentnall, City Improvement and Environment Manager Tel: 01452 396829 meyrick.brentnall@gloucester.gov.uk</p>

NON	<p><b>Energy Costs and Reduction Projects Annual Report</b></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>		Cabinet Cabinet Member for Environment			<p>Mark Foyn, Property Commissioning Manager Tel: 01452 396271 mark.foyn@gloucester.gov.uk</p>
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**Gloucester City Council  
Overview and Scrutiny Committee Work Programme  
Updated 23rd of December 2019**

<b>Item</b>	<b>Format</b>	<b>Lead Member (if applicable)/Lead Officer</b>	<b>Comments</b>
<b>03 February 2020</b>			
Housing, Homelessness and Rough Sleeping Strategy	Written Report	Cabinet Member for Communities and Neighbourhoods and Cabinet Member for Planning and Housing Strategy	Requested by Chair
<b>02 March 2020</b>			
Annual Report on the Grant Funding provided to the Voluntary Community Sector	Report	Cabinet Member for Communities and Neighbourhoods	Requested by Committee
<b>NO DATE SET</b>			
Progress on 67-9 London Road	Report	Cabinet Member for Regeneration and Economy	Requested by Committee
Disposal of HKP Warehouses	Report	Cabinet Member for Regeneration and Economy	Requested by Committee
Housing and Homelessness Strategy Report – Post Consultation	Report	Cabinet Member for Communities and Neighbourhoods and Cabinet Member for Planning and Housing Strategy	Requested by Chair
Green Travel Plan Progress Report 2019 and Update	Report	Cabinet Member for the Environment	Requested by Committee

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

# Gloucester City Council

<b>Meeting:</b>	<b>Cabinet</b>	<b>Date:</b>	<b>4 December 2019</b>
	<b>Overview and Scrutiny Committee</b>		<b>6 January 2020</b>
<b>Subject:</b>	<b>Performance Monitoring Quarters 1 &amp; 2 – 2019/20</b>		
<b>Report Of:</b>	<b>Cabinet Member for Performance and Resources</b>		
<b>Wards Affected:</b>	<b>All</b>		
<b>Key Decision:</b>	<b>No</b>	<b>Budget/Policy Framework:</b>	<b>No</b>
<b>Contact Officer:</b>	<b>Jay Bishop, Performance and Improvement Officer</b>		
	<b>Email:</b>	<b><a href="mailto:jay.bishop@gloucester.gov.uk">jay.bishop@gloucester.gov.uk</a></b>	<b>Tel: 39-6129</b>
<b>Appendices:</b>	<b>1. Performance Report Quarters 1 &amp; 2 – 2019/20</b>		

## FOR GENERAL RELEASE

### 1.0 Purpose of Report

- 1.1 The purpose of this report is to inform Members of the Council's performance against key measures in Quarters 1 & 2 of 2019/20.

### 2.0 Recommendations

- 2.1 **Cabinet** is asked to **RESOLVE** that the Quarters 1 & 2 Performance Report 2019/20 at Appendix 1 be noted.
- 2.2 **Overview & Scrutiny Committee** is asked to **RESOLVE** that the Quarters 1 & 2 Performance Report 2019/20 at Appendix 1 be noted.

### 3.0 Background and Key Issues

- 3.1 This report sets out the Council's performance against a set of 15 key indicators in the first and second quarters of 2019/20. Corporate KPIs where data is collected annually have been excluded from this report and will be reported in the Year End report only.
- 3.2 Appendix 1 sets out the performance data, including comparative information from 2018/19 where available.
- 3.3 Where targets exist, these have been included along with a narrative to explain the data. A red (alert) threshold is included in some charts. Where performance is monitored as part of a contract, targets and red thresholds are set and revised as part of that process, where this is not the case and there is also no national target available, these have been determined during the service planning process in consultation with the relevant Cabinet Member.

3.4 The summary of KPIs is categorised by Short Term Trend. 7 measures have improved in the short term. Of the 7 measures that have worsened in the short term, 3 are at red. Overall there are 6 measures at green, 2 at amber and 6 at red; the remaining measure is either data only measures with no targets or have not yet had targets set.

#### **4.0 Asset Based Community Development (ABCD) Considerations**

4.1 There are no ABCD implications in respect of the recommendations in this report.

#### **5.0 Alternative Options Considered**

5.1 There are no alternative options.

#### **6.0 Reasons for Recommendations**

6.1 The Council is committed to embedding a culture of performance management across the organisation and this report provides Members with an overview of corporate performance during the first and second quarter of 2019/20.

#### **7.0 Future Work and Conclusions**

7.1 As explained in paragraph 3.3, the development of the framework is an ongoing process.

#### **8.0 Financial Implications**

8.1 There are no financial implications resulting from the recommendations in this report.

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

#### **9.0 Legal Implications**

9.1 There are no legal implications resulting from the recommendations in this report.

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

#### **10.0 Risk & Opportunity Management Implications**

10.1 The PMS provides the opportunity to embed risk management within the performance framework by linking actions and PIs to risks, as well as having standalone risks. Service risk registers are being updated and will be added to the system alongside the 2020-21 service planning process.

#### **11.0 People Impact Assessment (PIA) and Safeguarding:**

11.1 This performance report is for information only, therefore a PIA is not required and there are no safeguarding matters to consider.

#### **12.0 Other Corporate Implications**



### Community Safety

- 12.1 There are no community implications resulting from the recommendations in the report.

### Sustainability

- 12.2 There are no sustainability implications resulting from the recommendations in the report.

### Staffing & Trade Union

- 12.3 There are no staffing and trade union implications resulting from the recommendations in the report.

**Background Documents:** None

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# Gloucester City Council Quarterly Performance Report – Quarters 1 & 2 2019/2020

This report sets out the Council's performance against a set of key performance indicators.




PI Status		Long Term Trends		Short Term Trends	
	Alert		Improving		Improving
	Warning		No Change		No Change
	OK		Getting Worse		Getting Worse
	Unknown				
	Data Only				

## Short Term Trend – At a Glance






















### Short Term Trend - Improving

PI Code	Measure	Status	Short Term Trend	Long Term Trend
CGD1	Number of affordable homes delivered, including: affordable rent; social rent; rent to homebuy; shared ownership; Low Cost Home Ownership discount. Data presented is cumulative across each year.			
CGD14	Percentage of affordable housing built to Category 2 building regulations standards			
CGD15	Percentage of affordable housing built to Category 3 building regulations standards			
CST1	Average wait time for customers to be seen (Face to Face)			
H24	Average number of households in B & B			
HR1	Staff Turnover			
VE2	Museum of Gloucester Footfall			

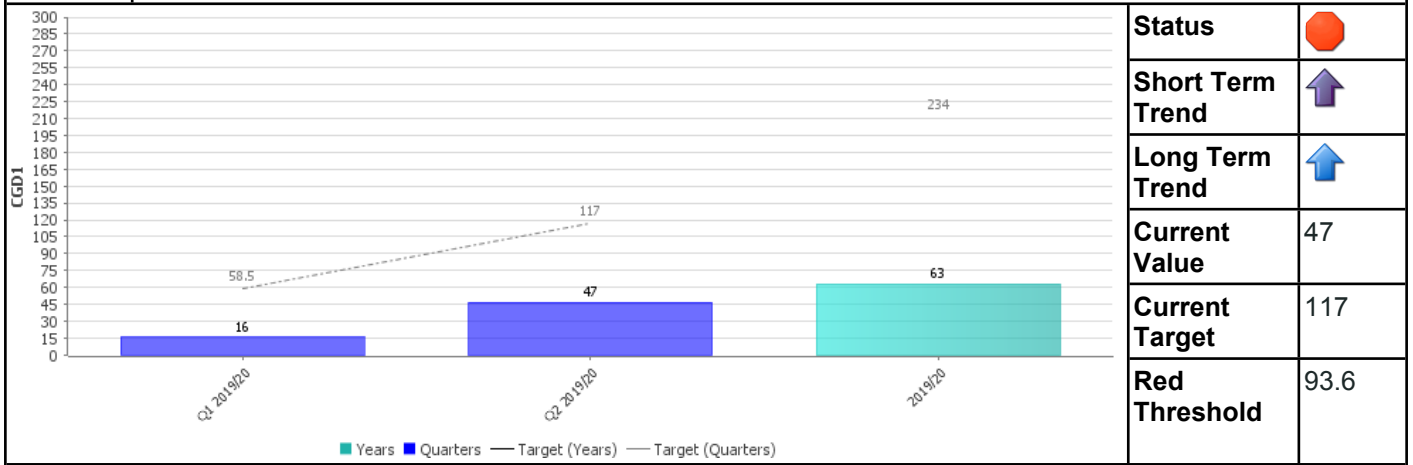
**Short Trend – Not available**

PI Code	Measure	Status	Short Term Trend	Long Term Trend
CIE21	Number of active groups involved in open space management			

**Short Trend - Declining**

PI Code	Measure	Status	Short Term Trend	Long Term Trend
CGD5	Percentage of major applications where decisions were made within the agreed timescale or agreed extended period.			
CGD6	Percentage of minor applications where decisions were made within the agreed timescale or agreed extended period.			
CIE3	Percentage of total waste recycled			
CST8	Percentage of complaints that escalate to stage 2			
H23	Average number of Households in Temporary Accommodation			
HR4	Absence Rate			
PG8	Percentage of information governance responses (FOI/EIR,DPA,SAR) compliant with statutory deadlines			

**CGD1** Number of affordable homes delivered, including: affordable rent; social rent; rent to homebuy; shared ownership; Low Cost Home Ownership discount. Data presented is cumulative across each year.



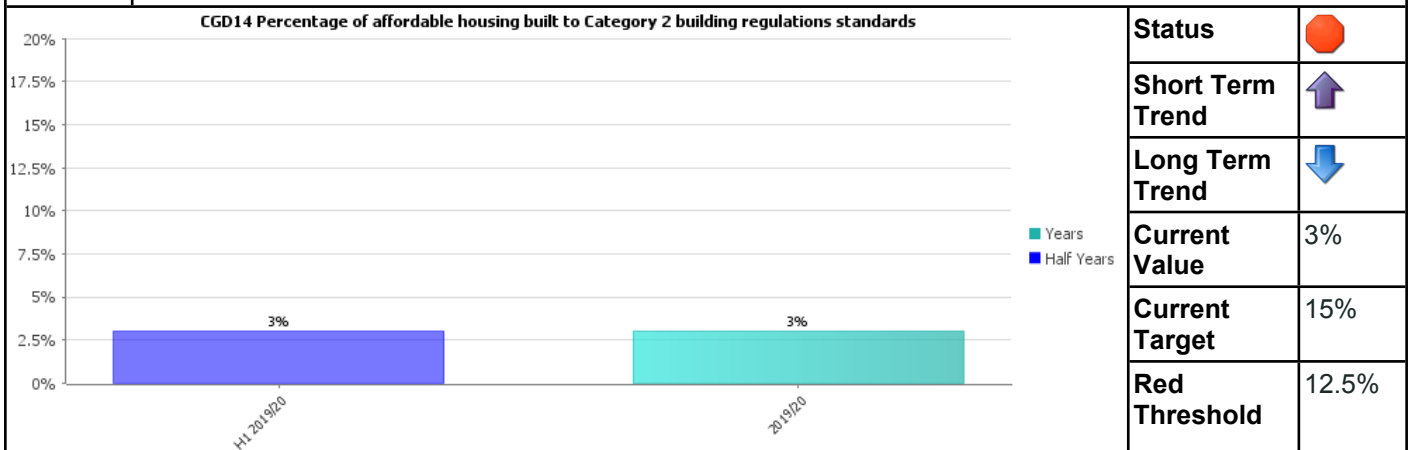
Of the annual target of 234 affordable homes delivered, 63 were delivered by the end of Q2 with a forecast of 181 delivered by the end of Q4.

The reduction in outturn forecast is largely a result of two factors. Firstly, a reduction in the number of windfall sites (47 included in the annual target with a forecast outturn of 31). Secondly, the annual target for 2019/2020 included 95 new homes at Black Dog Way whereas 39 were signed off as practically complete in 2018/2019 leaving 56 to be delivered in 2019/2020.

The 2019/20 estimate of windfall figures was based upon historical performance and our ongoing conversations with Housing Associations and their interest in developing smaller and non-allocated schemes.

As far as Black Dog way is concerned, the 19/20 targets were set before the 18/19 outturn was known. Hindsight would suggest that an adjustment should have been made.

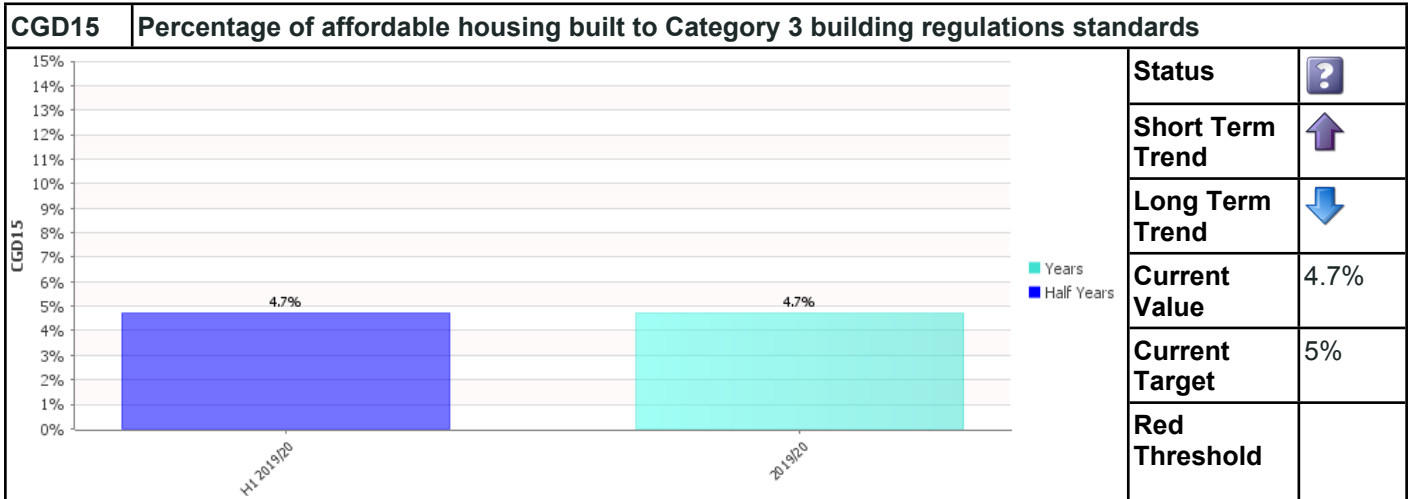
**CGD14** Percentage of affordable housing built to Category 2 building regulations standards



Of the 63 affordable units completed during the first half of the current year, 2 have been to Category 2 standard.

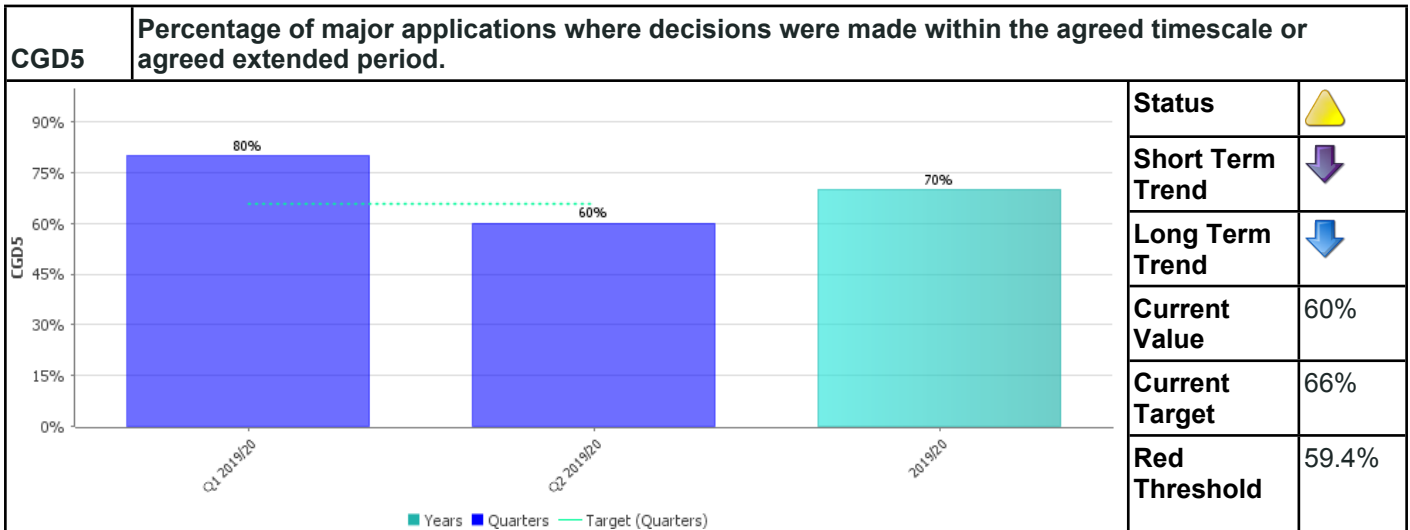
The Category 2 units was provided on Newark farm, this was one of two homes provided to this standard on the development. The Category 2 and 3 home on the scheme totalling 15% of the affordable housing delivery.

*Category 2 – Accessible and adaptable dwellings. This requirement is met when a new dwelling provides reasonable provision for most people to access the dwelling and includes features that make it suitable for a range of potential occupants, including older people, individuals with reduced mobility and some wheelchair users.*



Newark Farm development provided the one Category 3 unit and a wheelchair user has now move in the adapted flat. The 1 unit represented 4.7% of the development.

*Category 3 – Wheelchair user dwellings. This requirement is achieved when a new dwelling provides reasonable provisions for a wheelchair user to live in the dwelling and have the ability to use any outdoor space, parking and communal facilities.*



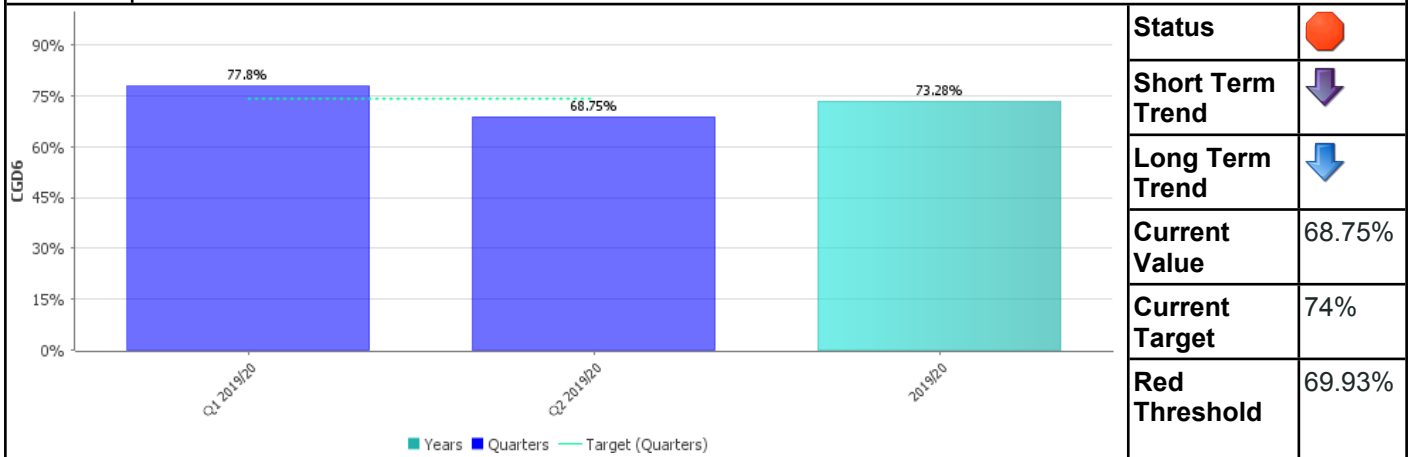
Five major applications were determined in Quarter 1 with 80% agreed within timescales. This demonstrates the Planning Team's positive working arrangements with applicants for major schemes, seeking to resolve any technical issues within agreed timescales.

In Quarter 2, two of the five major decisions were not within agreed timescales this was due to one of the applications requiring retail consultant input and additional information to assess complex retail issues. The applicant was not agreeable to an extension of time as the application was refused.

The other application required a Planning Committee determination which took it outside the agreed timetable.

This leaves us on an overall 70% of Major Applications where decisions have been made with agreed timescales year to date, this is still above our target of 66% despite the difficulties faced in quarter 2.

**CGD6 Percentage of minor applications where decisions were made within the agreed timescale or agreed extended period.**



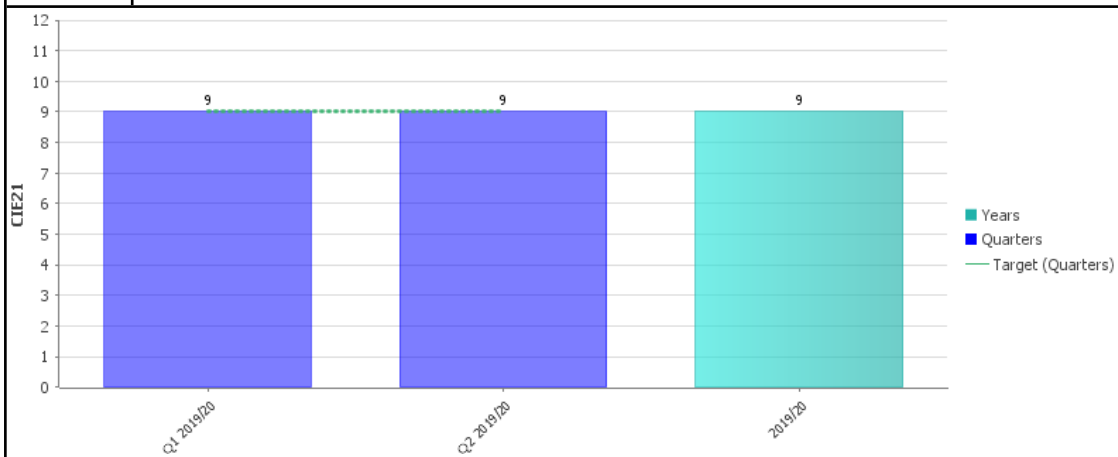
<b>Status</b>	
<b>Short Term Trend</b>	
<b>Long Term Trend</b>	
<b>Current Value</b>	68.75%
<b>Current Target</b>	74%
<b>Red Threshold</b>	69.93%

In Quarter 1, 77.8% of minor applications were determined within agreed timescales. This was an excellent performance given that a number of short-term factors have affected the Team's capacity, these included involvement in the process redesign for planning, the office move, preparation of historic files for scanning and assisting with the City Plan. A temporary planning assistant was appointed to provide additional capacity for dealing with planning applications.

We have also seen a situation where approximately 1 fulltime equivalent (FTE) planning officer has been involved in the redesign work February to May 2019

The number of issues highlighted has resulted in a backlog of applications for some case officers and this has caused a higher proportion of applications outside target timescales for Quarter 2. We will be focussing on reducing these backlogs, and now we have settled into the new site, we can continue with the performance levels seen in Quarter 1 and end the year above target.

**CIE21 Number of active groups involved in open space management**



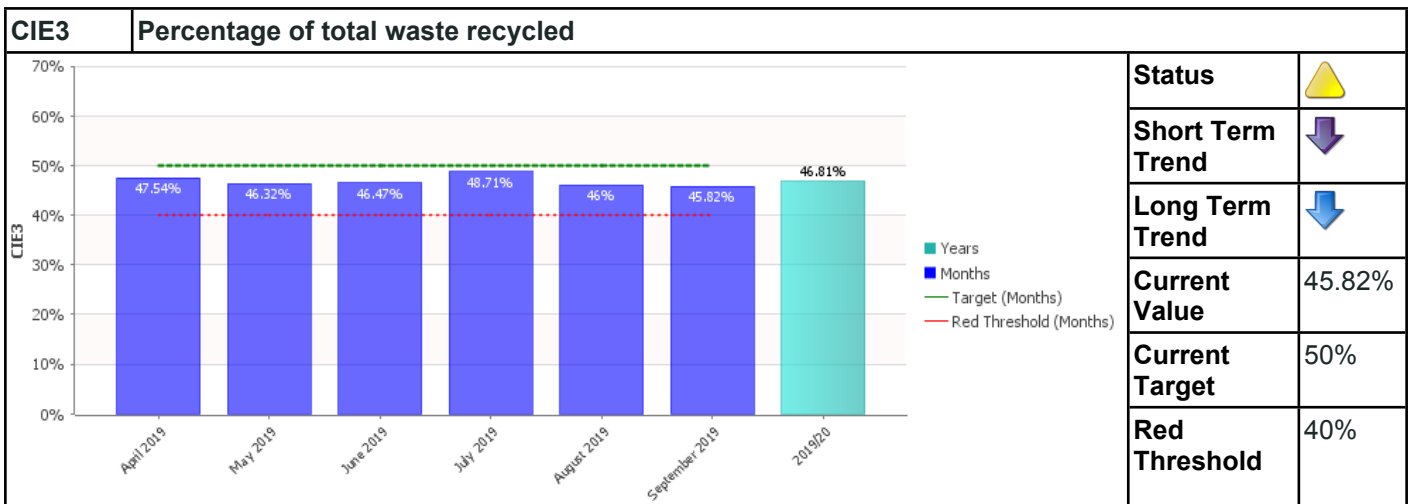
<b>Status</b>	
<b>Short Term Trend</b>	
<b>Long Term Trend</b>	
<b>Current Value</b>	9
<b>Current Target</b>	9
<b>Red Threshold</b>	8

There are 9 groups currently active in open space management within the City that we work with on a regular basis. Some are strong and have been in existence for a number of years, for example the Friends of Robinswood Hill. However, some of the groups are newer and still finding their feet, for example Kingsway Wildlife Group.

We will continue our support for existing groups and will encourage new groups to be actively involved in open space management and work towards increasing their number and resilience.

Making sure the groups feel valued and supported is key to ensuring they remain active in open space management, it is important for the City Council to keep a strong working relationship with these groups to ensure the numbers do not decrease. This is something we have worked on for the previous years and has been successful to date.

All current Groups appear Sustainable at present



In April the percentage of total waste recycled had increased 3.2% from the same month last year. This has led to a 4.68% decrease in waste to landfill and higher tonnages in many recycling commodities including garden waste, food waste, plastic and cans and OCC cardboard.

In May waste sent to landfill had decreased 3.39% from the same period last year. Green waste tonnages were high, as expected this time of year. The collection of cans and plastic went up to just over 5% when compared to May 2018.

June and July both saw increases when compared to the previous year, this is pleasing to see, however last year saw extremely long periods of hot weather, which would have contributed to the slowdown of grass growth resulting in less green waste recycled. However, this is the highest we have seen for these two months in the past four years which is a real positive and hopefully a trend that will continue.

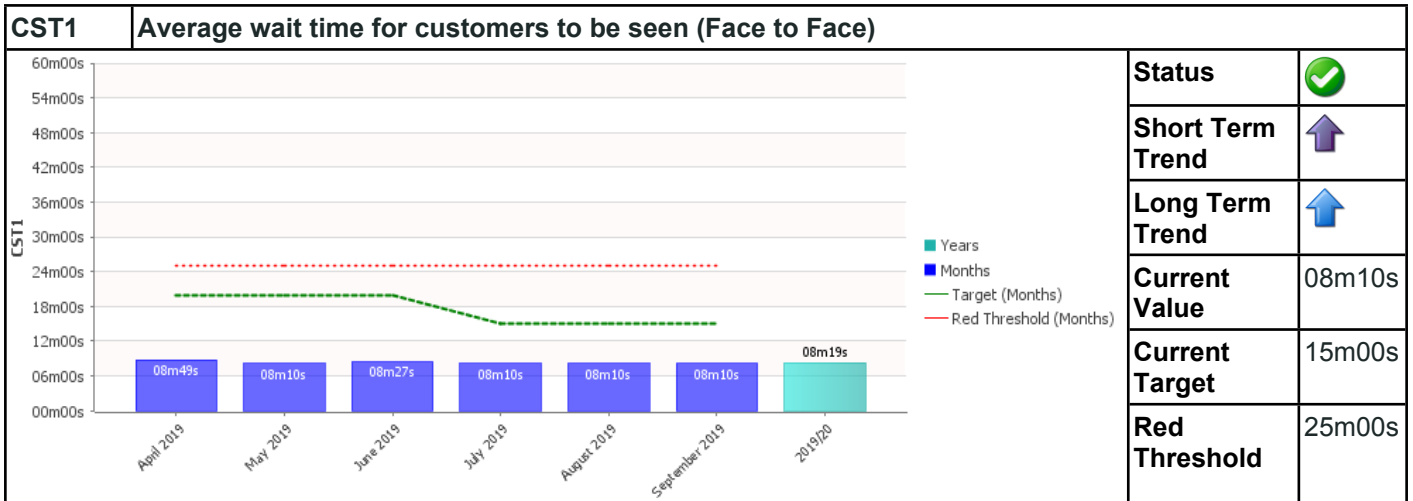
The Downwards Trend seen in August and September are due to lower Green Waste tonnages, this is a result of grass growth slowing due to the hot weather experienced & seasonal changes. Lower tonnages for other recycling commodities (other than cardboard) are due to residents being on holiday during August as per previous years trends.

While the percentage of total waste recycled has dropped very slightly (-0.18%) from August and the trends are declining, it is in fact less than quarter of a percent decrease. It is also pleasing to note that the amount of waste generated in September is the lowest in this financial year, at 2009.84 tonnes.

This year so far, we have seen more organic waste (garden and food) being sent for recycling rather than disposal when compared to other years.

Hopefully with improvements being made to waste and recycling collections, for example this year's introduction of the new lids, we will continue to see a year on year growth of the percentage of waste recycled.





In April we introduced an appointment only system for “face to face”. This meant that customers have set times to visit and therefore this reduced the waiting time from the average in March 2018 of 24 minutes 07 seconds. We have seen a reduction of 60% footfall since we introduced the change and customer feedback has been predominantly positive.

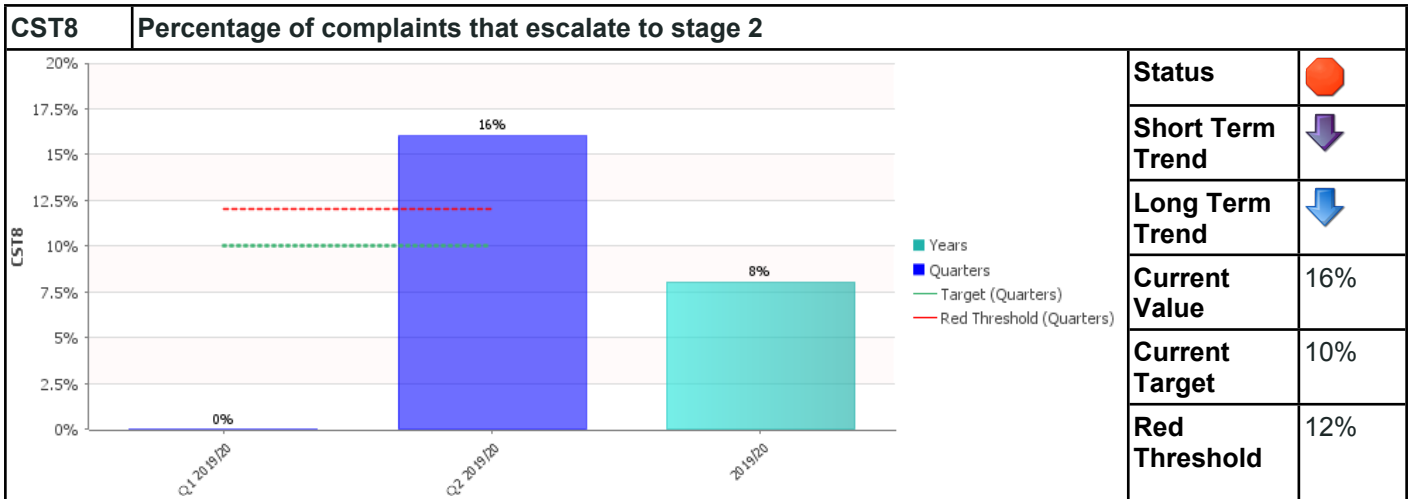
As a result of the changes we have seen an increase in serving time for appointments, but this is to be expected as we are dealing with complex queries and signposting customers who can to self-serve or make contact via email and phones.

In March our footfall was 1754 and our highest in quarter 1 was in April at 799. This was a drop of 955 which is equivalent to 74.8%

For Q2 (July, August, September) the data is not complete as the system used to record the wait time to see an advisor, Q-Flow, was de-commissioned. We were using the system for July (with exception of the moving dates when we were closed on 30/07 and 31/07 and between 01/08/20190 and 29/08/2019 and therefore have data for this period. Outside of this we have no data to report.

We are awaiting the implementation of Firmstep and once this is in place, we will be able to have more accurate data regarding the wait times.

For the above available dates in Q2 2019 the average wait time for customers to be seen at face to face was 8 minutes 10 seconds. This shows a large decrease in wait time from Q2 2018 when the average was 22 minutes 43 seconds. The new appointment system was introduced in April 2019 and has shown a huge impact on the average wait time. The PI is for the average wait time to be below 15 minutes, so we have achieved this for this quarter.



For Qt1 (April - June) we received a total of 12 complaints regarding customer service and 0 escalated to stage 2. For Qt2 (July - Sept) we received a total of 31 complaints and 5 escalated to stage 2. This is 16% of complaints received.

In July, we introduced a more customer focused way of handling complaints. Rather than simply forwarding our complaints leaflet, we advised customers how to escalate their complaints. This has led to a marked increase in the level 2 complaints. Going forward we will guide staff to inform customers about the complaints escalation process without prompting level 2 or 3 complaints where issues have been resolved.

We anticipate that this will see the number of stage 2 complaints reduce going forward, but still provides customers with the information on how to progress complaints further.

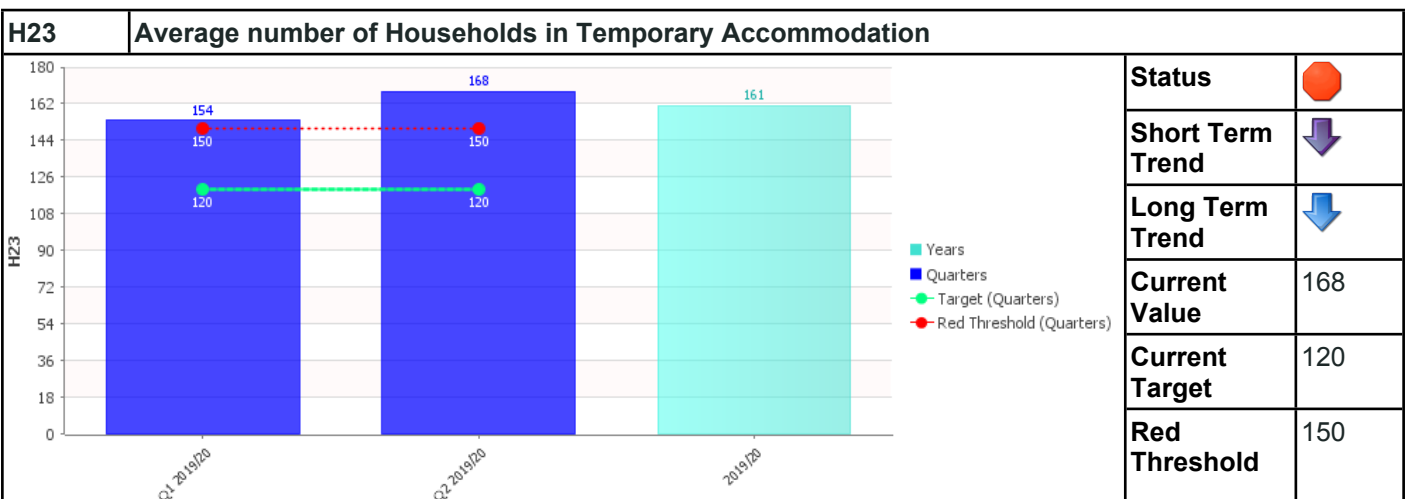
**Housing Overview:**

Housing Services are a high demand and complex area of work for the Council, creating considerable resource pressures. The Housing and Homelessness Officers deal with some of our most vulnerable residents with a wide range of support needs. The implementation of the Homelessness Reduction Act last year has meant the biggest change in this legislation in over a decade and puts a clear emphasis on prevention and relief duties for all eligible households, something which we wholeheartedly support. This new legislation has taken time to implement whilst training staff, engaging in and supporting a transformation programme and continuing to deliver the service to our residents.

Currently, the key area of focus is on temporary accommodation- ensuring adequate supply to meet our needs, making sure we can place households quickly, but also making sure that ‘temporary’ doesn’t become permanent due to lack of move on accommodation. We regularly review our use of B&B accommodation and are actively working to reduce our reliance on this type of accommodation in recognition that it is not generally suitable to be used in this way. We have recently secured 48 temporary accommodation units in partnership with a registered provider which will help us to reduce our use of B&B accommodation and ensure appropriate and supportive placements are available when required.

The data for ‘temporary accommodation’ includes the number in B&B, hostels, self-contained properties, and supported housing, but also includes households who are temporarily staying with family or friends. The data for the ‘average number of households in B&B accommodation’ demonstrate our focus on monitoring closely this specific accommodation type with a view to reducing the number each quarter.

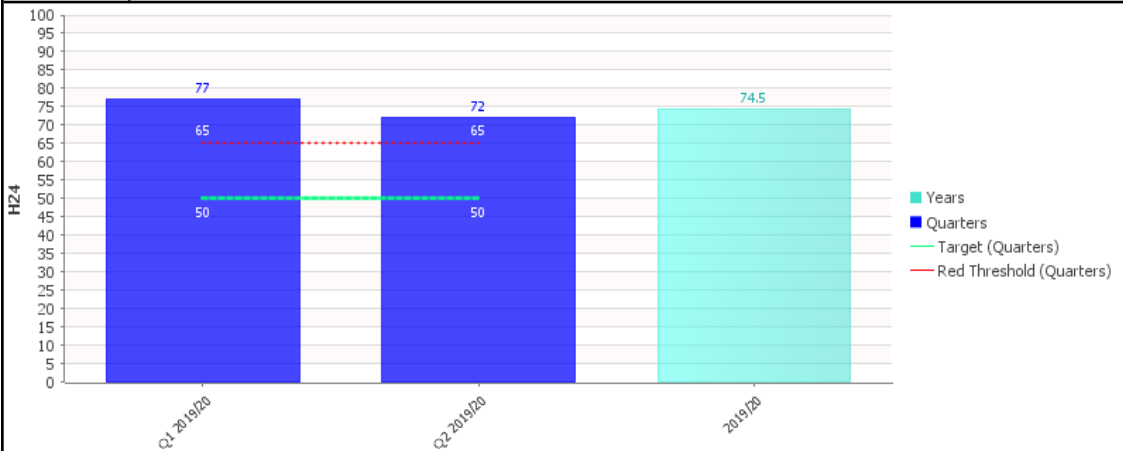
The final measure we are reporting on is the number of families in B&B for a period of more than 6 weeks. We do not support the use of B&B accommodation for families and would not expect for them to be in B&B accommodation for this length of time. However, the Council has a duty to accommodate and when there is no other option, we do use these premises to house these families as a last resort. Again, the purpose of reporting against this measure specifically demonstrates our commitment to focus on reduction and ensure attention on this issue continues. The ‘number of families in B&B over 6 weeks’ is also included within the ‘average number of households in B&B accommodation’ and within the broader ‘number of households in temporary accommodation’.



At the end of Q2 we had 168 households in temporary accommodation which is an increase on Q1. Focus over the next 12 months will be on securing longer term accommodation so that households are able to move out of the 'temporary' category. This figure is created by calculating the average number of households in temporary accommodation across the quarter rather than using the actual number on the last day of the quarter.

Please note- Temporary Accommodation numbers also include people who are in Supported Accommodation. These individuals may be in this accommodation for longer periods of time due to their individual needs. These numbers also include people who are staying temporarily with friend or family.

**H24** | **Average number of households in B & B**



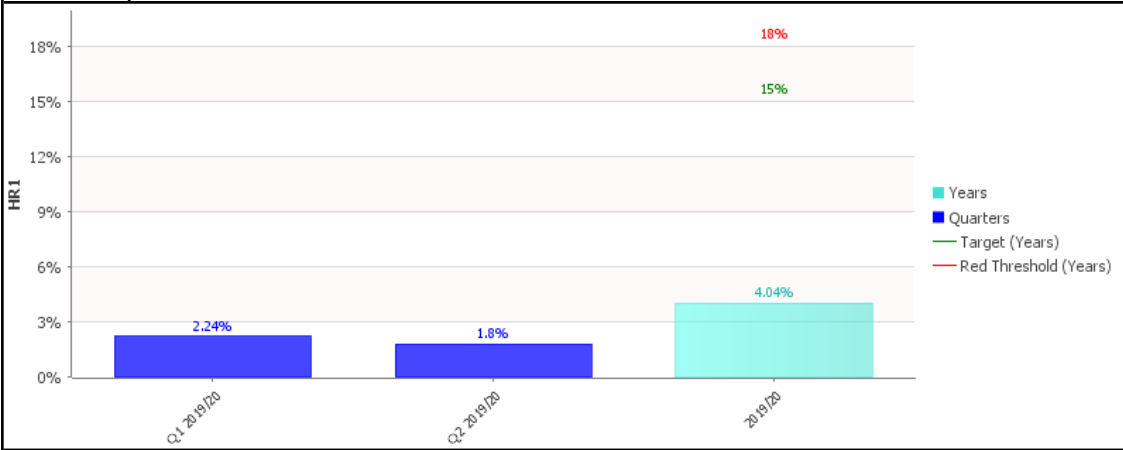
<b>Status</b>	
<b>Short Term Trend</b>	
<b>Long Term Trend</b>	
<b>Current Value</b>	72
<b>Current Target</b>	50
<b>Red Threshold</b>	65

For Q2 the number of households in B&B accommodation has slightly reduced. This is due to the effort and focus of the B&B task force and our commitment to reduce the use of B&B accommodation for our residents. Through work to increase the number of temporary accommodation units in the City we are slowly reducing the dependence on B&Bs.

We are pleased that 48 units of new temporary accommodation will be available from 5<sup>th</sup> December which will further reduce the numbers placed in B&B.

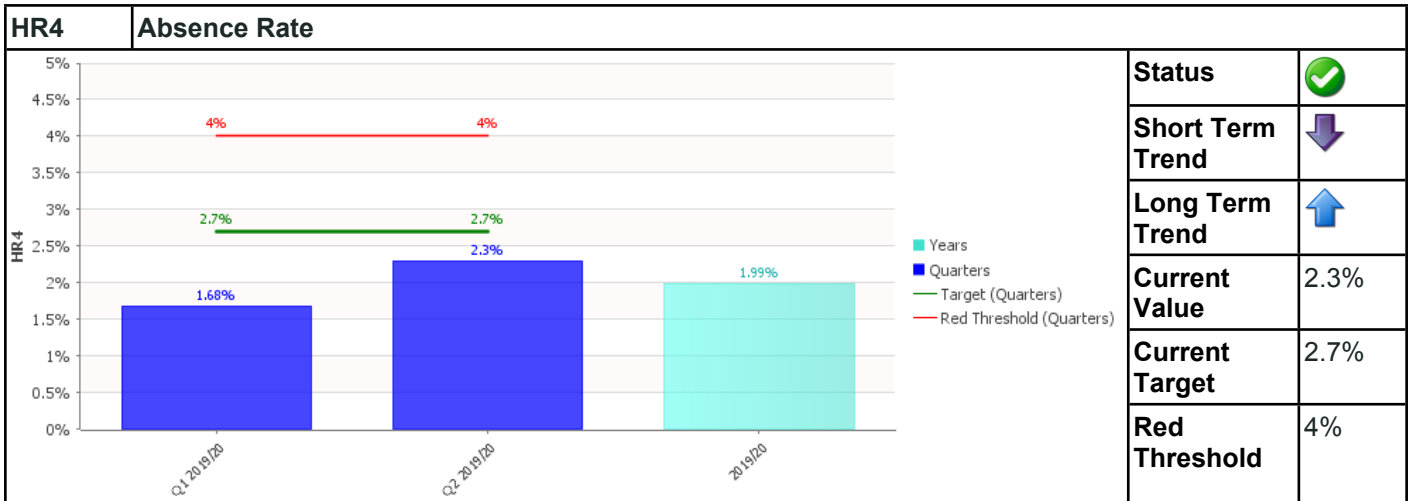
*This figure is created by calculating the average number of households in B&B accommodation across the quarter, rather than using the actual figure on the last day of the quarter.*

**HR1** | **Staff Turnover**



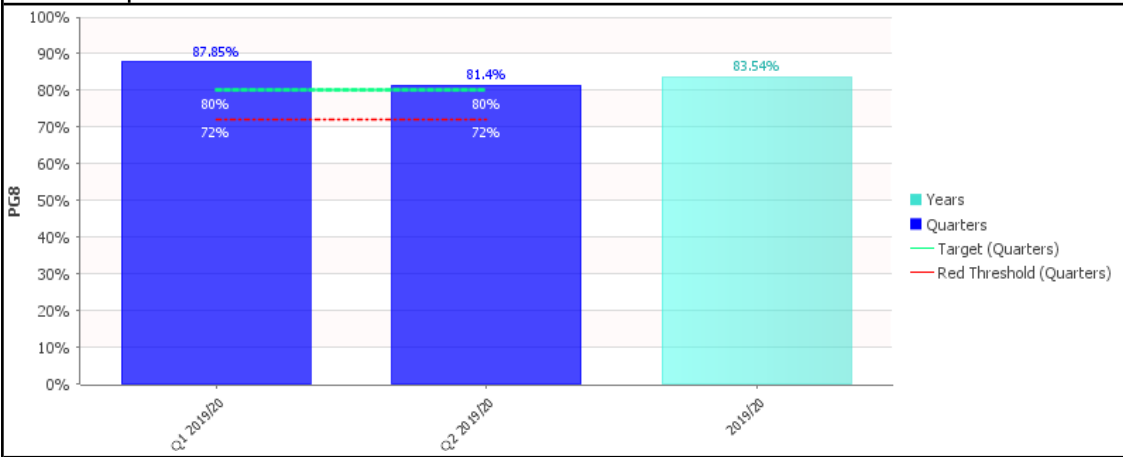
<b>Status</b>	
<b>Short Term Trend</b>	
<b>Long Term Trend</b>	
<b>Current Value</b>	1.8%
<b>Current Target</b>	15%
<b>Red Threshold</b>	18%

During Quarter 2, there were 4 voluntary leavers. This represents a reduction on the figure for Quarter 1, which stood slightly higher at 5 voluntary leavers. We continue to promote the value and importance of exit interviews to understand why individuals are leaving the organisation and allow for early identification of any trends or areas of concern. We remain significantly below the public sector average annual turnover percentage of 15%, which is pleasing to note.



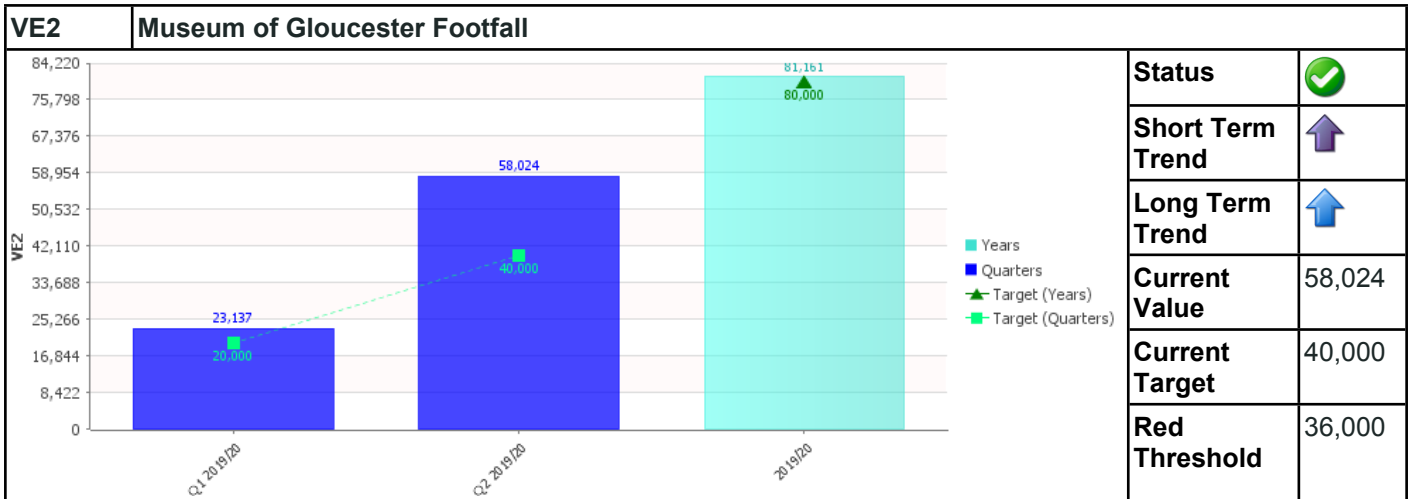
Although absence levels have increased for Quarter 2 when compared to Quarter 1, they remain below our target absence rate of 2.7% (public sector average). This increase is largely attributed to an increase in short term sickness absence due to respiratory type absences in September and a number of long-term sickness absence cases, which are being proactively and appropriately managed. Detailed management information is provided on a monthly basis to Service Managers in terms of absence levels and those staff hitting the organisational absence trigger point so that appropriate early intervention can be taken and both HR and Occupational Health advice sought. The HR service works proactively with managers to advise and guide on the effective management of both long and short-term absence cases to ensure that the organisation continues to remain below target especially with the approaching winter months. The Council is also providing free flu jabs for staff this winter to reduce the number of seasonal illnesses and to shorten the severity of these.

**PG8** Percentage of information governance responses (FOI/EIR,DPA,SAR) compliant with statutory deadlines



<b>Status</b>	✓
<b>Short Term Trend</b>	↓
<b>Long Term Trend</b>	↓
<b>Current Value</b>	81.4%
<b>Current Target</b>	80%
<b>Red Threshold</b>	72%

The aim is to respond to all requests by the statutory deadline, however, a target of 80% is set for monitoring purposes. The compliance rate across the council has dropped from Q1 to Q2 and is currently just above target at 81.4%. This is due to compliance being off target in a small number of service areas. These services have been informed and reminded of the importance of meeting the statutory deadlines. Steps are being taken to improve compliance in those areas and, as part of the staff training programme, training on responding to information governance requests is being delivered later in the year.



The Museum of Gloucester has seen a positive start to the 2019/20 financial year.

April 1st saw several changes to the service:

- Museum of Gloucester dropped its admission charges.
- The Tourist Information Centre relocated from its office on Southgate Street and no co-locates with the Museum of Gloucester.
- The Museum of Gloucester now opens 6 days a week and visitors and locals to the city can now view the city's collection Monday to Saturday.

April to September saw a number of significant events which resulted in increased footfall to the service:

- 'The Moon' exhibition which was held from the 29th June until the 21st September saw 5801 visitors enter the Museums gallery space.
- There were several Moon related talks, events and activities for all ages which increased footfall into the Museum.
- The Tourist Information Centre acted as a ticket agent for the Gloucester History Festival and when tickets went on sale on the 22nd July through to the festival in early September, the service issued 3301 tickets to the general public. Another 6155 tickets were sold online.

The first 6 months of 2019/20 saw 58,024 visitors through the door, compared to 21,530 during the same period the previous year.

The service has also taken advantage of several media opportunities including:

- Live interview on May 4th to promote the Moon Exhibition.
- Pre-recorded interview to promote the weekend's events on May 16th.
- Live quiz where 3 team members participated in a Gloucester quiz for 3 consecutive nights.
- Live interview with Jo Durrant on June 29th to promote the collection.
- August 28th and September 20th - additional Moon publicity.
- Free admission success with Mark Cummings on October 16th.
- Pre-recorded interview promoting the Museum Behind the Scenes Tours.

The service will continue to program engaging exhibitions and events and looks forward to the second half of the year.

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