



Overview and Scrutiny Committee

Meeting: Monday, 7th January 2019 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 - 22) To approve as a correct record the minutes of the meetings held on 26 th November and 3 rd December 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 relation to: <ul style="list-style-type: none">• Matters relating to individual Council Officers, or• Matters relating to current or pending legal proceedings

7.	OVERVIEW AND SCRUTINY COMMITTEE WORK PROGRAMME AND COUNCIL FORWARD PLAN (Pages 23 - 44) To receive the latest version of the Committee's work programme and the Council's Forward Plan.
8.	ASPIRE TRUST: ANNUAL REPORT To consider the annual report of the Aspire Trust. TO FOLLOW
9.	PERFORMANCE MONITORING QUARTER 2 (Pages 45 - 64) To consider the report of the Cabinet Member for Performance and Resources concerning the Council's performance against key measures in Quarter 2 of 2018/19.
10.	DATE OF NEXT MEETING 28 th January 2019 at 6.30pm in the Fisher Room at the Gloucester Guildhall.



Jon McGinty
Managing Director

Date of Publication: Friday, 28 December 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 <ul style="list-style-type: none"> (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) – <ul style="list-style-type: none"> (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 – <ul style="list-style-type: none"> (a) that body (to your knowledge) has a place of business or land in the Council's area and (b) either – <ul style="list-style-type: none"> 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, 26th November 2018

PRESENT : Cllrs. Coole (Chair), Ryall (Vice-Chair), Hawthorne (Spokesperson),
Dee, Haigh, Hampson, Hilton, Lewis, Morgan, Pullen, Taylor,
Walford and Wilson

Others in Attendance

Councillor James, Leader of the Council and Cabinet Member for
Regeneration and Economy

Councillor Watkins, Deputy Leader and Cabinet Member for
Communities and Neighbourhoods,

Councillor Noakes, Cabinet Member for Culture and Leisure

Councillor Cook, Cabinet Member for Environment

Councillor H. Norman, Cabinet Member for Performance and
Resources

Anne Brinkhoff, Corporate Director

Jonathan Lund, Corporate Director

Jon Topping, Head of Policy and Resources

Hadrian Walters

Tony Wisdom, Democratic Services Officer

APOLOGIES : Cllrs. Finnegan and Toleman

107. DECLARATIONS OF INTEREST

107.1 Councillor Hampson declared an interest as a trustee of Aspire.

108. DECLARATION OF PARTY WHIPPING

108.1 There were no declarations of the existence of a party whip.

109. MINUTES

109.1 The minutes of the meeting held on 29th October 2018 were confirmed and
signed by the Chair as a correct record subject to the amendment of minutes
105.12 and 105.14 to refer to Councillor Hampson rather than Councillor
Stephens.

110. PUBLIC QUESTION TIME (15 MINUTES)

OVERVIEW AND SCRUTINY COMMITTEE
26.11.18

110.1 There were no questions from members of the public.

111. PETITIONS AND DEPUTATIONS (15 MINUTES)

111.1 There were no petitions or declarations.

112. MONEY PLAN 2019-24 & BUDGET PROPOSALS 2019/20

112.1 The Chair invited the Leader of the Council, Councillor James, and the Cabinet Member for Performance and Resources, Councillor Hannah Norman, to address the Committee.

112.2 Councillor James provided an overview of the draft Money Plan and 2019/20 Budget proposal stating that the current year had been challenging and future years would continue to provide a challenge.

112.3 He stated that savings of over £0.2 million had been achieved in 2018/19, building on the savings of over £10 million achieved in recent years. He confirmed that the proposals were draft and would be updated when details of the local Government settlement were known in December.

112.4 He advised that the savings this year of £250,000 were due to having taken difficult decisions at an early stage. The savings for next year relate to a review of energy efficiency projects, a prudent phasing of the expected savings from vacating the warehouses as well as the first expected income from our Property Investment Strategy.

112.5 He noted that the budget included both revenue and the capital programme, in which provision had been made for the start of the delivery of Kings Square. The Kings Walk property deal has had a significant impact on long term revenue planning and we were able to introduce additional revenue savings of £0.2 million in 2019/20 in addition to those achieved last year which is the net benefit of the rental arrangements.

112.6 He stated that the transformation programme which was continuing required the drawing of funds from earmarked reserves during 2018/19 and the proposed plan identified the need to build up those reserves to protect the Council in the future. In particular, the plan assumed a one-off use of £1 million from the Business Rate reserve in 2020/21.

112.7 Councillor Hannah Norman continued to present the overview of the Money Plan and Budget stating that local government continued to face a tough financial outlook. In particular from 2020/21 onwards with the Fair Funding Review and the potential resetting of Business Rate Baselines. She noted that the money plan prudently assumed a near full reset of business rates and the expected retained Business Rates had been reduced accordingly.

112.8 She noted that the plan assumed the use of £1 million from business rate reserves in 2020/21 and to enable this the reserve must be restored to that level by the end of 2019/20.

OVERVIEW AND SCRUTINY COMMITTEE
26.11.18

- 112.9 She advised that no changes to the Money Plan had been required following the Chancellor's budget on 29th October which included additional Disabled Facilities Grant funding and the Future High Streets Fund.
- 112.10 Longer term decisions on Local Government funding would be made in the Spending Review 2019 which was expected in Autumn 2019. She noted that 2019/20 would be the last year of the four year settlement for Government funding and that the plan assumed that New Homes Bonus would continue to reduce over the life of the Plan.
- 112.11 She referred to the key assumptions detailed in section 6 of the report and noted that the plan assumed annual Council Tax growth of 2.99 per cent over the life of the plan.
- 112.12 She stated that budgets for Culture and Museums would be increased and noted that even with the benefit of additional income from items such as new procurement and continued income growth at Kings Walk further savings totalling £250,000 are required. The proposed Plan would ensure that the General Fund balance would remain above £1.4 million by the end of the Plan.
- 112.13 She noted that the Council had built up its earmarked reserves over the last five years to a more acceptable level but it would be drawing on those reserves in the short term to complete the transformation programme and enable the move from the warehouses. She stressed the importance of returning those reserves to that level during the life of the Plan.
- 112.14 She concluded that the plan demonstrates that the Council can set a balanced budget but recognises that there will be significant changes over the life of the Plan through pressures from Government and challenging income targets to be met.
- 112.15 Councillor Wilson asked if the Council would receive a further four year settlement and asked about consultation on the budget. The Head of Policy and Resources replied that a four year settlement was not expected and consultation would take place online.
- 112.16 Councillor Hilton asked if any increases were planned in fees and charges. The Head of Policy and Resources advised that Officers were preparing a report for Council in February and the plan assumed growth of £94,000 (2.5 per cent).
- 112.17 Councillor Hilton referred to earmarked reserves and noted that the Statement of Accounts only identified the reserves and showed any movement. He noted that the County Council indicated which of their reserves were committed and he believed Members needed that information in order to make a judgement on the reserves. The Head of Policy and Resources indicated that he would be happy to provide a breakdown.

OVERVIEW AND SCRUTINY COMMITTEE
26.11.18

- 112.18 Councillor Hilton was advised that the discrepancy between the General Fund closing balance for 2018/19 and the opening balance for 2019/20 represented a contribution to the General Fund balance which would not be made in 2019/20.
- 112.19 Councillor Hilton asked if Key City or the Culture Budget were the reason that there would be no contribution to the General Fund balance in the current year. He was advised Key City and Ignite would be carried forward in the draft Money Plan.
- 112.20 Councillor Haigh questioned Ignite being identified as a budget pressure and was advised that if capital receipts had been available they would have been used to fund the transformation programme. She asked if the Council's capital assets had been examined to identify opportunities for sales. She was advised that asset Management were asked to do that on a regular basis.
- 112.21 Councillor Haigh questioned Culture (Museums and Guildhall) and Markets being identified as budget pressures and was advised that the sums were a correction to the base budget to make targets achievable.
- 112.22 Councillor Haigh asked if any other items on the list of budget pressures were related to transformation and she was advised that they were not.
- 112.23 The Chair thanked Councillors James and Hannah Norman for their presentations and invited Cabinet Members to present their respective portfolios.

Regeneration and Economy Portfolio

- 112.24 Councillor James advised that current staffing levels within his portfolio were 23.3 Full Time Equivalents (FTE) and two vacancies.
- 112.25 Councillor James highlighted the following anticipated financial pressures for the next year:
- There has been pressure on the markets budgets and these have been reported to Members through quarterly financial monitoring. Significant work has been undertaken to bring the markets to full capacity but new traders were subject to initial discounts and incentives and there was not likely to be a significant or immediate impact on incomes.
 - A new contract for the delivery of market services was expected to be in place before the start of 2019/20. The expected efficiencies and savings as a result were expected to reduce the budget pressure on this area.
 - The draft Money Plan includes a reduction of £100,000 per annum on a recurring basis. With the new contract and ongoing work by the Cultural and Trading Service it is expected that this will bring the net position in line with the budget.

OVERVIEW AND SCRUTINY COMMITTEE
26.11.18

112.26 Councillor James outlined the following proposed budget savings:-

- Preparations were underway to vacate the warehouses and the saving of £200,000 identified for 2019/20 in last year's plan has been split between 2019/20 and 2020/21. This will deliver the saving in the long term but will ensure that the budget was realistic given the expected timings of the move and delivery of savings from the warehouses.
- Council had approved a Property Investment strategy with potential investment levels of £80 million. Investment opportunities were being pursued actively within the criteria of the strategy and a modest savings target of £100,000 had been introduced as income from the strategy. No property had yet been acquired.
- The contract for the provision of parking services had been renegotiated with reduced ongoing contract costs and savings of £50,000 had been included in the Money Plan to reflect the full year benefits.

112.27 Councillor James stated that Kings Walk Shopping centre property deal had a number of financial impacts upon the General Fund including a significant ongoing income benefit in 2018/19 which was forecast to increase in 2019/20 as part of the original agreement and in subsequent years as rent levels in the centre increase with the planned investment.

112.28 Councillor James outlined the main priorities in his portfolio area as follows:-

Kings Quarter – the planning application would be considered by the planning Committee on 6th December.

Relocation of Council Offices

The Fleece Inn – several expressions of interest were being considered.

A new operator for the City centre markets.

112.29 Councillor Pullen enquired what was being considered for the property Investment Strategy and Councillor James advised that he would be happy to brief Councillor Pullen as a number of opportunities were being considered.

112.30 Councillor Pullen asked what would be bid for under the Future high streets initiative. Councillor James replied that there were a number of projects for which the Council could bid but more work was required.

Performance and Resources Portfolio

112.31 Councillor Hannah Norman advised that current staff levels within her portfolio were 44.8 FTE and 1.2 posts vacant.

OVERVIEW AND SCRUTINY COMMITTEE
26.11.18

- 112.32 Councillor Norman highlighted the anticipated budget pressures for next year as follows:-

Housing Benefit paid and Housing Subsidy received form the largest sums which are part of the Council Budget. As Housing benefit customers were increasingly transferring to the Universal Credit system this element of work will decrease and the Council would lose subsidy credits. An initial assessment of £50,000 lost income had been included in the Money Plan.

Three additional posts within policy and resources will support strategy development, performance management and programme delivery as part of the Together Gloucester initiative. This is included in the Plan at a cost of £150,000 per annum.

- 112.33 Councillor Norman outlined the proposed budget savings within her portfolio as follows:-

A reduction in the Council's insurance premium is expected to deliver annual savings of £50,000.

Additional savings were expected in reductions of the Council's contributions to the Civica partnership.

She stated that no new income streams had been identified for her portfolio.

- 112.34 She did not anticipate any changes to her portfolio as a result of the budget proposals for 2019/20 but stated that one of her key priorities was delivering the transformation programme, both processes and digital. She will strive to deliver value for money and ensure that the Council only spend what it can afford.

- 112.35 Councillor Hilton referred to the £150,000 provision for Ignite and was advised that it had been prudent to include that sum which was still subject to Cabinet approval and if approved would be available from 1st April 2019.

- 112.36 The Chair asked when the Cabinet would make a decision. Councillor Norman did not know when the decision would be considered but expected that it would be discussed at the forthcoming Cabinet awayday.***

Culture and Leisure Portfolio

- 112.37 Councillor Noakes advised that current staff levels within her portfolio were 40.2 FTE with 2.8 vacancies and zero hours staff were employed as required***

- 112.38 Councillor Noakes highlighted the anticipated budget pressures within her portfolio for next year as follows:-***

The major pressure was achieving the savings targets for both the Guildhall and the museums. She was grateful for the recurring additional £100,000 for the service from 2019/20.

OVERVIEW AND SCRUTINY COMMITTEE
26.11.18

The apparent reduction in funding for Marketing Gloucester Ltd related to a staff member who transferred back to the Council and an appropriate adjustment would be made to the draft budget.

The relocation of the Tourist Information Centre would reduce operating costs in respect of rent, rates and utilities but not staffing.

The proposed transfer of the Gloucester Life Museum to the Gloucester Historic Building Trust was not a savings-led initiative but would have a beneficial effect on the operating budgets of the museums service.

The recent review of the food and drink offer encompassing the whole operation of the sites to maximise service and income would deliver further growth in income.

Some one-off building related costs were incurred in 2018/19 but should not continue.

112.39 *Councillor Noakes advised that there were no new proposed budget savings in her portfolio but the one-off funding of £10,000 for cultural anniversaries in 2018/19 would no longer apply.*

112.40 *No specific new income streams had been identified for the Culture and Leisure Portfolio.*

112.41 *Councillor Noakes advised that there were no changes to the priorities in her portfolio which remained to maximise income and ensure that Gloucester will become known for its distinctive culture.*

112.42 *Councillor Pullen expressed concern that the additional £100,000 would be absorbed by overspends and he was referred to the quarterly financial monitoring reports.*

112.43 *Councillor Wilson asked if spending was now allocated accurately. He noted that the costs for Blackfriars had doubled while income had fallen. He stated that it would be useful to have an indication of the anticipated end of year position in order to make comparisons and assess the accuracy of budgets.*

112.44 *Councillor Haigh asked if the subsidy for Marketing Gloucester was related to the costs of the Chief Executive. Councillor Noakes advised that Marketing Gloucester were allocated one budget and expected to deliver the agreed service.*

112.45 *Councillor Haigh asked what improvements had been made to the food and drink service. Councillor Noakes advised that a plan had been agreed to provide a bigger offer with simple improvements to maximise income. She noted that councils generally were not good at catering. Councillor Haigh challenged that statement and Councillor Noakes advised that the Roundhouse had stopped its provision due to losses.*

112.46 *Councillor Hilton noted the anticipated income of £3.42 million for Culture and Trading with an anticipated surplus of £250,000 and sought an assurance that these figures were accurate. The Head of Policy and Resources assured him that work had been done and an analysis completed. He*

OVERVIEW AND SCRUTINY COMMITTEE
26.11.18

confirmed that any surplus would return to the General Fund unless a specific project had been identified then it would be transferred to earmarked reserves.

112.47 *Councillor Hampson was pleased that a more realistic budget had been produced for aspire and questioned the grant/contribution of £30,000. The Head of policy and resources undertook to provide further information. Councillor Hampson noted that the building was provided rent free and questioned the maintenance costs for GL1 and the Tennis Centre. The Head of Policy and Resources advised that an analysis would be produced but there may be building related expenditure in future years.*

Environment Portfolio

112.48 *Councillor Cook advised that current staff levels within his portfolio were 31.7 FTE with no posts vacant.*

112.49 *He advised that there were no additional financial pressures on his portfolio. He stated that savings of £50,000 had been identified through energy efficiency measures and no new income streams were anticipated.*

112.50 *He noted that the Council was in an ongoing dispute with Amey and he would keep Members informed of progress.*

112.51 *Councillor Hilton noted that the anticipated income for the Green Waste service was £686,000 and asked if this figure assumed no growth or increase in charges. Councillor Cook advised that there was no necessity to increase charges and demand remained fairly static.*

112.52 *Councillor Haigh questioned the location of the public toilets and was advised that the budget included the community toilets Scheme and facilities in the Bus Station, Kings Square, Westgate car Park and Gloucester Park.*

Communities and Neighbourhoods Portfolio

112.53 *Councillor Watkins advised that current staff levels within her portfolio were 43.2 FTE and 3 posts vacant.*

112.54 *She stated that there were no major budget pressures identified within her portfolio for next year. She confirmed that the £20,000 for the development of partnerships in the community was a one-off funding for 2018/19 and had been removed for 2019/20.*

112.55 *She stated that there were no specific savings identified within her portfolio for 2019/20 and no new income streams were anticipated.*

112.56 *She outlined the following priorities for her portfolio:-*

Reduced reliance on temporary accommodation.

Continued improvement of housing performance.

Continue the good work of Action Glos in reducing street homeless.

New housing supply to reduce numbers of people in bed and breakfast accommodation.

OVERVIEW AND SCRUTINY COMMITTEE
26.11.18

Continue to invest in community building across the City.

Maintain Purple Flag status.

Further develop the work of Nightsafe and Daysafe.

112.57 Councillor Hilton was advised that the Members Allocation fund would continue for 2019/20 at £500 per Member

112.58 Councillor Hampson noted that Shopmobility charges had increased and asked about the current situation. Councillor Watkins advised that the service was now more financially sustainable and the Council would continue to look to the future.

112.59 Councillor Haigh suggested that the surplus shown for licensing be spent on increasing hygiene inspections. She was advised the licensing was now within the Environment portfolio. Councillor Cook stated that he would be happy to consider this. Councillor Watkins noted that there were other ways of raising standards such as the Best Bar None and Purple Flag initiatives.

112.60 The Chair requested that the latest list of portfolio responsibilities be circulated to all Councillors.

Housing Strategy and Planning Portfolio

112.61 Councillor James presented this portfolio on behalf of Councillor Organ. He stated that the current staff levels in the portfolio were 18.4 FTE with 1.5 posts vacant.

112.62 He stated that budget pressures included the preparation of the City Plan and commissioning evidence where required. A budget of £72,000 had been introduced in 2018/19 and would be gradually reduced as the plan was finalised. The budget also included a contribution to the costs of the Joint Core Strategy team.

112.63 Councillor James advised that no specific savings had been identified for 2019/20 and it was anticipated that the newly introduced Planning Performance Agreements would produce a new income stream.

112.64 He noted that the priorities for the portfolio included the City Plan; the Joint Core Strategy Issues and Options; the Retail Review; the Planning Process Review and arrangements with Tewkesbury Borough Council and other local authorities.

112.65 Councillor Hilton questioned the budget of £1.4 million for premises and the Head of Policy and Resources undertook to provide more information.

112.66 Councillor Hilton asked how costs associated with planning appeals such as barristers' fees were funded. He was advised that there was no specific budget for these costs which were charged to the General Fund.

112.67 The Chair thanked the Leader of the Council and Cabinet Members for their presentations.

OVERVIEW AND SCRUTINY COMMITTEE
26.11.18

113. DATE OF NEXT MEETING

Monday, 3rd December 2018 at 6.30pm.

Time of commencement: 6.30 pm hours

Time of conclusion: 8.00 pm hours

Chair



OVERVIEW AND SCRUTINY COMMITTEE

MEETING : Monday, 3rd December 2018

PRESENT : Cllrs. Coole (Chair), Ryall (Vice-Chair), Dee, Finnegan, Haigh, Hampson, Hilton, Lewis, Morgan, Pullen, Taylor, Toleman, Walford and Wilson

Others in Attendance

Councillor Watkins, Cabinet Member for Communities and Neighbourhoods

Councillor H. Norman, Cabinet Member for Performance and Resources

Corporate Director (Partnership Working)

Community Wellbeing Manager

Chief Inspector, Gloucestershire Constabulary

Chief Executive Officer, Barnwood Trust

Accountancy Manager

Democratic and Electoral Services Team Leader

APOLOGIES : Cllrs. Hawthorne

114. DECLARATIONS OF INTEREST

114.1 Councillor Hampson declared an interest in agenda item 10 by virtue of his being a private landlord.

115. DECLARATION OF PARTY WHIPPING

115.1 There were no declarations of party whipping.

116. MINUTES

116.1 Members were informed that the minutes of the meeting held on 26th November 2018 would be presented at the meeting on 7th January 2019.

117. PUBLIC QUESTION TIME (15 MINUTES)

117.1 There were no public questions.

OVERVIEW AND SCRUTINY COMMITTEE
03.12.18

118. PETITIONS AND DEPUTATIONS (15 MINUTES)

118.1 There were no petitions or deputations.

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

119.1 The Committee considered the Work Programme and Council Forward Plan. The Chair informed the Committee that the Aspire Trust would be attending the next meeting to assist in consideration of their annual report.

119.2 Members suggested that the Guildhall Development Plan be considered in situ and, as such, it was agreed that the meeting at which this would be considered would be held at the Gloucester Guildhall. It was confirmed that the change of venue would be communicated to the public and to all Members.

119.3 **RESOLVED that:-** The Overview and Scrutiny Committee note the Work Programme and the Forward Plan.

120. COMMUNITY BUILDING IN GLOUCESTER

120.1 Councillor Jennie Watkins, Cabinet Member for Communities and Neighbourhoods, introduced the report and welcomed the Chief Executive Officer of Barnwood Trust and Chief Inspector Of Gloucestershire Constabulary to the meeting.

120.2 Councillor Watkins explained the Council's journey to and through Asset Based Community Development (ABCD) which Barnwood Trust was leading. She stated that ABCD involved bringing about a cultural shift in how communities and agencies interact.

120.3 The Chief Inspector gave a presentation and provided an overview of research conducted. He cited that Anti-Social Behaviour (ASB) had decreased and that ABCD had a role to play in achieving such outcomes.

120.4 The Corporate Director thanked the Barnwood Trust for their thought leadership, support as well as training and mentoring. She also stated that the establishment of a community interest company was under consideration and presented an outline of a ten year budget.

120.5 Councillor Pullen stated that he saw the value in potentially pooling resources for community building. He noted that numerous community organisations were struggling with gaining grant funding and questioned whether it would be preferable to directly support already existing groups. Councillor Pullen also asked what outcomes were being attempted and what a healthy community looked like.

OVERVIEW AND SCRUTINY COMMITTEE
03.12.18

- 120.6 Councillor Watkins stated that outcomes were not necessarily linked to what organisation support came from and that outcomes involved community activity and not simply services. The Corporate Director explained that the Council's contribution would be £15k per annum and that staffing would be generated by partnerships. She further stated that it would give good opportunities for fundraising and secondments from Barnwood Trust and the County Council. She advised Members that if fundraising proved to not be possible, the company would not be set up.
- 120.7 Councillor Ryall welcomed Members' suggestion of a Member Development session to explore ABCD and Community Building in more depth. She questioned the worth of the evaluation of this form of Community Building being conducted by the agencies that were carrying out the work. The Chief Executive of the Barnwood Trust agreed but highlighted that it was a matter of making the most of resources and that there were always difficulties in assessing impact.
- 120.8 The Chief Inspector, in response to a query from Councillor Finnegan questioning whether the police had taken on too much, stated that such a community building approach was a positive way of working and built trust and intelligence in neighbourhoods.
- 120.9 Councillor Haigh stated that ABCD worked best when communities did it themselves. She further stated that communities would like previous funding levels to be returned by way of grants to fund services they required.
- 120.10 Councillor Watkins highlighted that it was important to change relationships and how the Council worked with communities. She advised Members that a number of organisations had changed and employed community builders.
- 120.11 The Chair stated that community organisations were still competing for money from the same pool of money and that the approach had the appearance being 'to-down'.
- 120.12 Councillor Lewis informed Members that there was a good community in Quedgeley and that funding was not necessary if the community was willing to do it itself. He stated that it was important to consult the community on what it wanted. Councillor Watkins advised that the proposals were to expand on work that had already been undertaken.
- 120.13 In response to a query from Councillor Toleman as to the definition of Asset Based, Councillor Watkins advised that it was to take a strength rather than deficit based approach and investigate what communities valued.
- 120.14 Councillor Hilton stated that a community builder had struggled in Kingsholm and that residents tended to approach ward councillors. He

OVERVIEW AND SCRUTINY COMMITTEE

03.12.18

shared his view that provision for services was need by way of community grants.

- 120.15 The Chief Inspector advised that, when the research was first undertaken, it was of the utmost importance that if the research showed nothing, the project would cease. He advised that conclusions should be based on research rather than anecdotal evidence. Councillor Watkins stated that issues had been resolved by community builders.
- 120.16 Councillor Hampson shared his view that all good social enterprises came from the bottom upwards such as the Gloucester Park Run which was initiated by two individuals. He stated that he was unsure if the approach outlined in the report was the most effective and efficient way of doing such work. He queried whether it might be preferable to give grants so that funds were not swallowed up by other operational costs. The Corporate Director stated that it was a matter of how resources could be pooled rather than what the Council could spend.
- 120.17 Councillor Haigh proposed the following recommendation: *“That a piece of work be undertaken similar to that done by Exeter or Wigan (whose schemes are noted in the report) on what input the community can have on community building.”* The recommendation was put to the vote and was carried.
- 120.18 Councillor Lewis proposed the following recommendation: *“To organise a Member Development session to explore Asset Based Community Development and Community Building more fully and that endeavours are made for it to include all Members.”* The recommendation was put to the vote and was carried.
- 120.19 **RESOLVED that:** - The Overview and Scrutiny note the report subject to the following recommendations: **The Overview and Scrutiny Committee RECOMMEND** (1) A piece of work be undertaken similar to that done by Exeter or Wigan (whose schemes are noted in the report) on what input the community can have on community building and (2) Organise a Member Development session to explore Asset Based Community Development and Community Building more fully and that endeavours are made for it to include all Members.

121. ACCESSING THE PRIVATE RENTED SECTOR FOR TEMPORARY & PERMANENT ACCOMMODATION

- 121.1 Councillor Watkins, Cabinet Member for Communities and Neighbourhoods, provided an overview of the report. She stated that there would be an opportunity to review the scheme. She further stated that it was already working well and praised officers for their expertise.
- 121.2 Councillor Watkins advised that she wanted to reassure landlords of where support could be accessed and for financial incentives. She

OVERVIEW AND SCRUTINY COMMITTEE
03.12.18

stated that the Council would be looking to expand the scheme and that there would be a review and changes made where necessary.

- 121.3 Councillor Pullen shared his view that what was in issue was a lack of housing stock but that the incentives outlined were helpful. He stated that numerous landlords were reluctant to deal with those who may have complex needs and queried what would be done to change such attitudes.
- 121.4 Councillor Watkins stated that having a relationship between the Council and landlords first was key. She further stated that some landlords had had poor experiences with a minority of tenants.
- 121.5 Councillor Haigh stated that the Local Housing Allowance (LHA) was insufficient to source necessary property. With regard to the one off fee being offered to landlords, she queried the possibility of there being attempts by other authorities to undercut the Council with higher fees. Councillor Haigh also referred to a bond being held by the Council (rather than in a deposit scheme) and questioned what position this would leave tenants in respect of their recourse to law if necessary. The Corporate Director stated that it would be preferable to examine how it operates in practice and review the scheme in due course.
- 121.6 In response to the Chair's noting that there was scope to alter the scheme as power had been delegated, Councillor Watkins stated that it was necessary to balance the need to source housing and to attract landlords.
- 121.7 Councillor Hilton shared his understanding that the scheme would help some residents but not all. He stated that both landlords and tenants should be consulted when the review is undertaken.

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

- 121.8 With reference to point 4 of paragraph 3.7, Councillor Wilson queried whether rental values would change after twelve months and further queried whether landlords may want different tenants. Councillor Watkins stated that in building relationships with landlords, their recognition of the positive impact they could have was hoped.
- 121.9 Councillor Hampson shared his view that the rental estimates of properties were conservative and that the incentives were insufficient. He noted that two thirds of homelessness was as a result of eviction from private sector housing and suggested that a better incentive would be a form of guaranteed rent scheme. Councillor Watkins queried whether such an insurance based scheme would guarantee the whole rental value.

OVERVIEW AND SCRUTINY COMMITTEE
03.12.18

- 121.10 Councillor Hampson suggested that some of the optional aspects of the scheme were not strong and stated that they were matters which landlords already had available.
- 121.11 Councillor Toleman stated that he was keen to see people being moved into private sector housing. He highlighted that some levied a service charge and that some residents were unable to pay this due to delays in receiving Universal Credit payments. He queried whether there was a support mechanism to redress this.
- 121.12 Councillor Watkins highlighted that Discretionary Housing Payments were available and that the Council was working with people in relation to budgeting and maximisation of income.
- 121.13 Council Haigh proposed the following recommendation: *With reference to paragraph 3.7 of the report that point (5) – ‘Optional - Offer a free property inspection so we can make sure your property complies with rental regulations, such as health and safety; the availability of free advice and information relating to tenancy management or maintaining the property in compliance with regulations’ be amended to replace ‘Optional’ with ‘Compulsory’.*
- 121.14 The recommendation was put to the vote and was carried.
- 121.15 Councillor Haigh proposed the following recommendation: *That the optional materials cited at points 6, 7 and 8 of paragraph 3.7 be provided as a matter of course.*
- 121.16 The recommendation was put to the vote and was carried.
- 121.17 Councillor Wilson proposed the following recommendation: *That, upon the expiration of the ‘bridging period’ (paras 3.5 and 3.7), efforts are undertaken to ascertain whether the tenant has remained in the property.*
- 121.18 The recommendation was put to the vote and was carried.
- 121.19 Councillor Hilton proposed the following recommendation: *That during a review in twelve months’ time, both landlords and tenants are consulted on the operation and delivery of the scheme.*
- 121.20 The recommendation was put to the vote and was carried.
- 121.21 **RESOLVED that:** - The Overview and Scrutiny Committee note the report subject to the following recommendations: The Overview and Scrutiny Committee **RECOMMEND** that (1) With reference to paragraph 3.7 of the report that point (5) – **‘Optional - Offer a free property inspection so we can make sure your property complies with rental regulations, such as health and safety; the availability of free advice and information relating to tenancy management or maintaining the property in compliance with regulations’** be amended

OVERVIEW AND SCRUTINY COMMITTEE

03.12.18

to replace '*Optional*' with '*Compulsory*'; (2) That the optional materials cited at points 6, 7 and 8 of paragraph 3.7 be provided as a matter of course; (3) That, upon the expiration of the 'bridging period' (paras 3.5 and 3.7), efforts are undertaken to ascertain whether the tenant has remained in the property and; (4) That during a review in twelve months' time, both landlords and tenants are consulted on the operation and delivery of the scheme.

122. FINANCIAL MONITORING QUARTER 2 REPORT

- 122.1 Councillor H. Norman, Cabinet Member for Performance and Resources, introduced the report and provided an overview of key matters.
- 122.2 With regards to the Performance and Resources portfolio, Councillor Norman informed Members that there were pressures surrounding the Housing subsidy and that, historically, this balanced in Quarters 3 and 4. She also highlighted that large IT initiatives were to be initiated.
- 122.3 Councillor Pullen noted that there were just two vacant market stalls and that, as such, he was surprised to see a deficit in that area. He asked for the Cabinet Member for Regeneration and Economy to clarify what a private management company would do to improve market income generation. It was confirmed that an answer would be circulated.
- 122.4 In response to a query from Councillor Hilton about whether there was confidence in having the culture budget on target, Councillor Norman stated that she was optimistic about this and that she believed the Council would be able to increase income.
- 122.5 Councillor Hilton asked for clarification on how the vacancy factor was built into draft budget proposals. Councillor Norman advised that an answer would be provided.
- 122.6 **RESOLVED that:** - The Overview and Scrutiny note the report.

123. DATE OF NEXT MEETING

7th January 2019 at 6.30pm in the Civic Suite, North Warehouse.

Time of commencement: 6.30 pm hours
Time of conclusion: 9.05 pm hours

Chair

This page is intentionally left blank

Gloucester City Council

Overview and Scrutiny Committee Work Programme

Updated 20 December 2018

Item	Format	Lead Member (if applicable)/Lead Officer	Comments
7 January 2019			
Aspire Trust Annual Report	Written Report	Cabinet Member for Culture and Leisure	Requested by Committee
Performance Monitoring Quarter 2	Written Report	Cabinet Member for Performance and Resources	Committee may call specific portfolio holders and Officers
28 January 2019 – TO BE HELD AT GUILDHALL			
Guildhall Development Plan	Written Report	Cabinet Member for Culture and Leisure/Head of Cultural and Trading Services	Requested by Committee
Festival and Events Programme	Report	Cabinet Member for Culture and Leisure/Head of Cultural and Trading Services	Requested by Committee
NO DATE SET			
Review of the Implementation of Universal Credit	Written Report	Cabinet Member for Performance and Resources	Requested by Committee for January 2019
Gloucester Culture Trust Annual Report	Written Report	Cabinet Member for Culture and Leisure	Requested by Committee
Regeneration of the Former Fleece Hotel Site	Written Report	Cabinet Member for Regeneration and Economy	Requested by Committee
Disposal of HKP Warehouses	Written Report	Cabinet Member for Regeneration and Economy	Requested by Committee

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

This page is intentionally left blank

FORWARD PLAN

FROM DECEMBER 2018 TO DECEMBER 2019

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 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
Performance & Resources (P&R)	Councillor Hannah Norman	hannah.norman@gloucester.gov.uk
Planning & Housing Strategy (H&P)	Councillor Colin Organ	colin.organ@gloucester.gov.uk
Environment (E)	Councillor Richard Cook	richard.cook@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 10 of 10

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)
DECEMBER 2018						
JANUARY 2019						
BPF	Local Council Tax Support Scheme <u>Summary of decision:</u> To advise members of the requirement to review the Local Council Tax Support Scheme (LCTS) <i>Wards affected: All Wards</i>	12/12/18 9/01/19	Council Cabinet Cabinet Member for Performance and Resources			Jon Topping, Head of Policy and Resources Tel: 01452 396242 jon.topping@gloucester.gov.uk

KEY	<p>Council Tax Empty Homes Premium</p> <p><u>Summary of decision:</u> To recommend the introduction of a Council Tax Empty Homes Premium applied to properties that have been unoccupied and substantially unfurnished for more than two years.</p> <p><i>Wards affected: All Wards</i></p>	<p>9/01/19</p> <p>24/01/19</p>	<p>Cabinet</p> <p>Council Cabinet Member for Performance and Resources</p>			<p>Alison Bell, Intelligent Client Officer (Revenues & Benefits) alison.bell@gloucester.gov.uk</p>
<p>NON</p> <p>Page 28</p>	<p>Regulation of Investigatory Powers Act 2000 (RIPA) - Review of Procedural Guide</p> <p><u>Summary of decision:</u> To request that Members review and update the Council's procedural guidance on RIPA.</p> <p><i>Wards affected: All Wards</i></p>	<p>12/12/18</p> <p>24/01/19</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>

FEBRUARY 2019

BPF	<p>Final Budget Proposals (including Money Plan and Capital Programme)</p> <p>6/02/19</p> <p>28/02/19</p> <p>Cabinet</p> <p>Council Cabinet Member for Performance and Resources</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>Jon Topping, Head of Policy and Resources Tel: 01452 396242 jon.topping@gloucester.gov.uk</p>
NON	<p>The Capital Strategy</p> <p>6/02/19</p> <p>Cabinet</p> <p>Cabinet Member for Performance and Resources</p> <p><u>Summary of decision:</u> To approve the Capital Strategy 2019-20</p> <p><i>Wards affected: All Wards</i></p>				<p>Jon Topping, Head of Policy and Resources Tel: 01452 396242 jon.topping@gloucester.gov.uk</p>
KEY	<p>Council Tax Discount for Care Leavers</p> <p>6/02/19</p> <p>Cabinet</p> <p>Cabinet Member for Performance and Resources</p> <p><u>Summary of decision:</u> To consider reducing Council Tax discount for Gloucestershire care leavers</p> <p><i>Wards affected: All Wards</i></p>				<p>Alison Bell, Intelligent Client Officer (Revenues & Benefits) alison.bell@gloucester.gov.uk</p>

NON	<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>	6/02/19	Cabinet Cabinet Member for Regeneration and Economy, Cabinet Member for Culture and Leisure			Charlotte Bowles-Lewis, Conservation Officer charlotte.lewis@gloucester.gov.uk
NON Page 30	<p>Tourist Information Service Report</p> <p><u>Summary of decision:</u> To consider the future location of the Tourist Information Centre.</p> <p><i>Wards affected: All Wards</i></p>	6/02/19	Cabinet Cabinet Member for Culture and Leisure			Lucy Chilton, Visitor Experience Manager Tel: 01452 396570 lucy.chilton@gloucester.gov.uk
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	Cabinet Cabinet Member for Culture and Leisure			Jill Riggs, Head of Cultural and Trading Services jill.riggs@gloucester.gov.uk

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
NON	<p>Digital Strategy</p> <p><u>Summary of decision:</u> To consider existing plans, strategies and approaches to implementing a digital strategy for the City of Gloucester.</p> <p><i>Wards affected: All Wards</i></p>	6/02/19	Cabinet Cabinet Member for Performance and Resources			Ian Edwards, Head of Place ian.edwards@gloucester.gov.uk
NON	<p>Playing Pitch Strategy Annual Update</p> <p><u>Summary of decision:</u> To receive an update on the Gloucester Playing Pitch Strategy and Sports Maintenance Bank.</p> <p><i>Wards affected: Westgate</i></p>	6/02/19	Cabinet Cabinet Member for Planning and Housing Strategy, Cabinet Member for Environment			Adam Gooch, Principal Planning Officer Tel: 01452 396836 adam.gooch@gloucester.gov.uk

MARCH 2019

NON	<p>Financial Monitoring Quarter 3 Report</p> <p><u>Summary of decision:</u> To receive an update on financial monitoring information for the third quarter 2018/19</p> <p><i>Wards affected: All Wards</i></p>	<p>25/02/19</p> <p>6/03/19</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 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>	<p>25/02/19</p> <p>6/03/19</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>

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
APRIL 2019						
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>	3/04/19	Cabinet Cabinet Member for Environment			Jon Topping, Head of Policy and Resources Tel: 01452 396242 jon.topping@gloucester.gov.uk

MAY 2019

NON	Blackfriars Priory Development Plan <u>Summary of decision:</u> To approve the Blackfriars Priory Development Plan <i>Wards affected: All Wards</i>	8/05/19	Cabinet Cabinet Member for Culture and Leisure			Jill Riggs, Head of Cultural and Trading Services jill.riggs@gloucester.gov.uk
NON	Museum of Gloucester Development Plan <u>Summary of decision:</u> To approve the Museum of Gloucester Development Plan. <i>Wards affected: All Wards</i>	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	2018-19 Financial Outturn Report <u>Summary of decision:</u> To update Cabinet on the Financial Outturn Report 2018-19 <i>Wards affected: All Wards</i>	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
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>	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

AUGUST 2019 - No meetings

SEPTEMBER 2019

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>

OCTOBER 2019

NON	Energy Costs and Reduction Projects Annual Report <u>Summary of decision:</u> To update Cabinet on the City Council Energy Costs and Reduction Projects. <i>Wards affected: All Wards</i>	2/10/19	Cabinet Cabinet Member for Environment			Mark Foyn, Property Commissioning Manager mark.foyn@gloucester.gov.uk
NON Page 38	Armed Forces Community Covenant Update <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. <i>Wards affected: All Wards</i>	2/10/19	Cabinet Cabinet Member for Communities and Neighbourhoods			Lloyd Griffiths, Head of Communities lloyd.griffiths@gloucester.gov.uk

NOVEMBER 2019

NON	Regulation of Investigatory Powers Act 2000 (RIPA) - Review of Procedural Guide <u>Summary of decision:</u> To request that Members review and update the Council's procedural guidance on RIPA. <i>Wards affected: All Wards</i>	6/11/19	Cabinet Cabinet Member for Performance and Resources			Jon Topping, Head of Policy and Resources Tel: 01452 396242 jon.topping@gloucester.gov.uk
-----	---	---------	---	--	--	---

DECEMBER 2019

NON	Strategic Risk Register <u>Summary of decision:</u> To update Members on the Council's Strategic Risk Register. <i>Wards affected: All Wards</i>	Meeting Date 4/12/19	Audit and Governance Committee 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>Draft Budget Proposals (including Money Plan and Capital Programme)</p> <p><u>Summary of decision:</u> To update Cabinet on the draft budget proposals</p> <p><i>Wards affected: All Wards</i></p>	<p>Meeting Date</p> <p>4/12/19</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>Treasury Management Six Monthly Update 2019/20</p> <p><u>Summary of decision:</u> To update Cabinet on treasury management activities.</p> <p><i>Wards affected: All Wards</i></p>	<p>4/12/19</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>Financial Monitoring Quarter 2 Report</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>Meeting Date</p> <p>4/12/19</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>

BPF	<p>Local Council Tax Support</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>	<p>21/11/19</p> <p>4/12/19</p>	<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>
<p>NON</p> <p>Page 41</p>	<p>Performance Monitoring Quarter 2 Report</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>	<p>Meeting Date</p> <p>4/12/19</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>

NON	<p>Growing Gloucester's Visitor Economy</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>	4/12/19	Cabinet Cabinet Member for Culture and Leisure			Jill Riggs, Head of Cultural and Trading Services jill.riggs@gloucester.gov.uk
ITEMS DEFERRED- Dates to be confirmed						
NON Page 42	<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>		Cabinet Cabinet Member for Regeneration and Economy			Ian Edwards, Head of Place ian.edwards@gloucester.gov.uk
NON	<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>		Cabinet Cabinet Member for Environment			Mark Foyn, Property Commissioning Manager mark.foyn@gloucester.gov.uk

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>		<p>Cabinet Cabinet Member for Regeneration and Economy</p>			<p>Jonathan Lund, Corporate Director jonathan.lund@gloucester.gov. uk</p>
-----	---	--	--	--	--	---

This page is intentionally left blank



Meeting:	Cabinet	Date:	5 December 2018
	Overview and Scrutiny Committee		7 January 2019
Subject:	Performance Monitoring Quarter 2 2018/19		
Report Of:	Cabinet Member for Performance and Resources		
Wards Affected:	All		
Key Decision:	No	Budget/Policy Framework:	No
Contact Officer:	Tanya Davies, Policy and Governance Manager		
	Email:	tanya.davies@gloucester.gov.uk	Tel: 39-6125
Appendices:	1. Performance Report Quarter 1 2018-19		

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 Quarter 2 of 2018/19.

2.0 Recommendations

- 2.1 **Cabinet** is asked to **RESOLVE** that the Quarter 2 Performance Report 2018/19 at Appendix 1 be noted.
- 2.2 **Overview & Scrutiny Committee** is asked to **RESOLVE** that the Quarter 2 Performance Report 2018/19 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 26 key indicators in the second quarter of 2018/19. 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 2017/18 where available.
- 3.3 This is the second quarterly performance report generated using the new Performance Management System (PMS). Some progress has been made towards the inclusion of more targets and thresholds to provide a RAG status for measures alongside direct of travel; work on some measures remains ongoing and may be resolved through the 2019/20 Service Planning process.
- 3.4 Where targets exist, these have been included along with a narrative to explain the data. A red (alert) threshold is included in some charts.

- 3.5 The summary of KPIs is categorised by Short Term Trend. It should be noted that while there are 13 measures that have worsened in the short term, only four of these are at red. Overall there are 12 measures at green, 5 at amber and 4 at red; the remaining 5 measures are 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 second quarter of 2018/19.

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 2019-20 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

This page is intentionally left blank

Gloucester City Council Quarterly Performance Report: Quarter 2 2018/19

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 (no target/no RAG thresholds)		Unknown (no comparative data)		Unknown (no comparative data)
	Data Only				

Performance Summary (grouped by short term trend)

Improving




























Code	Measure	Status	Short Term Trend	Long Term Trend
CIE3	Percentage of total waste recycled			
CIE4	Missed Domestic Waste Collections			
COMM1	Twitter followers			
COMM2	Facebook followers			
CST1	Customer waiting time (face to face)			
CST4	% of complaints resolved within 10 working days			
H2	Homeless applications where a decision was made			
H2	Homeless households resident in temporary homes			
H3	Number of successful homeless preventions			
RB2	Business rates collection (in year)			
RB3	Time taken to process Housing Benefit new claims			

No Change




Code	Measure	Status	Short Term Trend	Long Term Trend
CGD5	Determination of major planning applications			

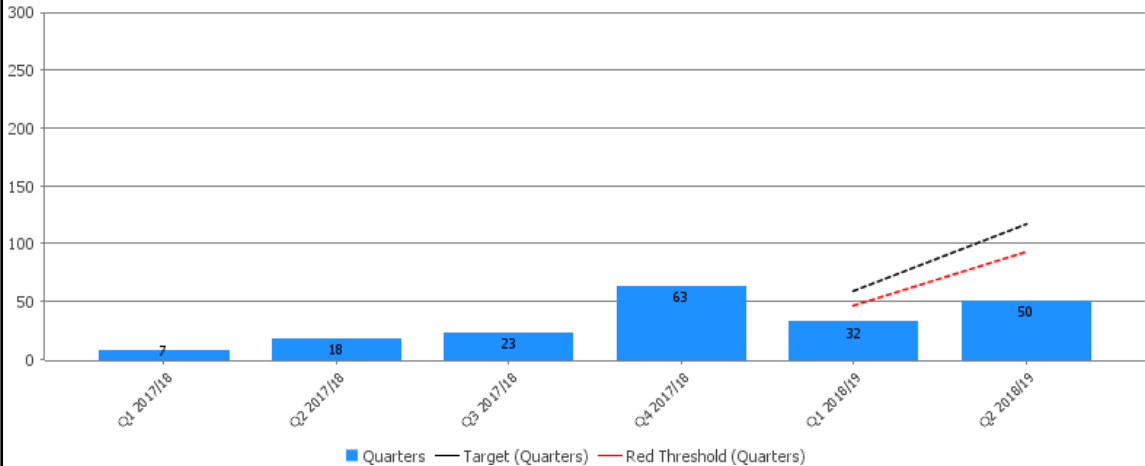



Getting Worse

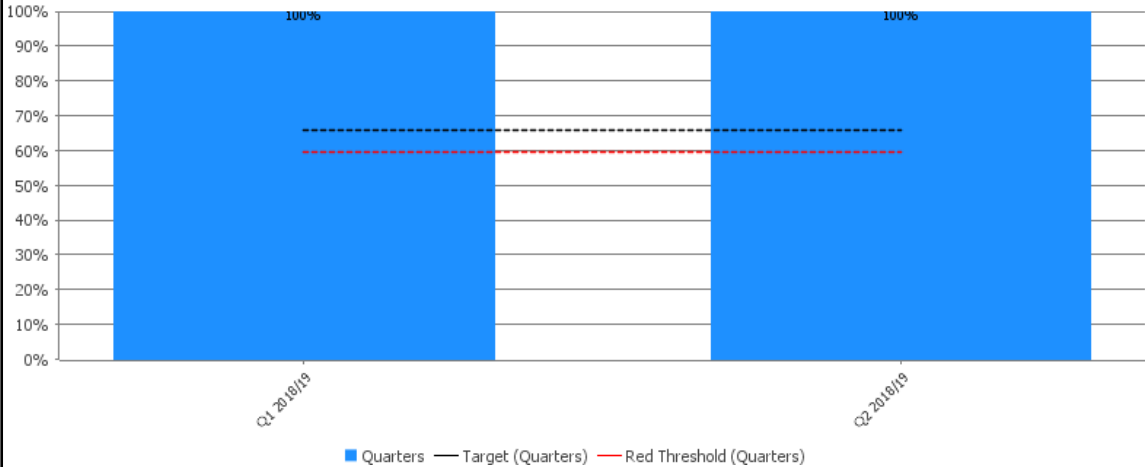



Code	Measure	Status	Short Term Trend	Long Term Trend
CGD1	Delivery of affordable housing units			
CGD6	Determination of minor planning applications			
CGD7	Determination of 'other' planning applications			
CST2	Customer waiting time (telephone)			

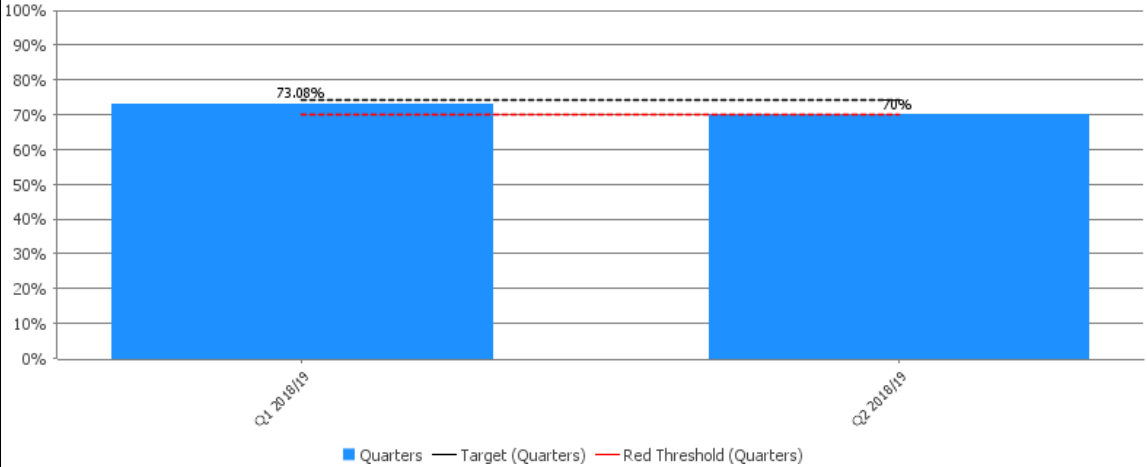



CST3	Number of complaints			
F1	Financial Outturn vs. Budget (Year-End Forecast)			
HR1	Staff Turnover			
HR2	FTE Working Days Lost			
HR4	Absence Rate			
RB1	Council tax collection (in year)			
VE1	Tourist Information Centre (TIC) Footfall			
VE2	Museum of Gloucester Footfall			
VE3	Life Museum Footfall			

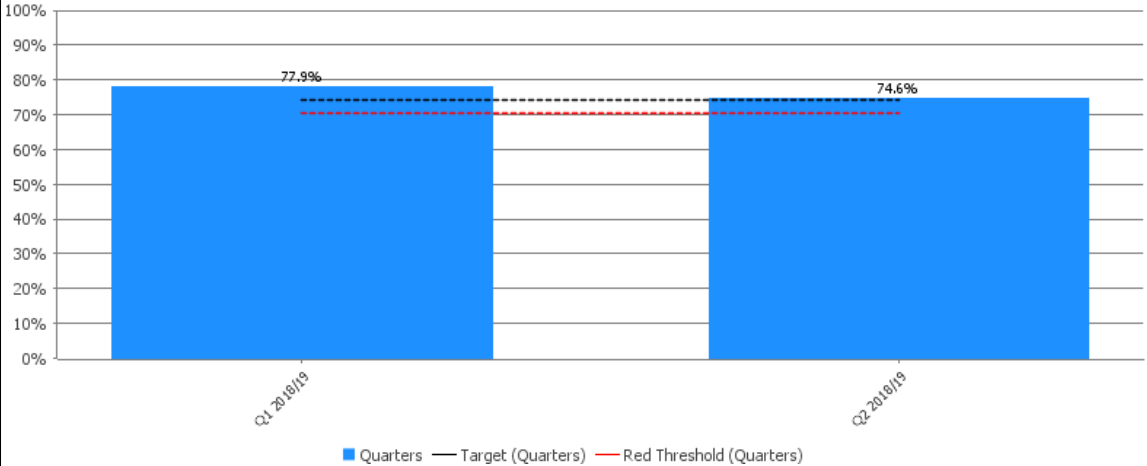



Unknown (no comparative quarterly data)

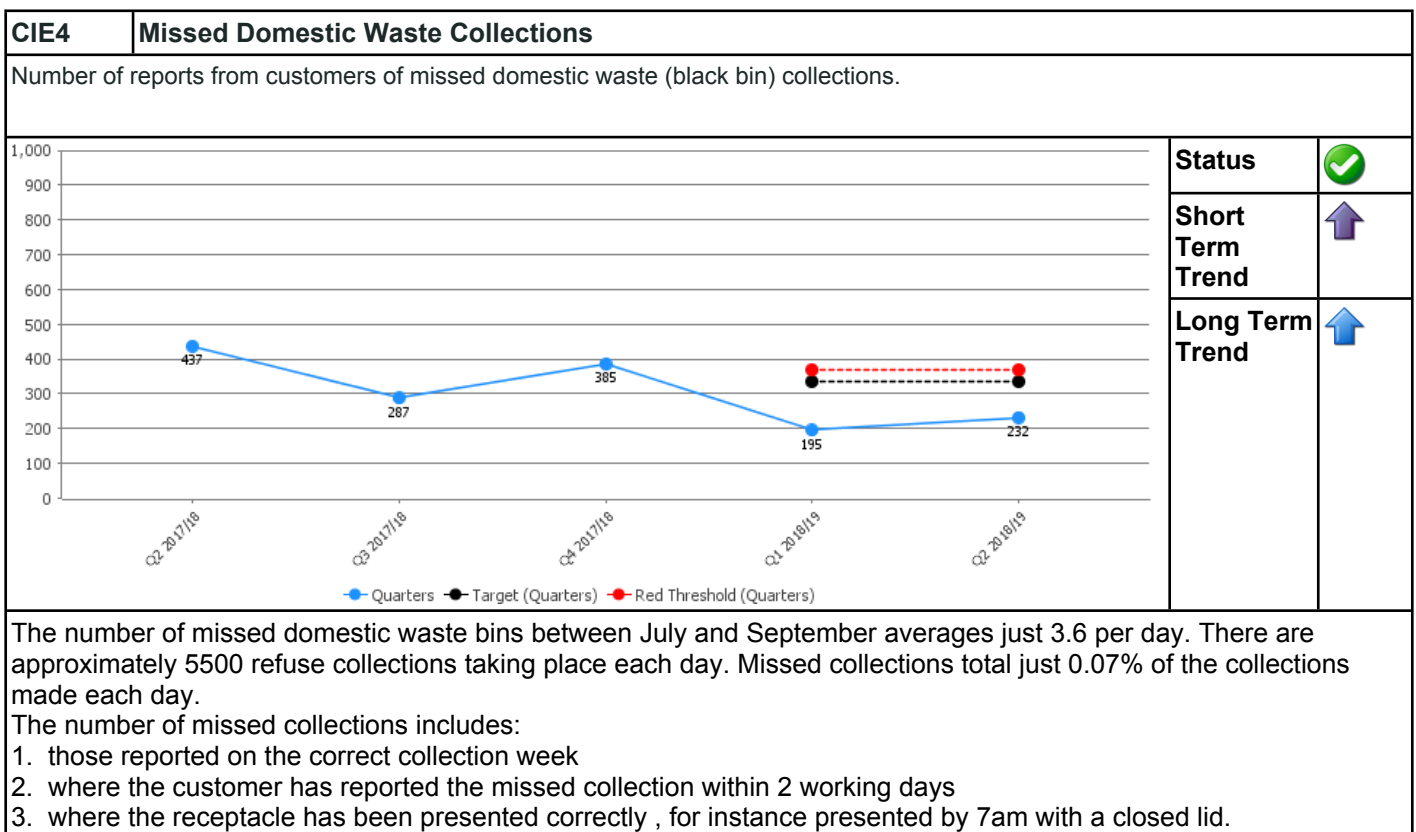
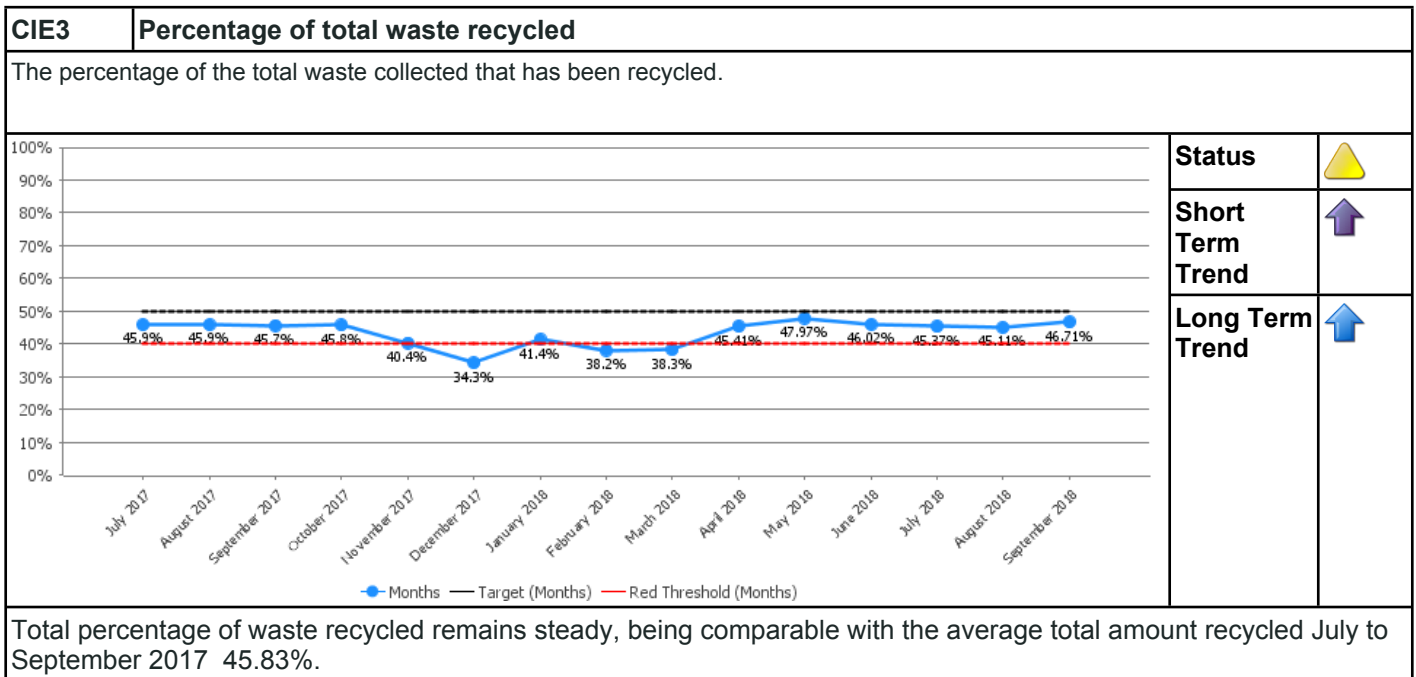
Code	Measure	Status	Short Term Trend	Long Term Trend
H1	Number of homeless applications made			

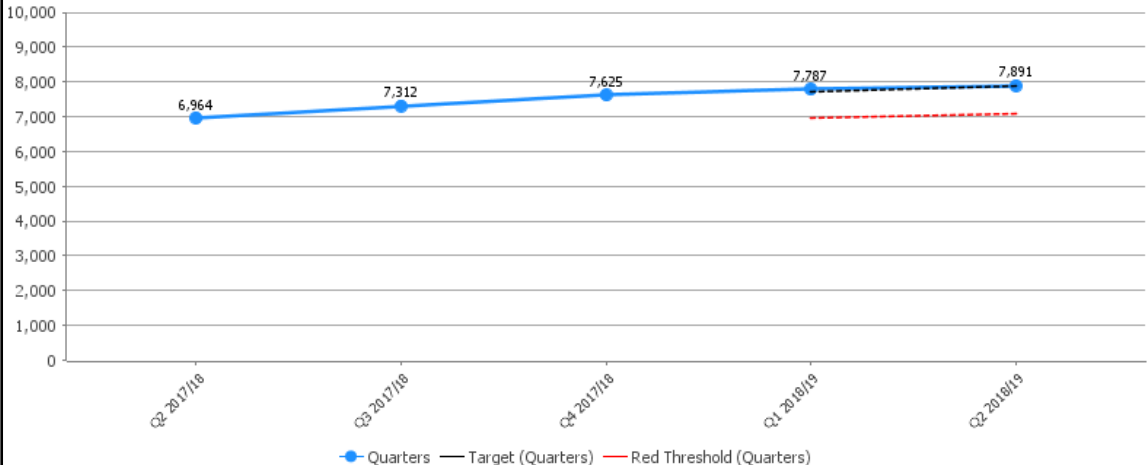



CGD1	Delivery of affordable housing units	
Number of affordable homes delivered, including: affordable rent; social rent; rent to homebuy; shared ownership; Low Cost Home Ownership discount. Data presented is cumulative across each year.		
 <p>■ Quarters — Target (Quarters) — Red Threshold (Quarters)</p>	Status	
	Short Term Trend	
	Long Term Trend	
	Sovereign HA have continued to build out two schemes; namely 8 new affordable units at St Aldates, and 10 new units at Winsley road. 50 of the annual target of 117 affordable units have therefore been completed so far in 18/19	

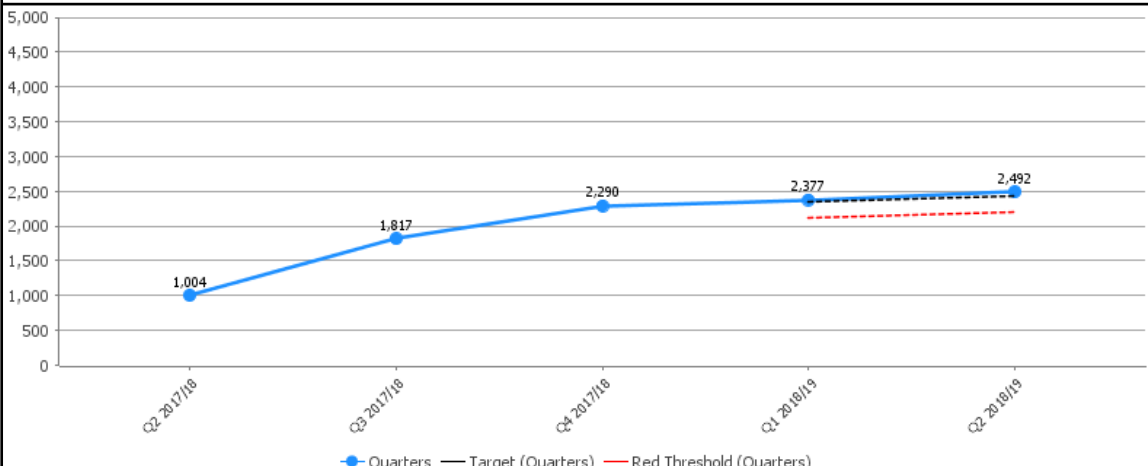



CGD5	Determination of major planning applications	
Percentage of major applications where decisions were made within the agreed timescale or agreed extended period.		
 <p>■ Quarters — Target (Quarters) — Red Threshold (Quarters)</p>	Status	
	Short Term Trend	
	Long Term Trend	
100% of major application decisions were within the agreed timescale or agreed extended period. This is considerably above the local target of 66% and the 60% national target set by MHCLG . This continued excellent performance reflects the council's commitment to working with developers to achieve a positive outcome for major developments.		

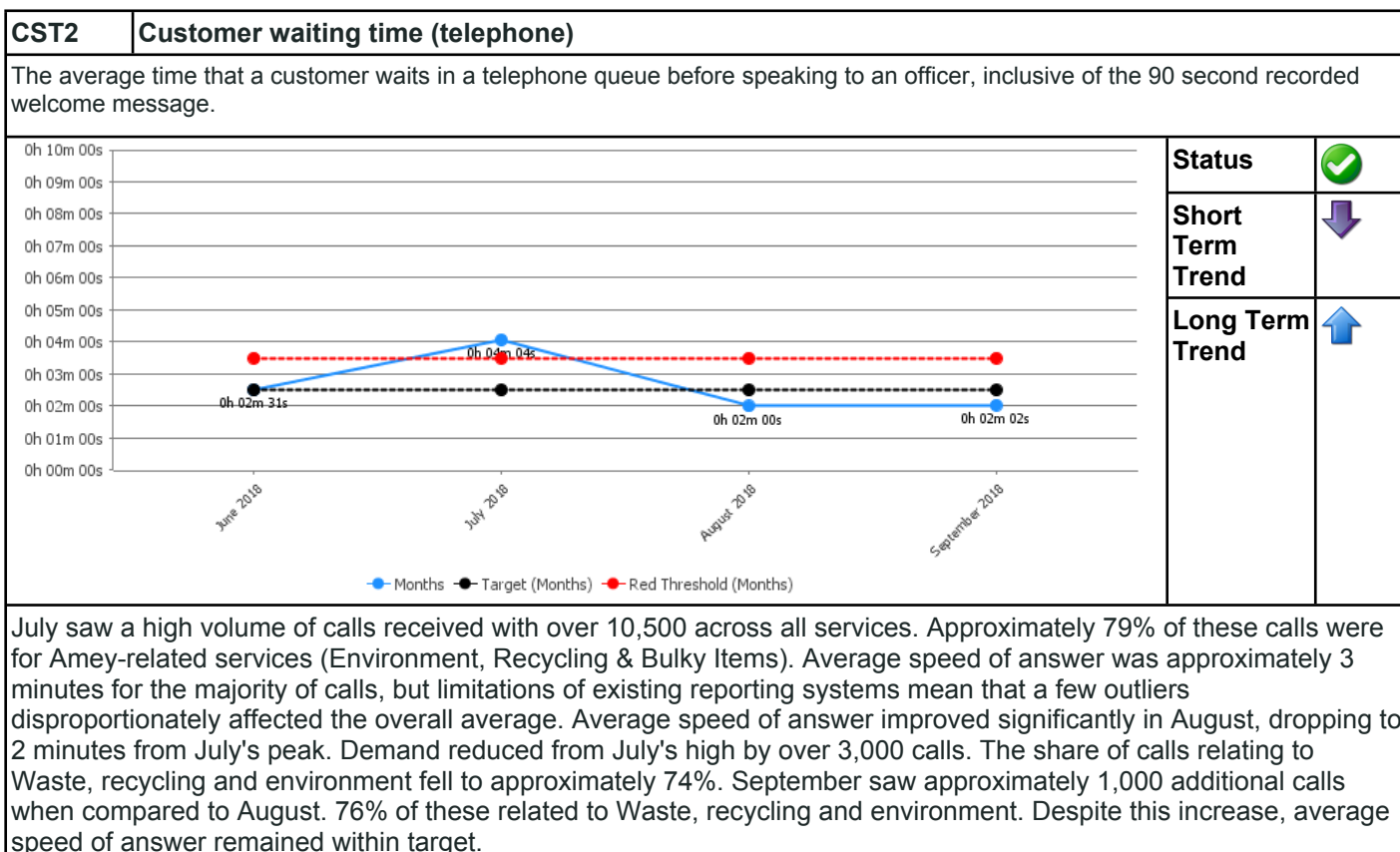
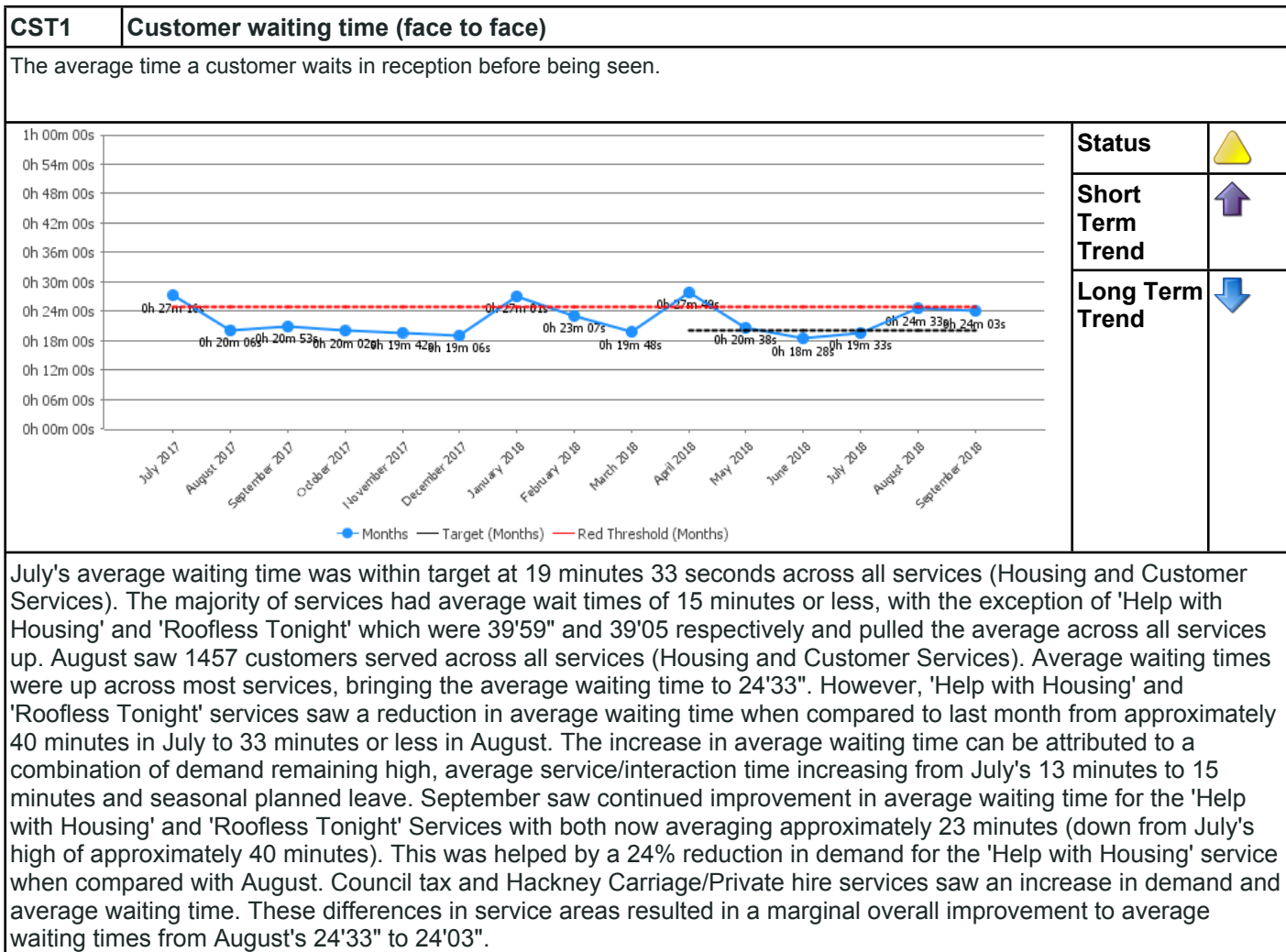
CGD6 Determination of minor planning applications	
Percentage of minor applications where decisions were made within the agreed timescale or agreed extended period. The national target set by MHCLG is 70%.	
 <p>■ Quarters — Target (Quarters) — Red Threshold (Quarters)</p>	Status 
	Short Term Trend 
	Long Term Trend 
Performance on minor applications has dipped in the second quarter and it slightly below target. This category includes a wide variety of applications including developments of up to 9 dwellings, many of which are complex. There have been short term capacity problems due to a vacant senior planner post. This post has now been filled and it is anticipated that the end of year target will be achieved.	

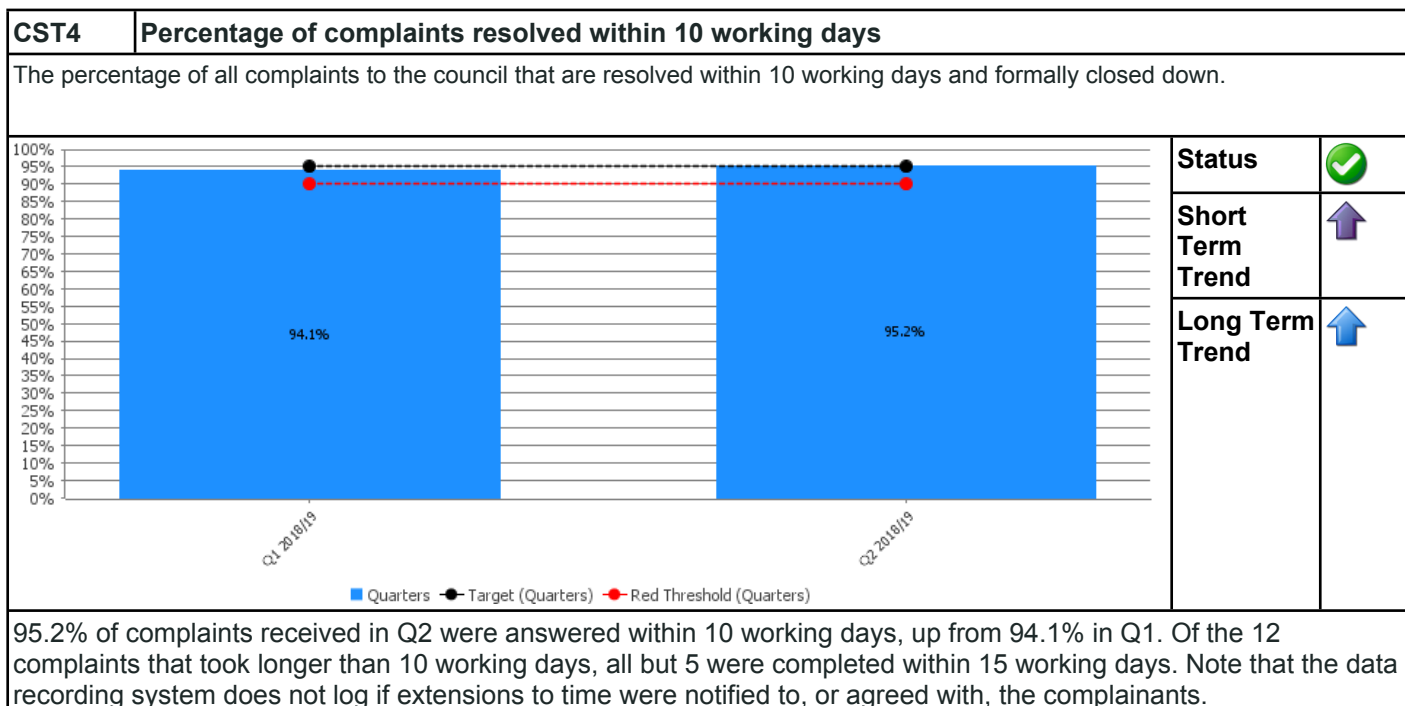
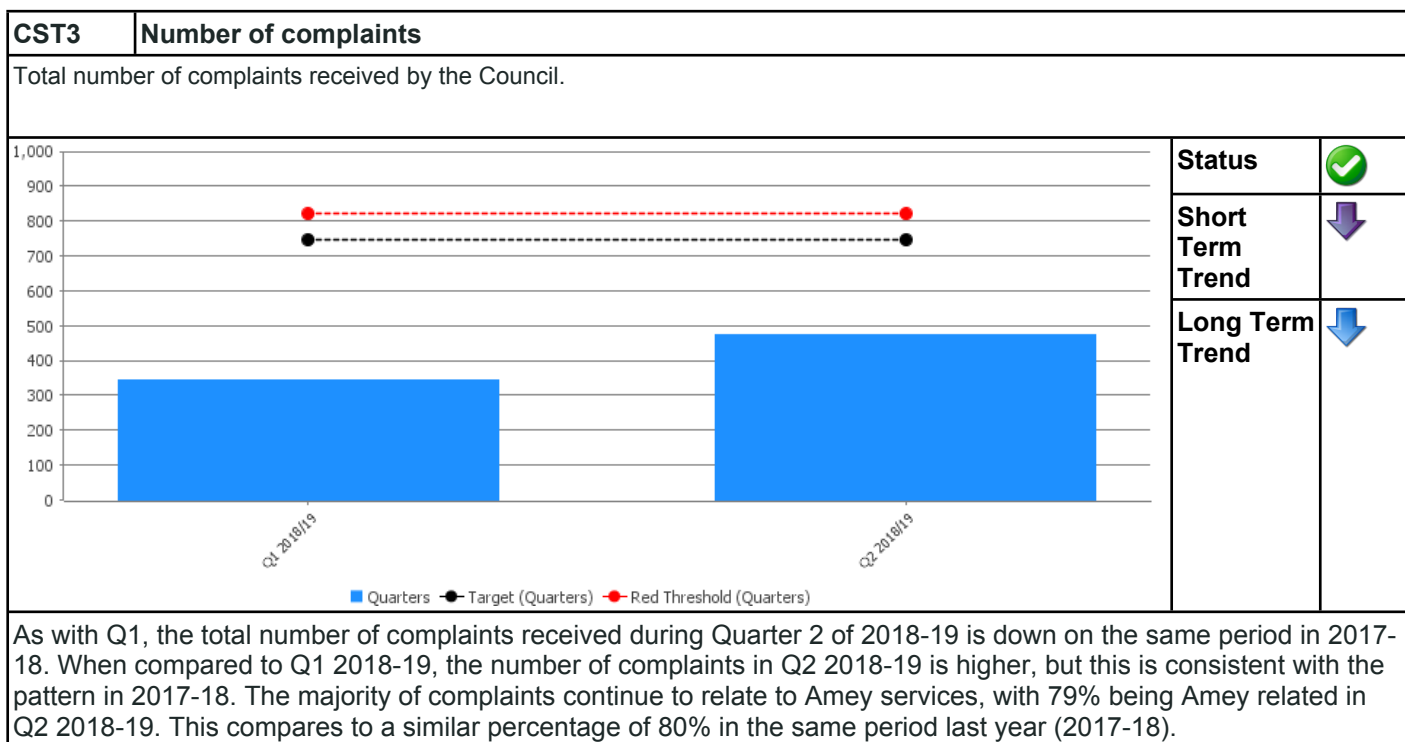
CGD7 Determination of 'other' planning applications	
Percentage of 'other' applications where decisions were made within the agreed timescale or agreed extended period.	
 <p>■ Quarters — Target (Quarters) — Red Threshold (Quarters)</p>	Status 
	Short Term Trend 
	Long Term Trend 
The majority of applications in this category are householder applications and these form a considerable part of the workload of the planning team. While performance is on target, a new post of planning assistant has been created and it is anticipated that speed of decision on householder applications will improve with this additional resource.	

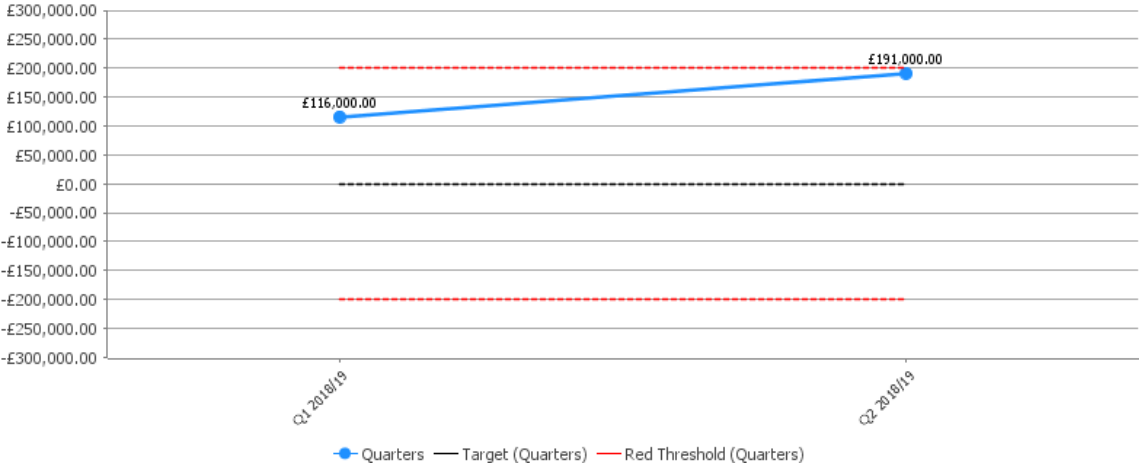


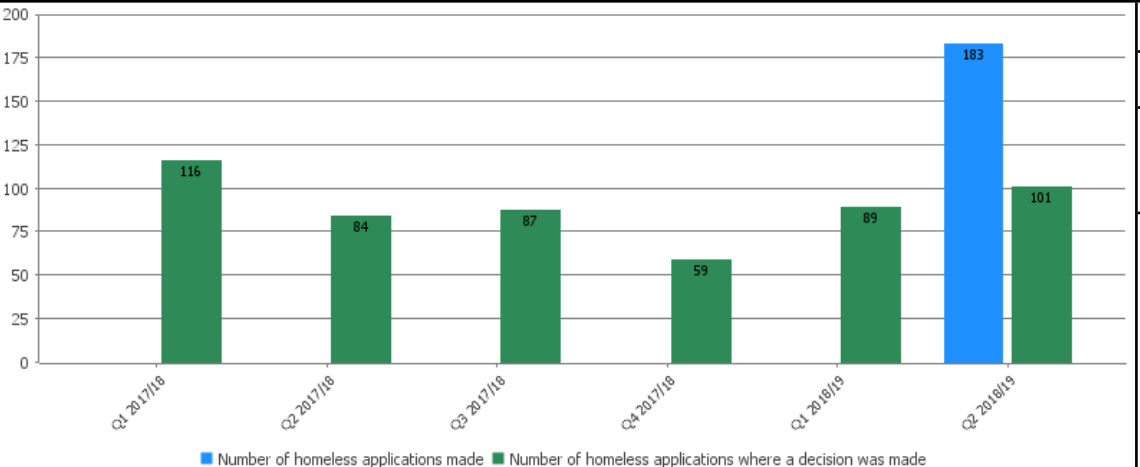
COMM1	Twitter followers	
Number of people who follow the Council's Twitter profile.		
 <p>Q2 2017/18: 6,964 Q3 2017/18: 7,312 Q4 2017/18: 7,625 Q1 2018/19: 7,787 Q2 2018/19: 7,891</p> <p>Quarters Target (Quarters) Red Threshold (Quarters)</p>	Status	
	Short Term Trend	
	Long Term Trend	
This is the result of us incorporating Twitter more systematically into our external communication and our increased social media presence through our social media champions.		

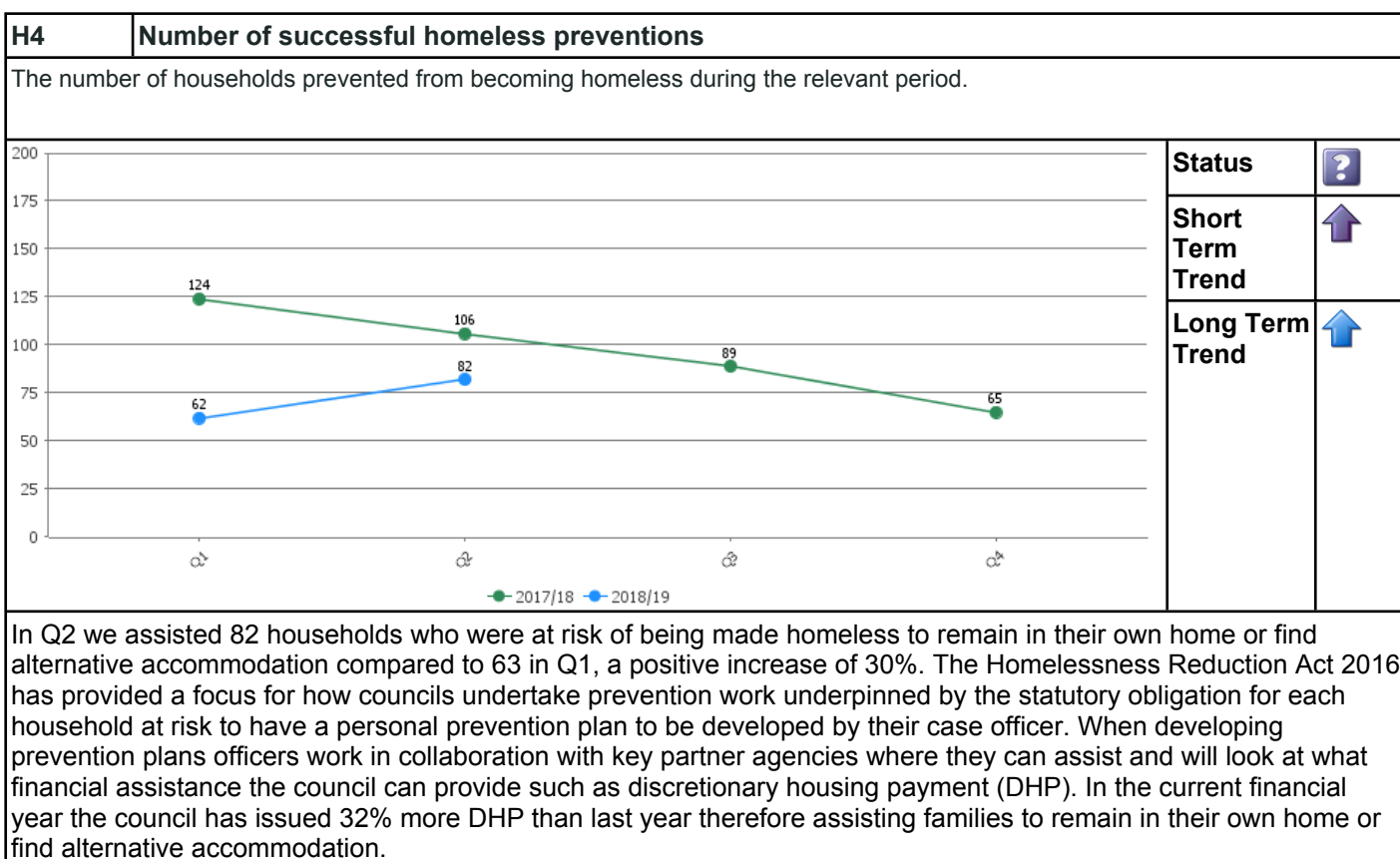
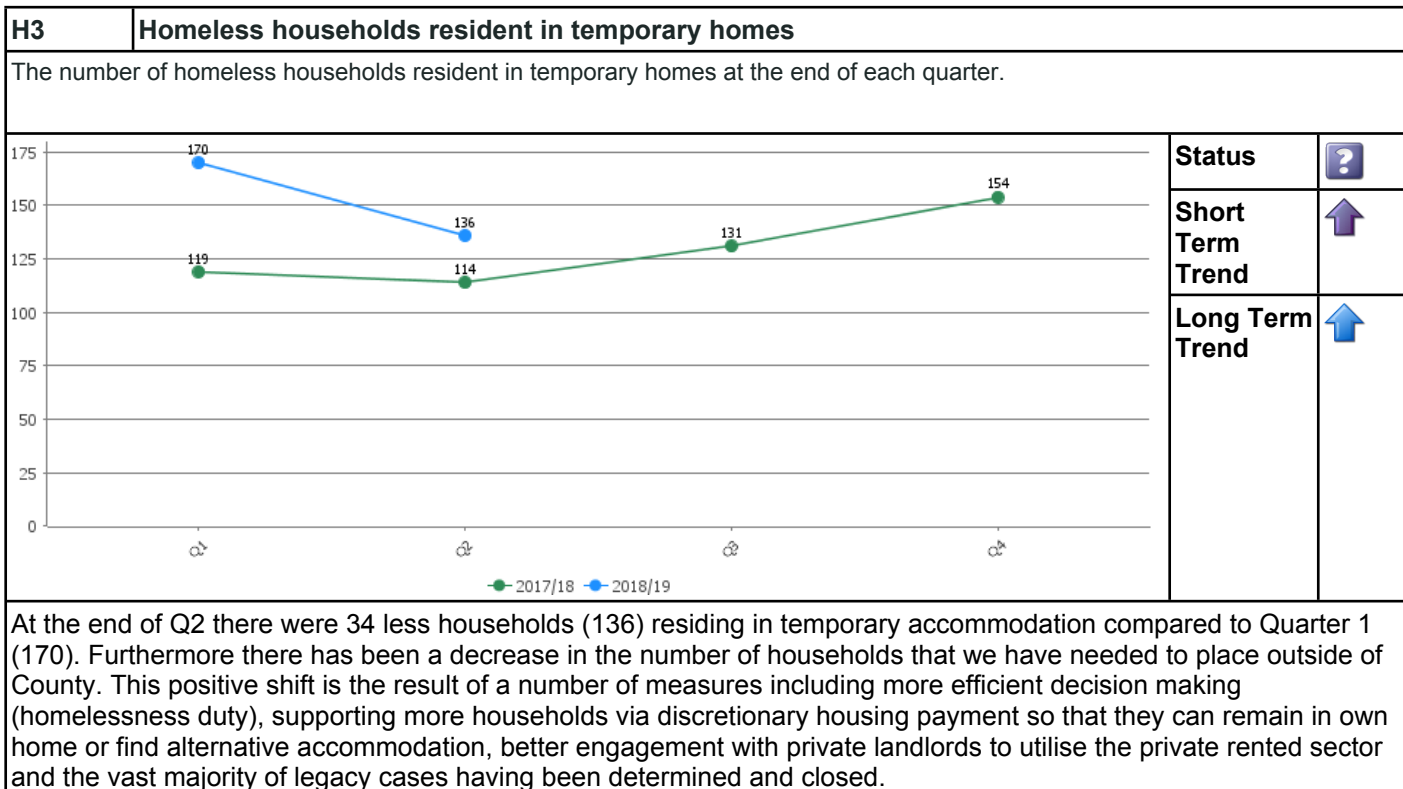
COMM2		Facebook followers	
Number of people following the Council's Facebook profile.			
 <p>Q2 2017/18: 1,004 Q3 2017/18: 1,817 Q4 2017/18: 2,290 Q1 2018/19: 2,377 Q2 2018/19: 2,492</p> <p>Quarters Target (Quarters) Red Threshold (Quarters)</p>		Status	
		Short Term Trend	
		Long Term Trend	
An increased use of videos may explain the increased interest in the Facebook page along with encouraging shares on other pages.			





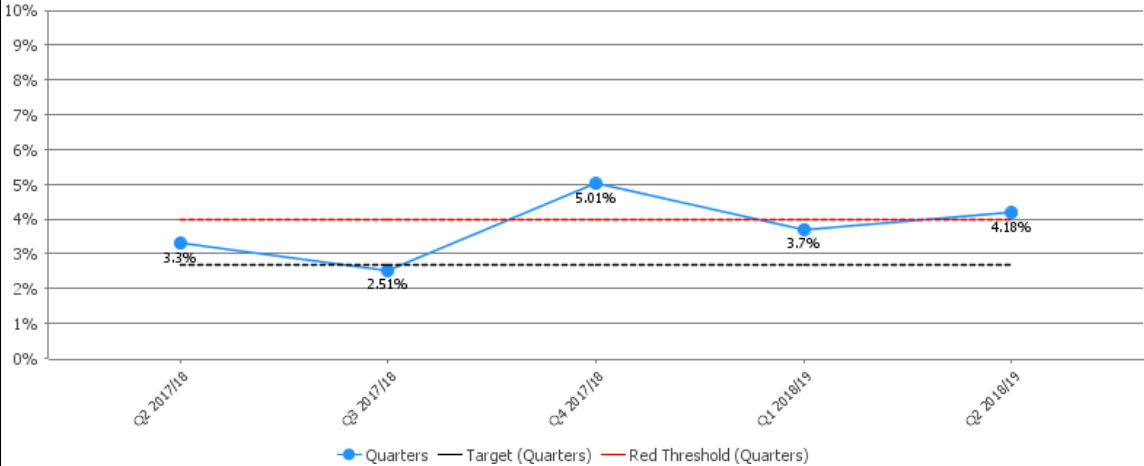



F1 Financial Outturn vs. Budget (Year-End Forecast)							
The year-end forecast position.							
	<table> <tr> <td>Status</td><td></td></tr> <tr> <td>Short Term Trend</td><td></td></tr> <tr> <td>Long Term Trend</td><td></td></tr> </table>	Status		Short Term Trend		Long Term Trend	
Status							
Short Term Trend							
Long Term Trend							
<p>The forecast position is a small reduction of the Council's General Fund by £28k. This is a deterioration of £75k since Quarter 1. The key contributing factors to this are:</p> <p>(i) Continued underperformance of income from Markets and Street Trading;</p> <p>(ii) Underperformance of the Museums as a result of a warm summer, absence of major exhibition, delays in the transfer of the Life Museum.</p> <p>(iii) Pressure in the Housing sector as a result of temporarily accommodating the homeless.</p> <p>(iv) One-off repairs spends - some of which will be met from capital budgets.</p> <p>In all areas where such variances have been identified Officers will work towards ensuring a balanced position at year end, as was achieved in 2017.</p>							

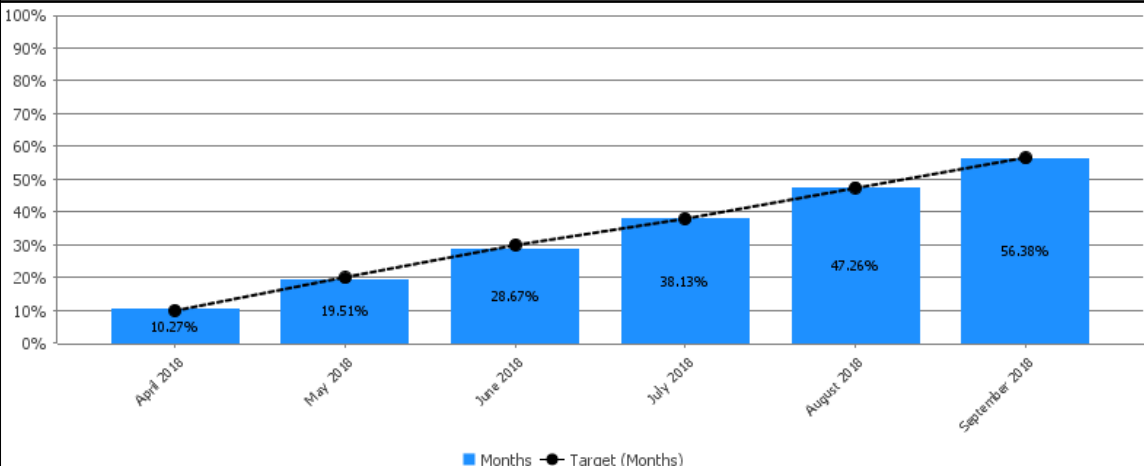



H1		Number of homeless applications made	
Number of homeless applications made within the relevant period.			
H2		Number of homeless applications where a decision was made	
Decisions made on homeless applications within the relevant period.			
		H1	H2
	Status		
	Short Term Trend		
	Long Term Trend		
Quarter 2 saw a positive 10% increase in the number of homelessness decisions (101) made although it is evident that the number of applications made within quarter remains significantly higher (183). Focus has and continues to being given to how homelessness applications can be determined more efficiently including technical training, process re-design and reviewing the scheduling of homelessness appointments to ensure that officers have sufficient time to effectively manage appointments and retrieve the information they need to make a decision.			



HR1	Staff Turnover	
Number of staff leaving the organisation represented as a percentage.		
	Status	
	Short Term Trend	
	Long Term Trend	
	Whilst the number of leavers for Quarter 2 has very slightly increased on Quarter 1 (6 leavers in Quarter 2 as opposed to 5 leavers in Quarter 1), this remains below target, which is pleasing to note.	

HR2	FTE Working Days Lost													
The number of FTE working day lost to staff sickness across the Council.														
<table><thead><tr><th>Quarter</th><th>FTE Working Days Lost</th></tr></thead><tbody><tr><td>Q2 2017/18</td><td>371.29</td></tr><tr><td>Q3 2017/18</td><td>274.96</td></tr><tr><td>Q4 2017/18</td><td>598.34</td></tr><tr><td>Q1 2018/19</td><td>432.62</td></tr><tr><td>Q2 2018/19</td><td>526.58</td></tr></tbody></table>	Quarter	FTE Working Days Lost	Q2 2017/18	371.29	Q3 2017/18	274.96	Q4 2017/18	598.34	Q1 2018/19	432.62	Q2 2018/19	526.58	Status	
	Quarter	FTE Working Days Lost												
	Q2 2017/18	371.29												
	Q3 2017/18	274.96												
Q4 2017/18	598.34													
Q1 2018/19	432.62													
Q2 2018/19	526.58													
Short Term Trend														
Long Term Trend														
<p>We have seen an increase in FTE Working Days lost due to sickness absence for Quarter 2 when compared to Quarter 1. This is largely attributed to a number of cases progressing from short term absence to longer term sickness absence. As of the end of September 2018, two long term sickness cases remain ongoing from a total of four and an improvement is therefore expected for the next reporting period. Short term sickness absence continues to be a focus with detailed absence trigger information now being provided at Service Manager level in addition to Head of Service level. Heads of Service are asked to ensure in discussions with Service Managers that all cases of repeated short term sickness absence are managed appropriately and early HR advice is sought via the HR Advice line in cases where the absence trigger is reached. Managers have also received training on effective sickness absence management from HR and the Occupational Health Unit, which it is hoped will further assist in effecting an improvement in future absence levels.</p>														

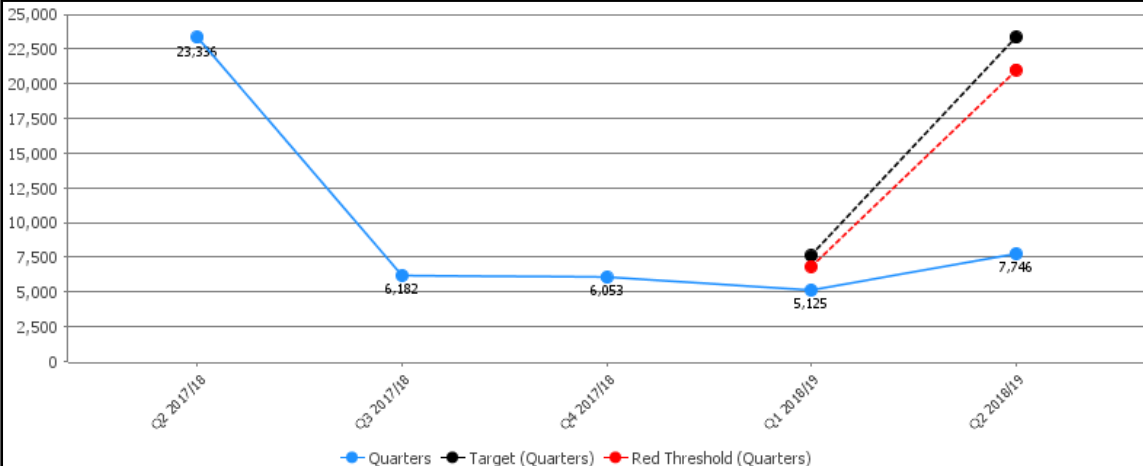









HR4	Absence Rate
The percentage of total working days lost in the relevant period through sickness against the total available working days for that period.	
 <p> ● Quarters — Target (Quarters) — Red Threshold (Quarters) </p>	<div>Status </div> <div>Short Term Trend </div> <div>Long Term Trend </div>
<p>Sickness absence levels have increased for Quarter 2 when compared to Quarter 1 and remain above target at 4.18% for the quarter. This is largely attributed to a number of cases progressing from short term absence to longer term sickness absence. As of the end of September 2018, two long term sickness cases remain ongoing from a total of four and an improvement is therefore expected for the next reporting period. Short term sickness absence continues to be a focus with detailed absence trigger information now being provided at Service Manager level in addition to Head of Service level. Detailed guidance is also regularly provided on the effective management of sickness absence and in referring cases to the Specialist Case Team for effective HR support in managing such cases and in achieving a successful resolution. A Sickness Information booklet has also been produced to assist managers in discussing absence concerns with their staff. It is hoped that these interventions will assist in effecting an improvement in absence levels over coming months.</p>	

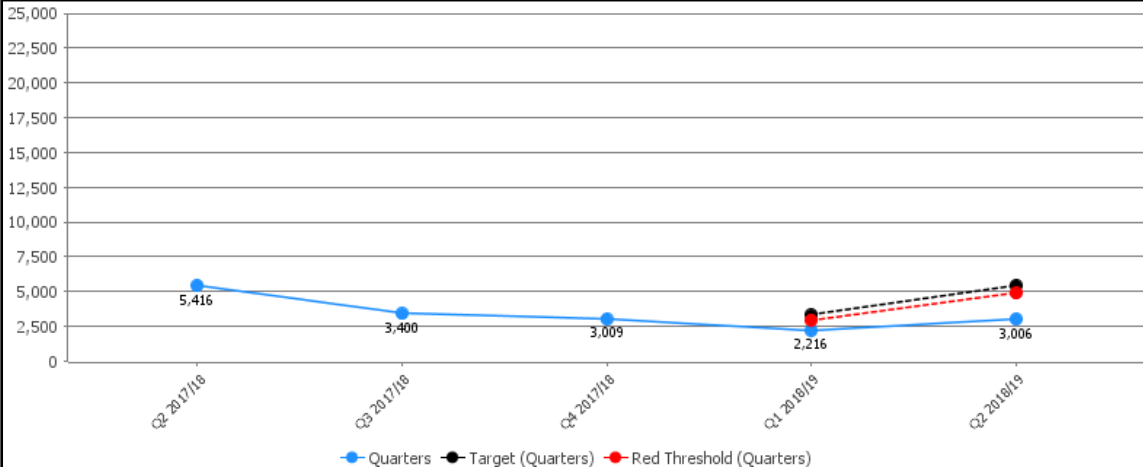



RB1	Council tax collection (in year)
Collection against the total council tax debit in cumulative format.	
 <p> ■ Months ● Target (Months) </p>	<div>Status </div> <div>Short Term Trend </div> <div>Long Term Trend </div>
<p>The year to date performance for Council Tax collection at the end of September is very slightly under target at 56.38% compared to a target of 56.5%.</p> <p>It is pertinent to note that the net debit for 2018/19 has risen to £62.7m compared to £59.3m in 2017/18</p>	

RB2	Business rates collection (in year)		
Collection against the total business rates (NNDR) debit in cumulative format.			
			Status
			Short Term Trend
			Long Term Trend
The year to date figures at the end of September for Business Rates collection (NNDR) show performance is up on target by 3.91%, with 58.91% collected against a 55% target.			
Again it is pertinent to note that the net debit for 2018/19 is £56.3m compared to £55.5m in 2017/18			

RB3	Time taken to process Housing Benefit new claims	
The average number of days taken to process new housing benefit claims (in month).		
	Status	
	Short Term Trend	
	Long Term Trend	
	The time taken to process new Housing Benefit claims has steadily improved with the July figure of 19.80 days, reducing to 19.30 days in August.	
September was exceptional with claims being processed in 16.87 days against an in month target of 21.40		

VE1	Tourist Information Centre (TIC) Footfall																											
Gloucester Tourist Information Centre is a free service to both local residents and visitors to the City of Gloucester. Typical users include tourists requiring information and directions and people making coach bookings and /or buying gifts/ event tickets. The performance measure relates to the total number of people visiting the premises in Southgate Street.																												
<table><thead><tr><th>Quarter</th><th>Quarters</th><th>Target (Quarters)</th><th>Red Threshold (Quarters)</th></tr></thead><tbody><tr><td>Q2 2017/18</td><td>26,243</td><td></td><td></td></tr><tr><td>Q3 2017/18</td><td>19,253</td><td></td><td></td></tr><tr><td>Q4 2017/18</td><td>17,241</td><td></td><td></td></tr><tr><td>Q1 2018/19</td><td>17,712</td><td></td><td></td></tr><tr><td>Q2 2018/19</td><td>24,226</td><td></td><td></td></tr></tbody></table>			Quarter	Quarters	Target (Quarters)	Red Threshold (Quarters)	Q2 2017/18	26,243			Q3 2017/18	19,253			Q4 2017/18	17,241			Q1 2018/19	17,712			Q2 2018/19	24,226			Status	
Quarter	Quarters	Target (Quarters)	Red Threshold (Quarters)																									
Q2 2017/18	26,243																											
Q3 2017/18	19,253																											
Q4 2017/18	17,241																											
Q1 2018/19	17,712																											
Q2 2018/19	24,226																											
			Short Term Trend																									
			Long Term Trend																									
<p>Q2 saw an increase of 37% when comparing Q2 with Q1 which you would expect due to the typical tourist season. We've seen a 7.5% drop compared to this time last year. This reduction reflects a shift to greater online booking and ticket sales and reinforces our efforts to enhance our digital offer and adjust our onsite provision. In response to a request from Overview and Scrutiny Committee we are exploring the feasibility of providing tourist information services from bit the Guildhall and the Museum of Gloucester as an alternative to a standalone facility in the City.</p> <p>Ticket sales for the Gloucester History Festival grew significantly. 3709 tickets were sold in person and 4307 tickets were purchased online. Combined sales had a value of £54,000 for the Gloucester History Festival.</p> <p>Given the shift towards greater online transactions, footfall is an unhelpful measure of performance and officers are working to develop a more meaningful indicator for future report.</p>																												

VE2	Museum of Gloucester Footfall																															
<p>The Museum of Gloucester is a paid-for visitor attraction within Gloucester. The displays and supporting service enable visitors to view objects from the City's Museum collection and the venue is used as a meeting point for various community groups. The Wheatstone Hall is offered as a hire space and members of the public can use the cafe, shop and toilets without having to pay an entrance fee. The performance measure relates to the total number of users entering the Museum for all the reasons listed previously.</p>																																
 <table border="1"><thead><tr><th>Quarter</th><th>Quarters</th><th>Target (Quarters)</th><th>Red Threshold (Quarters)</th></tr></thead><tbody><tr><td>Q2 2017/18</td><td>23,336</td><td>23,336</td><td>23,336</td></tr><tr><td>Q3 2017/18</td><td>6,182</td><td>6,182</td><td>6,182</td></tr><tr><td>Q4 2017/18</td><td>6,053</td><td>6,053</td><td>6,053</td></tr><tr><td>Q1 2018/19</td><td>5,125</td><td>7,746</td><td>5,125</td></tr><tr><td>Q2 2018/19</td><td>7,746</td><td>23,336</td><td>20,000</td></tr></tbody></table>		Quarter	Quarters	Target (Quarters)	Red Threshold (Quarters)	Q2 2017/18	23,336	23,336	23,336	Q3 2017/18	6,182	6,182	6,182	Q4 2017/18	6,053	6,053	6,053	Q1 2018/19	5,125	7,746	5,125	Q2 2018/19	7,746	23,336	20,000	<table><tr><td>Status</td><td></td></tr><tr><td>Short Term Trend</td><td></td></tr><tr><td>Long Term Trend</td><td></td></tr></table>	Status		Short Term Trend		Long Term Trend	
Quarter	Quarters	Target (Quarters)	Red Threshold (Quarters)																													
Q2 2017/18	23,336	23,336	23,336																													
Q3 2017/18	6,182	6,182	6,182																													
Q4 2017/18	6,053	6,053	6,053																													
Q1 2018/19	5,125	7,746	5,125																													
Q2 2018/19	7,746	23,336	20,000																													
Status																																
Short Term Trend																																
Long Term Trend																																
<p>Q2 footfall increased by 50% over Q1 but this represents a sharp reduction in footfall in Q2 2017/18. This change may be reflective of the subject matter for the 2018 summer exhibition. In 2016 and 2017 the Museum promoted popular, family focussed, exhibitions on the themes of Robots and Dinosaurs. In 2018 the Museum contributed to the City-wide celebrations of the 1100th anniversary of the death of Athelflaed. Whilst this focus undoubtedly shone a light on Gloucester's place in Athelflaed's story and led to a successful collaboration which included newly commissioned works, schools engagement and learning packs, a procession and a sell-out History Festival fringe, the draw of the Museum exhibition was less powerful.</p> <p>The Museum of Gloucester opened its doors for free as part of the national Heritage Open Days and attracted 1486 visitors over the 4 day event and this accounted for 48% of the total footfall in the month of September.</p> <p>The Museums Service is working on plans to develop and share our collections in new and exciting ways and are recruiting a Museums Events & Marketing Officer. This new post will allow us to offer a more diverse programme of events and make or collections accessible to more and a wider range of people.</p>																																

VE3	Life Museum Footfall																									
Gloucester Life Museum is a paid-for visitor attraction within Gloucester; the displays and supporting service enable visitors to view objects from the City's Museum collection. The Ed Shed is offered as a hire space and members of the public can use the shop, self-serve cafe, toilets and garden without having to pay an entrance fee. The performance measure relates to the total number of users entering the Museum.																										
 <table border="1"><thead><tr><th>Quarter</th><th>Quarters</th><th>Target (Quarters)</th><th>Red Threshold (Quarters)</th></tr></thead><tbody><tr><td>Q2 2017/18</td><td>5,416</td><td>5,416</td><td>5,416</td></tr><tr><td>Q3 2017/18</td><td>3,400</td><td>3,400</td><td>3,400</td></tr><tr><td>Q4 2017/18</td><td>3,009</td><td>3,009</td><td>3,009</td></tr><tr><td>Q1 2018/19</td><td>2,216</td><td>3,006</td><td>2,216</td></tr><tr><td>Q2 2018/19</td><td>3,006</td><td>5,416</td><td>5,000</td></tr></tbody></table>		Quarter	Quarters	Target (Quarters)	Red Threshold (Quarters)	Q2 2017/18	5,416	5,416	5,416	Q3 2017/18	3,400	3,400	3,400	Q4 2017/18	3,009	3,009	3,009	Q1 2018/19	2,216	3,006	2,216	Q2 2018/19	3,006	5,416	5,000	Status 
Quarter	Quarters	Target (Quarters)	Red Threshold (Quarters)																							
Q2 2017/18	5,416	5,416	5,416																							
Q3 2017/18	3,400	3,400	3,400																							
Q4 2017/18	3,009	3,009	3,009																							
Q1 2018/19	2,216	3,006	2,216																							
Q2 2018/19	3,006	5,416	5,000																							
		Short Term Trend 																								
		Long Term Trend 																								
We are progressing plans to transfer the Gloucester Life Museum buildings to the Gloucester Historic Buildings Trust in January 2019. The Life Museum's collections will continue to be owned and cared for by the City Council but parts of the collection will continue to be displayed on site as part of the new heritage hub.																										
Footfall in Q2 reflects the fact that the City Council's focus in 2018 has been on managing the potential transfer and safeguarding the collections.																										

This page is intentionally left blank