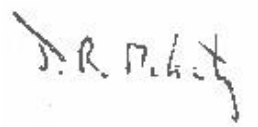
Overview and Scrutiny Committee

Meeting: Monday, 7th June 2021 at 6.30 pm in Civic Suite, North Warehouse, The Docks, Gloucester, GL1 2EP

Membership:	Cllrs. Field, Pullen, Lewis, Wilson, Ackroyd, Castle, Chambers, Dee, Durdey, Evans, Hilton, Kubaszczyk, Organ, O`Donnell, Padilla and Zaman
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 - 16) To approve as a correct record the minutes of the meetings held on 1 March and 3 March 2021.
5.	**PUBLIC QUESTION TIME (15 MINUTES)** To receive any questions from members of the public provided that a question does not relate to: • 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: • Matters relating to individual Council Officers, or • Matters relating to current or pending legal proceedings

7.	**2020-21 YEAR END PERFORMANCE REPORT** (Pages 17 - 44) To consider the report of the Cabinet Member for Performance and Resources which informs Members of the Council's performance against key measures at year end of 2020/21.
8.	**OVERVIEW AND SCRUTINY COMMITTEE WORK PROGRAMME AND COUNCIL FORWARD PLAN** (Pages 45 - 64) To receive the latest version of the Committee's work programme and the Council's Forward Plan in order to identify and set priorities for current civic year.
9.	**DATE OF NEXT MEETING** Monday 5 July 2021 at 6.30pm in Civic Suite, North Warehouse.



Jon McGinty
Managing Director

Date of Publication: Friday, 28 May 2021

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 –

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

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

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

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

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

OVERVIEW AND SCRUTINY COMMITTEE

MEETING : Monday, 1st March 2021

PRESENT : Cllrs. Coole (Chair), Ryall (Vice-Chair), Bowkett, Dee, Finnegan, Hilton, Hyman, Lewis, Organ, Pullen, Stephens, Taylor, Toleman, Tracey, Walford and Wilson

Others in Attendance
Councillor Norman, Deputy Leader of the Council & Cabinet Member for Performance & Resources
Councillor Watkins, Cabinet Member for Communities & Neighbourhoods
Gloucester City Safe Manager, Steve Lindsay
Sergeant Andrew Doyle, Gloucester Neighbourhood Police Team
Head of Policy & Resources
Head of Communities
Housing Innovation Manager
Community Wellbeing Team Leader
Democratic & Electoral Services Team Leader
Democratic & Electoral Services Officer

APOLOGIES : Cllrs.

2. DECLARATIONS OF INTEREST

There were no declarations of interest.

3. DECLARATION OF PARTY WHIPPING

There were no declarations of party whipping.

4. MINUTES

RESOLVED: - that the minutes of the meeting held on the 1st of February 2021 were approved and signed as a correct record by the Chair.

5. PUBLIC QUESTION TIME (15 MINUTES)

There were no public questions.

6. PETITIONS AND DEPUTATIONS (15 MINUTES)

There were no petitions and deputations.

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

7.1 The Chair reminded Committee Members that there was a Special Meeting scheduled for the 3rd of March 2021 where the Committee would consider the Waste, Streetscene and Grounds Maintenance contract.

7.2 RESOLVED: - That the Overview & Scrutiny Committee **NOTE** the forward plan and work programme.

8. HOUSING, HOMELESSNESS AND ROUGH SLEEPING STRATEGY - STRATEGY & RECOVERY UPDATE

8.1 The Cabinet Member for Communities & Neighbourhoods, Councillor Watkins, introduced the report and highlighted key elements. She noted that this was the first yearly review of the Housing, Homeless and Rough Sleeping Strategy, and that this had been a busy and significant time in respect of this due to the COVID-19 pandemic. She thanked Officers in the housing team for their work, particularly during the first lockdown of the COVID-19 pandemic, for example, in bringing people indoors who were rough sleepers, and for work carried out in securing the £3.8 Million County-wide bid for the Next Steps programme which would see 51 extra units across the County, as well as providing extra capacity for Officers and support for affected Individuals. Councillor Watkins also noted the importance of driving up standards and informed the Committee of the appointment of the new Housing Innovation Manager who would be carrying out work in private sector enforcement amongst others. The Cabinet Member for Planning & Housing Strategy thanked staff in the Housing team for their work and noted that there were two new appointments in the team. He also added that housing was a very important issue for him and was pleased to note that the affordable housing target had been exceeded with the creation of 295 affordable homes in the last year.

8.2 The Chair agreed that housing was a key issue, noting that most of their case work as a Councillor concerned housing, that the Council could not have foreseen the importance of the strategy and how crucial it had become in the last year. They also commended the cross-party approach which had been taken to tackling housing issues. Councillor Stephens echoed his thanks to Council Officers for their work, credited Councilor Watkins and Councillor Gravells for briefing meetings which they had held and highlighted the importance of collaborative work going forward. In response to his queries Councillor Watkins and Officers responded as follows. Firstly, with regard to the lifting of the eviction ban in the future, he was advised that there was work being carried out in respect of this county-wide through the accommodation supply sale which was set up as part of the response to COVID-19. Various avenues were being explored through this, for example,

utilising the number of Ministry of Defence properties in the City, and leasing properties. Moreover, Officers were also working with lettings agents county-wide, and, from this work anecdotal evidence suggested that a number of the proposed evictions concerned low priority groups and instances where the landlord wanted to move back into the property for example. Secondly, regarding assistance for people experiencing issues with mortgage defaults, it was noted that assistance was available on a national level through measures such as mortgage holiday breaks and the furlough scheme. Nonetheless, work was also being carried out by the housing team to draw up plans based on best practice for mortgage rescue alongside potentially working with lenders to secure accommodation. The creation of the new projects and strategy team was significant as it would enable work not only on strategy but also quick projects, for example, looking at best practice.

8.3 On the issue of moving individuals out of hotel accommodation, it was outlined that the 51 units from the Next Steps were anticipated to be ready by July 2021 at the latest. Alongside this, the county-wide partnership had signed up to a leasing scheme which would deliver 100 units, and it was anticipated that these would be available within the next 6 months. There were currently around 50 individuals in hotels, and thus, any surplus accommodation would mean that individuals could be moved out of B&Bs. Whilst there were some B&B providers who provided a good service, the aim would always be to move people out of B&Bs as this was not considered to the best option for placing people.

8.4 In response to Councillor Lewis' query about the numbers of people who did not want to be placed in accommodation, Councillor Watkins explained that although there was a rough sleeper count, this number varied day by day. In terms of why some people did not want to be placed in accommodation, she advised that this was complex, and there was a myriad of possible reasons unique to the individual. The focus was on engaging with these individuals, being mindful and understanding of their lived experiences, and Officers on the ground made it part of their work to get to know the rough sleepers. Further, there was also a focus on looking at how to help individuals from ending up in situation where they become rough sleepers in the first place. Finally, whilst the Council was fully committed to the government 's pledge to end rough sleeping by 2024, eradicating rough sleeping was not always on the Council 's terms but rather also depended on the individuals concerned. Nonetheless, it was also about finding the correct interventions to help people where traditional approaches did not work.

8.5 In relation to Councillor Pullen's query about the progress being made in private sector housing, Councillor Watkins stated that there were plans for work to carry on with driving up standards, as well as ongoing work around the incentives scheme.Furthermore, the Housing Innovation Manager outlined that within the Housing Projects and Strategy team there was a team member whose work focused on working with private landlords helping secure accommodation for families who presented as homeless or were threatened with homelessness. This remained an important piece of work

looking at maximising the number of properties which could be secured through the private sector as the largest housing sector in the County and the Country. Further, there was also enforcement work being carried in respect of any rogue landlords of which they were a very small minority of all landlords.

8.6 The Head of Communities highlighted that the County-wide Housing Partnership had agreed for all the district Councils in the County and the County Council to contribute to a small team to support individuals who were not in accommodation under the Next Steps Programme, including, for example, individuals with support needs who were in the private sector and struggling with sustaining their tenancies. Likewise, there were plans for staff to be mobilised to work with individuals currently in hotel accommodation to ensure they were tenancy ready depending on the individuals. Lastly, support remained a key priority.

8.7 Both the Cabinet Member for Communities & Neighbourhoods who noted this would be her last Overview & Scrutiny Committee meeting and the Cabinet Member for Planning and Housing Strategy thanked the Chair and the Committee for the manner in which they received Cabinet Members attending the committee 's meetings.

8.8 **RESOLVED: -** that the Overview & Scrutiny Committee **NOTE** the report.

9. PERFORMANCE MONITORING QUARTER 3

9.1 The Cabinet Member for Performance & Resources, Councillor Norman introduced the report and highlighted key elements, noting for example that there were now 31 key performance indicators, a significant increase from 2019-2020 report.

9.2 Responding to questions from Councillor Stephens, Councillor Norman outlined that data from service areas was regularly reviewed by Officers, and this informed service plans and other work within the service areas. In addition, there was work being carried out to set up dashboards for Cabinet Members to enable them to have ongoing sight of data. In terms of extending these licenses to other Members, Officers would get back to Members. On the topic of environmental crime, Councillor Norman outlined that there would be a report going to Cabinet on the 10th of March which would provide a breakdown of enforcement undertaken recently, the difference in penalty notices that were established in the first year of the contract and the impact of the COVID-19 pandemic amongst other data. Regarding the collation of the data on affordable homes, she outlined that a request would be made to Officers, however it was possible that this could only be changed for the next civic year.

9.3 In relation to Councillor Pullen 's query about the potential impact of The Gateway closing on telephone waiting times and the number of staff answering calls, Councillor Norman advised that this would be confirmed with Officers and a response would be circulated to Members.

9.4 Pointing to KPI WR31, Councillor Lewis noted that it was encouraging to see higher levels of recycling.

9.5 **RESOLVED:** that the Overview & Scrutiny Committee **NOTE** the report.

10. FINANCIAL MONITORING QUARTER 3 2020/21

10.1 The Cabinet Member for Performance & Resources, Councillor Norman introduced the report and highlighted key elements and major headlines from the report, noting that many of the budget pressures in the report could be attributed to the ongoing COVID-19 pandemic. There were no questions from Committee Members and thus, Councillor Norman proceeded to thank the Chair and Committee Members for their work on the Committee during the last 5 years. Councillor Coole also thanked Cabinet for its willingness to always engage with Overview & Scrutiny.

10.2 **RESOLVED: -** that the Overview & Scrutiny Committee **NOTE** the report.

11. ANNUAL REPORT OF THE OVERVIEW & SCRUTINY COMMITTEE

11.1 The Chair, Councillor Coole, introduced the report and noted that the past year had been unprecedented, and that the Committee should be proud of the work it had carried out. Alongside scrutiny of COVID-19 recovery work, the Committee had continued with its scrutiny of ordinary Council business. Councillor Coole then thanked Committee Members for their contributions, Cabinet Members and Officers who had supported the Committee. They then highlighted the parity of esteem between Scrutiny and Cabinet at Gloucester City Council, the high regard in which scrutiny at Gloucester City Council was viewed nationally, and hoped that this would continue beyond the current administration. Councillor Stephens echoed Councillor Coole ‘s comments and extended his thanks to the Chair, Councillor Coole, the Vice-Chair, Councillor Ryall and Spokesperson, Councillor Lewis. Councillor Lewis stated that Overview & Scrutiny had carried out work for the betterment of the City, and thanked the Chair for their work. Councillor Coole closed the meeting stating that he had enjoyed working in their role as Chair, and hoped that the work carried out had helped to dispel the public perception of politicians.

11.2 **RESOLVED: -** that the Overview & Scrutiny Committee **NOTE** the report.

12. REVIEW OF PUBLIC SPACES PROTECTION ORDER

12.1 The Cabinet Member for Communities & Neighbourhoods, Councillor Watkins introduced the report and highlighted key elements.The Gloucester City Safe Manager added that the PSPO had been a useful tool in tackling the issue of street drinking in the City for both City Protection Officers and the Police, particularly with engaging people on the ban on street drinking.

12.2 Councillor Ryall thanked the Gloucester City Safe Manager for the written response he had provided to the Committee with respect to questions raised by Councillor Ryall. Following on from this, the Gloucester City Safe Manager responded to Councillor Ryall 's question around whether all instances of this were being reported to the police explaining that there were ongoing issues with reporting to the 101 telephone number which could have long waiting times. Nonetheless, there was access to the City Safe Secure System which escalated any instances into crime reports which would be automatically emailed to the 101 number and a crime would then be created. Recently, there were some good results with prolific shop lifters either receiving custodial sentences or criminal behavioral orders of up to three years with the police doing a good job of putting together these files. In addition, the yellow card system which was used for young offenders and prevented them from going through the criminal justice system was also working well.

12.3 In answer to queries raised by Councillor Hilton, Councillor Watkins, the Community Wellbeing Team Leader, and Sergeant Andrew Doyle advised as follows. Firstly, the alcohol-free zone did not extend to Kingsholm, however the city wide PSPO did cover alcohol related nuisance amongst other things. There were powers in place for the police, and several measures were being carried out to deal with these issues. For example, Police Officers worked on a rota basis to go to areas and had the powers to remove alcohol from people in order to prevent or stop a nuisance from occurring. However, residents were still encouraged to report any issues to ensure that they could be resourced accordingly. Secondly, it was highlighted that this was a complex issue with potentially other factors at play which had to be considered, such as the fact that some individuals who were in temporary accommodation did not have places to drink socially with friends. Therefore, it was not necessarily simply about having a PSPO, but also working with individuals to understand why there were issues. Nevertheless, Sergeant Doyle outlined that London Road was a key priority for the Police alongside the City Centre. As such, there was other work being carried out beyond the PSPO such as a three pronged approach which had been used with street beggars which initially started with working to support the individuals, and then having more punitive measures such as the Community Protection Notice as a last resort. Moreover, the police were also working with some of the temporary accommodation providers to tackle the problem. However, it was not always residents of these accommodation places who carried out the street drinking. Lastly, he explained that they fully supported the PSPO, however it was one of several measures which were available to them. Councillor Hilton thanked them for their responses and agreed that it was a complex problem which also required other positive actions.

12.4 In response to a query about other measures being undertaken, Sergeant Doyle explained that there was plain clothed work being carried out as an example. However, the issues at hand were complex, and hence there was other work being carried out such as in relation to drugs outreach.

12.5 **RESOLVED; -** that the Overview & Scrutiny Committee **NOTE** the report.

13. DATE OF NEXT MEETING

Wednesday 3rd of March 2021.

Time of commencement: 6:30pm

Time of conclusion: 8:00pm

Chair

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OVERVIEW AND SCRUTINY COMMITTEE

MEETING : Wednesday, 3rd March 2021

PRESENT : Cllrs. Coole (Chair), Ryall (Vice-Chair), Bowkett, Dee, Finnegan, Hilton, Hyman, Lewis, Organ, Pullen, Stephens, Taylor, Toleman, Walford and Wilson

Others in Attendance
Councillor Cook, Leader of the Council and Cabinet Member for Environment
Len Attrill Project Director at WYG
James Frobisher, Manager at KPMG
Corporate Director
Transformation & Commercialisation Manager
Waste, Recycling & Streetscene Manager
Democratic & Electoral Services Team Leader
Democratic & Electoral Services Officer

APOLOGIES : Cllr. Tracey

2. DECLARATIONS OF INTEREST

There were no declarations of interest.

3. DECLARATION OF PARTY WHIPPING

There were no declarations of party whipping.

4. PUBLIC QUESTION TIME (15 MINUTES)

There were no public questions.

5. PETITIONS AND DEPUTATIONS (15 MINUTES)

There were no petitions and deputations.

6. WASTE STREET SCENE AND GROUNDS MAINTENANCE SERVICES

6.1 The Leader of the Council and Cabinet Member for Environment, Councillor Cook, introduced the report and highlighted key elements. He outlined that the waste contract was one of the biggest decisions the Council would have

to make as it impacted on the delivery of waste and recycling services to over 56,000 properties in the city, determined how streets would be kept clean, and how green open spaces, parks and playgrounds were maintained. Councillor Cook extended the Council's thanks to the staff and management of Amey for work they had done to improve the relationship between the company and the City Council in recent years and particularly for the way they had sustained key public services during the COVID-19 pandemic. Councillor Cook then outlined that process that had been followed to produce the report. He expressed his thanks for the positive, constructive, and professional way in which Ubico and Urbaser had conducted themselves throughout the appraisal process. He stated that the process had been comprehensive, rigorous and fair and that if the recommendations in the report were accepted by Cabinet, Gloucester City Council would become both a part owner and customer of Ubico which brought with it a number of benefits.

6.2 The Transformation and Commercialisation Manager outlined in further detail the appraisal process which had been carried out. Len Attrill explained that the specification that both companies had been invited to price reflected the current service and that both had been asked to give a price for service enhancements that reflected current industry standard practice for streetcare. Overall, from a technical point of view it was considered that both were proposals were satisfactory.

6.3 The Chair reiterated that this was a significant contract and added that this was therefore an important area of scrutiny. Councillor Stephens thanked Officers and Len Attrill for their work on the options appraisal. He stated that he agreed with the recommendations as the best way forward for the residents of Gloucester, based on both the independent assessment carried out by KPMG and WYG, and the presentations delivered by both companies. Lastly, Councillor Stephens outlined that he welcomed the Ubico option which he believed was a true public sector partnership allowing for flexibility in the future if required. Councillor Lewis stated that he also agreed with the recommendations. In response to his query about how recyclates would be managed, Councillor Cook and the Waste, Recycling & Streetscene Manager explained that work had already been carried out with Amey in finding and setting floor prices for all of the City Council's recyclates, and thus it was not an area of concern. Regarding the recycling fleet, the Waste Recycling & Streetscene Manager said that it was not being replaced as it was only 4 years old, however the refuse fleet would be replaced.

6.4 In answer to Councillor Wilson' query about the ongoing price certainty in the table in paragraph 5.3, the Corporate Director advised that Urbaser scored more highly because Urbaser's proposal included a cap on any future price increase, however Ubico was rated higher in other areas such as governance and flexibility. James Frobisher added that this was in relation to the maximum uplift that Urbaser would implement on the agreed price at the start of each contract year, however there remained a risk that the contract could increase beyond the 2.5% when looking at the aging asset cost certainty which would need to be agreed between Urbaser and the Council

at the time. Councillor Wilson thanked them for their responses, and outlined that he welcomed the report, and agreed with the recommendations.

6.5 Councillor Pullen also indicated that he welcomed the report and hoped that the transition to the new contract would be seamless for residents. Responding to his query about the possibility of a combined depot with partners, Councillor Cook's view was that this potential opportunity could allow for savings and collaborative work with partner Councils.The Corporate Director added that this was a potential opportunity for to be aware of for the future, however, this would require a separate decision from the Council.

6.6 Councillor Hilton thanked Officers involved in the appraisal process, Len Attrill and Urbaser and Ubico. He then said that the Liberal Democrat group would support the recommendations in the report. Councillor Cook reiterated his thanks and congratulated Officers for their work in respect of the waste and streetscene contract from negotiating the deed of settlement, release and variation with Amey in 2019, through to their work in the recent options appraisal. Finally, he reaffirmed the recommendations in the report supporting a new contract with Ubico, stating that he believed this presented an opportunity to improve the delivery of waste, streetscene and grounds maintenance not only in Gloucester but throughout the county also.

6.7 The Chair expressed support for the recommendations in the report and noted that following a question asked to both Urbaser and Ubico presentations about Overview and Scrutiny the Ubico response had been the most positive, and receptive to ongoing monitoring and engagement with the Committee.

6.8 **RESOLVED: -** that the Overview & Scrutiny Committee **NOTE and SUPPORT** the report.

6.9 The Chair noted that this would be their last meeting as Chair of the Overview & Scrutiny Committee at Gloucester City Council having been in the role for the last 5 years. They expressed their thanks to the Vice-Chair, Councillor Ryall stating that her support had been invaluable. The Chair also thanked Councillor Lewis, Councillor Brooker and Councillor Finnegan, all current and former Spokespersons respectively. Finally, they thanked all Committee Members, Cabinet Members and Officers who had supported the Committee.

7. DATE OF NEXT MEETING

Monday 7th of June 2021.

Time of commencement: 6.30 pm hours

Time of conclusion: 7.36 pm hours

Chair

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Gloucester City Council

Meeting:	**Overview and Scrutiny Committee**	**Date:**	**07 June 2021**
	Cabinet		**16 June 2021**
Subject:	**Performance Monitoring Year End – 2020/21**		
Report Of:	**Cabinet Member for Performance and Resources**		
Wards Affected:	**All**		
Key Decision:	**No**	**Budget/Policy Framework:**	**No**
Contact Officer:	**Jay Bishop, Performance and Improvement Officer**		
	Email: jay.bishop@gloucester.gov.uk		**Tel: 39-6129**
Appendices:	**1. Performance Report Quarter 4 – 2020/21**		

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 4 of 2020/21. Year on year comparisons have been added for 14 performance indicators, where data is available.

2.0 Recommendations

2.1 Overview and Scrutiny Committee is asked to consider the information contained in the report and make any recommendations to the Cabinet.

2.2 Cabinet is asked to **RESOLVE** that

(1) The Quarter 4 Performance Report 2020/21 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 30 key indicators in the fourth quarter of 2020/21. The data charts show an overview of the whole year with reflection within the narratives.

3.2 Appendix 1 sets out the performance data, including comparative information where available. Where targets exist, these have been included along with a narrative to explain the data. A red (alert) threshold is included in some charts. Where performance is monitored as part of a contract, targets and red thresholds are set and revised as part of that process, where this is not the case and there is also no national target available, these have been determined during the service planning process in consultation with the relevant Cabinet Member.

3.3 The summary of KPIs is categorised by Short Term Trend. 13 measures have improved in the short term. Of the 10 measures that have worsened in the short term, 1 is red. Overall there are 11 measures at green, 5 at amber and 1 at red. There are 10 data only performance indicators and 3 where data is not yet available.

3.5 The ongoing Covid-19 pandemic has caused delays to availability of some data and the report has been produced with the latest available information. As more data becomes available the report will be updated.

3.6 Pages 19-24 include Year on Year comparisons for 14 indicators, this is where historical data is available.

4.0 Social Value Considerations

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

5.0 Environmental Implications

5.1 There are no Environmental Implications in respect of the recommendations in this report.

6.0 Alternative Options Considered

6.1 There are no alternative options.

7.0 Reasons for Recommendations

7.1 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 fourth quarter of 2020/21.

8.0 Future Work and Conclusions

8.1 As explained in paragraph 3.5, the development of the framework is an ongoing process.

9.0 Financial Implications

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

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

10.0 Legal Implications

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

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

11.0 Risk & Opportunity Management Implications

11.1 The performance management system provides the opportunity to embed risk management within the performance framework by linking actions and PIs to risks, as well as having standalone risks.

12.0 People Impact Assessment (PIA) and Safeguarding:

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

13.0 Community Safety Implications

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

14.0 Staffing & Trade Union Implications

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

Background Documents: None

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Year End 20/21 Gloucester City Council Performance Report

This report sets out the Council's performance against a set of key performance indicators. Year on Year comparison has been included where available

PI Status	
	Alert
	Warning
	OK
	Unknown
	Data Only

Long Term Trends	
	Improving
	No Change
	Getting Worse

Short Term Trends	
	Improving
	No Change
	Getting Worse

Short Trend Improving

PI Code	Measure	Status	Short Term Trend	Long Term Trend
CGD-23	Percentage of minor applications where decisions were made within the agreed timescale or agreed extended period.			
CS-8	Average customer waiting time (telephone)			
CWB-33	Number of ASB interventions by Solace completed successfully			
CWB-45	Number of requests received through the Covid19 Community Hub			
H-13	Average number of Households in Temporary Accommodation			
H-14	Average number of households in B&B			
H-15	Average Households with children in B&B or shared facilities over 6 weeks			
H-16*	Number of families in temporary accommodation outside the county			
H-7*	Number of successful homeless preventions			
HR-3	Staff Absence Rate			
WR-31	Percentage of total waste recycled			
CWB-1	Number of environmental health service requests			
H-22*	Number of Homeseeker applications received			

Short Trend No Change

PI Code	Measure	Status	Short Term Trend	Long Term Trend
CS-3	Percentage of complaints that escalate to stage 2			
WR-13	Percentage of domestic waste collected on time			
WR-15	Percentage of Recycling Receptacles collected on time			
CGD-19	Number of major planning applications			

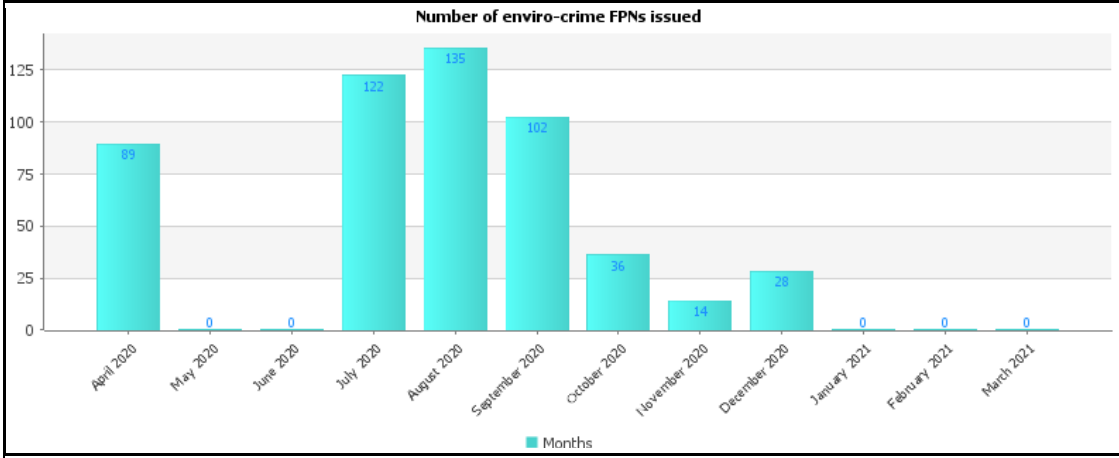
Short Trend Declining

PI Code	Measure	Status	Short Term Trend	Long Term Trend
CD & VE-1	Museum of Gloucester/TIC Footfall			
CGD-16	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.			
CGD-20	Number of minor planning applications			
CGD-22	Percentage of major applications where decisions were made within the agreed timescale or agreed extended period.			
CS-11	Number of complaints			
CS-6	Number of telephone calls			
CWB-13	Percentage of broadly compliant food premises			
F-13	Financial Outturn vs. Budget (Year-End Forecast)			
PG-24	Percentage of information governance responses (FOI/EIR,DPA,SAR) compliant with statutory deadlines			
CCM-2	Number of enviro-crime FPNs issued			

Data not available

PI Code	Measure
CE-1	Number of visitors to City Council nature reserves
CGD-10	City Centre Footfall
CGD-11	City Centre Spend

CCM-2	Number of enviro-crime FPNs issued

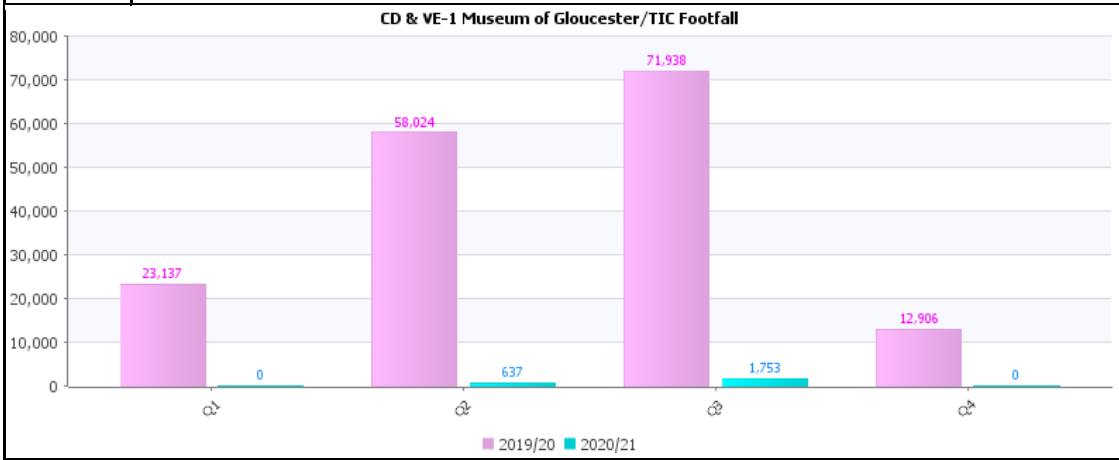


Status	
Short Term Trend	
Long Term Trend	
Current Value	0
Current Target	Data Only
Red Threshold	Data Only

3GS operation was suspended for 3 January to 15th April. All the Enforcement Officers were furloughed throughout this period.

City Centre Manager

CD & VE-1	Museum of Gloucester/TIC Footfall

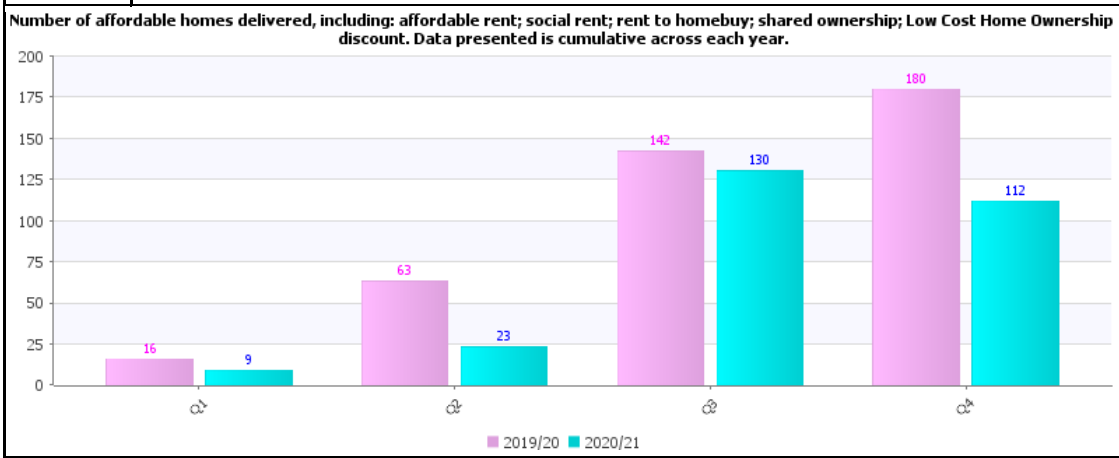


Status	
Short Term Trend	
Long Term Trend	
Current Value	0
Current Target	20,000
Red Threshold	18,000

The Museum of Gloucester and Tourist Information Centre were closed during quarter 4 as instructed by the government therefore there were no users of the service.

Cultural Development Manager; Visitor Experience Team Leader; Visitor Experience Manager

CGD-16	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.

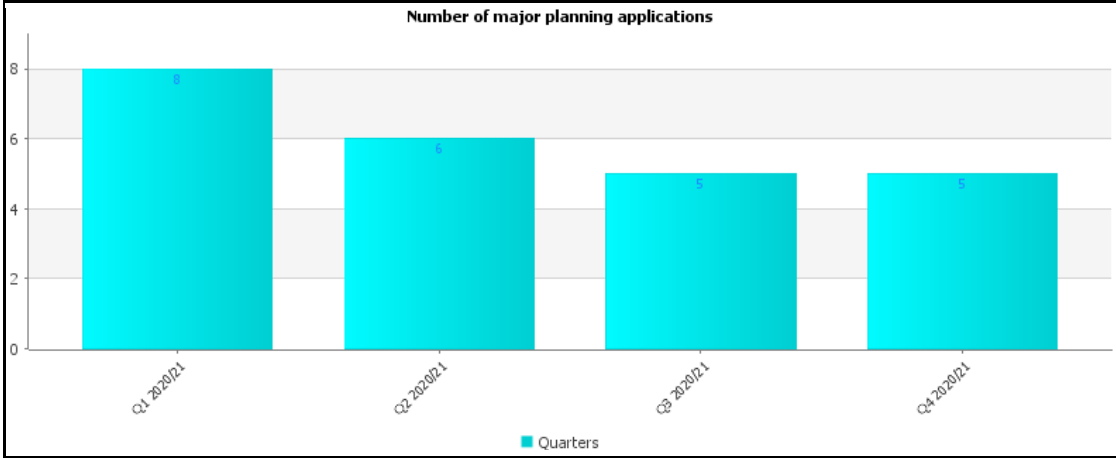


Status	
Short Term Trend	
Long Term Trend	
Current Value	112
Current Target	58
Red Threshold	46.4

Significant delivery in quarter 4 saw the year end figure being the highest Affordable Housing out turn since 2008-09. The Quays development providing significant number of homes although less than anticipated. The end of year figure was 20 homes less than the estimated 295 homes with homes in the Earls park and Quays sites slipping into 2021-22. GCH have completed 13 homes under the Next Steps Accommodation Programme

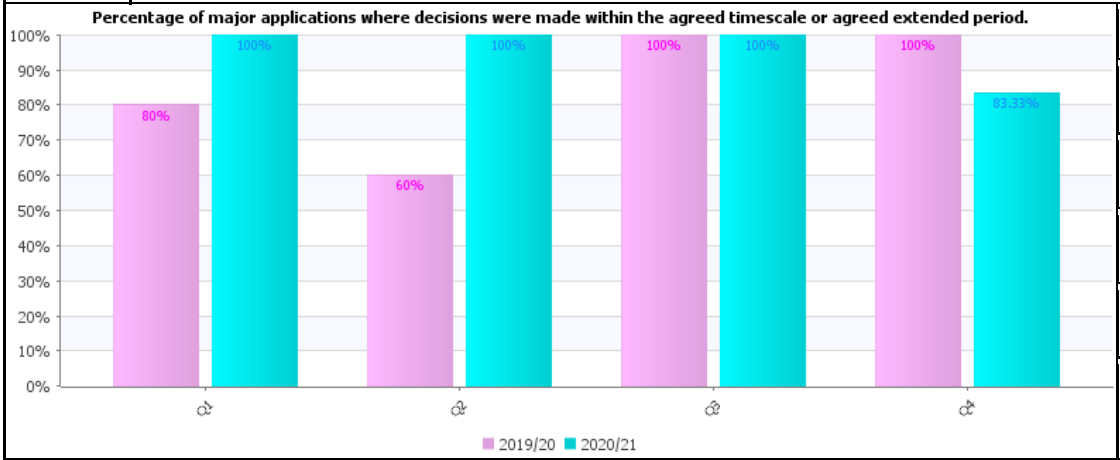
City Growth & Delivery Manager

CGD-19	Number of major planning applications



Status	
Short Term Trend	
Long Term Trend	
Current Value	5
Current Target	Data Only
Red Threshold	Data Only

CGD-22	Percentage of major applications where decisions were made within the agreed timescale or agreed extended period.



Status	
Short Term Trend	
Long Term Trend	
Current Value	83.33%
Current Target	66%
Red Threshold	59.4%

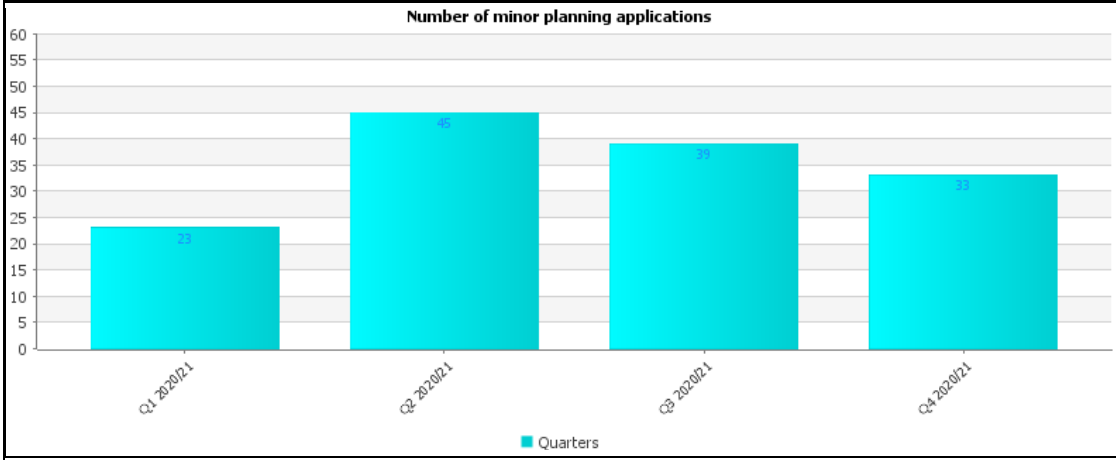
Significant major applications indicated in the fee income projection and the major work programme resource planning for 2020-21 were generally received in line with projections. The COVID pandemic initially resulted in a delayed submission for some major applications. Consequently, a few significant major applications have similar determination timescales. This, together with extended sickness absence for a 1 FTE principal planner (whole team capacity is 3.4 FTE principal planners), caused some short-term capacity issues. These issues were managed by the planning development manager dealing with major applications, prioritisation and agreeing timescales with applicants.

Notwithstanding the capacity issues, 5 major applications of the 6 major applications determined in quarter 4 were within the agreed timescale, giving a performance of 88.3% against a local target of 66% and a national target of 60%. This demonstrates excellent performance and reflects the focus of the team on working collaboratively with developers to progress major applications.

Overall, the performance in 2020-21 for majors was excellent, with 22 major decisions and 21 (95%) within agreed timescales. This is an improvement compared to 2019-20, when 16 (84%) of the 19 major decisions issued were within agreed timescales.

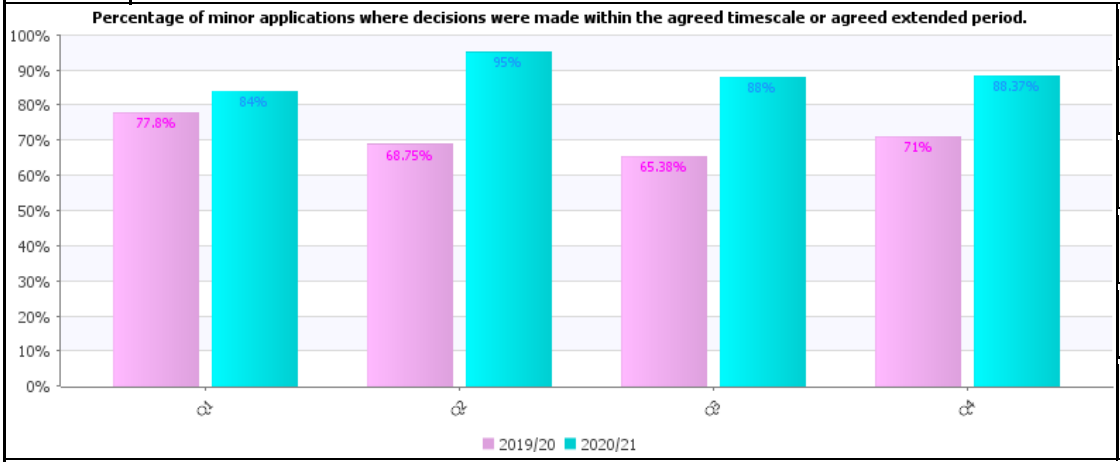
City Growth & Delivery Manager

CGD-20	Number of minor planning applications



Status	
Short Term Trend	
Long Term Trend	
Current Value	33
Current Target	Data Only
Red Threshold	Data Only

CGD-23	Percentage of minor applications where decisions were made within the agreed timescale or agreed extended period.



Status	
Short Term Trend	
Long Term Trend	
Current Value	88.37%
Current Target	74%
Red Threshold	69.93%

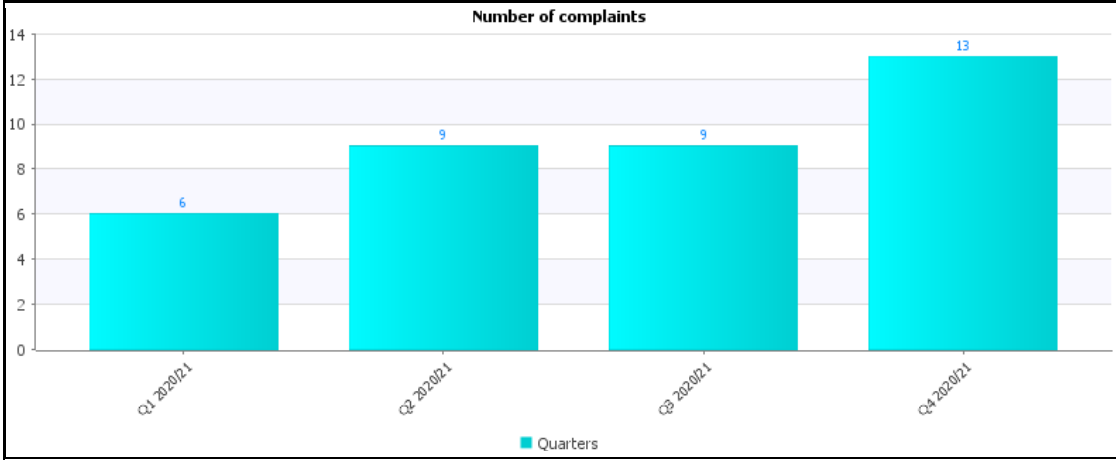
38 of the 43 minor applications determined were within agreed timescales giving an excellent performance of 88.37%. The number of decisions issued was significantly above the quarterly average for 2019-20 (43 minor decisions issued compared to 2019-20 average of 25). Performance is significantly above the local target of 74% and the 70% national target.

Overall, the performance in 2020-21 for minors was excellent, with 102 (87.93%) of the 116 decisions issued being with agreed timescales. There has been a focus on improving performance for minor applications following poor performance in 2019-20 when only 70.6% of minor decisions were within time.

The improved performance has been achieved by the development management team working positively with applicants to resolve issues and determine applications within agreed timescales. Also, the team's mentoring system has been used to provide guidance to planning officers at an early stage in the application process to reduce the number of issues being raised at the sign off stage.

City Growth & Delivery Manager

CS-11	Number of complaints



Status	
Short Term Trend	
Long Term Trend	
Current Value	13
Current Target	Data Only
Red Threshold	Data Only

For 20/21 as a whole, Customer Services received 37 complaints about the service that they have provided.

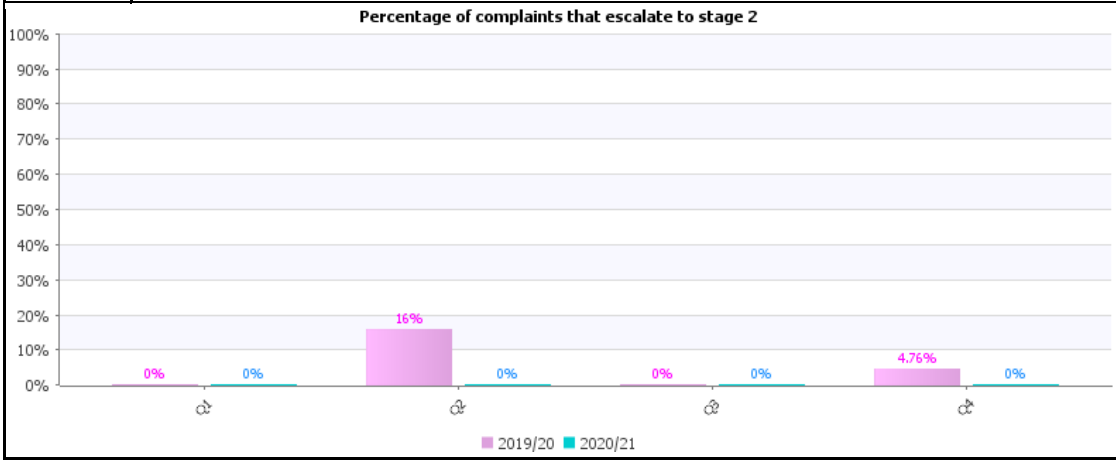
The number of complaints recorded on Focus for all of the departments across the council was 1882. For 19/20 the number of complaints recorded on Focus for all of the departments across the council was 2646. This was a reduction of 764 complaints.

In 20/21 82% (1539 out of a total of 1882) of the complaints were directly related to the services Amey deliver on the council's behalf. In 19/20 69% (1789 out of 2646) of complaints were directly related to the service Amey deliver on the council's behalf.

The lowest number of complaints for 20/21 received and recorded on Focus was in Q1 at 312 complaints across departments and the highest was in Q2 at 655.

Customer Service Transformation Manager; Customer Services Team Leader

CS-3	Percentage of complaints that escalate to stage 2

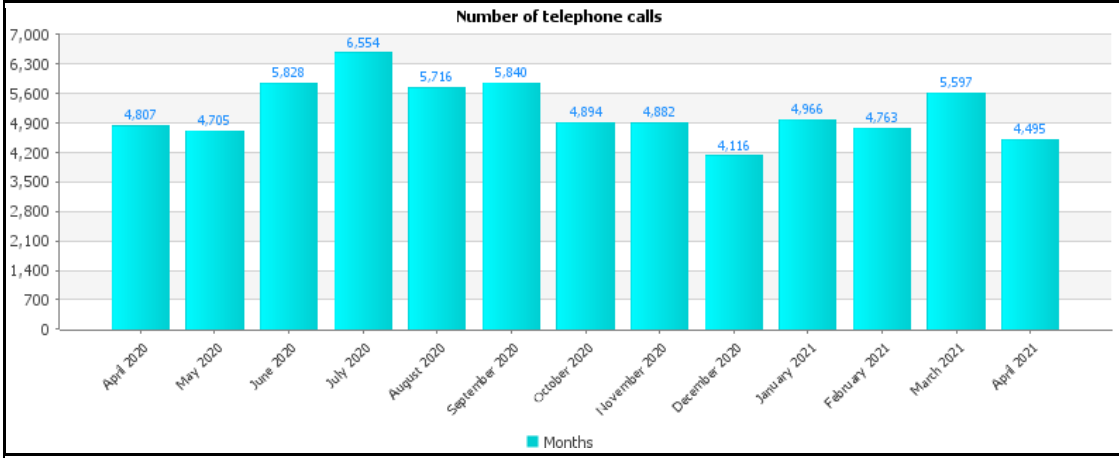


Status	
Short Term Trend	
Long Term Trend	
Current Value	0%
Current Target	10%
Red Threshold	12%

From 1st January 2021 - 31st March 2021 we had 13 complaints for Customer Services. None of these escalated to stage 2 complaints so this was 0%.

Customer Service Transformation Manager; Customer Services Team Leader

CS-6	Number of telephone calls

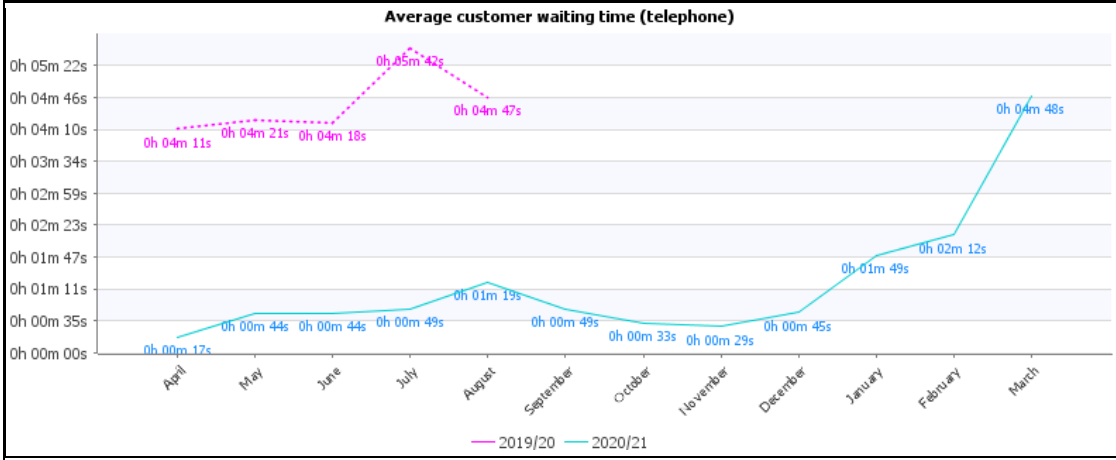


Status	
Short Term Trend	
Long Term Trend	
Current Value	4,495
Current Target	Data Only
Red Threshold	Data Only

In April we handled 4495 calls and missed 2014. We saw a continued volume of calls regarding bulky collections due to residents being in lockdown, business rate queries due to Covid grants, garden waste sign ups and also the new council tax year.

Customer Service Transformation Manager; Customer Services Team Leader

CS-8	Average customer waiting time (telephone)

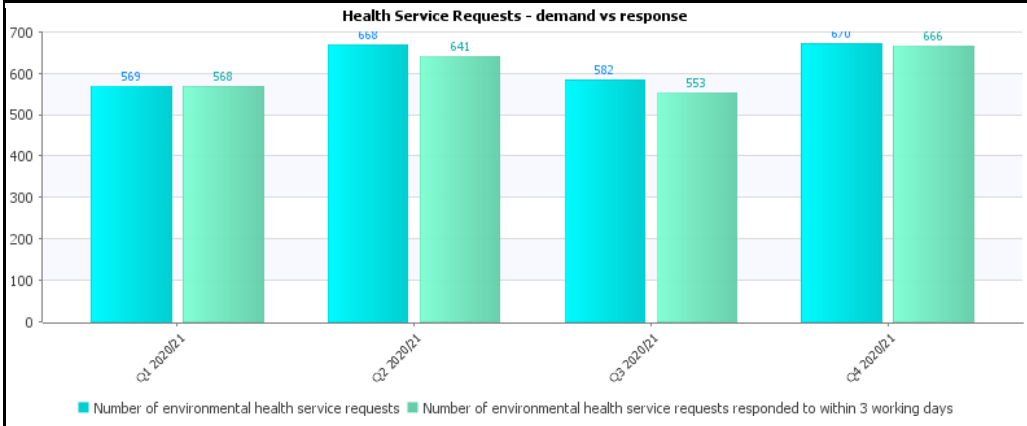


Status	
Short Term Trend	
Long Term Trend	
Current Value	0h 04m 19s
Current Target	0h 02m 00s
Red Threshold	0h 05m 00s

For April we saw a small decrease in wait time for calls to be answered compared to March of 29s. The average wait time in customer service for March was 288s (4m48s) and for April it was reduced to 259s (4m19s). This is still considerably above our target of 2m00s.

Customer Service Transformation Manager; Customer Services Team Leader

CWB-1 & CWB-2	Number of environmental health service requests vs Number of requests responded to within 3 working days		

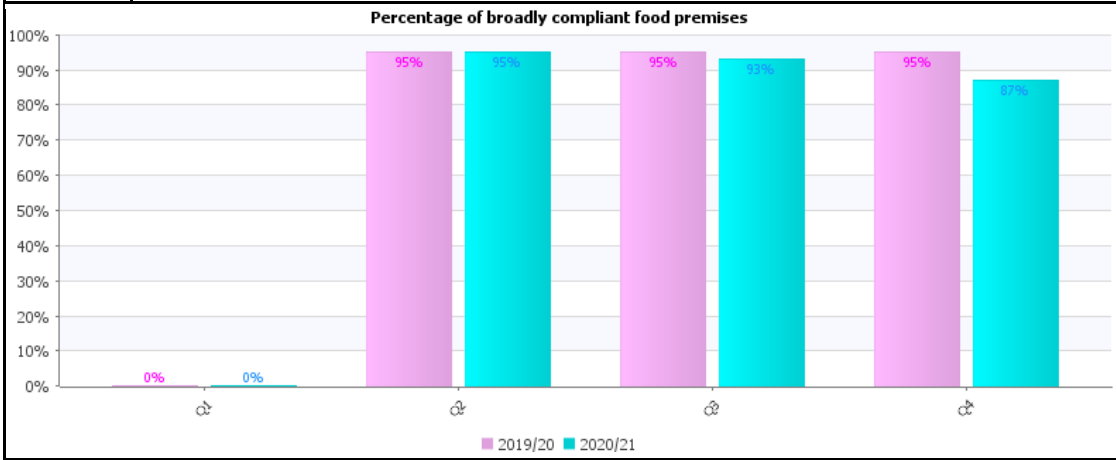


	CWB-1	CWB-2
Status		
Short Term Trend		
Long Term Trend		
Current Value	670	**666**
Current Target	Data Only	Data Only
Red Threshold	Data Only	Data Only

Throughout Lock down 3.0 we have continued to see an increase in the number of complaints from residents regarding mainly noise and bonfires (nuisance type complaints) due to everyone being at home continuously. The majority of these have been resolved informally and the team are working with related parties of the more difficult cases to find a resolution, only when all approaches fail is enforcement considered.

Community Wellbeing Manager

CWB-13	Percentage of broadly compliant food premises

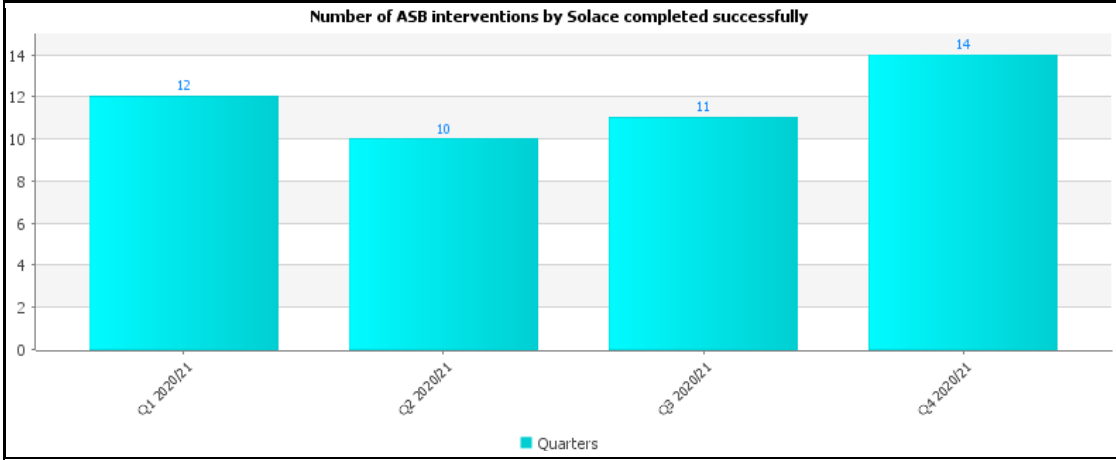


Status	
Short Term Trend	
Long Term Trend	
Current Value	87%
Current Target	90%
Red Threshold	85%

The final value for this measure will be released by the FSA in May 2021. However, we understand that the reason for the reduction in 'broadly complaint' premises is partly attributed to the fact that inspections have had to be targeted at the highest risk premises or where complaints have been made. As the full range of inspections have not been completed, focusing on the worst performing has brought down the compliance average.

Community Wellbeing Manager

CWB-33	Number of ASB interventions by Solace completed successfully

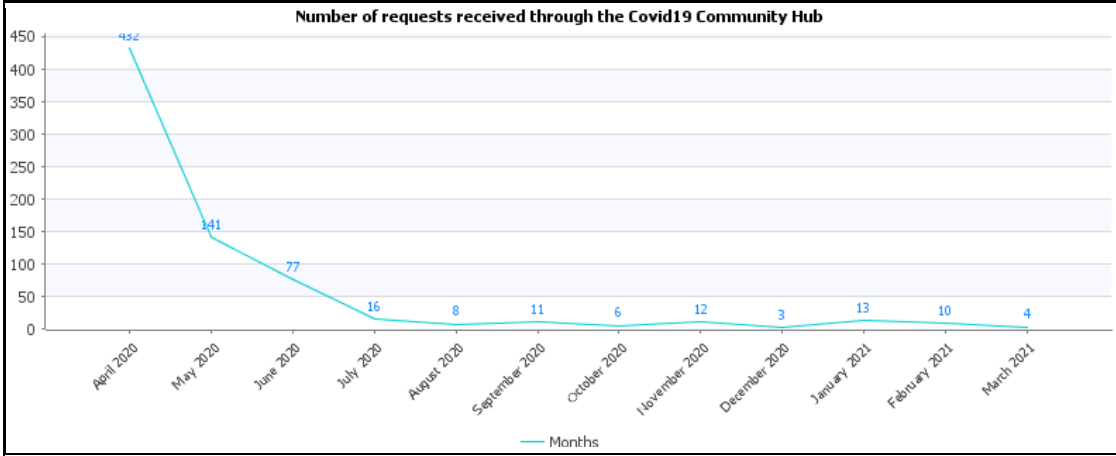


Status	
Short Term Trend	
Long Term Trend	
Current Value	14
Current Target	10
Red Threshold	7

Solace continues to work in partnership with local police & CPO's to support the safer streets policy in addition to supporting enforcement of Covid 19 restrictions.

Community Wellbeing Manager

CWB-45	Number of requests received through the Covid19 Community Hub

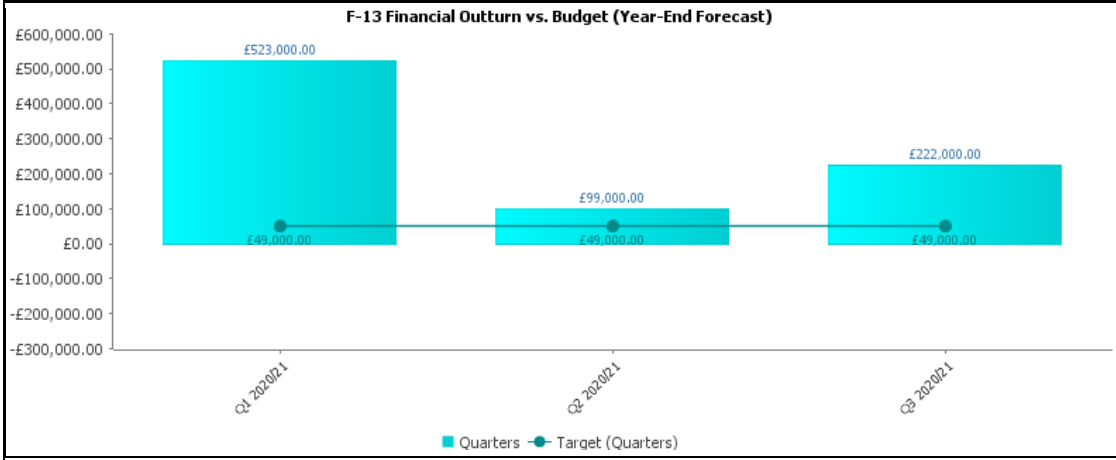


Status	
Short Term Trend	
Long Term Trend	
Current Value	27
Current Target	Data Only
Red Threshold	Data Only

Lockdown 2.0 has now ended (Dec 2nd 2020) with Gloucester and all Gloucestershire moving to Tier 2 (England Very High Risk) the demands on the hub were significantly lower than that of the first lockdown, indicative of greater community resilience and mutual aid within communities, but has however highlighted instances of possible food poverty which are being investigated by the County Council teams.

Community Wellbeing Manager

F-13	Financial Outturn vs. Budget (Year-End Forecast)



Status	
Short Term Trend	
Long Term Trend	
Current Value	£222,000.00
Current Target	£49,000.00
Red Threshold	£200,000.00

Data & supporting narrative is yet to be provided for Q4.

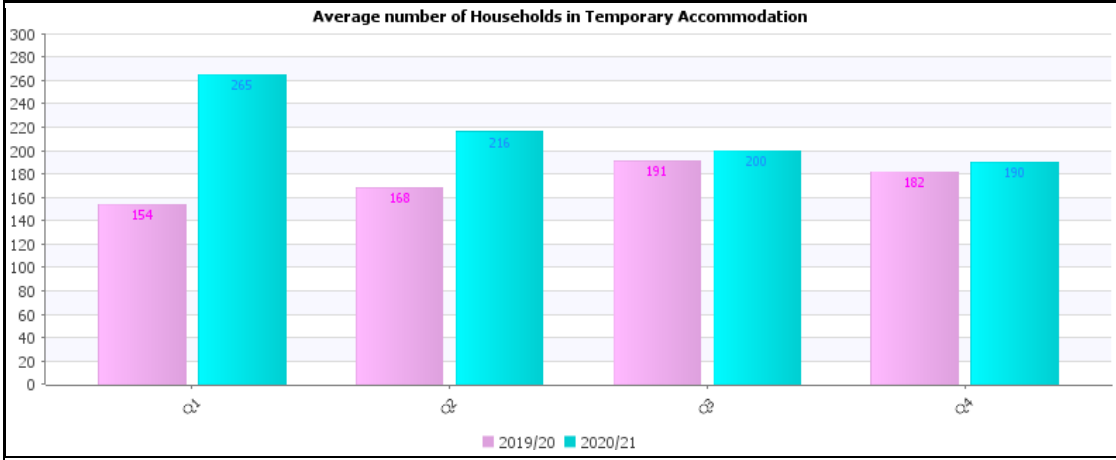
The financial year 2020/21 continues to be dominated by Covid-19 and its impact on the activities and finances of the Council. The pandemic has created significant financial challenges for the Council with additional unexpected activities and their associated costs. The Government has committed to support local authorities to alleviate the budget pressures caused by the pandemic. To date the Government has provided unrestricted Covid-19 related financial support grants to the Council totalling over £3 million to help cover the additional costs being incurred in the provision of services.

As noted at Quarter 2, the income of the Council continues to be significantly impacted by Covid-19. There is also still great uncertainty as to what the new normal will look like; and if and how quickly some of the income generating areas will return to the historic activity levels budgeted for.

Full details and analysis can be found in the Q3 Budget Monitoring Report.

Accountancy Manager

H-13	Average number of Households in Temporary Accommodation



Status	
Short Term Trend	
Long Term Trend	
Current Value	190
Current Target	200
Red Threshold	199

At the end of Q4 2020/21 we had an average of 190 households in temporary accommodation which is a decrease on Q3 2020/21 figure of 200.

Breakdown as follows:

46 (average) families in temporary accommodation, albeit dispersed or hostel or B&B.

107 (average) singles/couples households are accommodated in temporary accommodation, albeit dispersed, hostel or B&B (please note for Quarter 3 the figure should of read 112 (average) & not 73 as stated in previous notes. This does not affect the overall average figure

35 (average) Out of these households have made their own arrangements

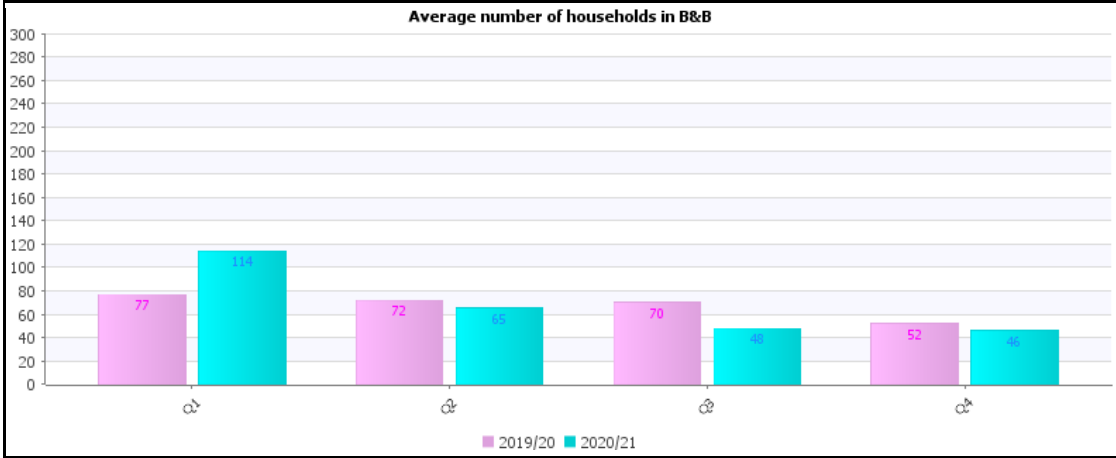
3 (2 families & 1 single) were in Places of Safety during the period, however at the end of Quarter (March) 1 family remains in Places of Safety.

Focus over the coming months will be on delivering longer term accommodation funded through the Next Steps Accommodation Programme which will ensure that households are able to move out of the 'temporary' accommodation, therefore freeing up capacity within the system.

Please note- Temporary Accommodation numbers also include people who have made their own arrangement or temporarily remains within their current property but have a live Housing Application. It is important to note that the Council will always need to use Temporary Accommodation and our goal is to ensure this accommodation is of a good standard and appropriate to the needs of the individuals placed.

Housing Services Manager; Housing Team Leader

H-14	Average number of households in B&B



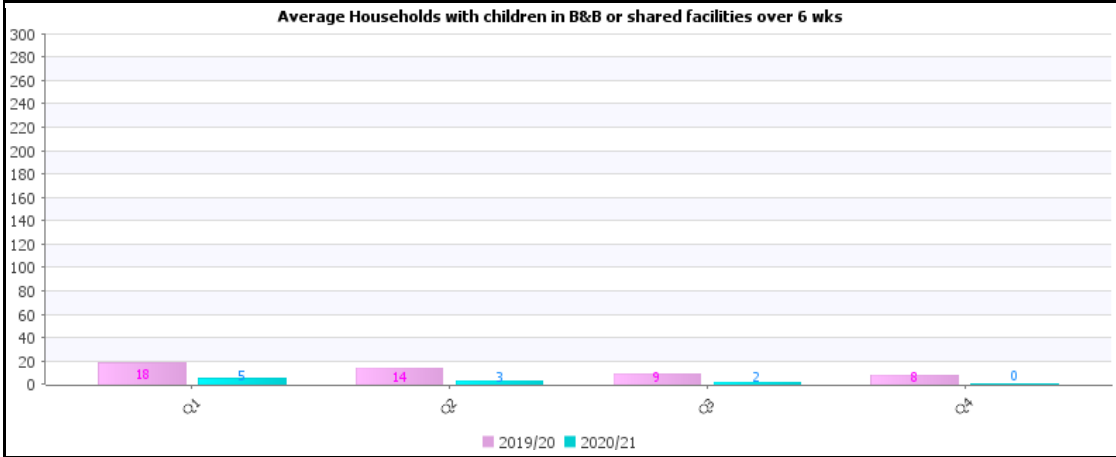
Status	
Short Term Trend	
Long Term Trend	
Current Value	46
Current Target	50
Red Threshold	65

The number of households in B&B accommodation has decreased again this month- now at 46. The initial steep increase in Q1 was a direct result of the 'Bring Everyone In' effort due to Covid-19 lockdown and the need for self-isolation and the ability for shielding to take place. The reducing numbers reflect new schemes being mobilised and a lot of hard work by Officers has taken place to move individuals on to more appropriate longer-term placements. The effort and focus of the B&B task force and our commitment to reduce the use of B&B accommodation for our residents continues as we look to find move on solutions for the remaining individual's.

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

Housing Services Manager; Housing Team Leader

H-15	Average Households with children in B&B or shared facilities over 6 weeks



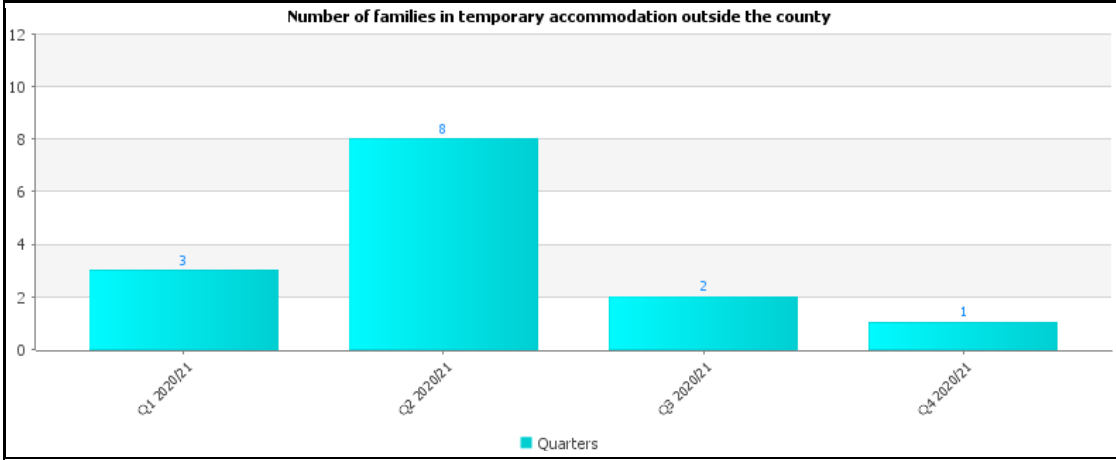
Status	
Short Term Trend	
Long Term Trend	
Current Value	0
Current Target	0
Red Threshold	8

In Quarter 4 we saw no families in B&B over 6 weeks. Improvements were made to the 'Bed and Breakfast Taskforce' meetings in Quarter 3 that closely focusses on finding move-on options for those that already had an 'accepted' homeless decision; or for those in temporary accommodation who were unlikely go on to be owed a 'full duty' giving the local authority full obligations to rehouse.

Also, the 9 units of new temporary accommodation taken on by GCH at Greyfriars come online this quarter and are used mainly for family households.

Housing Services Manager; Housing Team Leader

H-16*	Number of families in temporary accommodation outside the county



Status	
Short Term Trend	
Long Term Trend	
Current Value	Data Only
Current Target	Data Only
Red Threshold	150

In Quarter 4 we had an average of 2 households out of area over the Quarter

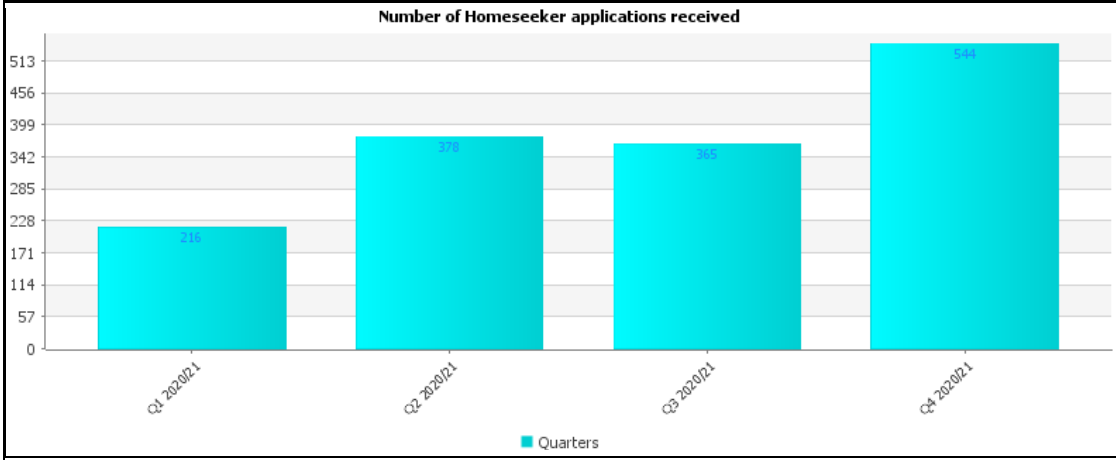
In Jan 21 there was 4 households - 2 in Bristol & 2 in places of safety

In Feb there was 2 households remained - 1 in Bristol & 1 in places of safety

In Mar there is only 1 household remaining - 1 Places of safety

Housing Services Manager; Housing Team Leader

H-22*	Number of Homeseeker applications received

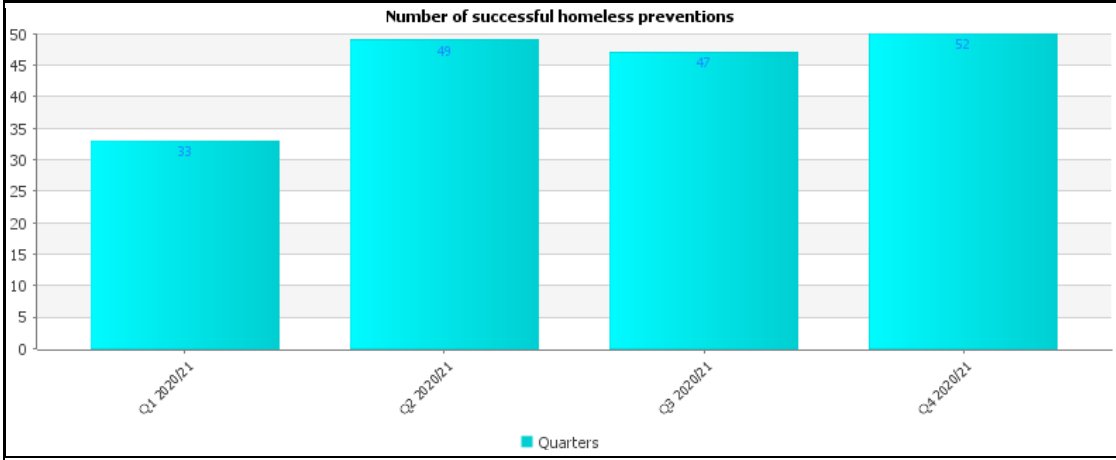


Status	
Short Term Trend	
Long Term Trend	
Current Value	544
Current Target	Data Only
Red Threshold	Data Only

We have seen an increase for Quarter 4 however is an experimental figure due to the enhancements brought in the end of 2020 which is affecting the reporting mechanism

Housing Services Manager; Housing Team Leader

H-7*	Number of successful homeless preventions

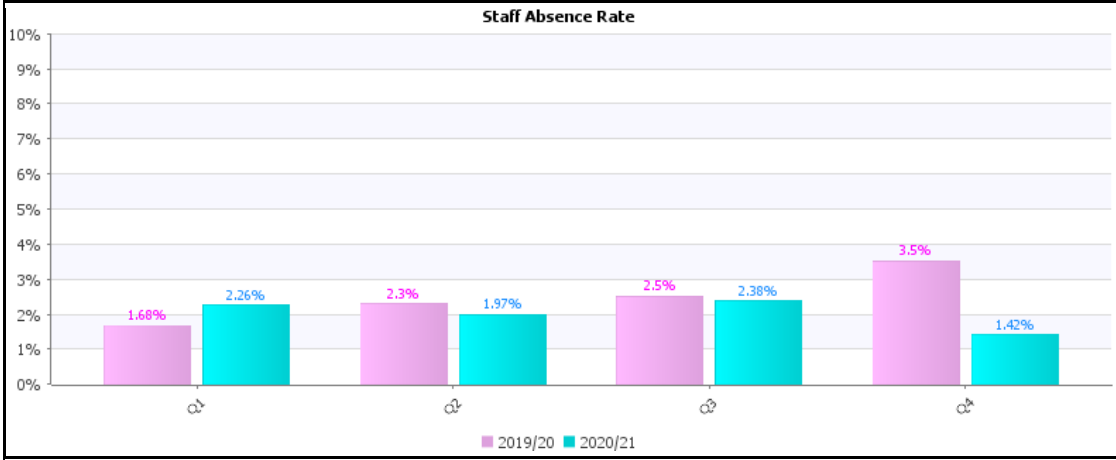


Status	
Short Term Trend	
Long Term Trend	
Current Value	52
Current Target	Data Only
Red Threshold	Data Only

Q4 performance (52 homeless preventions) has shown a small increase from performance in both Q3 (47) and Q2 (49). Q1 performance was impacted by the impact of the pandemic on the housing market with 33 homeless preventions completed.

Housing Services Manager; Housing Team Leader

HR-3	Staff Absence Rate

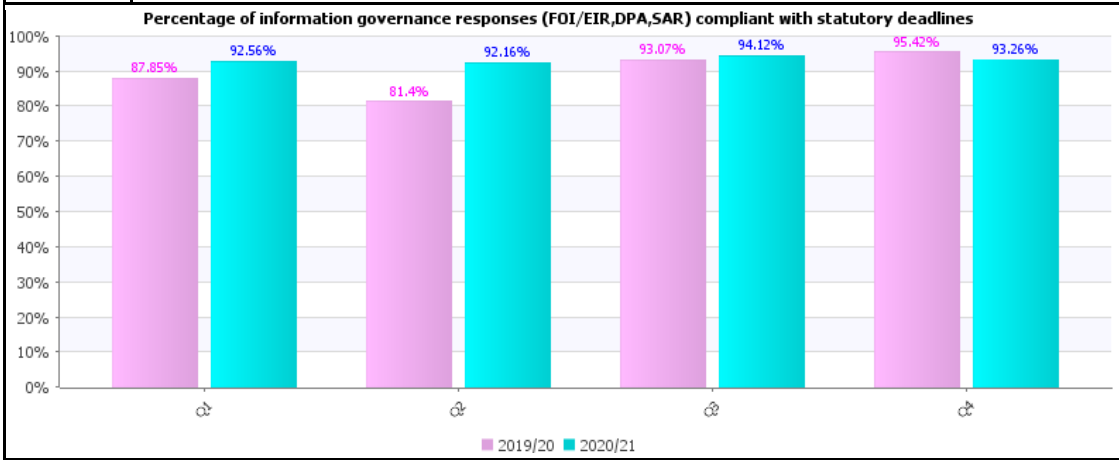


Status	
Short Term Trend	
Long Term Trend	
Current Value	1.42%
Current Target	2.7%
Red Threshold	4%

The absence rate for Quarter 4 stood at 1.42%, which continues to be below the public sector average absence rate of 2.7%. For the reporting period 2020/21, the absence rate has been below this public sector average each quarter which is very pleasing to note.

HR Business Partner

PG-24	Percentage of information governance responses (FOI/EIR,DPA,SAR) compliant with statutory deadlines

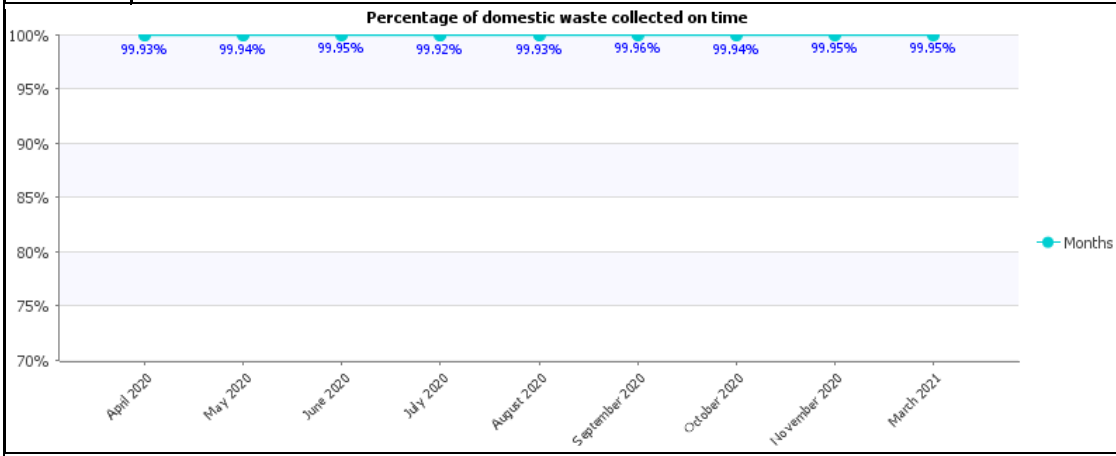


Status	✔
Short Term Trend	↓
Long Term Trend	↓
Current Value	93.26%
Current Target	85%
Red Threshold	76.5%

The aim is to respond to all requests by the statutory deadline, however, a target of 85% is set for monitoring purposes. Following improvements which began in 2019/20, performance has remained consistently above the increased target for each quarter of 2020/21. Most services are consistently performing well above target and overall, there has been an improvement of approximately 3.5% on the previous year, with 93.14% of all information governance requests responded to within the statutory deadline. Although there has been a 14% reduction in the number of information governance requests this year, the high rate of compliance is particularly impressive due to the additional pressures on services caused by the Covid19 pandemic. The individual service targets for 2021/22 will remain at 85%, but the council-wide target will be increased to 90% to reflect the consistently high level of performance.

Policy & Governance Manager

WR-13	Percentage of domestic waste collected on time

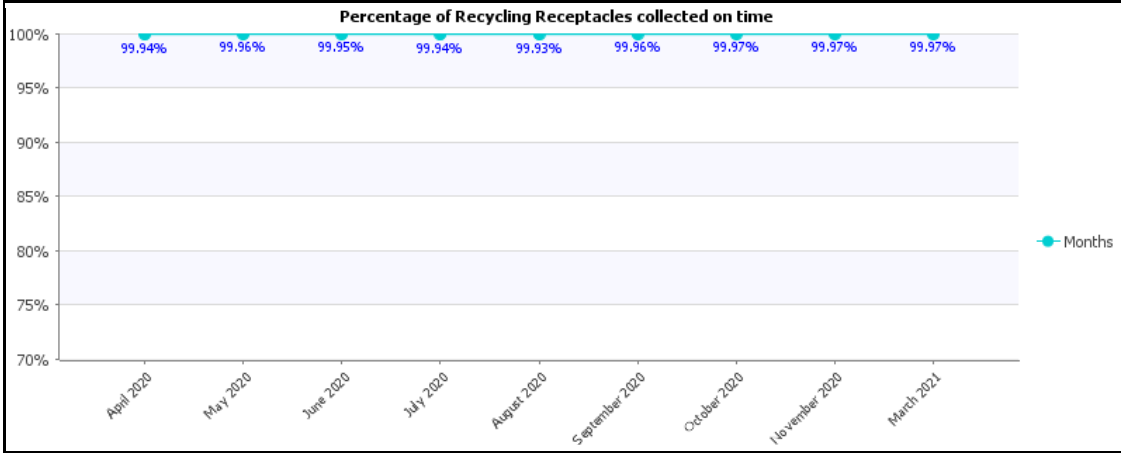


Status	✔
Short Term Trend	–
Long Term Trend	↓
Current Value	99.95%
Current Target	99.92%
Red Threshold	98%

Number of bins collected remains in target.

Streetcare Client Officer; Recycling and Streetscene Manager Waste

WR-15	Percentage of Recycling Receptacles collected on time

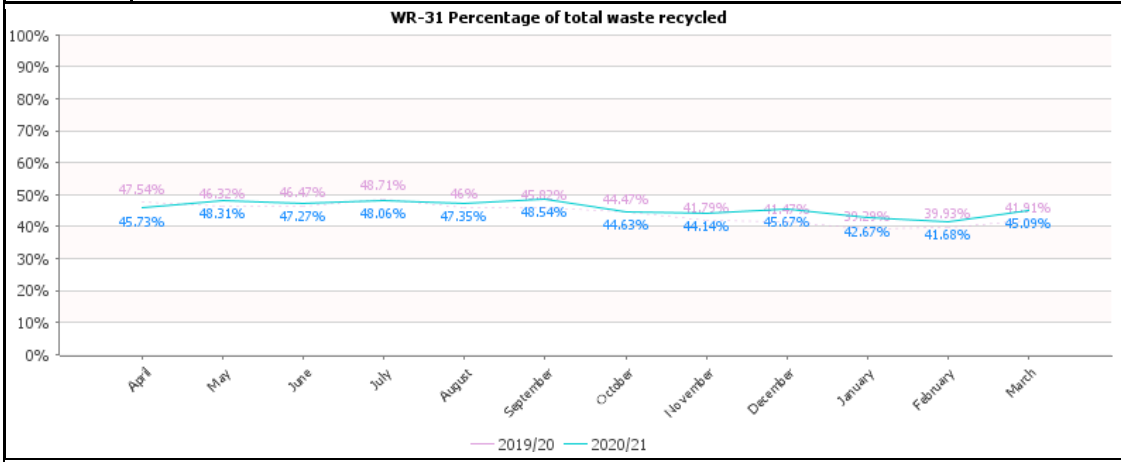


Status	
Short Term Trend	
Long Term Trend	
Current Value	99.97%
Current Target	99.93%
Red Threshold	99.85%

Overall percentage of receptacles collected on time within target

Streetcare Client Officer; Recycling and Streetscene Manager Waste

WR-31	Percentage of total waste recycled



Status	
Short Term Trend	
Long Term Trend	
Current Value	45.09%
Current Target	50%
Red Threshold	40%

Historically the percentage of recycled waste always drops in the last quarter of the year, this is due to garden waste not being as prevalent during the winter months. That being said, when compared to last year we have seen an improvement for Q4. It was unfortunate that we did not hit the target of 50% during any of the months for 20/21. This gives us the opportunity to explore ways in which we can influence, and hopefully increase, the percentage of waste recycled across Gloucester.

Recycling and Streetscene Manager Waste

This year we introduced a number of new performance indicators to measure the impact Covid-19 restrictions had on the city. The tools to records these measures are awaiting installation. The three new performance indicators are as follows. (CE-1, CGD-10 & CGD-11)

CE-1	Number of visitors to City Council nature reserves
We hope to have mobile phone data over the coming months so we can get a better idea as to how many people are using our reserves. this info can be back dated so we can compare with previous and pre-covid periods	

Climate Change and Environment Manager

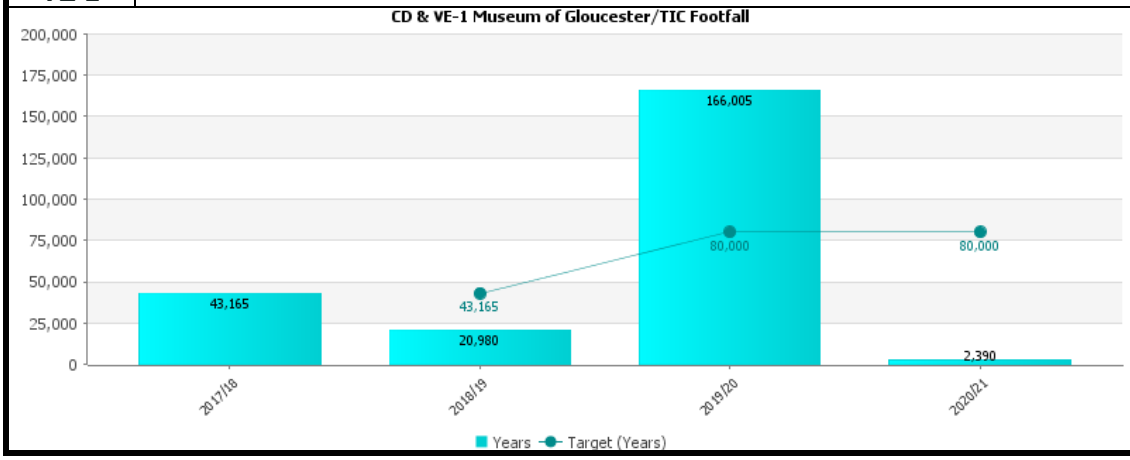
CGD-10	City Centre Footfall
Officers from several services, including Culture, Environment and Economic Development, have discussed with the BID the procurement of footfall indicators in the city centre to ensure that the system purchased is affordable and provides the intelligence necessary to inform policy interventions. At year end no system has been procured. *Footfall is being monitored on a sporadic basis across the city centre drawing on reports produced by Gloucester Quays and the two shopping centres.*	

City Growth & Delivery Manager

CGD-11	City Centre Spend
This data is not captured by the Council. A dashboard of economic indicators is now maintained and presented within the PowerBI programme giving an overview of economic performance across the city.	

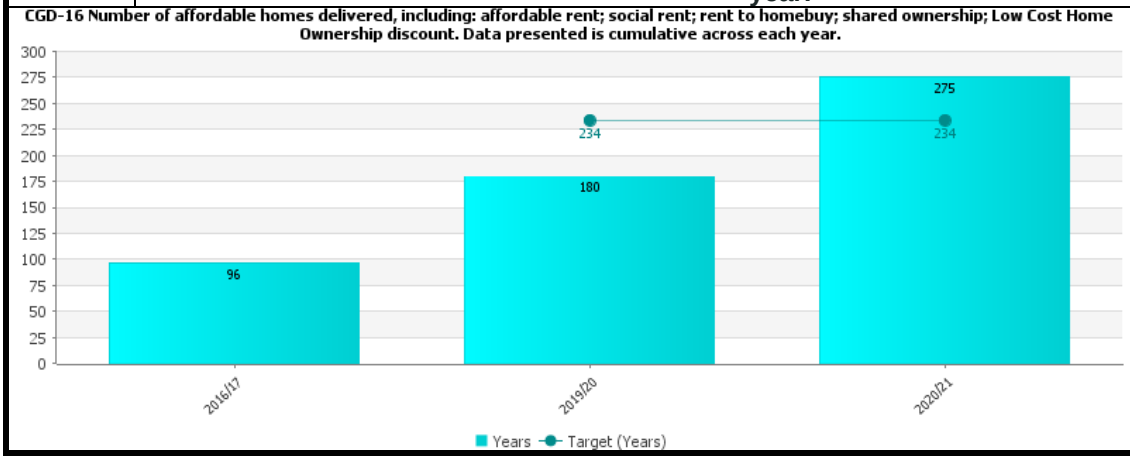
Year on year comparisons – Where available

CD & VE-1	Museum of Gloucester/TIC Footfall



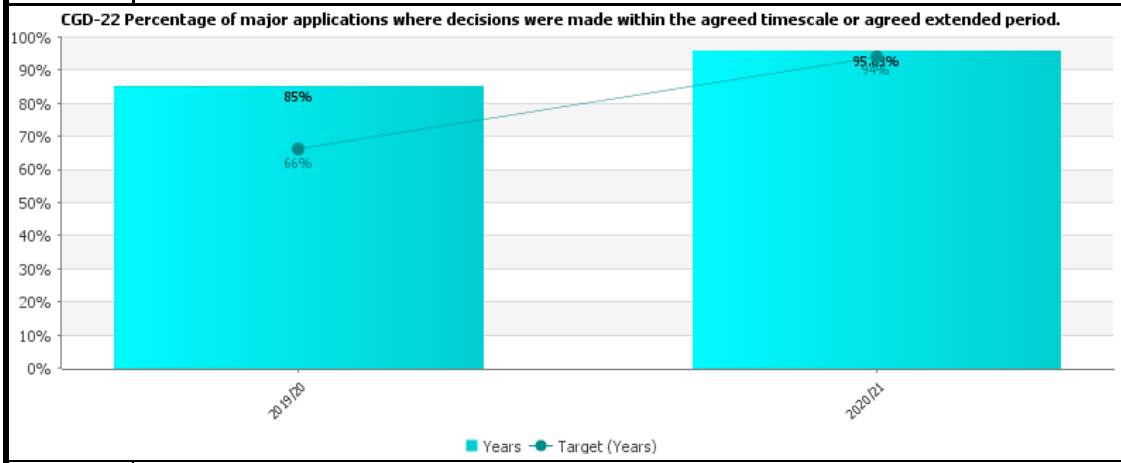
Status	
Short Term Trend	
Long Term Trend	
Current Value	2,390
Current Target	80,000
Red Threshold	60,000

CGD-16	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.



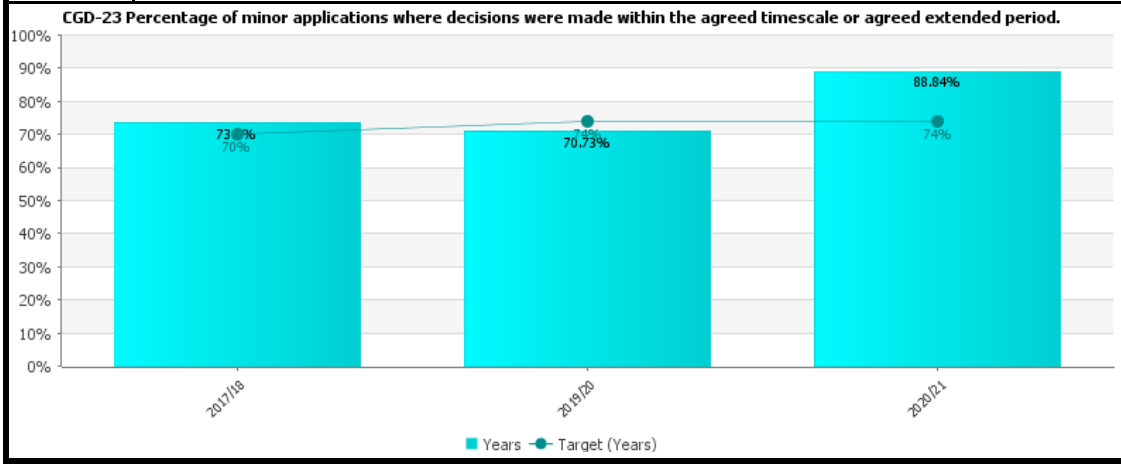
Status	
Short Term Trend	
Long Term Trend	
Current Value	275
Current Target	234
Red Threshold	187.2

CGD-22	Percentage of major applications where decisions were made within the agreed timescale or agreed extended period.



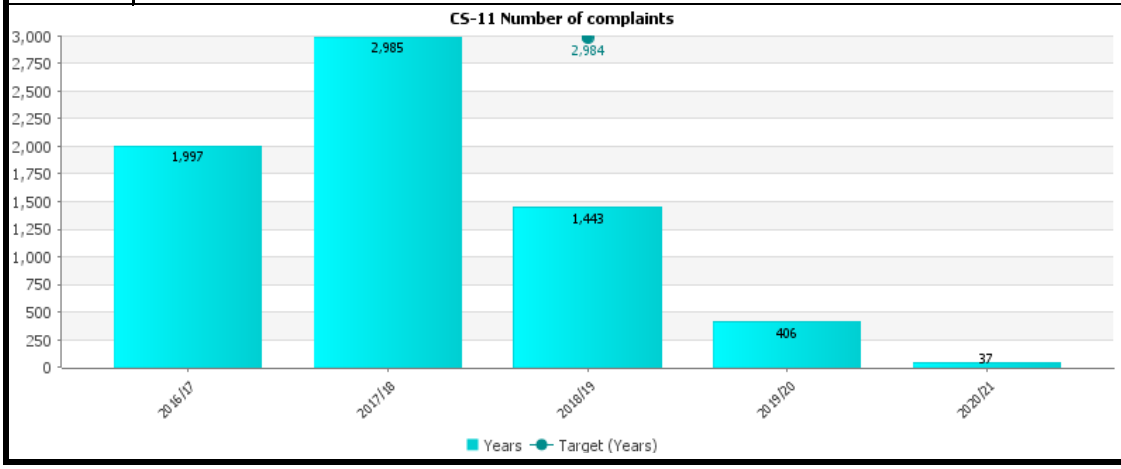
Status	
Short Term Trend	
Long Term Trend	
Current Value	95.83%
Current Target	94%
Red Threshold	62.04%

CGD-23	Percentage of minor applications where decisions were made within the agreed timescale or agreed extended period.



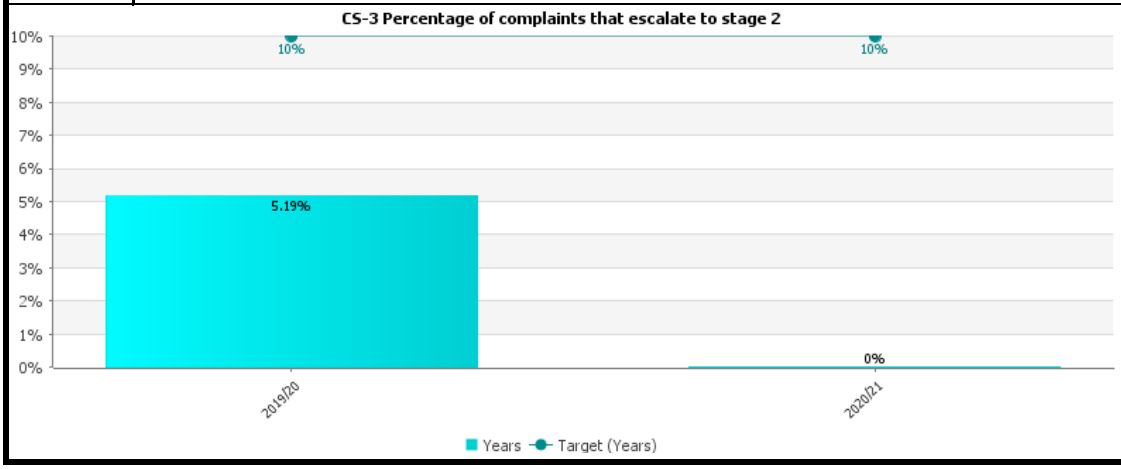
Status	
Short Term Trend	
Long Term Trend	
Current Value	88.84%
Current Target	74%
Red Threshold	66.6%

CS-11	Number of complaints



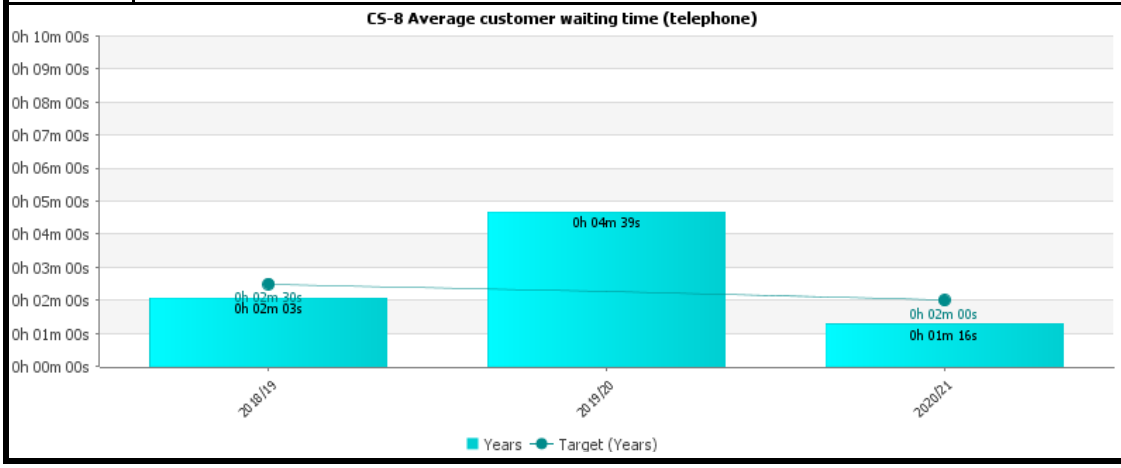
Status	
Short Term Trend	
Long Term Trend	
Current Value	37
Current Target	Data Only
Red Threshold	Data Only

CS-3	Percentage of complaints that escalate to stage 2



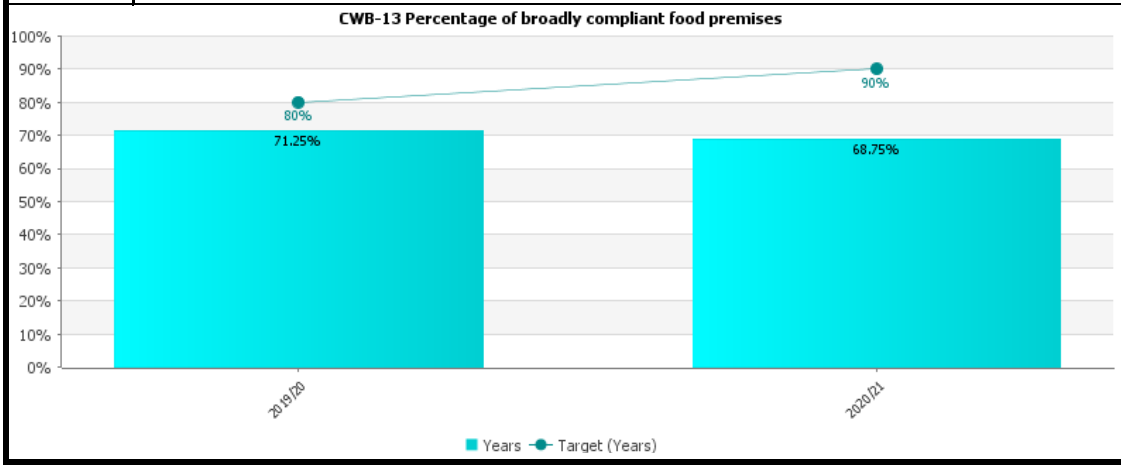
Status	
Short Term Trend	
Long Term Trend	
Current Value	0%
Current Target	10%
Red Threshold	12%

CS-8	Average customer waiting time (telephone)



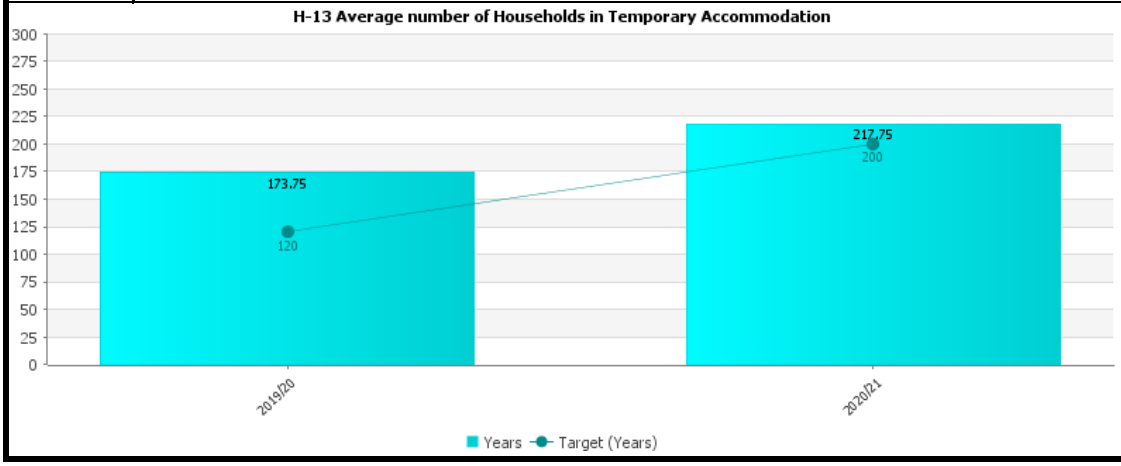
Status	
Short Term Trend	
Long Term Trend	
Current Value	0h 04m 19s
Current Target	0h 02m 00s
Red Threshold	0h 05m 00s

CWB-13	Percentage of broadly compliant food premises



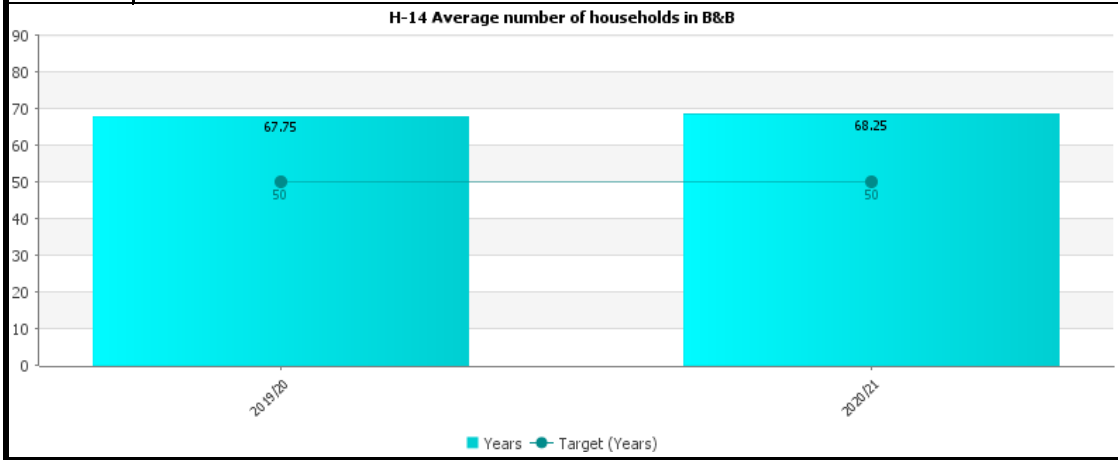
Status	
Short Term Trend	
Long Term Trend	
Current Value	68.75%
Current Target	90%
Red Threshold	85%

H-13	Average number of Households in Temporary Accommodation



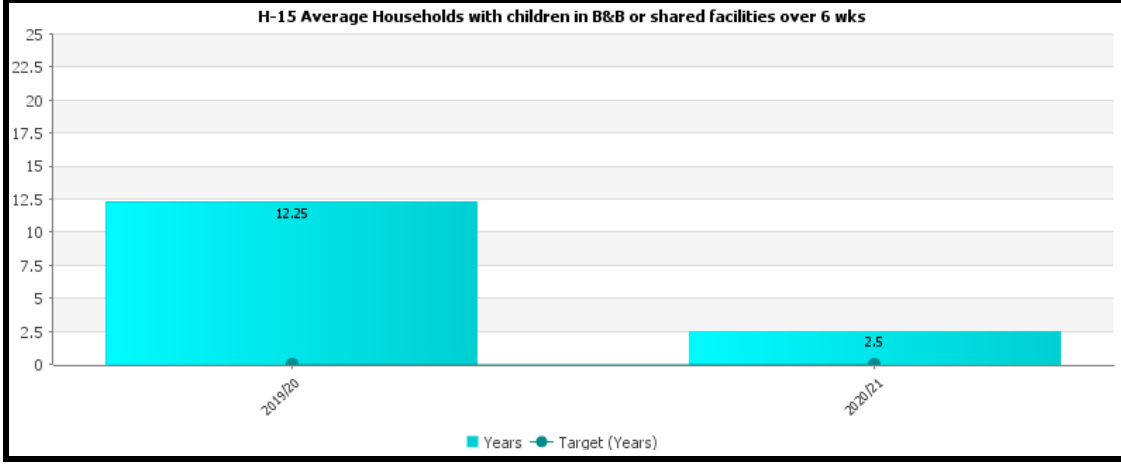
Status	
Short Term Trend	
Long Term Trend	
Current Value	217.75
Current Target	200
Red Threshold	199

H-14	Average number of households in B&B



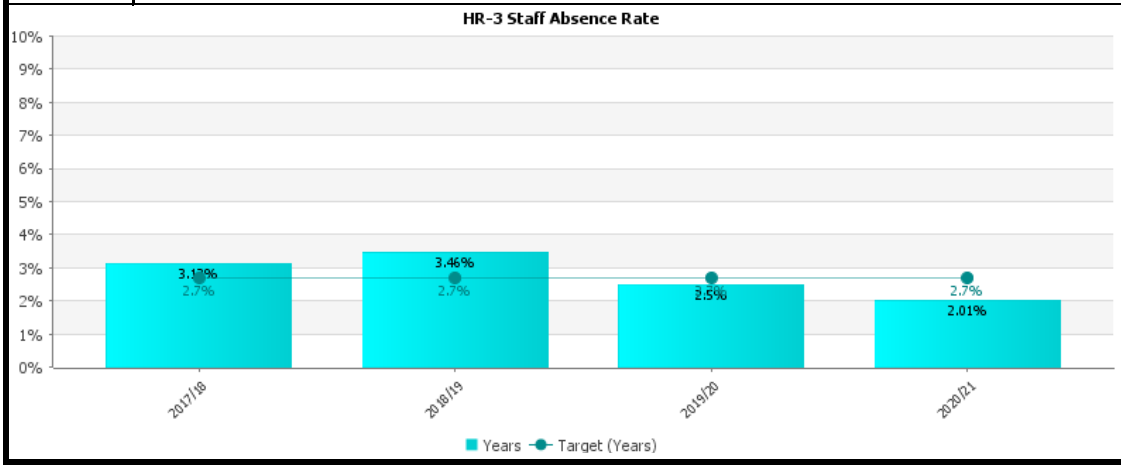
Status	
Short Term Trend	
Long Term Trend	
Current Value	68.25
Current Target	50
Red Threshold	65

H-15	Average Households with children in B&B or shared facilities over 6 weeks



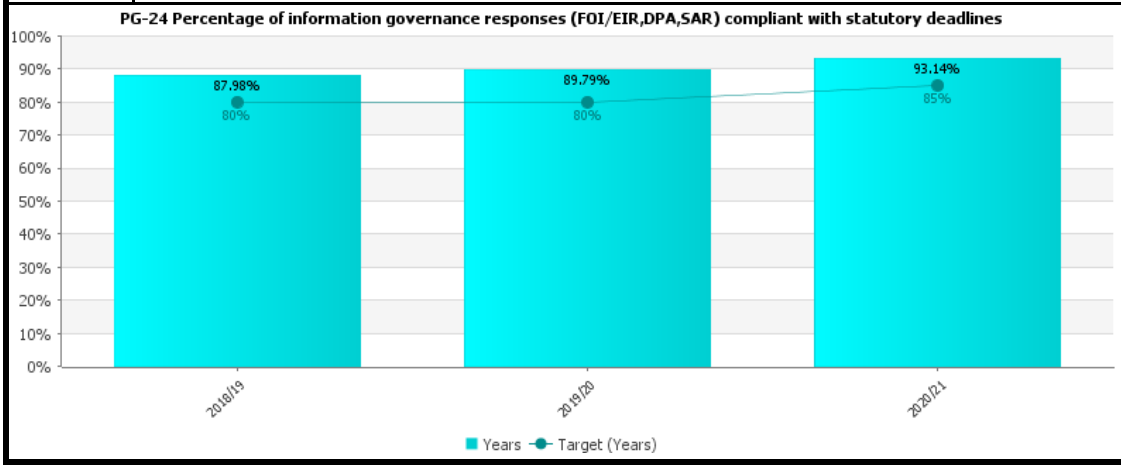
Status	
Short Term Trend	
Long Term Trend	
Current Value	2.5
Current Target	0
Red Threshold	8

HR-3	Staff Absence Rate



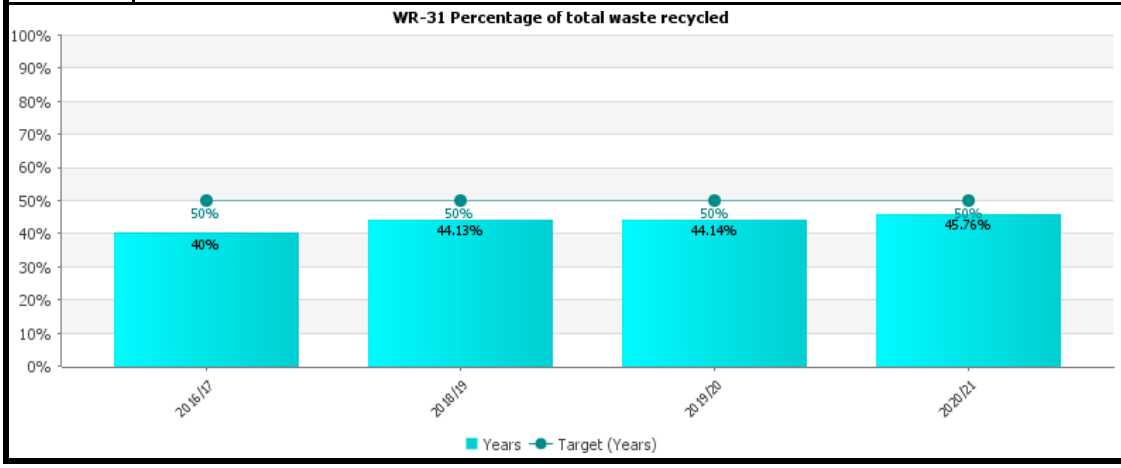
Status	
Short Term Trend	
Long Term Trend	
Current Value	2.01%
Current Target	2.7%
Red Threshold	4%

PG-24	Percentage of information governance responses (FOI/EIR,DPA,SAR) compliant with statutory deadlines



Status	
Short Term Trend	
Long Term Trend	
Current Value	93.14%
Current Target	85%
Red Threshold	76.5%

WR-31	Percentage of total waste recycled



Status	
Short Term Trend	
Long Term Trend	
Current Value	45.76%
Current Target	50%
Red Threshold	40%

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Publication Date: 18 May 2021

FORWARD PLAN

FROM MAY 2021 TO APRIL 2022

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

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

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

Cabinet Members

Portfolio	Name	Email Address
Leader and Environment (LE)	Councillor Richard Cook	richard.cook@gloucester.gov.uk
Deputy Leader and Performance & Resources (P&R)	Councillor Hannah Norman	hannah.norman@gloucester.gov.uk
Planning & Housing Strategy (P&HS)	Councillor Andrew Gravells	andrew.gravells@gloucester.gov.uk
Culture & Leisure (C&L)	Councillor Steve Morgan	steve.morgan@gloucester.gov.uk
Communities & Neighbourhoods (C&N)	Councillor Justin Hudson	justin.hudson@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 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 Democratic Services democratic.dervices@gloucester.gov.uk ,Tel 01452 396126, PO Box 3252, Gloucester GL1 9FW. Contact the relevant Lead Officer for more information).

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

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)
MAY 2021 - No meetings						
JUNE 2021						
NON	**Treasury Management Year End Annual Report 2020-21** <u>Summary of decision:</u> To update Cabinet on treasury management activities. *Wards affected: All Wards*	16/06/21	Cabinet Cabinet Member for Performance and Resources			Jon Topping, Head of Policy and Resources Tel: 01452 396242 jon.topping@gloucester.gov.uk
NON	**2020-21 Year End Performance Report** <u>Summary of decision:</u> To consider the Council's performance in 2020-21 across a set of key performance indicators. *Wards affected: All Wards*	16/06/21	Overview and Scrutiny Committee Cabinet Cabinet Member for Performance and Resources			Tanya Davies, Policy and Governance Manager Tel: 01452 396125 tanya.davies@gloucester.gov.uk

KEY	**Business Rates** Summary of decision: To consider writing off Non-Domestic Rate debts. *Wards affected: All Wards*	16/06/21	Cabinet Cabinet Member for Performance and Resources			Jon Topping, Head of Policy and Resources Tel: 01452 396242 jon.topping@gloucester.gov.uk
KEY	**Business Rates – Expanded Retail and Nursery Discount 2021-22** Summary of decision: To consider an expanded retail discount scheme and a nursery (childcare) discount scheme, commensurate with the budget announcement of 03 March 2021. *Wards affected: All Wards*	16/06/21	Cabinet Cabinet Member for Performance and Resources			Alison Bell, Intelligent Client Officer (Revenues & Benefits) Tel: 01452 396014 alison.bell@gloucester.gov.uk

KEY	**St Oswalds Redevelopment** Summary of decision: To secure approval from Cabinet to the disposal of the City Council's interest in a site pertaining to the comprehensive redevelopment of land at St Oswalds for up to 300 new homes in partnership with Rooftop Housing Association (RHA). *Wards affected: Westgate*	16/06/21	Cabinet Leader of the Council			Ian Edwards, Head of Place Tel: 01452 396034 ian.edwards@gloucester.gov.uk
JULY 2021						
NON	**Gloucester Culture Trust Update Report** Summary of decision: To provide Members with an update on the work undertaken by the Gloucester Culture Trust. *Wards affected: All Wards*	14/07/21	Cabinet Cabinet Member for Culture and Leisure			Philip Walker, Head of Culture Tel: 01452 396355 philip.walker@gloucester.gov.uk

NON	**Review of Policy for the Provision of Sandbags to the Public** Summary of decision: To review the policy with regard to the provision of sandbags to the public. Cabinet Member for Environment. *Wards affected: All Wards*	14/07/21	Cabinet Cabinet Member for Environment			Tom Hitchen, Environment Officer - Flood Management Tel: 01452396307 tom.hitchen@gloucester.gov.uk
NON	**2020-21 Financial Outturn Report** Summary of decision: To update Cabinet on the Financial Outturn Report 2020-21. *Wards affected: All Wards*	14/07/21	Overview and Scrutiny Committee Cabinet Cabinet Member for Performance and Resources			Jon Topping, Head of Policy and Resources Tel: 01452 396242 jon.topping@gloucester.gov.uk
NON	**Strategic Risk Register** Summary of decision: To update Members on the Council's Strategic Risk Register. *Wards affected: All Wards*	8/03/21 14/07/21	Audit and Governance Committee Cabinet Cabinet Member for Performance and Resources			Paul Brown, Senior Risk Management Advisor Tel: 01452328884 paul.brown@gloucestershire.gov.uk

AUGUST 2021 - No meetings						
SEPTEMBER 2021						
NON	**Financial Monitoring Quarter 1 Report** <u>Summary of decision:</u> To receive an update on financial monitoring information for the first quarter 2021/22. *Wards affected: All Wards*	15/09/21	Overview and Scrutiny Committee Cabinet Cabinet Member for Performance and Resources			Jon Topping, Head of Policy and Resources Tel: 01452 396242 jon.topping@gloucester.gov.uk
NON	**Performance Monitoring Quarter 1 Report** <u>Summary of decision:</u> To note the Council's performance in quarter 1 across a set of key performance indicators. *Wards affected: All Wards*	15/09/21	Overview and Scrutiny Committee Cabinet Cabinet Member for Performance and Resources			Tanya Davies, Policy and Governance Manager Tel: 01452 396125 tanya.davies@gloucester.gov.uk

OCTOBER 2021						
NON	**City Council Energy Costs and Reduction Projects Annual Report** Summary of decision: To update Cabinet on the City Council Energy Costs and Reduction Projects. *Wards affected: All Wards*	13/10/21	Cabinet Cabinet Member for Environment			Abi Marshall, Property Commissioning Manager abi.marshall@gloucester.gov.uk
NON	**Armed Forces Community Covenant Update** Summary of decision: 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. *Wards affected: All Wards*	13/10/21	Cabinet Cabinet Member for Communities and Neighbourhoods			Ruth Saunders, Head of Communities Tel: 01452 396789 ruth.saunders@gloucester.gov.uk

NOVEMBER 2021						
NON	**Regulation of Investigatory Powers Act 2000 (RIPA) - Review of Procedural Guide** Summary of decision: To request that Members review and update the Council's procedural guidance on RIPA. *Wards affected: All Wards*	10/11/21	Cabinet Cabinet Member for Performance and Resources			Jon Topping, Head of Policy and Resources Tel: 01452 396242 jon.topping@gloucester.gov.uk
DECEMBER 2021						
NON	**Draft Budget Proposals (including Money Plan and Capital Programme)** Summary of decision: To update Cabinet on the draft budget proposals. *Wards affected: All Wards*	8/12/21	Overview and Scrutiny Committee Cabinet Cabinet Member for Performance and Resources, Leader of the Council			Jon Topping, Head of Policy and Resources Tel: 01452 396242 jon.topping@gloucester.gov.uk

NON	**Treasury Management Six Monthly Update 2021/22** Summary of decision: To update Cabinet on treasury management activities. *Wards affected: All Wards*	8/12/21	Cabinet Cabinet Member for Performance and Resources			Jon Topping, Head of Policy and Resources Tel: 01452 396242 jon.topping@gloucester.gov.uk
NON	**Financial Monitoring Quarter 2 Report** Summary of decision: To receive an update on financial monitoring information for the third quarter 2021/22. *Wards affected: All Wards*	8/12/21	Overview and Scrutiny Committee Cabinet Cabinet Member for Performance and Resources			Jon Topping, Head of Policy and Resources Tel: 01452 396242 jon.topping@gloucester.gov.uk
NON	**Performance Monitoring Quarter 2 Report** Summary of decision: To note the Council's performance in quarter 2 across a set of key performance indicators. *Wards affected: All Wards*	8/12/21	Overview and Scrutiny Committee Cabinet Cabinet Member for Performance and Resources			Tanya Davies, Policy and Governance Manager Tel: 01452 396125 tanya.davies@gloucester.gov.uk

BPF	**Local Council Tax Support** Summary of decision: To advise members of the requirement to review the Local Council Tax Support Scheme (LCTS). *Wards affected: All Wards*	8/12/21 27/01/22	Cabinet Council Cabinet Member for Performance and Resources			Jon Topping, Head of Policy and Resources Tel: 01452 396242 jon.topping@gloucester.gov.uk
JANUARY 2022						
KEY	**Festivals and Events Programme** Summary of decision: To seek approval for the 2022-23 Festivals and Events Programme. *Wards affected: All Wards*	12/01/22	Cabinet Cabinet Member for Culture and Leisure			Philip Walker, Head of Culture Tel: 01452 396355 philip.walker@gloucester.gov.uk

FEBRUARY 2022						
BPF	**Final Budget Proposals (including Money Plan and Capital Programme)** Summary of decision: To seek approval for the final Budget Proposals for 2022-3, including the Money Plan and Capital Programme. *Wards affected: All Wards*	9/02/22 24/02/22	Cabinet Council Cabinet Member for Performance and Resources			Jon Topping, Head of Policy and Resources Tel: 01452 396242 jon.topping@gloucester.gov.uk
NON	**Tourism and Destination Marketing Report 2022** Summary of decision: To update Members on the progress that has been made in achieving the Growing Gloucester's Visitor Economy Action Plan during 2021. *Wards affected: All Wards*	9/02/22	Cabinet Cabinet Member for Culture and Leisure			Philip Walker, Head of Culture Tel: 01452 396355 philip.walker@gloucester.gov.uk

MARCH 2022						
NON	**Pay Policy Statement 2022-23** Summary of decision: To seek approval for the annual Pay policy Statement 2022-23 in accordance with Section 38 of the Localism Act 2011. *Wards affected: All Wards*	9/03/22 24/03/22	Cabinet Council Cabinet Member for Performance and Resources			Jon Topping, Head of Policy and Resources Tel: 01452 396242 jon.topping@gloucester.gov.uk
NON	**Capital Strategy** Summary of decision: To approve the Capital Strategy 2022-23. *Wards affected: All Wards*	9/03/22	Cabinet Cabinet Member for Performance and Resources			Jon Topping, Head of Policy and Resources Tel: 01452 396242 jon.topping@gloucester.gov.uk
BPF	**Treasury Management Strategy** Summary of decision: To seek approval for the Treasury Management Strategy. *Wards affected: All Wards*	9/03/22 24/03/22	Cabinet Council Cabinet Member for Performance and Resources			Jon Topping, Head of Policy and Resources Tel: 01452 396242 jon.topping@gloucester.gov.uk

NON	**Risk Based Verification Policy Review** Summary of decision: To seek approval to continue with risk based verification policy. *Wards affected: All Wards*	9/03/22	Cabinet Cabinet Member for Performance and Resources			Jon Topping, Head of Policy and Resources Tel: 01452 396242 jon.topping@gloucester.gov.uk
NON	**Financial Monitoring Quarter 3 Report** Summary of decision: To receive an update on financial monitoring information for the third quarter 2021/22. *Wards affected: All Wards*	9/03/22	Overview and Scrutiny Committee Cabinet Cabinet Member for Performance and Resources			Jon Topping, Head of Policy and Resources Tel: 01452 396242 jon.topping@gloucester.gov.uk
NON	**Performance Monitoring Quarter 3 Report** Summary of decision: To note the Council's performance in quarter 3 across a set of key performance indicators. *Wards affected: All Wards*	9/03/22	Overview and Scrutiny Committee Cabinet Cabinet Member for Performance and Resources			Tanya Davies, Policy and Governance Manager Tel: 01452 396125 tanya.davies@gloucester.gov.uk

NON	**Cultural Strategy Update** Summary of decision: To provide Cabinet with a 6 monthly update in relation to the Cultural Strategy Action Plan. *Wards affected: All Wards*	9/03/22	Cabinet Cabinet Member for Culture and Leisure			Philip Walker, Head of Culture Tel: 01452 396355 philip.walker@gloucester.gov.uk
NON	**Annual report on the Grant Funding provided to Voluntary and Community Sector** Summary of decision: To update Members on the impact of grant funding on the Voluntary and Community Sector (VCS) and value for money that has been achieved. *Wards affected: All Wards*	9/03/22	Cabinet Cabinet Member for Communities and Neighbourhoods			Anne Brinkhoff, Corporate Director Tel: 01452 396745 anne.brinkhoff@gloucester.gov.uk
APRIL 2022						

ITEMS DEFERRED- Dates to be confirmed						
NON	**Green Travel Plan Progress Report 2021 and Update** Summary of decision: Annual update on initiatives in the Green Travel Plan *Wards affected: All Wards*		Cabinet Cabinet Member for Environment			Jon Topping, Head of Policy and Resources Tel: 01452 396242 jon.topping@gloucester.gov.uk
NON	**Blackfriars Priory Development Plan** Summary of decision: To approve the Blackfriars Priory Development Plan *Wards affected: All Wards*		Cabinet Cabinet Member for Culture and Leisure			Philip Walker, Head of Culture Tel: 01452 396355 philip.walker@gloucester.gov.uk

NON	**Geographical Information Systems and Grounds Maintenance Contract** <u>Summary of decision:</u> To consider the Geographical Information Systems (GIS) and grounds maintenance contract. *Wards affected: All Wards*		Cabinet Cabinet Member for Environment			Bob O'Brien, Transformation and Commercialisation Manager Tel: 01452 396110 bob.o'brien@gloucester.gov.uk

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Gloucester City Council
Overview and Scrutiny Committee Work Programme
Updated 27th May 2021

Item	Format	Lead Member (if applicable)/Lead Officer	Comments
7 June 2021			
2020-21 Year End Performance Report	Cabinet Report	Cabinet Member for Performance and Resources	Requested by Group Leads
5 July 2021			
Gloucester Culture Trust Update Report	Cabinet Report	Cabinet Cabinet Member for Culture and Leisure	Requested by Group Leads
6 September 2021			
4 October 2021			
1 November 2021			
29 November 2021			

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

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