



Overview and Scrutiny Committee

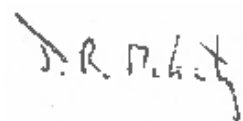
Meeting: Monday, 28th February 2022 at 6.30 pm in Civic Suite, North Warehouse, The Docks, Gloucester, GL1 2EP

Membership:	Cllrs. Field (Chair), Pullen (Vice-Chair), Durdey (Spokesperson), Ackroyd, Castle, Dee, Evans, Gravells MBE, Hilton, Kubaszczyk, O'Donnell, Organ, Padilla, Sawyer, Wilson 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 meeting held on 31 st January 2022.
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. To ask a question at this meeting, please submit it to democratic.services@gloucester.gov.uk by 12pm on Wednesday 23 rd February 2022 or telephone 01452 396203 for support.
6.	PETITIONS AND DEPUTATIONS (15 MINUTES) To receive any petitions and deputations provided that no such petition or deputation is in

	<p>relation to:</p> <ul style="list-style-type: none"> • Matters relating to individual Council Officers, or • Matters relating to current or pending legal proceedings <p>To present a petition or deputation at this meeting, please submit it to democratic.services@gloucester.gov.uk by 12pm on Wednesday 23rd February 2022 or telephone 01452 396203 for support.</p>
7.	<p>ACTION POINTS ARISING FROM PREVIOUS MEETINGS (Pages 17 - 20)</p> <p>To note the outcomes of action points arising from previous meetings.</p>
8.	<p>OVERVIEW AND SCRUTINY COMMITTEE WORK PROGRAMME AND COUNCIL FORWARD PLAN (Pages 21 - 42)</p> <p>To receive the latest version of the Committee's work programme and the Council's Forward Plan.</p>
9.	<p>TASK AND FINISH GROUP DISCUSSION (Pages 43 - 44)</p> <p>To approve the membership of the Task and Finish Group considering how the Council engages with young people.</p>
10.	<p>FINANCIAL MONITORING QUARTER 3 REPORT (Pages 45 - 60)</p> <p>To consider the report of the Cabinet Member for Performance and Resources updating Members on financial monitoring information for the third quarter of 2021/22.</p>
11.	<p>PERFORMANCE MONITORING QUARTER 3 REPORT (Pages 61 - 74)</p> <p>To consider the report of the Cabinet Member for Performance and Resources outlining the Council's performance in quarter 3 across a set of key performance indicators.</p>
12.	<p>DATE OF NEXT MEETING</p> <p>Monday 28th March 2022 at 6.30pm.</p>



Jon McGinty
Managing Director

Date of Publication: Friday, 18 February 2022

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.

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- 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 31st January 2022

PRESENT : Cllrs. Field (Chair), Pullen (Vice-Chair), Durdey (Spokesperson), Castle, Dee, Gravells, Hilton, O'Donnell, Organ, Sawyer and Wilson.

Others in Attendance

Leader of the Council and Cabinet Member for Environment,
Councillor Richard Cook
Cabinet Member for Culture and Leisure, Councillor Andrew Lewis

Head of Culture
Democratic and Electoral Services Officer

APOLOGIES : Cllrs. Ackroyd, Evans, Kubaszczyk and Padilla.

89. DECLARATIONS OF INTEREST

There were no declarations of interest.

90. DECLARATION OF PARTY WHIPPING

There were no declarations of party whipping.

91. MINUTES

RESOLVED - That the minutes of the meeting held on 10th January 2022 were approved and signed as a correct record by the Chair.

92. PUBLIC QUESTION TIME

There were no public questions.

93. PETITIONS AND DEPUTATIONS

There were no petitions and deputations.

94. ACTION POINTS ARISING FROM PREVIOUS MEETINGS

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RESOLVED – That the Overview and Scrutiny Committee **NOTE** the updates.

95. OVERVIEW AND SCRUTINY WORK PROGRAMME AND COUNCIL FORWARD PLAN

- 95.1 The Chair introduced the latest version of the Council Forward Plan and invited suggestions as to any items Members wanted to add to the Overview and Scrutiny Committee Work Programme.
- 95.2 It was agreed that the Cultural Strategy Update would be added to the agenda for the meeting on 28th February 2022. Due to adjustments to the review timetable, it was explained that Members would receive a written update on the Community Infrastructure Levy (CIL) Review New Charging Schedule to note for information.
- 95.3 The Chair explained that following a request from a Member, a Community Safety meeting had been added to the Work Programme for the meeting on 4th July 2022, and that a range of organisations from the Community Safety Partnership would be invited to attend.
- 95.4 Councillor Hilton requested an update on arrangements for the scrutiny session on Gloucestershire Airport. The Democratic and Electoral Services Officer confirmed that contact had been made with the Chairman of the Airport and that this session would take place either on 28th March or 25th April 2022, depending on Director availability.
- 95.5 In response to a request from Councillor Gravells for an update on the Gloucester Commission to Review Race Relations report and resulting Calls to Action, it was agreed that enquiries would be made with the relevant officers.

RESOLVED –

- 1) That the Overview and Scrutiny Work Programme be amended to reflect the above and
- 2) To **NOTE** the Work Programme.

96. OVERVIEW AND SCRUTINY COMMITTEE – TASK AND FINISH GROUP DISCUSSION

- 96.1 The Chair referred to the discussion during the previous meeting of the Overview and Scrutiny Committee and explained that Task and Finish Groups provided an opportunity for Members to consider a specific problem and make recommendations to Cabinet. He confirmed that Task and Finish Group enquiries should be focused with a narrow time scale and referred

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Members to the list of suggestions outlined in Agenda Item 9, which had been put forward at the previous meeting.

- 96.2 The Chair also confirmed that a motion had recently been approved by the Council to look to establish a Task and Finish Group to consider how the Council consults and engages with young people. He noted that Task and Finish Groups could include any Members other than those with Cabinet positions, and that they were not restricted to Overview and Scrutiny Members.
- 96.3 Councillor Pullen and Councillor Wilson confirmed that they felt that a Task and Finish Group focusing on young people was a priority.
- 96.4 Councillor Gravells referred to the suggestion of forming a Task and Finish Group to review how young people from racially minoritized backgrounds living in Gloucester were being encouraged to apply for university, and noted his support for this suggestion.
- 96.5 Councillor Durdey noted that the motion approved by full Council had a broader scope and suggested that Councillor Gravells' idea could be treated as a separate enquiry. It was pointed out that the Overview and Scrutiny Committee had the option to establish a Task and Finish Group during that meeting, with a view of forming another in 6 months' time.
- 96.6 Councillor Sawyer expressed the view that engagement with young people and issues experienced by people from racially minoritized backgrounds should be priorities for the Council and queried whether it would be possible to establish two Task and Finish Groups running consecutively. It was explained that due to the focused and time-limited nature of Task and Finish Groups, it would be difficult to get the most out of two separate consecutive groups due to resources and officer time.
- 96.7 It was agreed that the Overview and Scrutiny Committee would opt for a Task and Finish Group focusing on how the Council engages with young people. The Committee also agreed to look to establish a further Task and Finish Group in 6 months' time considering how young people from racially minoritized backgrounds living in Gloucester were being encouraged to apply for university.

RESOLVED –

- 1) That the Overview and Scrutiny Committee establish a Task and Finish Group to consider how the Council engages with young people.

97. THE GLOUCESTER CITY MONUMENTS REVIEW

- 97.1 The Leader of the Council introduced the report and explained that the review was one of three resolutions from a Council motion passed in 2020, and tied in with the work of the Gloucester Commission to Review Race Relations. He explained that the overall purpose of the report was to explain the rationale behind the recommendations of the monuments review which

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were outlined in Appendix A. The Leader of the Council confirmed that Cabinet was being asked to agree the recommendations of the monuments review.

- 97.2 The Leader of the Council noted that the results of the monuments review were set out in section 9 of the main report at Appendix B. He confirmed that some of the general recommendations from the review included the creation of a display in the Museum of Gloucester sharing the history of the City and objects connected to the Transatlantic slave trade, the encouragement of educational projects to improve public understanding and for the Council to encourage partner organisations to identify contested heritage assets. The Leader of the Council also referred to the specific recommendations which were discussed in further detail in section 9 of the main report.
- 97.3 It was confirmed that an estimated total budget of £30k to £40k would be needed to implement the recommendations over a 3 year timescale, and that changes would likely depend on the willingness of organisations with ownership of those statues and monuments to agree to the changes. The Leader of the Council paid tribute to the City Archaeologist for his work in undertaking the review and for what he felt was a fantastic and comprehensive report.
- 97.4 The Chair commented that the review was very exhaustive and that he had learnt a great deal from reading the report. He noted his interest in the statue of Queen Anne in Spa Fields Sports Ground and the Charles II statue in St Mary's Square, and asked for clarification on what the future plans were for these statues. The Leader of the Council confirmed that both Queen Anne and Charles II were considered to be national figures and neither had a direct link to Gloucester. The Leader of the Council further noted that it was made clear in the report that moving these statues would cost the Council a considerable amount of money, and he therefore anticipated these statues remaining in their respective locations.
- 97.5 The Chair referred to the narrative in the report at 9.35 and 9.85, and highlighted that Bathurst Road and Gladstone Road were in Moreland rather than Podsmead. It was agreed that these locations would be checked, and the report amended accordingly.
- 97.6 Councillor Pullen expressed the view that the report was fascinating and welcomed the engagement with partner organisations, particularly the University of Gloucestershire and the Gloucester Commission to Review Race Relations. Councillor Pullen noted his agreement with the recommendations and the courses of action, and expressed the view that public consultation was important.
- 97.7 Councillor Pullen referred to the narrative at 11.2 concerning the risk of public backlash and asked for further details as to how the Council intended to engage with the public. He also referred to the financial implications at 9.2 in the report and asked whether the estimated £30 -£40k had been allocated to this effect in the Council's budget. The Head of Culture confirmed that the estimated budget needed to implement the recommendations had not been

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included in the latest Council budget and it was his assumption that funding bids would be submitted to cover some of the costs. This said, the Head of Culture confirmed his expectation that the Council would need to cover some of the budget due to officer time and resources. In relation to Councillor Pullen's comments on public consultation, the Head of Culture confirmed that provided the recommendations were approved, the Council would develop a project plan to implement the recommendations. He confirmed that consultation would form part of the project plan.

- 97.8 In response to a further question from Councillor Pullen regarding a review period, the Head of Culture confirmed that he would be happy to include further details on this in the project plan.
- 97.9 Councillor Organ noted that this was a very sensitive subject and expressed the view that consultation with the public was key.
- 97.10 Councillor Wilson expressed the view that the report was one of the most impressive he had seen as a Councillor. He asked whether consideration had been given to making the document available to schools or formally published in some way. The Leader of the Council confirmed that he would be very willing to look at ways to make the review available to schools and the wider public.
- 97.11 Councillor Wilson referred to the challenges where monuments were owned by third parties and asked whether contact had been made with United Reformed Church or Whitefield House. The Leader of the Council noted that the Council had not yet made contact with the organisations but confirmed his expectation that some would take the recommendations on board and other owners may not. The Leader of the Council confirmed that it would be a priority to extend the knowledge in the city and internationally. He also expressed the view that the Council should focus on explaining and contextualising rather than censoring history.
- 97.12 Councillor Wilson expressed the view that the recommendations were sensible and that the City Archaeologist deserved thanks and recognition for his work in undertaking the review.
- 97.13 Councillor Hilton referred to the narrative in the report at 9.206 concerning 'Whitefield Street' in the city centre and noted that the correct spelling of the street was in fact 'Whitfield Street'. It was agreed that follow-up enquiries would be made to check whether there was a direct link between George Whitefield and Whitfield Street and that the report would be corrected if necessary.
- 97.14 Councillor Hilton referred to the narrative in the report concerning the statue of Charles II and expressed the view that he had caused damage to Gloucester as punishment for the city's stance in the English Civil War. Councillor Hilton noted that Charles II had also reduced the powers of the City Council and confirmed that he was against the Council spending money to remove or restore the statue.

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- 97.15 Councillor Sawyer commended the report and welcomed the support from the Soldiers of Gloucestershire Museum. She also noted her support of the recommendation for the Museum of Gloucester to create a display sharing the history of the city and objects connected to the slave trade, and asked whether consideration had been given to pop-up displays in the city centre. She also expressed the view that the findings in the report needed to be shared with other parts of the country with links to the figures, such as Bathurst Estate in Lydney and Picton monuments elsewhere in the country. The Leader of the Council confirmed that it was his hope that the knowledge in the report would be shared widely.
- 97.16 Councillor Sawyer asked whether the 'status quo' option referred to at 6.25 could be removed from the report entirely as she felt that the Council had a responsibility to take action. The Leader of the Council explained that the Council was committed to engaging with other organisations however where the Council did not own the assets and the owner was not prepared to engage with the recommendations, there was little the Council could do.
- 97.17 In response to a further query from Councillor Sawyer, the Leader of the Council confirmed that if the Council had a reasonable opportunity to take positive action, he would consider it however cost implications would be an important consideration.
- 97.18 Councillor Wilson suggested that the Committee could make a recommendation for the Council to consider ways of making the report more widely available to schools and other educational institutions. The Leader of the Council confirmed that this was already included in the general recommendations in Appendix A.
- 97.19 Councillor Durdey commented that the report had provided him with an insight into the city which he did not have previously, noting that it was right for residents to be proud of the city but it was also important to raise awareness of the difficult periods of history. He noted his support for the recommendation focusing on education as well as the recommendation to create a display in the Museum of Gloucester.
- 97.20 Councillor Organ expressed the view that raising awareness of periods of history such as the Holocaust or The Troubles should also be a priority for the Council. He reiterated his view that the matter needed to be approached sensitively and that there needed to be an ongoing dialogue.
- 97.21 Councillor Wilson noted that the Monuments Review had been actioned as a result of a specific motion to Council and commented that the issues raised through the motion were still a running sore in society.
- 97.22 Councillor Pullen noted that much of Gloucester's history was well known to residents, however the links with the transatlantic slave trade identified through the review were not so widely known. He expressed concern that by extending the review to other historical events, there was a danger of diluting the issue.

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97.23 The Chair paid tribute to the City Archaeologist and the volunteers who contributed to the report. A discussion ensued about a reasonable time frame as to when the Overview and Scrutiny Committee could request an update on the implementation of the recommendations. The Leader of the Council referred to the general and specific recommendations outlined in Appendix A which would form the basis of the work going forward and suggested that a year would leave a reasonable amount of time for some of those recommendations to be underway.

RESOLVED that the Overview & Scrutiny Committee **RECOMMENDS** that:

- (1) An update on any progress on the recommendations of the Monuments Review be provided to the Overview & Scrutiny Committee in 12 months' time.

98. EVENTS AND FESTIVALS REPORT ON 2021 & PLAN FOR 2022-21

98.1 The Cabinet Member for Culture and Leisure introduced the report and noted that despite the challenges posed by the Covid-19 pandemic, many successful events had taken place throughout 2021. He noted that examples of these were set out in Appendix A and included Frank Turner concerts, the Rooftop festival, Kings Jam, Gloucester Goes Retro, Gloucester History Festival and Globoscope.

98.2 The Cabinet Member for Culture and Leisure paid tribute to the Head of Culture and his team and noted that there was a large programme of events scheduled for 2022, including the reopening of Kings Square and subsequent events calendar, included at 3.9.2 in the report.

98.3 The Chair asked for clarification on the insurance situation, given that many events throughout 2020 and 2021 had to be cancelled due to Covid-19 restrictions. He queried whether it was now more difficult for organisers to secure insurance. The Head of Culture confirmed that this had been a challenge for organisers throughout the pandemic however following lobbying of central Government, there was now a specific insurance scheme in place which he felt should make a positive difference to the sector.

98.4 Councillor Wilson referred to the narrative at 3.8 confirming that the previous carnival arts partnership had not applied for funding for Gloucester Carnival in 2022 and asked whether there was a concern that the carnival was coming to an end. The Cabinet Member for Culture and Leisure confirmed that there were some challenges posed by health and safety requirements during the pandemic but noted that there were proposals being developed for a different approach in the future.

98.5 Councillor Pullen referred to the draft calendar of events at 3.9.2 in the report and noted that the Kings Square development was shortly due to be completed. He asked whether the Cabinet Member intended to relocate some events which traditionally take place in The Docks into Kings Square. The Cabinet Member for Culture and Leisure noted that it was not his

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intention to encourage the relocation of events from The Docks but hoped that the events taking place across the city would complement each other. He confirmed his hope that the events team would receive recommendations from the public as to how they wanted to use the Kings Square space, noting that he was keen to engage with young people in particular.

- 98.6 Councillor Organ commented that he would like the city to continue to be promoted as a tourist destination. He expressed the view that the Kings Square development would provide a good opportunity to link different areas of the city together and that it was important for Members to raise awareness of events taking place in the city. The Cabinet Member for Culture and Leisure commented that the Retro Festival was a prime example of a successful city-wide event and that the infrastructure was already in place.
- 98.7 Councillor Hilton noted that he was pleased to see the Council using local contractors for the development of Kings Square. Councillor Hilton noted his view that Kings Square would be an asset to the city in due course but highlighted that there was a need to make sure that it complemented events rather than overtaking them. Councillor Hilton referred to narrowboat events in the Docklands which previously took place on alternative years and asked whether there was a possibility that these events could take place yearly. The Cabinet Member for Culture and Leisure responded that Members were welcome to share their ideas with the team.
- 98.8 Councillor Sawyer stated that she would like to see more diverse cultural events taking place and promoted in the city, such as Chinese New Year and Diwali celebrations. She also noted her support for a children's festival and asked for clarification as to who Members should contact to share their ideas. The Head of Culture confirmed that Members could approach the Events team with their suggestions. The Cabinet Member for Culture and Leisure explained that he was hoping to expand the Tredworth street party and also noted that the Polish festival was very much orientated towards children. He commented that there was much diversity in the city which ought to be celebrated.
- 98.9 Councillor Durdey noted his agreement with the suggestion of more cultural events celebrating diversity in the city. He expressed the view that making Gloucester more inclusive should be a priority and that Councillors should engage with their communities to encourage participation in these events.

RESOLVED - That the Overview and Scrutiny Committee **NOTE** the report.

99. TOURISM AND DESTINATION MARKETING REPORT

- 99.1 The Cabinet Member for Culture and Leisure introduced the report and thanked the Tourism and Destination Marketing Team for their hard work. He confirmed that the team currently consisted of just 4 officers and commended them for their work in promoting Gloucester as a tourist destination on the Visit Gloucester website, which he noted had seen a 5.6% increase from 2019 in online visitors. The Cabinet Member for Culture and

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Leisure confirmed that the team had been made permanent employees of the Council and expressed the view that they had made considerable achievements in a short period of time.

- 99.2 The Chair commented that the report was very detailed and that he was particularly impressed with the timescales. He expressed the view that the Tourism and Destination Marketing Team seemed to work efficiently and that he was pleased to see regular content on the website.
- 99.3 Councillor Hilton expressed the view that the report was excellent. He referred to previous difficulties with Marketing Gloucester and noted his view that it was right for the Council to bring the service back in-house. He referred to the target audiences of the Nordic market, North American and Canadian travellers outlined in Appendix 3, and asked whether thought had been given to encouraging visitors from other European countries. The Cabinet Member for Culture and Leisure confirmed that the Covid-19 international travel restrictions had posed a challenge for European visitors but noted that the Gloucester Cajun and Zydeco Festival included performances from Dutch and German artists.
- 99.4 In response to a further query from Councillor Hilton as to whether there was an expectation that the position would change as the city emerged from the pandemic, the Head of Culture confirmed that the target audiences had been selected in response to how the market was recovering and that the Nordic market in particular had been singled out as an area of growth. He confirmed that this was not at the exclusion of other countries but as the Tourism and Destination Marketing Team were a small team, there was a need to focus their resources.
- 99.5 In response to a query from Councillor Hilton concerning the statement in the narrative at 3.9 that the Council would not work with certain publications, the Cabinet Member for Culture and Leisure confirmed that this was an error and the statement would be removed from the report ahead of it being considered by Cabinet.
- 99.6 In response to comments from Councillor Hilton regarding online tourism promotion, the Cabinet Member for Culture and Leisure noted that he was mindful that some residents, such as the older generations, still relied on newspapers but confirmed that the pandemic had changed the way many people accessed their local news.
- 99.7 Councillor Pullen referred to the narrative in Appendix 3 concerning target audiences and requested clarification on whether this included students. The Cabinet Member for Culture and Leisure confirmed that students and people under 25 were included in the target audience. In response to a further query from Councillor Pullen regarding the night-time economy and young people, the Head of Culture confirmed that promotion was not being restricted to the night time economy, and there would also be a focus on the marketing of Gloucester's food scene, festivals and other cultural events.

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- 99.8 Councillor Pullen welcomed the narrative at 3.9 concerning the consideration of ethical and environmental impacts of all marketing activities. In response to a query from Councillor Pullen regarding the Sun and Daily Mail publications, the Cabinet Member for Culture and Leisure reiterated that this was a clerical error which would be corrected.
- 99.9 In response to a request from the Chair for clarification on what was meant by the term 'REM' in the Tourism and Destination Marketing Plan, the Head of Culture confirmed that this was an abbreviation for the Richmond Events Management company who were contracted by the Council to deliver the Tall Ships Festival.
- 99.10 The Chair noted that some residents did not have access to the internet and asked whether the Council made use of billboards in the city centre as a marketing tool. The Head of Culture confirmed that Gloucester Business Improvement District (BID) were investing in more digital screens which would be rolled out across different areas of the city, noting that tourism marketing and advertisement would form part of that content. He also confirmed that there were several tourism leaflet pick-up points available in high footfall areas across the city, including supermarkets, shopping centres, visitors attractions and the bus and railway stations. The Cabinet Member for Culture and Leisure noted that making use of community boards in local supermarkets was a further option to explore.
- 99.11 In response to a question from Councillor Durdey as to whether the Search Engine Optimisation (SEO) work was undertaken internally or externally, it was confirmed that Search Engine Optimisation was provided in-house and the Council's paid digital media was outsourced externally.
- 99.12 Councillor Gravels noted his agreement with amending the narrative at 3.9 and expressed the view that the Council should not be in the business of dictating which publications were acceptable to work with. Referring to the target audience and earlier comments from Councillor Hilton regarding European tourists, he suggested that the Council could ask its twinned cities to help promote the city as a tourist destination. In response to further comments from Councillor Gravells regarding the campaign celebrating the filming of Harry Potter around Gloucester Cathedral, the Cabinet Member for Culture and Leisure confirmed that this was a key draw for many tourists.
- 99.13 Councillor Organ asked whether the Queen's Platinum Jubilee celebrations would be included in the cultural strategy. The Cabinet Member for Culture and Leisure confirmed that there was a plan to plant a circle of trees in the city to commemorate the Platinum Jubilee. He also confirmed his expectation that there would be additional events including street parties organised by communities.

RESOLVED - That the Overview and Scrutiny Committee **NOTE** the report.

100. DATE OF NEXT MEETING

OVERVIEW AND SCRUTINY COMMITTEE
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Monday 28th February 2022

Time of commencement: 6.30 pm hours

Time of conclusion: 8.22 pm hours

Chair

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OVERVIEW AND SCRUTINY COMMITTEE

Monday 28th February 2022

ACTION POINTS ARISING FROM PREVIOUS OVERVIEW AND SCRUTINY COMMITTEE MEETINGS

1. **Meeting Date:** Monday 31st January 2022

Agenda Item: 7. Action Points Arising from Previous Meetings

Request:

For clarification on the City Council's employment of qualified Environmental Health Officers (EHOs) and EHO staffing levels within the Community Wellbeing Team, Envirocrime and Private Sector Housing Teams.

Update:

'Environmental Health' covers a wide range of work delivered by the Council across the Private Sector and Community Wellbeing Teams (the Envirocrime Team are not Environmental Health Officers but do similar and related work on some cases).

Environmental Health Officers employed to do this work have expertise and experience across a whole spectrum and at varying degrees. For example, trained Community Wellbeing Officers can be competent to the highest level allowing them to deal with the most complex of food complaints, however they may not have much experience or confidence dealing with statutory nuisance. Similarly, we have Officers who are experts in the Environmental Protection Act who may carry out low-risk food inspections, but may not be able to respond to high-risk food issues. Some Private Sector Housing Staff are trained Environmental Health Professionals and have a range of experience including food, health and safety and environmental crime.

The decisions on level of competence and appropriateness for food inspections is taken by the Lead Food Officer who is registered with the Food Standards Agency on behalf of the Council. Gloucester City have a small number of people who can deal with the most serious or high-risk food cases and that has currently been assessed sufficient based on our assessment of risk and the levels of compliance in the City. Should an outbreak occur we are able to call on contractors and our mutual aid arrangements with other districts.

Currently we have 5 (EH) out of 7 Community Wellbeing roles and 2 (EH) out of 4.5 Private Sector Housing roles. The way in which we would recruit into any vacancies would depend on the broader experience of the team and what gaps we may have.

2. **Meeting Date:** Monday 31st January 2022

Agenda Item: 7. Action Points Arising from Previous Meetings

Request:

To provide an update on any progress made on the report of the Gloucester Commission to Review Race Relations and the resulting Calls to Action.

Update:

Officers are working on a paper that will be submitted to Leadership Gloucestershire in the coming months outlining and identifying the best approach towards establishing the Legacy organisation.

In the short and medium term, conversations are being held with appropriate stakeholders and community representatives on establishing a clear scope and function of the legacy institution as outlined in Race Commission report. The outcomes of the initial Leadership Gloucestershire meeting were positive and promising, with District Councils taking a keen interest in how they can help to deliver on this work.

In terms of a reasonable timeframe for the Overview and Scrutiny Committee to receive a full update on the Calls to Action outlined in the report, we would suggest that a year would give a reasonable amount of time to work through the actions, notably the establishment of a legacy institution which will take time.

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FORWARD PLAN

FROM FEBRUARY 2022 TO JANUARY 2023

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 Stephanie Chambers	stephanie.chambers@gloucester.gov.uk
Communities & Neighbourhoods (C&N)	Councillor Justin Hudson	justin.hudson@gloucester.gov.uk
Culture & Leisure (C&L)	Councillor Andrew Lewis	andrew.lewis@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 Democratic Services democratic.services@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)
FEBRUARY 2022						
KEY	Business Rates 2022/23 – Retail, Hospitality and Leisure Relief <u>Summary of decision:</u> To seek approval for a discount scheme on business rates. <i>Wards affected: All Wards</i>	9/02/22	Cabinet Cabinet Member for Performance and Resources			Alison Bell, Intelligent Client Officer (Revenues & Benefits) Tel: 01452 396014 alison.bell@gloucester.gov.uk
NON	Homeseeker Plus Policy Update <u>Summary of decision:</u> To update Members on the Homeseeker Plus Policy <i>Wards affected: All Wards</i>	9/02/22	Cabinet Cabinet Member for Planning and Housing Strategy			Neil Coles, Housing Innovation Manager Tel: 01452 396534 neil.coles@gloucester.gov.uk

NON	<p>Gloucester City Monuments Review</p> <p><u>Summary of decision:</u> To consider the findings of the project to review monuments in the City of Gloucester and identify connections with the Trans-Atlantic trafficking of enslaved Africans.</p> <p><i>Wards affected: All Wards</i></p>	<p>31/01/22</p> <p>9/02/22</p>	<p>Overview and Scrutiny Committee</p> <p>Cabinet Leader of the Council</p>			<p>Philip Walker, Head of Culture Tel: 01452 396355 philip.walker@gloucester.gov.uk</p>
<p>BPF</p> <p>Page 24</p>	<p>Final Budget Proposals (including Money Plan and Capital Programme)</p> <p><u>Summary of decision:</u> To seek approval for the final Budget Proposals for 2022-3, including the Money Plan and Capital Programme.</p> <p><i>Wards affected: All Wards</i></p>	<p>9/02/22</p> <p>24/02/22</p>	<p>Cabinet</p> <p>Council Leader of the 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>

KEY	<p>Festivals and Events Programme</p> <p><u>Summary of decision:</u> To seek approval for the 2022-23 Festivals and Events Programme.</p> <p><i>Wards affected: All Wards</i></p>	<p>31/01/22</p> <p>9/02/22</p>	<p>Overview and Scrutiny Committee</p> <p>Cabinet Cabinet Member for Culture and Leisure</p>			<p>Philip Walker, Head of Culture Tel: 01452 396355 philip.walker@gloucester.gov.uk</p>
NON	<p>Tourism and Destination Marketing Report 2022</p> <p><u>Summary of decision:</u> To update Members on the progress that has been made in achieving the Growing Gloucester's Visitor Economy Action Plan during 2021.</p> <p><i>Wards affected: All Wards</i></p>	<p>31/01/22</p> <p>9/02/22</p>	<p>Overview and Scrutiny Committee</p> <p>Cabinet Cabinet Member for Culture and Leisure</p>			<p>Philip Walker, Head of Culture Tel: 01452 396355 philip.walker@gloucester.gov.uk</p>

MARCH 2022						
KEY	Future of Eastgate Indoor Market <u>Summary of decision:</u> To review options concerning the future of the indoor market in the Eastgate Shopping Centre. <i>Wards affected: Westgate</i>	9/03/22	Cabinet Cabinet Member for Culture and Leisure			Ismael Rhyman, City Centre Manager Tel: 01452 396784 ismael.rhyman@gloucester.gov.uk
NON	Public Access Defibrillator Provisions <u>Summary of decision:</u> To outline considerations made in identifying locations for new Public Access Defibrillators (PADs). <i>Wards affected: All Wards</i>	9/03/22	Cabinet Cabinet Member for Communities and Neighbourhoods			William Larcombe, Community Wellbeing Officer Tel: 01452 396057 william.larcombe@gloucester.gov.uk

NON	<p>Community Protection Notices</p> <p><u>Summary of decision:</u> to implement Community Protection Notices and set the threshold for cases to be considered for enforcement powers.</p> <p><i>Wards affected: All Wards</i></p>	9/03/22	Cabinet Cabinet Member for Communities and Neighbourhoods			Yvonne Welsh, Community Wellbeing Team Leader Tel: 01452 396333 yvonne.welsh@gloucester.gov.uk
NON Page 27	<p>Blackfriars Priory Renewal Business Case</p> <p><u>Summary of decision:</u> To approve the Blackfriars Priory Business Case including the Development Plan.</p> <p><i>Wards affected: All Wards</i></p>	28/02/22 9/03/22	Overview and Scrutiny Committee Cabinet Cabinet Member for Culture and Leisure			Philip Walker, Head of Culture Tel: 01452 396355 philip.walker@gloucester.gov.uk

NON	<p>Pay Policy Statement 2022-23</p> <p><u>Summary of decision:</u> To seek approval for the annual Pay policy Statement 2022-23 in accordance with Section 38 of the Localism Act 2011.</p> <p><i>Wards affected: All Wards</i></p>	<p>9/03/22</p> <p>24/03/22</p>	<p>Cabinet</p> <p>Council Cabinet Member for Performance and Resources</p>			<p>Jon Topping, Head of Policy and Resources Tel: 01452 396242 jon.topping@gloucester.gov.uk</p>
<p>NON</p> <p>Page 28</p>	<p>Capital Strategy</p> <p><u>Summary of decision:</u> To approve the Capital Strategy 2022-23.</p> <p><i>Wards affected: All Wards</i></p>	<p>9/03/22</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>Treasury Management Strategy</p> <p><u>Summary of decision:</u> To seek approval for the Treasury Management Strategy.</p> <p><i>Wards affected: All Wards</i></p>	<p>9/03/22</p> <p>24/03/22</p>	<p>Cabinet</p> <p>Council Cabinet Member for Performance and Resources</p>			<p>Jon Topping, Head of Policy and Resources Tel: 01452 396242 jon.topping@gloucester.gov.uk</p>

NON	<p>Financial Monitoring Quarter 3 Report</p> <p><u>Summary of decision:</u> To receive an update on financial monitoring information for the third quarter 2021/22.</p> <p><i>Wards affected: All Wards</i></p>	<p>28/02/22</p> <p>9/03/22</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 3 across a set of key performance indicators.</p> <p><i>Wards affected: All Wards</i></p>	<p>28/02/22</p> <p>9/03/22</p>	<p>Overview and Scrutiny Committee</p> <p>Cabinet Cabinet Member for Performance and Resources</p>			<p>Tanya Davies, Policy and Governance Manager Tel: 01452 396125 tanya.davies@gloucester.gov.uk</p>
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>	<p>28/02/22</p> <p>9/03/22</p>	<p>Overview & Scrutiny Committee</p> <p>Cabinet Cabinet Member for Culture and Leisure</p>			<p>Philip Walker, Head of Culture Tel: 01452 396355 philip.walker@gloucester.gov.uk</p>

APRIL 2022

KEY	<p>Gloucester City Plan - Main Modifications</p> <p><u>Summary of decision:</u> To seek approval from Cabinet for the publication of the Main Modifications to the Gloucester City Plan for public consultation.</p> <p><i>Wards affected: All Wards</i></p>	6/04/22	Cabinet Cabinet Member for Planning and Housing Strategy			Adam Gooch, Planning Policy Manager Tel: 01452 396836 adam.gooch@gloucester.gov.uk
KEY	<p>Appointment of a Managing Agent for Kings Quarter and The Eastgate</p> <p><u>Summary of decision:</u> To appoint a managing agent for The Eastgate, Kings Walk and Kings Square with subsequent further responsibilities following the development of The Forum.</p> <p><i>Wards affected: Westgate</i></p>	6/04/22	Cabinet Leader of the Council			Philip Ardley, Regeneration Consultant Tel: 01452 396106 philip.ardley@gloucester.gov.uk

NON	<p>Equalities Action Plan Annual Report</p> <p><u>Summary of decision:</u> To receive an update on activities undertaken to support the Equalities Action Plan.</p> <p><i>Wards affected: All Wards</i></p>	6/04/22	Cabinet Cabinet Member for Performance and Resources			Emily Bolland, Community Engagement Officer Tel: 01452 396268 emily.bolland@gloucester.gov.uk
MAY 2022						
NON Page 31	<p>Gloucester Local List</p> <p><u>Summary of decision:</u> To adopt a list of non-designated heritage assets in the city.</p> <p><i>Wards affected: All Wards</i></p>	4/05/22	Cabinet Cabinet Member for Planning and Housing Strategy			David Evans, City Growth and Delivery Manager Tel: 01452 396847 david.evans@gloucester.gov.uk

JUNE 2022						
NON	Statement of Community Involvement <u>Summary of decision:</u> To consider an updated Statement of Community Involvement. <i>Wards affected: All Wards</i>	15/06/22 7/07/22	Cabinet Council Cabinet Member for Planning and Housing Strategy			Claire Haslam, Principal Planning Officer Tel: 01452 396825 claire.haslam@gloucester.gov.uk
NON	2021-22 Financial Outturn Report <u>Summary of decision:</u> To update Cabinet on the Financial Outturn Report 2020-21. <i>Wards affected: All Wards</i>	6/06/2022 15/06/22	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	Treasury Management Year End Annual Report 2021/22 <u>Summary of decision:</u> To update Cabinet on treasury management activities. <i>Wards affected: All Wards</i>	15/06/22	Cabinet Cabinet Member for Performance and Resources			Jon Topping, Head of Policy and Resources Tel: 01452 396242 jon.topping@gloucester.gov.uk

NON	<p>2021-22 Year End Performance Report</p> <p><u>Summary of decision:</u> To consider the Council's performance in 2021-22 across a set of key performance indicators.</p> <p><i>Wards affected: All Wards</i></p>	<p>6/06/22</p> <p>15/06/22</p>	<p>Overview and Scrutiny Committee</p> <p>Cabinet Cabinet Member for Performance and Resources</p>			<p>Tanya Davies, Policy and Governance Manager Tel: 01452 396125 tanya.davies@gloucester.gov.uk</p>
NON	<p>Annual report on the Grant Funding provided to Voluntary and 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>	<p>15/06/22</p>	<p>Cabinet Cabinet Member for Communities and Neighbourhoods</p>			<p>Ruth Saunders, Head of Communities Tel: 01452 396789 ruth.saunders@gloucester.gov.uk</p>

NON	<p>Cultural Strategy Update</p> <p><u>Summary of decision:</u> To provide Cabinet with a 6 monthly update in relation to the Cultural Strategy Action Plan.</p> <p><i>Wards affected: All Wards</i></p>	15/06/22	Cabinet Cabinet Member for Culture and Leisure			Philip Walker, Head of Culture Tel: 01452 396355 philip.walker@gloucester.gov.uk
NON	<p>Green Travel Plan Progress Report 2021-22 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>	6/06/22 15/06/22	Overview and Scrutiny Committee Cabinet Cabinet Member for Environment			Jon Topping, Head of Policy and Resources Tel: 01452 396242 jon.topping@gloucester.gov.uk
KEY	<p>Community Infrastructure Levy (CIL) Review New Charging Schedule</p> <p><u>Summary of decision:</u> To review the Community Infrastructure Levy New Charging Schedule</p> <p><i>Wards affected: All Wards</i></p>	15/06/22 8/07/22	Overview and Scrutiny Committee Cabinet Council Cabinet Member for Planning and Housing Strategy			Paul Hardiman, Joint Core Strategy CIL Manager paul.hardiman@gloucester.gov.uk

JULY 2022

NON	Annual Risk Management Report	7/03/22	Audit and Governance Committee			Paul Brown, Senior Risk Management Advisor Tel: 01452328884 paul.brown@gloucestershire.gov.uk
	<u>Summary of decision:</u> To update Members on the Council's Strategic Risk Register. <i>Wards affected: All Wards</i>	13/07/22	Cabinet Cabinet Member for Performance and Resources			

AUGUST 2022 - No meetings**SEPTEMBER 2022**

Page 35 NON	Financial Monitoring Quarter 1 Report		Overview and Scrutiny Committee			Jon Topping, Head of Policy and Resources Tel: 01452 396242 jon.topping@gloucester.gov.uk
	<u>Summary of decision:</u> To receive an update on financial monitoring information for the first quarter 2022/23. <i>Wards affected: All Wards</i>	14/09/22	Cabinet Cabinet Member for Performance and Resources			

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>	14/09/22	<p>Overview and Scrutiny Committee</p> <p>Cabinet Cabinet Member for Performance and Resources</p>			<p>Tanya Davies, Policy and Governance Manager Tel: 01452 396125 tanya.davies@gloucester.gov.uk</p>
OCTOBER 2022						
NON Page 36	<p>City Council Energy Costs and Reduction Projects Annual Report</p> <p><u>Summary of decision:</u> To update Cabinet on the City Council Energy Costs and Reduction Projects.</p> <p><i>Wards affected: All Wards</i></p>	12/10/22	<p>Cabinet Cabinet Member for Environment</p>			<p>Abi Marshall, Property Commissioning Manager Tel: 01452 396212 abi.marshall@gloucester.gov.uk</p>

NON	<p>Armed Forces Community Covenant Update</p> <p><u>Summary of decision:</u> To update Cabinet on the work done by Gloucester City Council to support current and ex-service personnel as part of the Gloucestershire Armed Forces Community Covenant.</p> <p><i>Wards affected: All Wards</i></p>	12/10/22	Cabinet Cabinet Member for Communities and Neighbourhoods			Ruth Saunders, Head of Communities Tel: 01452 396789 ruth.saunders@gloucester.gov.uk
NOVEMBER 2022						
NON	<p>Regulation of Investigatory Powers Act 2000 (RIPA) - Review of Procedural Guide</p> <p><u>Summary of decision:</u> To request that Members review and update the Council's procedural guidance on RIPA.</p> <p><i>Wards affected: All Wards</i></p>	9/11/22	Cabinet Cabinet Member for Performance and Resources			Jon Topping, Head of Policy and Resources Tel: 01452 396242 jon.topping@gloucester.gov.uk

DECEMBER 2022

NON	Draft Budget Proposals (including Money Plan and Capital Programme) <u>Summary of decision:</u> To update Cabinet on the draft budget proposals. <i>Wards affected: All Wards</i>	7/12/22	Overview and Scrutiny Committee Cabinet Leader of the Council, Cabinet Member for Performance and Resources			Jon Topping, Head of Policy and Resources Tel: 01452 396242 jon.topping@gloucester.gov.uk
NON Page 38	Treasury Management Six Monthly Update 2022/23 <u>Summary of decision:</u> To update Cabinet on treasury management activities. <i>Wards affected: All Wards</i>	7/12/22	Cabinet Cabinet Member for Performance and Resources			Jon Topping, Head of Policy and Resources Tel: 01452 396242 jon.topping@gloucester.gov.uk

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 2022/23.</p> <p><i>Wards affected: All Wards</i></p>	7/12/22	<p>Overview and Scrutiny Committee</p> <p>Cabinet Cabinet Member for Performance and Resources</p>			<p>Jon Topping, Head of Policy and Resources Tel: 01452 396242 jon.topping@gloucester.gov.uk</p>
NON	<p>Performance Monitoring Quarter 2 Report</p> <p><u>Summary of decision:</u> To note the Council's performance in quarter 2 across a set of key performance indicators.</p> <p><i>Wards affected: All Wards</i></p>	7/12/22	<p>Cabinet Cabinet Member for Performance and Resources</p>			<p>Tanya Davies, Policy and Governance Manager Tel: 01452 396125 tanya.davies@gloucester.gov.uk</p>
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>7/12/22</p> <p>26/01/23</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>

JANUARY 2023

ITEMS DEFERRED- Dates to be confirmed

Gloucester City Council
Overview and Scrutiny Committee Work Programme
Updated 18th February 2022

Item	Format	Lead Member (if applicable)/Lead Officer	Comments
28th February 2022			
Financial Monitoring Quarter 3 Report	Cabinet Report	Cabinet Member for Performance and Resources	Part of Committee's Rolling Programme of Work
Performance Monitoring Quarter 3 Report	Cabinet Report	Cabinet Member for Performance and Resources	Part of Committee's Rolling Programme of Work
28th March 2022			
Gloucestershire Airport Update		Leader of the Council and Cabinet Member for Environment	Requested by Overview and Scrutiny Committee
Gloucester City Plan – Main Modifications	Cabinet Report	Cabinet Member for Planning and Housing Strategy	Requested by Overview and Scrutiny Committee
25th April 2022			
6th June 2022			
Green Travel Plan Progress Report 2022 and Update	Cabinet Report	Leader of the Council and Cabinet Member for Environment	Requested by Overview and Scrutiny Committee

2021-22 Financial Outturn Report	Cabinet Report	Cabinet Member for Performance and Resources	Part of Committee's Rolling Programme of Work
2021-22 Year End Performance Report	Cabinet Report	Cabinet Member for Performance and Resources	Part of Committee's Rolling Programme of Work
4th July 2022			
Community Safety Update		Cabinet Member for Communities and Neighbourhoods	Requested by Group Leads
Dates to be confirmed	Format	Lead Member (if applicable)/Lead Officer	Comments
Blackfriars Priory Renewal Business Case	Cabinet Report	Cabinet Member for Culture and Leisure	Requested by Overview and Scrutiny Committee
Community Infrastructure Levy (CIL) Review New Charging Schedule	Cabinet Report	Cabinet Member for Planning and Housing Strategy	Requested by Overview and Scrutiny Committee

d by the Chair, Vice-Chair and Spokesperson of the Overview and Scrutiny Committee

Task and Finish Group – Engagement with Young People

REMINDER OF BACKGROUND

At the previous meeting of the Overview and Scrutiny Committee on 31st January 2022, the Committee agreed to establish a Task and Finish Group to consider how the Council engages with young people. This decision followed a Notice of Motion which was approved by full Council at the meeting on 27th January 2022, resolving to:

- Review the processes and methods it uses to engage, involve and consult with young people.
- Request that the Overview and Scrutiny Committee set up a Task and Finish Group to consider how the Council engages with young people.
- Make a report and recommendations to Cabinet about how to engage and communicate with young people in future.

The Task and Finish Group will be an informal and time-limited project aiming to gather evidence and produce recommendations. The Task and Finish Group will meet regularly over the next few months or as often as needed until the project is complete, with frequent contact with key officer contacts.

Membership of Task and Finish Groups should initially be agreed by the Overview and Scrutiny Committee.

RECOMMENDATIONS

The Overview and Scrutiny Committee is asked to approve the following Membership of the Task and Finish Group:

Councillor A. Chambers
Councillor Chambers-Dubus
Councillor Gravells
Councillor O'Donnell
Councillor Radley

NEXT STEPS

A scoping session will shortly be arranged with the group and supporting officers to decide which Member will chair the group, and to outline what the focus of the group will be.

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Meeting:	Overview & Scrutiny Cabinet	Date:	28th February 2022 9th March 2022
Subject:	Financial Monitoring - Quarter 3, 2021/22		
Report Of:	Cabinet Member for Performance and Resources		
Wards Affected:	All		
Key Decision:	No	Budget/Policy Framework:	No
Contact Officer:	Hadrian Walters, Accountancy Manager		
	Email: hadrian.walters@gloucester.gov.uk		Tel: 396231
Appendices:	1. Detailed Performance by Portfolio 2. Capital Monitoring 3. Savings Progress		

FOR GENERAL RELEASE

1.0 Purpose of Report

- 1.1 To present to members the Council's current financial position against the agreed budgets for the 2021/22 financial year, and report on the performance of the Council against certain key financial performance indicators.
- 1.2 For Cabinet to note year-end forecasts, and the financial pressures on the Council during the 3rd Quarter ended 31st September 2022.

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 requested to **note** that:
 - (1) The forecast year-end position for the financial year is currently a decrease to the General Fund balance of £109k against a budgeted increase of £129k.
 - (2) The details of specific budgetary issues identified by officers and the actions being taken to address those issues.
 - (3) The current level of Capital expenditure as shown in **Appendix 2**.
 - (4) The financial implications of Covid-19 and the level of economic recovery from the effects of the pandemic will continue to be monitored and reported alongside any grant funding provided to mitigate the spend or lost income.
 - (5) The estimated nature of some of the figures included in this report because of the cyber incident in December 2021.

3.0 Background and Key Issues

- 3.1 The Council approved the 2021/22 Budget in February 2021. This report sets out the financial position as at the end of December 2021 and is based on actual costs and income for the Quarter 3 of 2021/22 and forecast for the remainder of the financial year. Financial performance is a key element within the assessment of the Council's overall performance framework and is essential to achievement of the objectives within the Council's Policy Agenda and Plan.
- 3.2 The financial year 2020/21 was dominated by Covid-19 and its impact on the activities and finances of the Council. The pandemic created significant financial challenges for the Council with additional unexpected activities and their associated costs. These challenges have continued into 2021/22 with the focus continuing to be on ensuring the Council has sufficient financial resources to achieve its service delivery obligations.
- 3.3 The cyber incident in December 2021 has inevitably led to further financial pressures for the Council and disruption to the collation of this financial report. An initial estimate in relation to the net costs that will be incurred in Quarter 4 of 2021/22 of £150k has been included in the forecast outturn. Whilst the investigatory and recovery work is ongoing the full extent of the costs of the cyber incident is unknown. Accordingly, proposals to utilise some of the additional funding announced in the December Local Government Finance Settlement to increase the reserves are being included in the Money Plan and Budget being presented to Council on 24th February.
- 3.4 The forecast outturn at the end of Quarter 3 is to deliver a deficit of £238k against budget for the financial year 2021/22. As noted above, the December cyber incident has impacted on the production of this budget monitoring report and the figures included are based off the November 2021 ledger position with our best estimates of the costs and income incurred in December. Manual processes have been developed to ensure the Council continues to meet its obligations in relation to payments, and where possible collects the income due to it. Costs in relation to all the major contracts and arrangements have been updated based on the contractual arrangements, income and other costs are included on a best estimate basis.
- 3.5 In response to the continuing implications of the COVID19 pandemic in 2021/22, the Council was allocated £743k grant by central government. In addition, the Sales, Fees and Charges (SFC) compensation scheme was extended to the end of Quarter 1; the government has ended this compensation scheme as at the end of June 2021. The current forecast additional spending and income loss for 2021/22 is matched by the in-year funding awarded and the estimated income from the SFC compensation scheme. This report includes an accrual for the SFC claim submitted for Quarter 1 of £400k; settlement of this amount is still outstanding.
- 3.6 As noted in the Quarter 2 Budget Monitoring Report, the income of the Council has continued to be significantly impacted by Covid-19 during the first half of the financial year 2021/22. The third quarter has continued to see the performance of some of the affected income generating areas gradually improve. However, this recovery is slow and there is still uncertainty surrounding the long-term impact of the pandemic on some of the income sources in the Council budget. We will continue to closely monitor both income and expenditure pressures because of the pandemic and report these to central government.
- 3.7 The pressures or opportunities identified from in year budget monitoring have been included in the Money Plan and Budget to be presented to Council on 24th February 2022.

4.0 Whole Council Summary

- 4.1 The summary table below shows the forecast outturn position for the Council by Cabinet portfolio. **Appendix 1** provides the breakdown of the totals within each portfolio.

Council Summary	21/22 Budget	Actual	Year End Final	Final Variance
Communities & Neighbourhoods	983	518	947	(36)
Performance & Resources	1,113	2,472	2,708	1,595
Culture & Leisure	1,332	859	1,353	21
Planning & Housing Strategy	1,331	265	1,543	212
Environment & Leader	5,969	4,063	5,926	(43)
Corporate & Funding	(10,857)	(9,513)	(12,369)	(1,512)
Total	(129)	(1,336)	109	238

- 4.2 The December cyber incident has meant that the year end forecast position has switched from the net increase of £180k to the General Fund forecast at Quarter 2, to being a net decrease of £109k. However, as noted in section 3 above there is a significant level of uncertainty surrounding the recovery of income streams from the impact of the Covid pandemic, and regarding the impact of the cyber incident on both the costs and the income of the Council.
- 4.3 The variances currently noted from the budget monitoring process are explained by portfolio below.

5.0 Items of note by Portfolio

Communities and Neighbourhoods

Communities & Neighbourhoods	21/22 Budget	Actual	Year End Forecast	Forecast Variance
Community Strategy & Other Projects	798	513	782	(16)
Community Grants	125	(24)	120	(5)
Shopmobility	60	29	45	(15)
Total	983	518	947	(36)

- 5.1 This portfolio is currently forecast to be favourable to budget by £36k. This is primarily a result of staff vacancies in the Community Wellbeing service and at Shopmobility in the early part of the current financial year.
- 5.2 As noted in the Quarter 2 report, the Communities teams has continued its collaborative working with the County Council and the neighbouring districts to ensure a co-ordinated response to the pandemic, and where appropriate costs have been shared. This along with a variety of targeted Government grants is enabling spend to be maintained within the budgeted levels.

Performance and Resources

Performance & Resources	21/22 Budget	Actual	Year End Forecast	Forecast Variance
Financial & Corporate	805	533	749	(56)
Revenues & Benefits	915	339	678	(237)
IT	1,898	1,396	2,085	187
Parking	(1,583)	(739)	(1,058)	525
Business Support	361	229	340	(20)
Democratic Services	824	596	824	(0)
Asset Management	1,001	835	1,038	37
Commercial Property	(2,617)	(906)	(2,268)	348
SWRDA	(75)	(59)	(78)	(3)
Cemeteries & Crematorium	(1,514)	(913)	(1,230)	284
Internal Audit	198	118	164	(33)
Transformation/Commercialisation	118	81	140	22
HR & Communications	369	334	480	111
Legal Services	407	349	451	44
Housing Subsidy	(377)	2	3	380
Customer Services	384	280	392	8
Total	1,113	2,472	2,708	1,595

- 5.3 This portfolio includes many of the income generating activities of the Council that have been impacted by the Covid-19 pandemic, including Parking, Commercial Properties, and Revenues & Benefits. It also includes the IT budget which has been impacted by the increased costs in relation to the cyber incident.
- 5.4 The number of people parking in the city centre have slowly been increasing since the end of the lockdown in May 2021. The incidence of the Omicron variant of Covid over the festive period led to a slowing of this improvement in visitors to Gloucester in December. As a result the year end forecast outcome has declined by £25k from Quarter 2 to a shortfall for the year of £525k. The lost income from parking during Quarter 1 has been included in the Sales, Fees & Charges claim that has been submitted to the Government.
- 5.5 The Council manages more than £30m of Housing Subsidy and benefit payments, and the smallest percentage change can have a significant impact on the final outturn. There is a forecast budgetary pressure of £380k arising from the cost of providing Housing Subsidy. This cost is out of the Council's control. This pressure is mitigated by new burdens funding and the increased recovery of historic housing benefit overpayments by the Revenues & Benefits service that have reduced the net service spend by £237k.
- 5.6 The forecast for the Commercial Property portfolio is still for the full year to be adverse to budget by £348k. However, several new tenants have taken up occupancy at the various sites during Quarter 3 improving this forecast, and it should be noted that the St Oswald's and Eastgate properties are continuing to perform well despite the impact of the pandemic on retailers. The position is gradually improving as the Kings Square redevelopment approaches completion, and several new units have opened during Quarter 3, including Primark and Jamaica Blue.
- 5.7 As at Quarter 2, there continues to be a forecast budget pressure in the Cemeteries & Crematorium service. The current forecast outturn shows an improvement of £42k on the Quarter 2 position to a shortfall of £284k as a result of increased bookings at the Arbor since it has been able to open on a limited scale to cater for wakes. As

noted in the summary above, this is lost income that has been included in the Sales, Fees and Charges grant claim.

- 5.8 Due to the high activity levels the Crematorium has seen increased costs in relation to cremator maintenance, and sanitisation costs in relation to the chapel. The current full year forecast remains cautious and the continued impact of the easing of the Covid restrictions will be closely monitored.
- 5.9 The overspend highlighted within the Human Resources area is a result of expected income for apprentice salaries not being met since the introduction of the levy in 2016/17. This is an historic budgetary pressure that has been addressed in the 2022/23 Money Plan.

Culture & Leisure

Culture & Leisure	21/22 Budget	Actual	Year End Forecast	Forecast Variance
Museums	578	370	561	(17)
Guildhall & Blackfriars	410	297	418	8
Events	285	73	247	(38)
Destination Marketing	176	160	203	26
Aspire	(30)	40	21	51
Markets & Street Trading	(87)	(80)	(97)	(10)
Total	1,332	859	1,353	21

- 5.10 This portfolio is another portfolio that has been significantly affected by the loss of income due to the Covid-19 pandemic. The net expenditure for the year is currently forecast to be £21k adverse to budget. Due to the cyber incident the forecast outcome included for this service area of the Council is currently subject to a high degree of estimation due to it being more income based. The position will continue to be refined as we progress through Quarter 4 and have time to review and fully reconcile the income and expenditure items.
- 5.11 After being closed for most of 2020/21 the Council's cultural venues are starting to re-open to the public once more. The Culture & Leisure team have run a successful summer events programme and are hoping for similar success with their winter events programme. As noted in the summary above, the lost income from this service has been included in the Sales, Fees and Charges grant claim. The Culture & Leisure team have also been very active in applying for grants from various sources to support their work and to improve the venues.
- 5.12 The Council continues to support the leisure trust in the wake of the pandemic. This has led to an additional cost pressure to the Council in the 1st Quarter of 2021/22 of £50k. Since May 2021 the costs incurred by the Council in relation to Aspire are being recovered in full.

Planning and Housing

Planning & Housing Strategy	21/22 Budget	Actual	Year End Forecast	Forecast Variance
Planning	(43)	176	291	334
Planning Policy	225	174	365	140
Community Infrastructure Levy	-	(224)	0	0
Land Charges	(71)	(73)	(73)	(3)
Private Sector Housing	200	80	154	(46)
Housing Strategy	114	55	91	(22)
Homelessness & Housing	906	78	715	(190)
County Homelessness Partnerships	0	0	(0)	(0)
Total	1,331	265	1,543	212

- 5.13 This portfolio is currently forecast to be adverse to budget by £212k. Due to the cyber incident the forecast outcome included for the Planning service area of the Council has worsened by £82k. This is based on the current estimates of the impacts on the 2021/22 income due to the delays caused to the Council's service provision. The position will continue to be refined as we progress through Quarter 4 and have time to review and fully reconcile the income and expenditure items.
- 5.14 The planning service is currently forecast to be £334k adverse to budget. This position is common with many planning councils around the country due to a surge in small scale planning applications from householders who have spent more time at home due to the pandemic. The statutory nature of the fees that can be charged prevents the full costs of providing the service from being recouped. It is hoped that some of the major development projects planned within the city will boost this income in the next year. This position will continue to be kept under review by the officers in the service.
- 5.15 The City Plan review process and its associated costs are being incurred during 2021/22 but as noted at the February 2021 Budget Meeting, the costs incurred in relation to this process are being met by earmarked reserves specifically put in place for this purpose in the 2020/21 financial outturn. Accordingly, the £140k forecast excess spend for Planning Policy is being met by a release of the earmarked reserve in the Corporate and Funding line in the Council Summary position.
- 5.16 The overall homelessness budget for the year is forecast to be favourable to budget by £190k as a result of a combination of the positive steps taken by the Council over the past two years to increase the temporary accommodation capacity available to it, and the actions taken to ensure all Government grant and benefit funding is being promptly claimed. This position will continue to be closely monitored during the remainder of 2021/22.

Environment

Environment & Leader	21/22 Budget	Actual	Year End Forecast	Forecast Variance
Waste & Recycling	4,554	3,130	4,342	(212)
Streetcare & City Centre	373	358	464	92
Environmental Health	188	143	196	7
Licensing	(140)	(229)	(117)	23
Parks & Countryside	183	146	217	34
Economic Development	259	198	292	33
Heritage	115	45	141	26
Climate Change & Environment	64	41	73	9
Senior Management	373	230	319	(53)
Total	5,969	4,063	5,926	(43)

- 5.17 This portfolio is currently forecast to be favourable to budget by £43k.
- 5.18 The primary cause of the favourable budget variance is increased income from recyclable materials. This is a combination of price increases for recyclable materials and improved recycling quantities has led to a significant increase in the income raised by the Council from the sale of the recycling commodities. This has created a forecast favourable variance on the Waste contract of £212k for the year, a further improvement on the Quarter 2 position of £28k.
- 5.19 There are potential future budget pressures in relation to the Waste and Streetcare contract that have been identified and will continue to be monitored during the year. These include the national shortage of HGV drivers creating upward pressures on salary costs, potential issues with the fulfilment of waste collections, and technical issues with the sorting plant equipment during January.
- 5.20 The Economic Development excess spend of £33k includes the additional cost of the Major Projects Officer who has been appointed to oversee the various capital ongoing projects in the Kings Quarter area of the city. This role is being funded by the Regeneration Reserve; which is included in the Corporate and Funding line in the Council Summary position.
- 5.21 The overspends for the other services within this portfolio are primarily a result of the various pandemic related activities that have been necessary during the year and are covered either by specific grant funding or the general Government support grants referenced in the summary above.

Corporate and Funding

- 5.22 Government support as a result of COVID19 has continued during 2021/22 with the payment of Covid Emergency Funding Grant of £743k and Tax Income Guarantee Grant of £272k in Quarter 1. As noted above there a claim for lost SFC income during Quarter 1 has been submitted for a total of £400k.
- 5.23 The report above is currently forecasting income from Business Rates and Council Tax at the levels included in the 2021/22 Budget papers; these levels will be monitored and assessed throughout the year.
- 5.24 As noted in 5.15 and 5.20 above, there is a release of earmarked reserves (the Planning Reserve and the Regeneration Reserve) to fund previously agreed specific items of expenditure in relation to the City Plan and the Major Projects officer role respectively.

6.0 Capital Programme

- 6.1 The Capital Programme budget for the year is £24.969m including budgets carried forward from 2020/21. The expenditure for the period to quarter 3, including amounts committed totals £12.067m. The Council has a number of significant projects within the capital programme and at quarter 3, forecast expenditure is in line with budget.
- 6.2 Major regeneration projects include Kings Square and The Forum. Work on Kings Square continues with the project scheduled for completion March 2022. The first phase of Kings Quarter - The Forum has started, this is a significant regeneration project for the City. Primark have taken opened their new store and the Council has purchased the freehold of the old Primark Store.
- 6.3 The Council agreed to join the Ubico waste service earlier in 2021; mobilisation of this contract continues, the Council has commenced purchasing new waste vehicles for the future provision of this service.
- 6.4 The Council continues to work with partners to deliver projects, this now includes the Cathedral Quarter as part of the Heritage Action Zones with The Historic Buildings and Monuments Commission. While work with Great Western Railway and the LEP will see improvements to the railway station, complementing our new Transport Hub.
- 6.5 The capital programme is funded from grants, capital receipts and borrowing. The current programme includes £7m grant funded projects. Significant projects including The Forum and Kings Square will be funding from borrowing with costs met from revenue generated from these projects.
- 6.6 The nature of capital projects means that many of them span a number of financial years; budgets are set per project any unspent budgets at the end of any one financial year may be carried forward into the next.
- 6.7 A summarised table for the Capital Programme is shown as **Appendix 2** to this report.

7.0 Prompt payment performance

- 7.1 The Council aims to make payments to all suppliers promptly and in accordance with contract terms. Due to the cyber incident that occurred in December 2021 we currently do not have access to sufficient data to be able to provide these statistics for the 3rd Quarter of 2021/22. Following the cyber incident processes have been put in place to ensure the continued payment of the Council's creditors as promptly as is feasible in the circumstances.

	<u>Oct</u>		<u>Nov</u>		<u>Dec</u>		<u>Qtr 3</u>	
Number paid within 30 days	-	-	-	-	-	-	-	-
Number paid over 30 days	-	-	-	-	-	-	-	-
Average Days to Pay (from receipt of invoice to payment date)		-		-		-		-

8.0 Progress against savings targets

- 8.1 The Council's 2021/22 budget was approved by Council in February 2021, and in setting the budget members agreed to the delivery of £160k savings during the year. Full details of the Council's progress against its savings targets are shown at **Appendix 3**. Budget savings have been annotated as 'green' (saving is achievable in the year), 'amber' (slippage on saving and the saving is at risk of not being delivered in 2021/22) and 'red' (the saving will not be achieved in 2021/22).

9.0 Social Value Considerations

- 9.1 There are no social value implications as a result of this report.

10.0 Alternative Options Considered

- 10.1 A wide range of options are explored by officers in order to reduce budgetary pressure, to achieve savings targets, and to ensure value for money.

11.0 Reasons for Recommendations

- 11.1 It is a good practice for members to be regularly informed of the current financial position of the Council. This report is intended to make members any of any significant issues in relation to financial standing and any actions that officers are taking in response to identified variances.

12.0 Future Work and Conclusions

- 12.1 Work will continue to reach savings targets or limit in year budget pressures.

13.0 Financial Implications

- 13.1 All financial implications are within the report, which is of a wholly financial nature.

14.0 Legal Implications

- 14.1 There are no legal implications from this report. One Legal have been consulted in the preparation this report.

15.0 Risk & Opportunity Management Implications

- 15.1 There are no specific risks or opportunities as a result of this report

16.0 People Impact Assessment (PIA):

- 16.1 A PIA screening assessment has been undertaken and the impact is neutral. A full PIA is not required.

17.0 Other Corporate Implications

Community Safety / Sustainability / Staffing & Trade Union

- 17.1 None

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Gloucester City Council
Monitoring Position
Month 9: December 2021

	21/22		Year End	Final
Council Summary	Budget	Actual	Final	Variance
Communities & Neighbourhoods	983	518	947	(36)
Performance & Resources	1,113	2,472	2,708	1,595
Culture & Leisure	1,332	859	1,353	21
Planning & Housing Strategy	1,331	265	1,543	212
Environment & Leader	5,969	4,063	5,926	(43)
Corporate & Funding	(10,857)	(9,513)	(12,369)	(1,512)
Total	(129)	(1,336)	109	238

	21/22		Year End	Forecast
Communities & Neighbourhoods	Budget	Actual	Forecast	Variance
Community Strategy & Other Projects	798	513	782	(16)
Community Grants	125	(24)	120	(5)
Shopmobility	60	29	45	(15)
Total	983	518	947	(36)

	21/22		Year End	Forecast
Performance & Resources	Budget	Actual	Forecast	Variance
Financial & Corporate	805	533	749	(56)
Revenues & Benefits	915	339	678	(237)
IT	1,898	1,396	2,085	187
Parking	(1,583)	(739)	(1,058)	525
Business Support	361	229	340	(20)
Democratic Services	824	596	824	(0)
Asset Management	1,001	835	1,038	37
Commercial Property	(2,617)	(906)	(2,268)	348
SWRDA	(75)	(59)	(78)	(3)
Cemeteries & Crematorium	(1,514)	(913)	(1,230)	284
Internal Audit	198	118	164	(33)
Transformation/Commercialisation	118	81	140	22
HR & Communications	369	334	480	111
Legal Services	407	349	451	44
Housing Subsidy	(377)	2	3	380
Customer Services	384	280	392	8
Total	1,113	2,472	2,708	1,595

	21/22		Year End	Forecast
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Museums	578	370	561	(17)
Guildhall & Blackfriars	410	297	418	8
Events	285	73	247	(38)
Destination Marketing	176	160	203	26
Aspire	(30)	40	21	51
Markets & Street Trading	(87)	(80)	(97)	(10)
Total	1,332	859	1,353	21

	21/22		Year End	Forecast
Planning & Housing Strategy	Budget	Actual	Forecast	Variance
Planning	(43)	176	291	334
Planning Policy	225	174	365	140
Community Infrastructure Levy	-	(224)	0	0
Land Charges	(71)	(73)	(73)	(3)
Private Sector Housing	200	80	154	(46)
Housing Strategy	114	55	91	(22)
Homelessness & Housing	906	78	715	(190)
County Homelessness Partnerships	0	0	(0)	(0)
Total	1,331	265	1,543	212

	21/22		Year End	Forecast
Environment & Leader	Budget	Actual	Forecast	Variance
Waste & Recycling	4,554	3,130	4,342	(212)
Streetcare & City Centre	373	358	464	92
Environmental Health	188	143	196	7
Licensing	(140)	(229)	(117)	23
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Economic Development	259	198	292	33
Heritage	115	45	141	26
Climate Change & Environment	64	41	73	9
Senior Management	373	230	319	(53)
Total	5,969	4,063	5,926	(43)

Scheme	Budget 2021/22	Actual Spend to date	Commitments	Variance	Forecast
Kings Quarter - The Forum	6,000,000	2,519,400	170,000	3,310,600	6,200,000
ICT Projects	50,000	-	-	50,000	200,000
Kings Square	4,719,236	3,009,326	1,400,000	309,910	4,716,000
Domestic Waste Vehicles	5,007,717	107,993	1,500,000	3,399,725	5,007,717
Food Dock	1,700,000	150,000	-	1,550,000	1,000,000
GWR - Railway Improvements	2,500,000	500,000	180,000	1,820,000	900,000
Housing projects	736,607	511,246	-	225,361	536,353
GCC Building Improvements	2,337,000	829,150	300,000	1,207,850	2,337,000
Grant Funded Projects	1,035,440	343,698	25,000	666,742	837,300
Drainage and Flood Protection Works	100,000	13,115	-	86,885	75,000
Horsbere Brook Local Nature Reserve works	60,000	45	-	59,955	10,000
Play Area Improvement Programme	60,000	26,554	3,000	30,446	75,000
S106 Projects	663,003	283,484	25,000	354,519	244,653
Oxbode	-	170,000	-	(170,000)	170,000
TOTAL CAPITAL PROGRAMME	24,969,003	8,464,012	3,603,000	12,901,991	22,309,023

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Savings Monitoring 2021/22

Appendix 3

Savings Target 2021/22

Portfolio	Service	Details: aim of the project	Target £000	Achieved £000	In Progress £000	At Risk £000	Comments	
Communities and Neighbourhoods	Community Wellbeing	Reduce Member Grant allocation	(9)	(9)	0	0	Agreed at Budget Council (Feb 2021)	😊
Leader & Environment	Environmental Services	Stop sea-gulls management program	(10)	(10)	0	0	Contract not renewed	😊
	Neighbourhoods	Increase Garden Waste charges	(40)	0	(40)	0	Increase to charges agreed at the February 2021 Budget Council. Service changes have been proposed for 2022/23 with no increase to the annual charge delaying the proposed inflationary increase until the February 2023 billing cycle for 2023/24.	😐
Policy and Resources	Financial Services	Reduce number of Pool Vehicles	(7)	0	(7)	0	Current and forecast usage being assessed. Discussions with Enterprise in progress	😊
	Human Resources	Reduce Human Resources shared service agreement with Gloucestershire County Council	(35)	0	(35)	0	Reductions agreed and to be implemented	😐
	Communications	Stop Printing City Life, go digital	(4)	(4)	0	0	City Life printing has ceased. Digital information services implemented	😊
	Asset Management	Castlemeads Car Park	(25)	0	(25)	0	Castlemeads car park now has a Parking Order and is available for public use all week	😊
	Corporate Management	Review of the City's Corporate Management function	(30)	0	(20)	(10)	Review in progress. Part-time staff member leaving and not being replaced	😐
Total			(160)	(23)	(127)	(10)		

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Meeting:	Overview and Scrutiny Committee	Date:	28th February 2022
	Cabinet		9th March 2022
Subject:	Performance Monitoring Quarter 2 – 2021/22		
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 3 – 2021/22		

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 3 of 2021/22.

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 the Quarter 3 Performance Report 2021/22 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 key performance indicators (KPIs) in the third 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 As a result of the cyber incident experienced by the council in December 2021, Q3 data for 11 of the 26 KPIs, is not currently available because the systems or files required used to monitor and report on performance for those KPIs are not accessible, and therefore charts for those KPIs have not been included in this report.

The non-availability of data is not indicative of widespread disruption within the relevant services; Housing Services have been largely unaffected, and Community Wellbeing and Planning Development have workarounds in place to deliver services.

- 3.4 The summary of KPIs is categorised by Short Term Trend. Of the 15 measures included in the report, 7 measures have improved in the short term and 1 has not changed. Of the 7 measures that have worsened in the short term, 2 are red. Overall there are 9 measures at green, 1 at amber and 2 at red. There are 3 data only performance indicators.

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 third quarter of 2021/22.

8.0 Future Work and Conclusions

- 8.1 The council uses performance data to influence decision-making and service improvement initiatives on a continuous basis.

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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Gloucester City Council Quarterly Performance Report – Quarter 3 2021/22




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

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
















Short Trend Improving







PI Code	Measure	Status	Short Term Trend	Long Term Trend
CCM-2	Number of enviro-crime FPNs issued			
CD & VE-1	Museum of Gloucester/TIC Footfall			
CS-11	Number of complaints			
CS-3	Number of complaints that escalate to stage 2			
CS-8	Average customer waiting time (telephone)			
H-25	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.			
PG-24	Percentage of information governance responses (FOI/EIR,DPA,SAR) compliant with statutory deadlines			

Short Trend No Change

PI Code	Measure	Status	Short Term Trend	Long Term Trend
WR-13	Percentage of domestic waste collected on time			

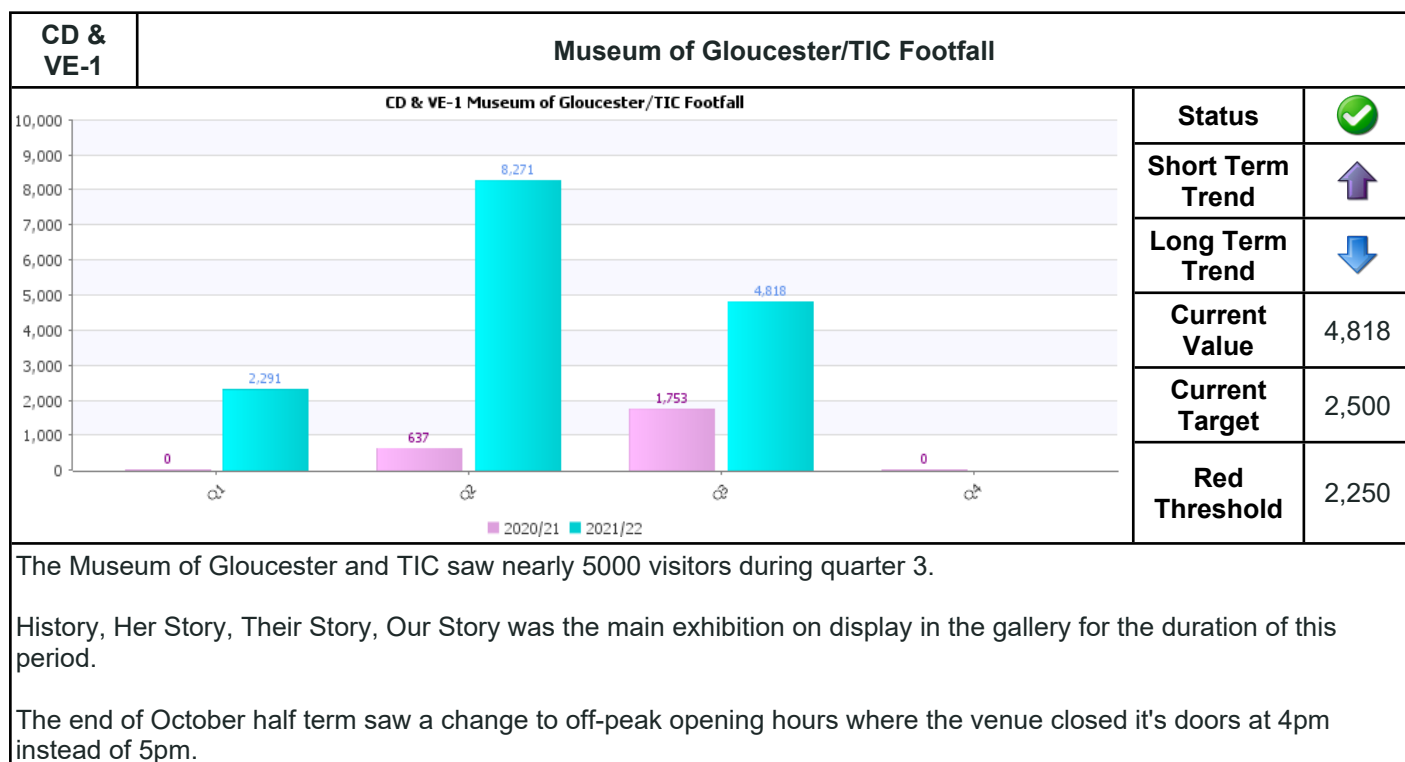
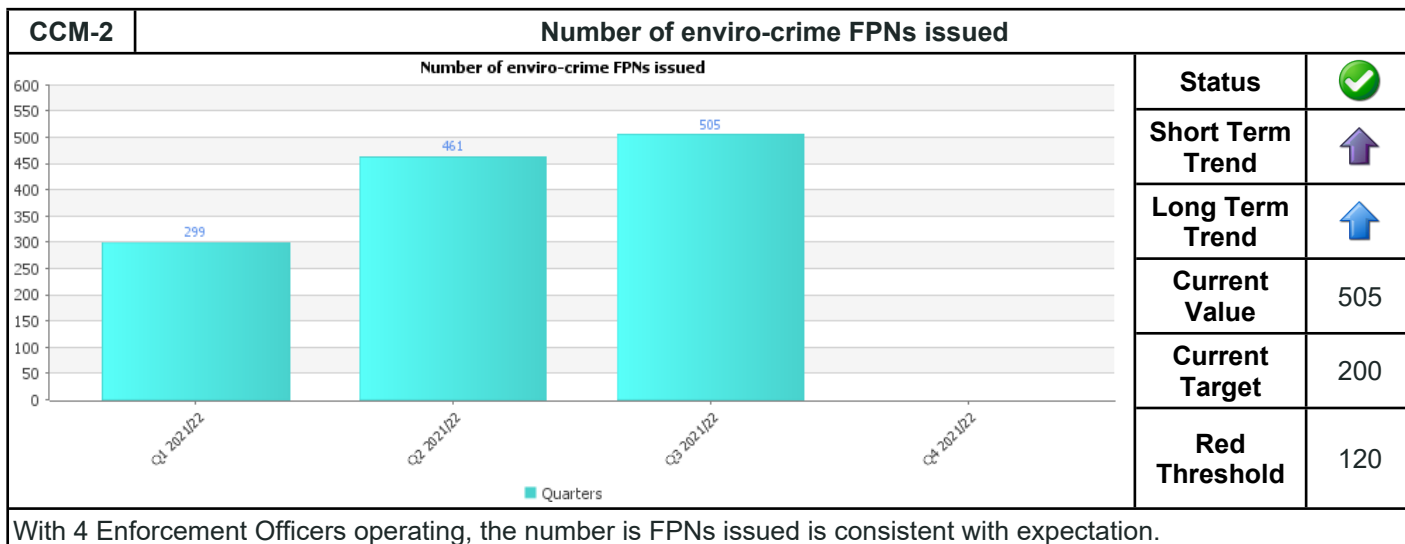
Short Trend Getting Worse

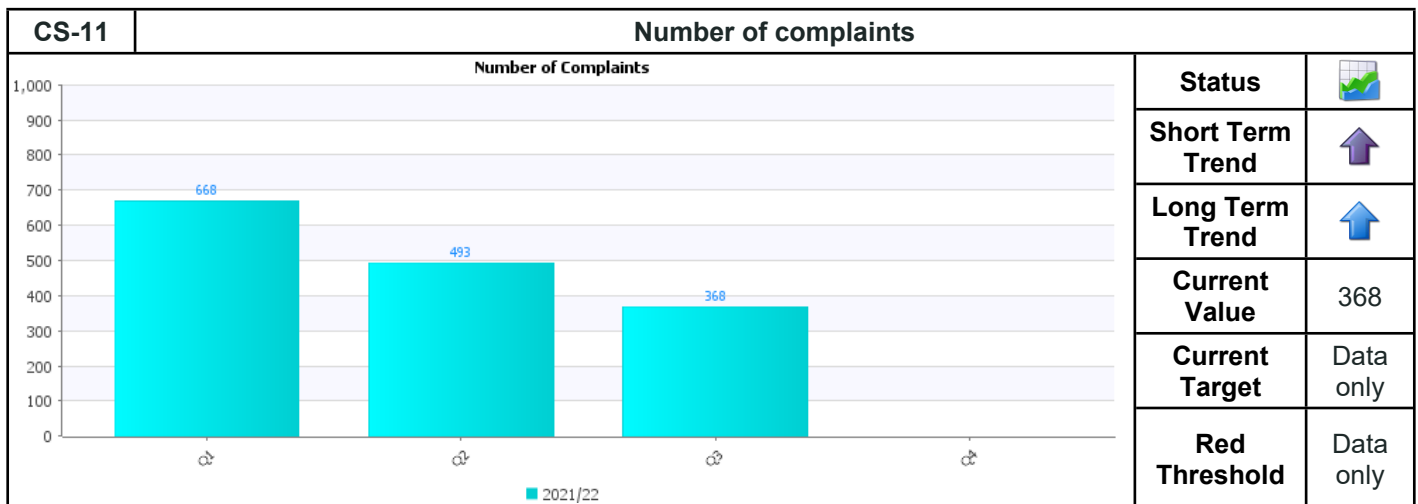
PI Code	Measure	Status	Short Term Trend	Long Term Trend
CS-6	Number of telephone calls			
CWB-33	Number of ASB interventions by Solace completed successfully			
F-12	Financial Outturn vs. Budget			
HR-3	Staff Absence Rate			
TM-6	Number of unique visitors to website visitgloucester.co.uk			

PI Code	Measure	Status	Short Term Trend	Long Term Trend
WR-15	Percentage of Recycling Receptacles collected on time			
WR-31	Percentage of total waste recycled			

Quarter 3 Data Not Accessible

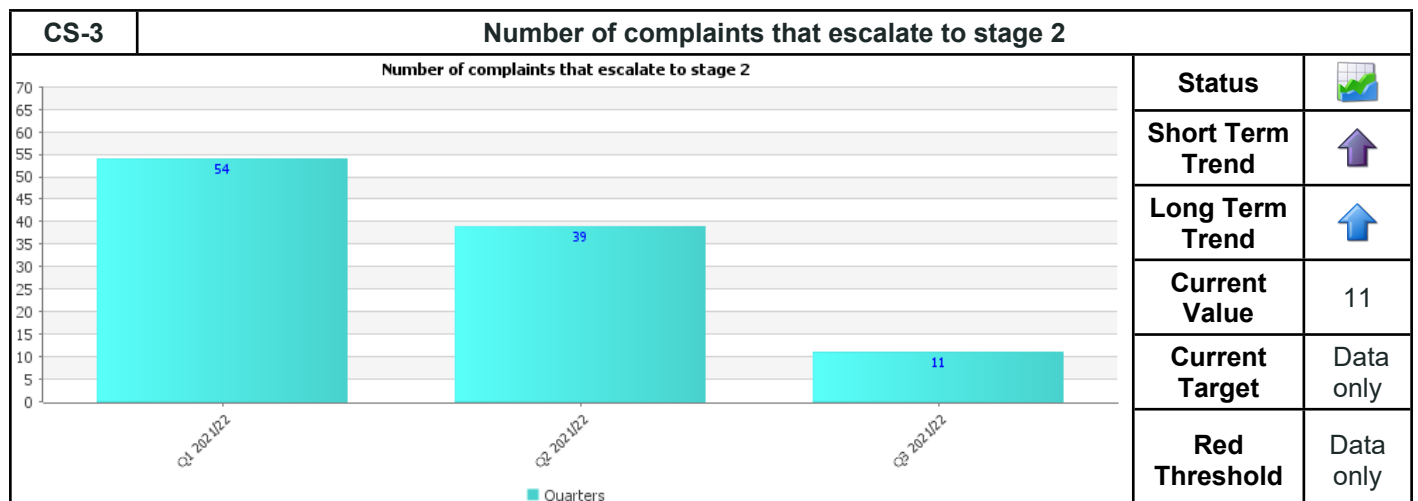
PI Code	Measure
CWB-1	Number of environmental health service requests
CWB-13	Percentage of broadly compliant food premises
CWB-2	Percentage of environmental health service requests responded to within 3 working days
DM-1	Percentage of major planning applications reviewed by a Design Review Panel
DM-2	Percentage of major applications where decisions were made within the agreed timescale or agreed extended period.
DM-3	Percentage of minor applications where decisions were made within the agreed timescale or agreed extended period.
H-10	Average number of new households placed in temporary accommodation
H-11	Average number of households in B&B Per Month
H-12	Average Households with children in B&B or shared facilities over 6 wks per month
H-15	Number of Homeseeker applications received
H-4	Number of successful homeless preventions





Please note that due to system outages In Dec 21 we have been unable to run data for Dec from Focus (where the majority of complaints are raised). As such, this data is accurate for Oct and Nov and for Dec only contains complaints reported on Granicus. 93% of complaints were for Urbaser across the data we hold for the quarter.

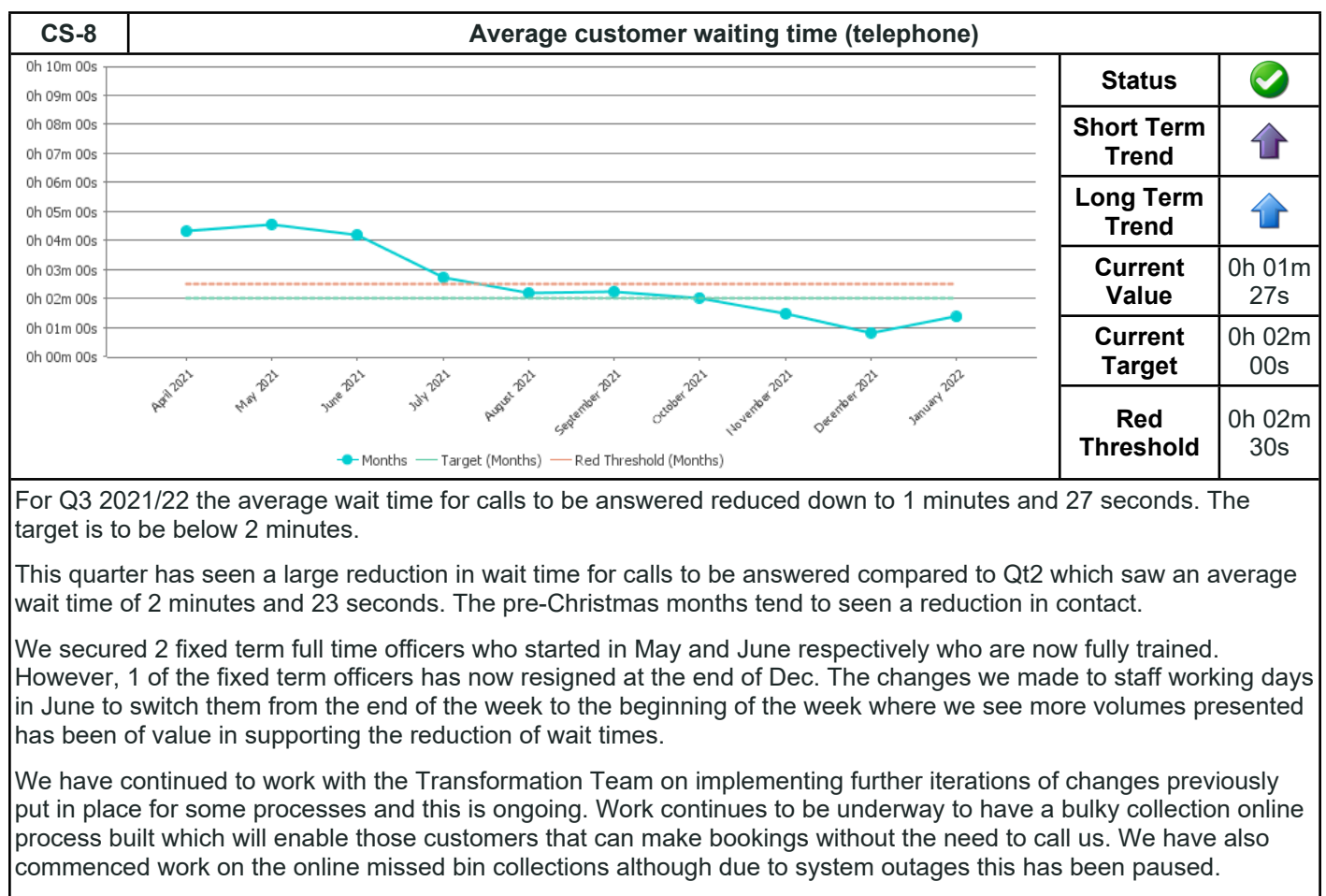
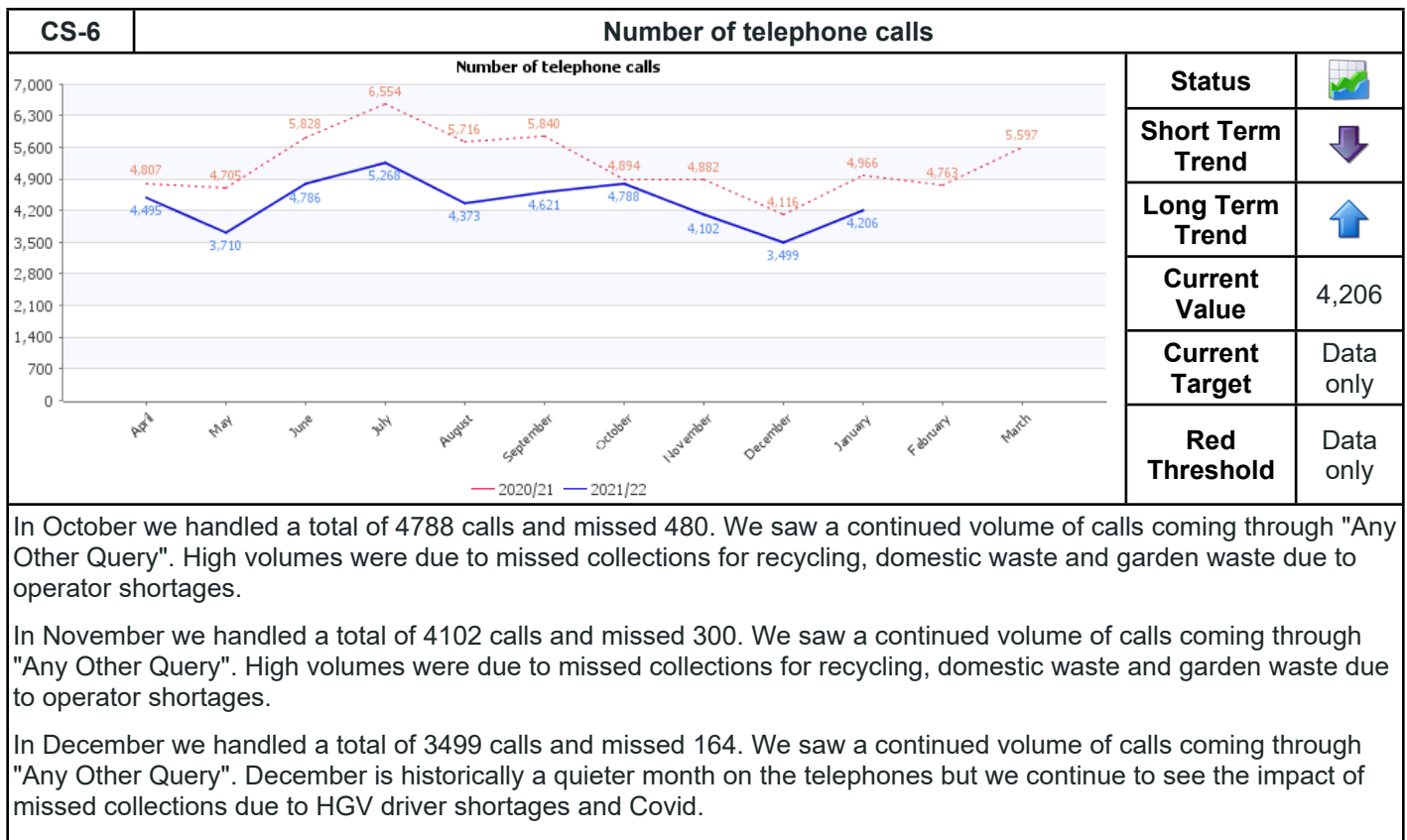
For Q3 21/22 the total number of complaints raised on our systems for all council departments was 368. 11 of the total complaints we are able to view, across departments were logged as stage 2. These figures have been taken from Focus and also Firmstep/Granicus for Urbaser complaints.



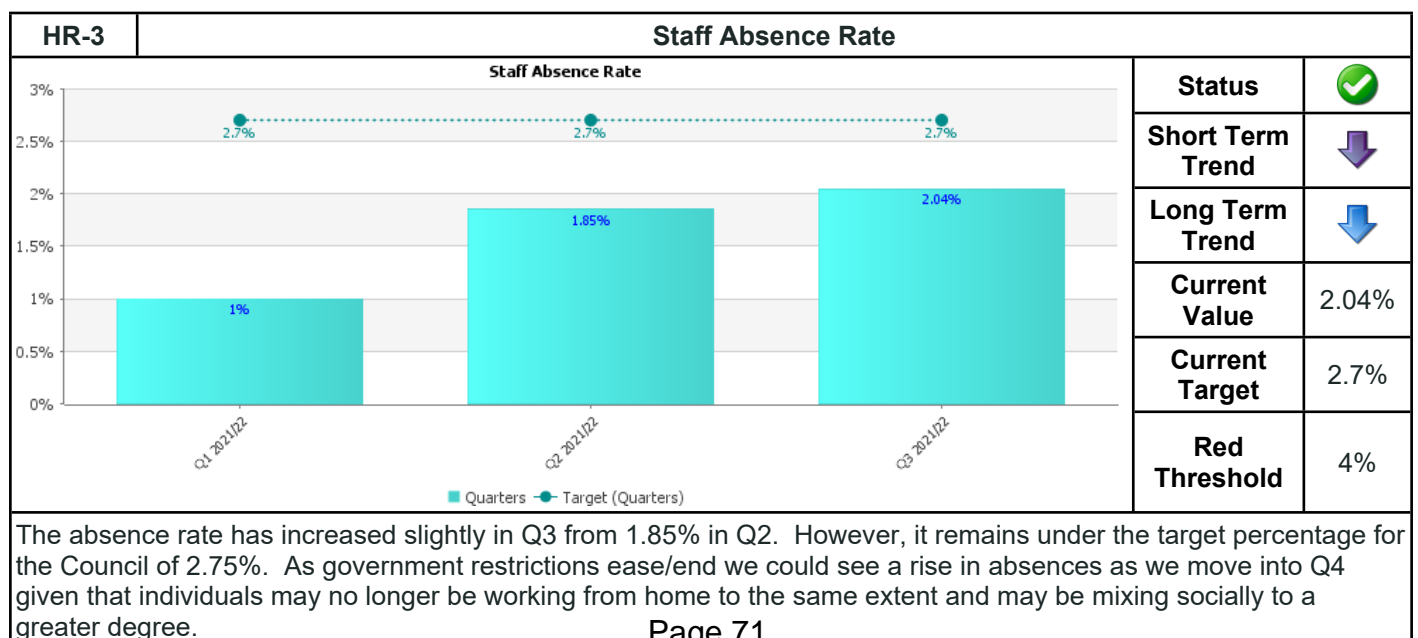
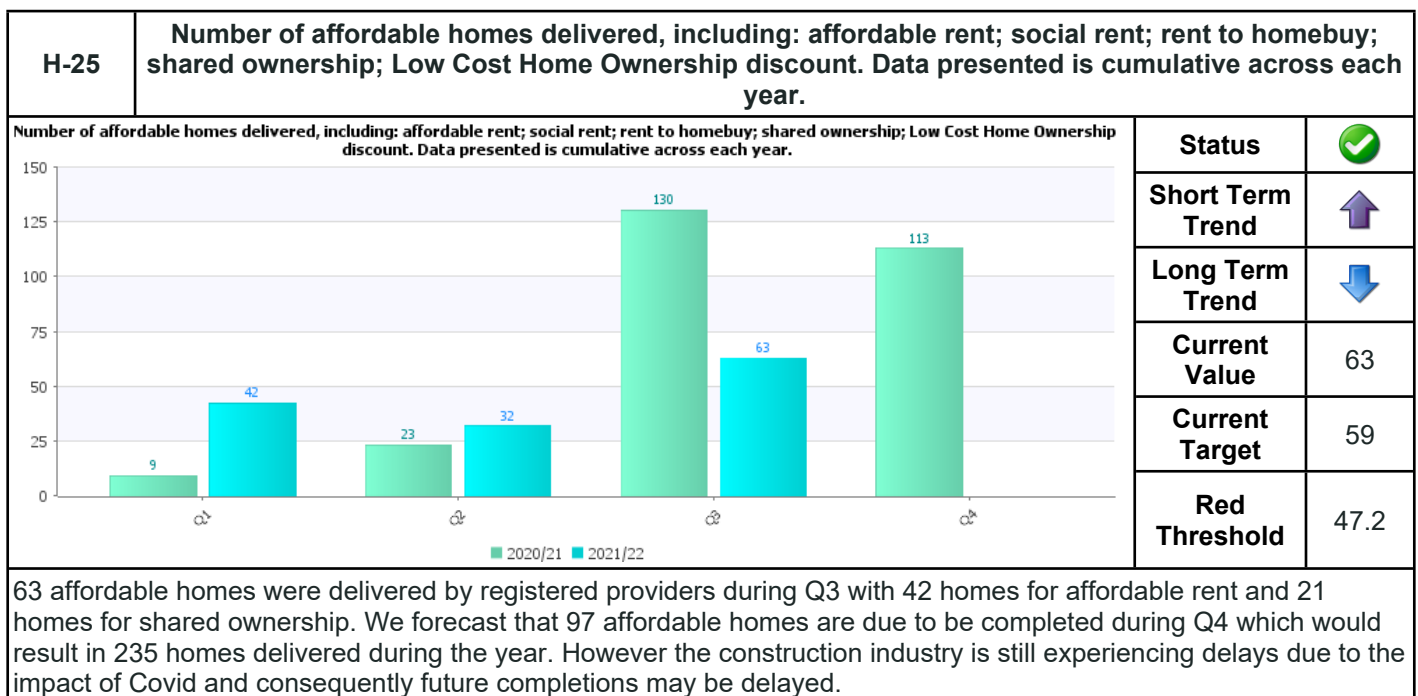
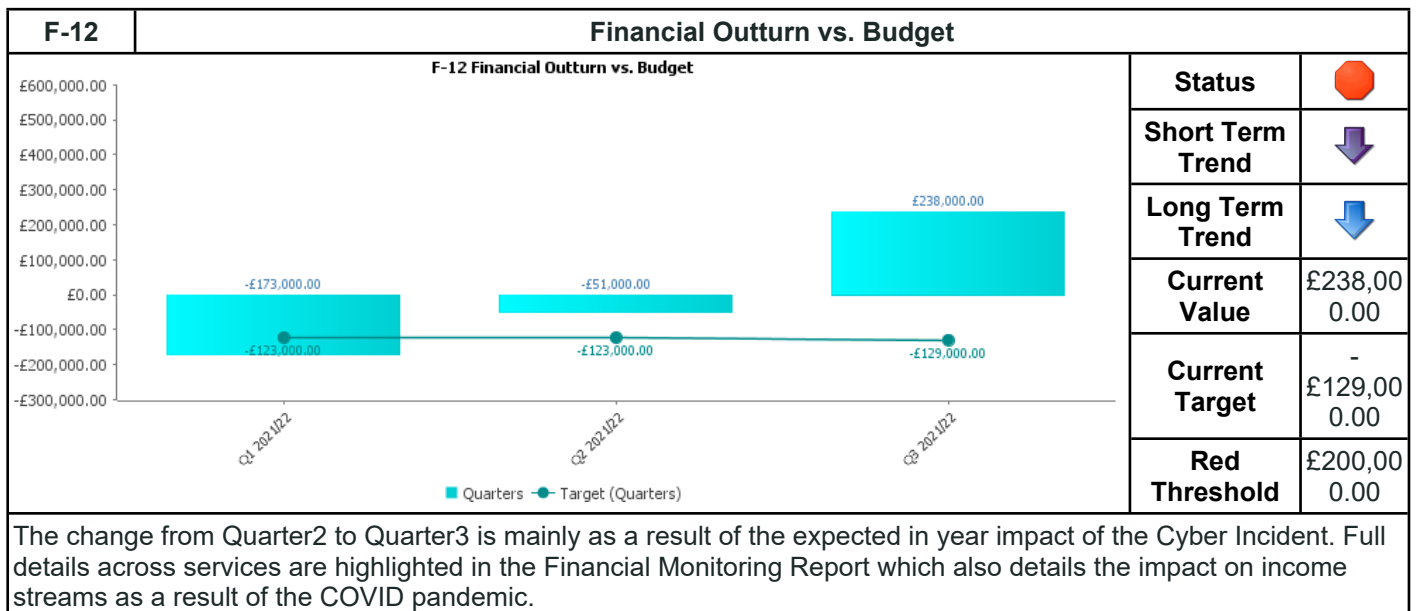
Due to system outages we are unable to access Focus to report on the number of complaints that escalated to stage 2 in December. However, we are able to provide data from Firmstep/Granicus for Urbaser complaints.

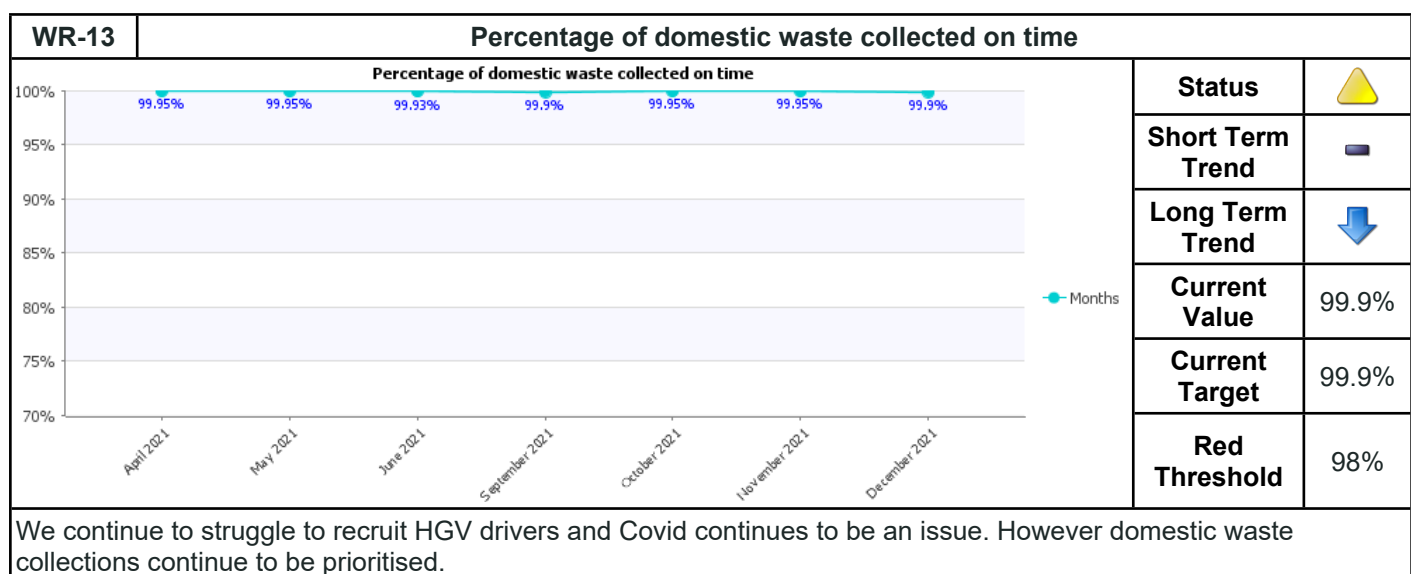
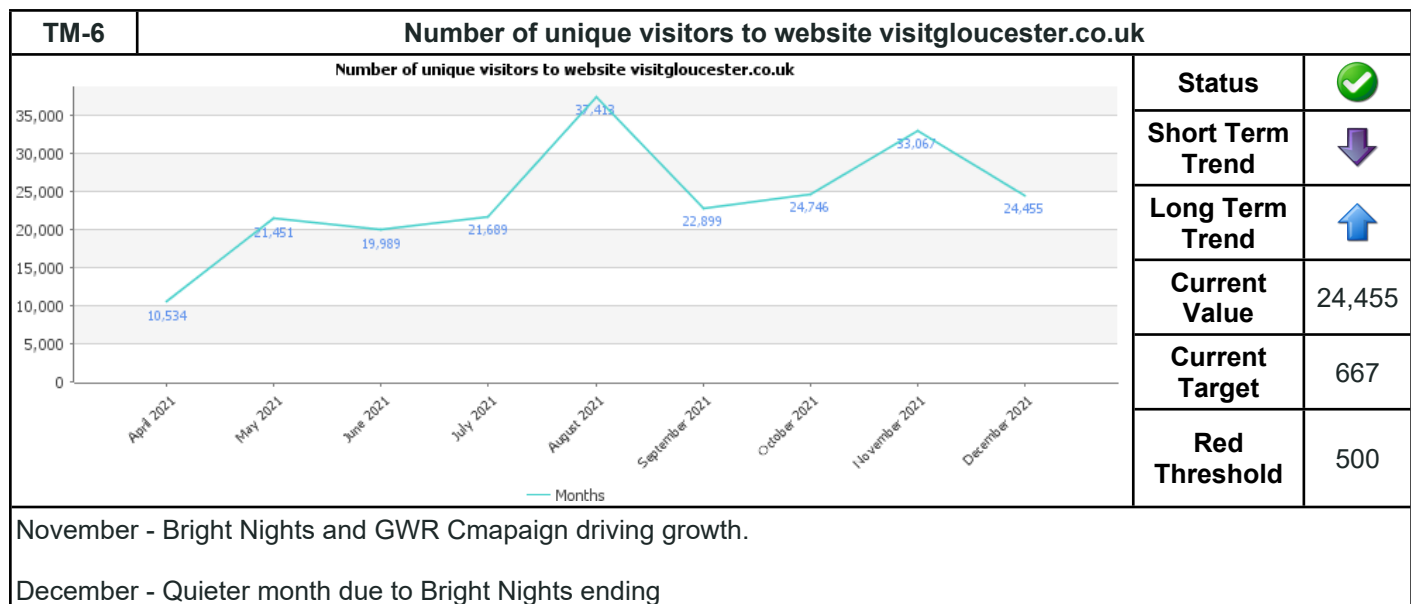
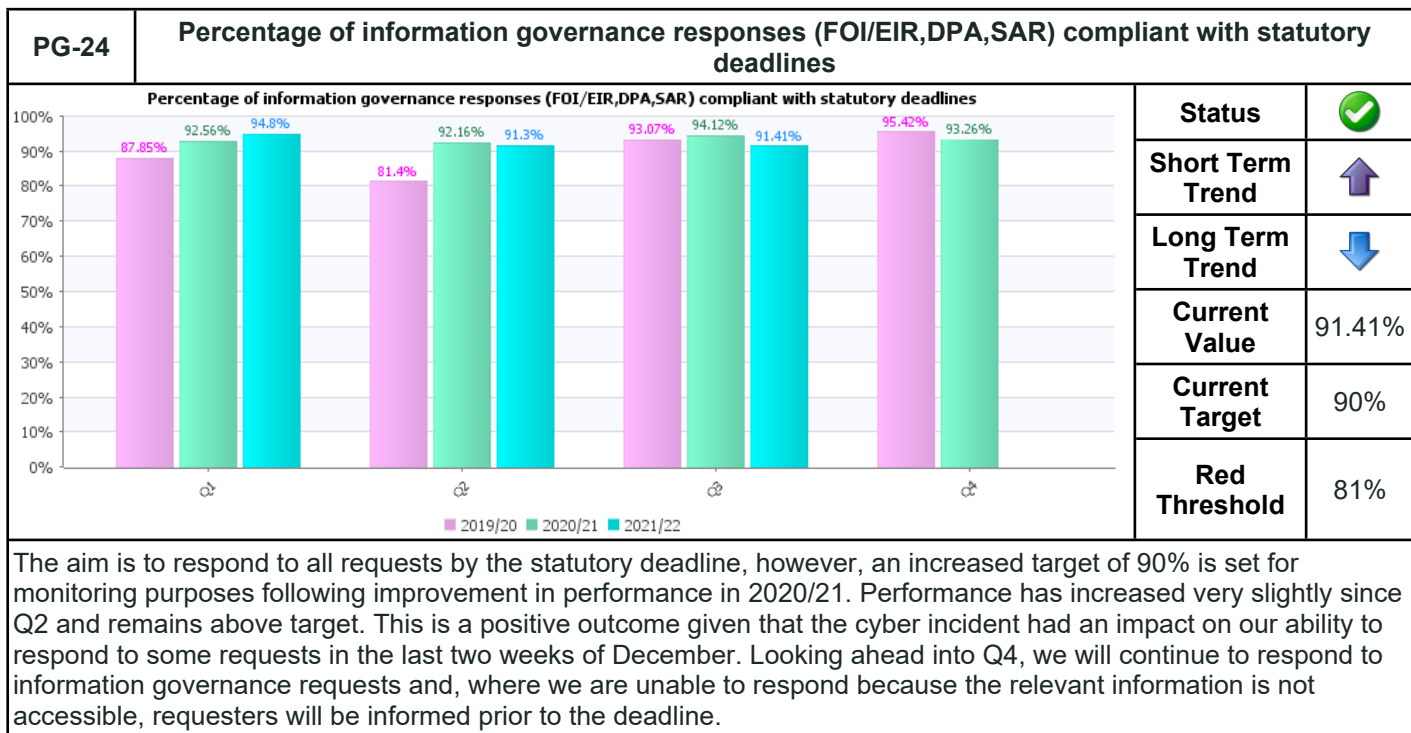
For Q3 (Oct - Dec) we recorded 368 complaints from Focus 397 and Urbaser, of which 11 of these were stage 2. In Oct 181 complaints in total were logged with 4 of these being stage 2, in Nov we recorded 158 complaints of which 5 were stage 2 and in Dec we recorded 29 complaints with 2 being stage 2.

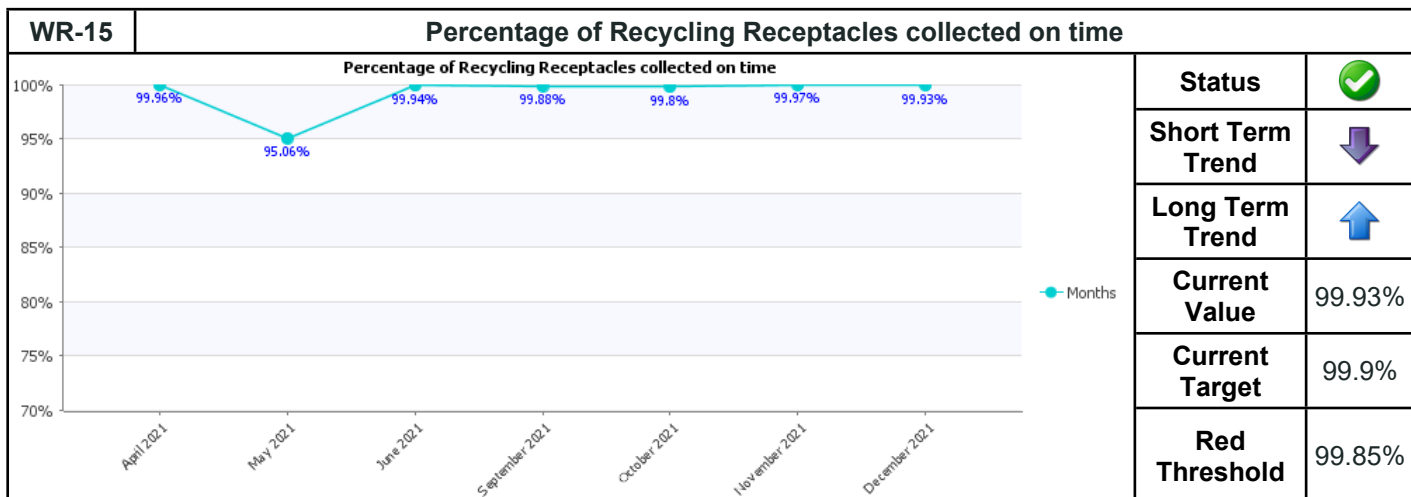
Please note that Dec data is incomplete as unable to run reports from Focus at this time.



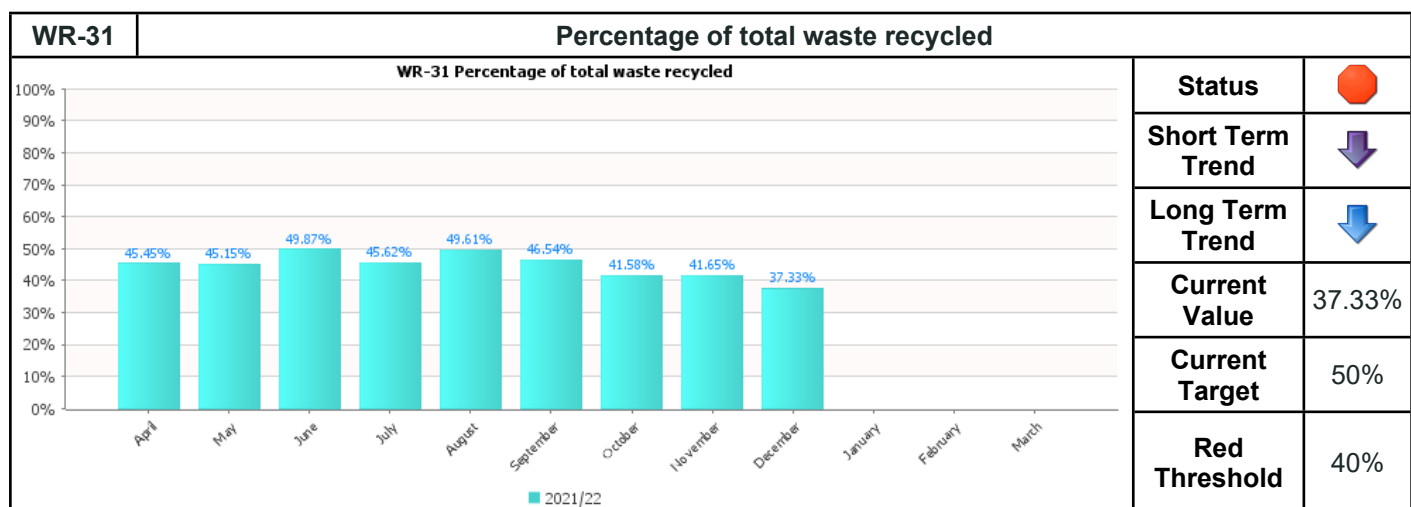
CWB-33		Number of ASB interventions by Solace completed successfully											
<div><p>Number of ASB interventions by Solace completed successfully</p><table><caption>ASB Interventions Data (2021/22)</caption><tr><th>Category</th><th>Value</th></tr><tr><td>Category 1</td><td>31</td></tr><tr><td>Category 2</td><td>32</td></tr><tr><td>Category 3</td><td>15</td></tr><tr><td>Category 4</td><td>-</td></tr></table></div>		Category	Value	Category 1	31	Category 2	32	Category 3	15	Category 4	-	Status	
		Category	Value										
		Category 1	31										
		Category 2	32										
		Category 3	15										
		Category 4	-										
Short Term Trend													
Long Term Trend													
Current Value	15												
Current Target	10												
Red Threshold	7												
<p>Formal action Intervention Rates were lower this quarter which has therefore led to a reduction in cases closed positively. The reasons for less interventions is due to the positive impacts of actions such as;</p> <ul style="list-style-type: none">Strong partnership working with City Safe, Police, City Improvement and various stakeholder agencies,Applying solutions in accordance with our Engagement and Regulatory Policy, this forms part of our "Engage, Support and Enforce" model. A great number of our interventions are resolved without having to take action through the courts and support a reduction in the incidence of ASB within the City. <p>During Q3 Solace's Gloucester Team and the Team Leader undertook:</p> <p>Continued Partnership working with Agencies such as P£, CGL, Nelson Trust, Probation, City Safe, City Mission as well as other support services.</p> <p>Continued Working with Night Safe Team</p> <p>Continued ASB roundtable with the PCC and Deputy PCC</p> <p>Street aware</p> <p>Interventions include dealing with instances of Street /Aggressive Begging and other incidents of ASB in the City Centre and the wider community.</p> <p>Working with the Communications team to ensure updates published are timely and impactful</p> <p>Street drinking:</p> <ul style="list-style-type: none">Continued to work with the multi-agency response to the PSPO alcohol review and how to move forwardMultiple work on new ASB applications as well as breach hearings, some of which for judges seeking custodial sentencing. <p>Further work in the City:</p> <p>Visibility of Officers coats with the Solace and Gloucester City Council logo are in the process of being ordered. This will make officers easily identifiable as working for and with the City Council – not only to the people they will be engaging with, but also to the public and businesses.</p>													







This figure is based on reported missed collections. It does not factor in any full streets that did not receive a collection because of a shortage of drivers for the rounds.



The drop in the recycling tonnage in December, is a direct impact of the HGV driver shortage. The service is still 5 drivers short and priority is still given to residual and food waste collections, this means some residents receive a fortnightly recycling collection instead of weekly, and we endeavour to make sure this isn't the same residents by rotating any rounds which are missed. The only recycling stream which has maintained the tonnage level is food waste, this waste stream has remained on a weekly schedule throughout.

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