



## Overview and Scrutiny Committee

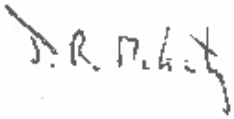
**Meeting: Monday, 4th July 2022 at 6.30 pm in Civic Suite, North Warehouse, The Docks, Gloucester, GL1 2EP**

<b>Membership:</b>	Cllrs. Field (Chair), Pullen (Vice-Chair), Durdey (Spokesperson), Ackroyd, Castle, Dee, Evans, Gravells MBE, Hilton, Hudson, Kubaszczyk, O'Donnell, Organ, Sawyer, Wilson and Zaman
<b>Contact:</b>	Democratic and Electoral Services 01452 396126 <a href="mailto:democratic.services@gloucester.gov.uk">democratic.services@gloucester.gov.uk</a>

### AGENDA

<b>1.</b>	<b>APOLOGIES</b>  To receive any apologies for absence.
<b>2.</b>	<b>APPOINTMENT OF CHAIR AND VICE-CHAIR</b>  To confirm the appointment made at the Annual Meeting of Council of Councillor Field as Chair and Councillor Pullen as Vice-Chair of the Committee.
<b>3.</b>	<b>DECLARATIONS OF INTEREST</b>  To receive from Members, declarations of the existence of any disclosable pecuniary, or non-pecuniary, interests and the nature of those interests in relation to any agenda item. Please see Agenda Notes.
<b>4.</b>	<b>DECLARATION OF PARTY WHIPPING</b>  To declare if any issues to be covered in the Agenda are under party whip.
<b>5.</b>	<b>MINUTES</b> (Pages 7 - 16)  To approve as a correct record the minutes of the meeting held on 6 <sup>th</sup> June 2022.
<b>6.</b>	<b>PUBLIC QUESTION TIME (15 MINUTES)</b>  To receive any questions from members of the public provided that a question does not relate to: <ul style="list-style-type: none"> <li>• Matters which are the subject of current or pending legal proceedings, or</li> <li>• Matters relating to employees or former employees of the Council or comments in respect of individual Council Officers.</li> </ul> <p>To ask a question at this meeting, please submit it to <a href="mailto:democratic.services@gloucester.gov.uk">democratic.services@gloucester.gov.uk</a> by 12noon on Wednesday 29<sup>th</sup> June 2022 or telephone 01452 396203 for support.</p>

7.	<p><b>PETITIONS AND DEPUTATIONS (15 MINUTES)</b></p> <p>To receive any petitions and deputations provided that no such petition or deputation is in relation to:</p> <ul style="list-style-type: none"> <li>• Matters relating to individual Council Officers, or</li> <li>• Matters relating to current or pending legal proceedings.</li> </ul> <p>To present a petition or deputation at this meeting, please submit it to <a href="mailto:democratic.services@gloucester.gov.uk">democratic.services@gloucester.gov.uk</a> by 12 noon on Wednesday 29<sup>th</sup> June 2022 or telephone 01452 396203 for support.</p>
8.	<p><b>ACTION POINT ARISING FROM PREVIOUS MEETINGS (Pages 17 - 22)</b></p> <p>To note the outcomes of action points arising from previous meetings.</p>
9.	<p><b>OVERVIEW AND SCRUTINY COMMITTEE WORK PROGRAMME AND COUNCIL FORWARD PLAN (Pages 23 - 44)</b></p> <p>To receive the latest version of the Committee's work programme and the Council's Forward Plan.</p>
10.	<p><b>HOMES FOR UKRAINE - GLOUCESTER HOUSING UPDATE (Pages 45 - 50)</b></p> <p>To receive an update from the Cabinet Member for Housing and Planning Strategy on progress delivering the Government's Homes for Ukraine Scheme.</p>
11.	<p><b>EXCLUSION OF THE PRESS AND PUBLIC</b></p> <p>To <b>RESOLVE</b> that:</p> <p>The press and public be excluded from the meeting during the following item of business on the grounds that it is likely, in view of the nature of business to be transacted or the nature of the proceedings, that if members of the press and public are present during consideration of this item there will be disclosure to them of exempt information as defined in Schedule 12A of the Local Government Act 1972 as amended.</p> <p><b>Agenda Item No:</b></p> <p>12.</p> <p><b>Description of Exempt Information:</b></p> <p>Paragraph 3: Information relating to the financial or business affairs of any particular person (including the authority holding that information).</p>
12.	<p><b>ICT RECOVERY UPDATE</b></p> <p>To receive an update from the Cabinet Member for Performance and Resources on how the ICT recovery is progressing.</p>
13.	<p><b>DATE OF NEXT MEETING</b></p> <p>Monday 5<sup>th</sup> September 2022.</p>



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

**Date of Publication: Friday, 24 June 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 (a) under which goods or services are to be provided or works are to be executed; and (b) which has not been fully discharged
Land	Any beneficial interest in land which is within the Council's area.  For this purpose "land" includes an easement, servitude, interest or right in or over land which does not carry with it a right for you, your spouse, civil partner or person with whom you are living as a spouse or civil partner (alone or jointly with another) to occupy the land or to receive income.
Licences	Any licence (alone or jointly with others) to occupy land in the Council's area for a month or longer.
Corporate tenancies	Any tenancy where (to your knowledge) – (a) the landlord is the Council; and (b) the tenant is a body in which you, your spouse or civil partner or a person you are living with as a spouse or civil partner has a beneficial interest
Securities	Any beneficial interest in securities of a body where – (a) that body (to your knowledge) has a place of business or land in the Council's area and (b) either – i. The total nominal value of the securities exceeds £25,000 or one hundredth of the total issued share capital of that body; or ii. If the share capital of that body is of more than one class, the total nominal value of the shares of any one class in which you, your spouse or civil partner or person with

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

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

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

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If you, or someone you know cannot understand English and need help with this information, or if you would like a large print, Braille, or audio version of this information please call 01452 396396.

### **Recording of meetings**

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Any recording must take place in such a way as to ensure that the view of Councillors, Officers, the Public and Press is not obstructed. The use of flash photography and/or additional lighting will not be allowed unless this has been discussed and agreed in advance of the meeting.

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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.

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## OVERVIEW AND SCRUTINY COMMITTEE

**MEETING** : Monday 6<sup>th</sup> June 2022

**PRESENT** : Cllrs. Field (Chair), Durdey (Spokesperson), Ackroyd, Dee, Evans, Gravells MBE, Hilton, Organ, Sawyer and Wilson.

### **Others in Attendance**

Leader of the Council and Cabinet Member for Environment, Councillor Richard Cook.  
Cabinet Member for Performance and Resources, Councillor Hannah Norman.

Director of Policy and Resources.  
Head of Place.  
City Archaeologist.  
Heritage Engagement Officer.  
Democratic and Electoral Services Officer.

**APOLOGIES** : Cllrs Pullen, Castle, Kubaszczyk, Hudson, O'Donnell and Zaman.

### **1. DECLARATIONS OF INTEREST**

There were no declarations of interest.

### **2. DECLARATION OF PARTY WHIPPING**

There were no declarations of party whipping.

### **3. MINUTES**

3.1 **RESOLVED** - That the minutes of the meeting held on 25<sup>th</sup> April were approved and would be signed as a correct record by the Chair at the next meeting of the Overview and Scrutiny Committee.

### **4. PUBLIC QUESTION TIME**

There were no public questions.

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**5. PETITIONS AND DEPUTATIONS**

There were no petitions and deputations.

**6. ACTION POINTS ARISING FROM PREVIOUS MEETINGS**

- 6.1 Councillor Wilson requested a meeting with the Director of Policy and Resources to discuss some queries he had concerning the information provided by Gloucestershire Airport.
- 6.2 Councillor Gravells confirmed that he also had additional queries which he would share with the Democratic and Electoral Services Officer to follow-up with Gloucestershire Airport.
- 6.3 Councillor Hilton referred to the action point update concerning the Gloucester City Plan – Main Modifications, and queried whether the update was provided verbally or in writing and who it had been provided by. It was agreed that follow-up checks would be made to establish whether the information had been provided by a Severn Trent Engineer, and to request the information in writing if necessary.

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

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

- 7.1 The Chair introduced the latest version of the Council Forward Plan and invited suggestions as to any items Members wished to add to the Overview and Scrutiny Committee Work Programme. The Chair explained that the Community Safety session had been postponed on the Work Programme to the meeting on Monday 5<sup>th</sup> September, due to a clash with the Cabinet Member for Communities and Neighbourhoods' work commitments which were already in place prior to his appointment. He confirmed that efforts would be made to invite representatives from the Gloucestershire County Council Emergency Planning Team, as well as an update on Women's Safety initiatives.
- 7.2 Councillor Hilton suggested that the Overview and Scrutiny Committee consider the Environmental Crime Enforcement Update and it was agreed that this would be added to the agenda for the meeting on Monday 3<sup>rd</sup> October.
- 7.3 It was suggested that the Committee request an update on the financial position of Gloucestershire Airport at the meeting on 3<sup>rd</sup> October and it was agreed that enquiries would be made with the Managing Director and Chairman to ascertain their availability.



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- 7.4 Councillor Hilton queried whether the Future of Eastgate Indoor Market had been issued with a revised Cabinet date on the Forward Plan. The Cabinet Member for Performance and Resources confirmed that no revised date had been confirmed at that stage.
- 7.5 It was highlighted that the Green Travel Plan Progress Report 2021-22 had been given a revised date on the Forward Plan and it was agreed that this item would be added to the Overview and Scrutiny Committee meeting on Monday 5<sup>th</sup> September, alongside the routine Quarter 1 Financial and Performance Monitoring reports.

#### **RESOLVED –**

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

## **8. PERFORMANCE MONITORING YEAR END REPORT 2021-22**

- 8.1 The Cabinet Member for Performance and Resources introduced the report and explained that the report set out the Council's performance against a set of Key Performance Indicators (KPIs) in 2021/22. She explained that some measures were unavailable at that time due to the ongoing impact of the cyber incident, but expressed hope that this data would be available once the Pentana system was updated.
- 8.2 The Cabinet Member for Performance and Resources confirmed that Appendix 1 of the report set out the performance data for the whole year, including comparative information from 2020/21 where available. She went on to explain that areas seeing an improving trend were the number of Environment Health service requests, the number of anti-social behaviour interventions by Solace and footfall at the Museum of Gloucester.
- 8.3 The Chair referred to the transfer of waste service provision to Ubico which had taken place earlier in the year. He asked for an update as to whether the Council was seeing an improvement in customer waiting times. He also requested clarification on the figures at KPI CS-6, concerning the number of telephone calls received by the Council. The Cabinet Member for Performance and Resources explained that through 2022, the Customer Services team had seen a reduction in calls to the Council, which was in part due to a channel shift from telephone services to the online 'My Gloucester' facility. She confirmed that levels of contact from residents varied throughout the year, and that some periods were busier than others, for example, increased garden waste collection requests during the summertime. The Cabinet Member for Performance and Resources further noted that the Council had seen an improvement in customer wait times during the second half of the year, and that the average waiting time had improved, with the latest figures showing calls averaging 5 seconds shorter.

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- 8.4 Councillor Wilson queried why the annual target was still set at 2 minutes when response times back in 2020 sat around the 1-minute mark. He expressed the view that the Council should be more ambitious in setting waiting time targets. The Cabinet Member for Performance and Resources explained that although in her view the waiting time figures were healthy, sometimes cases were complex, and a Customer Services officer might be on a call for 15-20 minutes dealing with a complex query which could sometimes create a bottleneck. She noted that with the advancement of the online 'My Gloucester' reporting facility and the ability to signpost residents to the appropriate service, the customer telephone contact centre should in time be a last resort for residents. She noted that she was happy to challenge the team, but there were other factors to consider such as sickness or holiday leave which might make a 1-minute target unrealistic.
- 8.5 The Chair requested an update on how the Council Tax rebate was progressing. The Cabinet Member for Performance and Resources confirmed that the latest figure she was aware of showed that 32,000 households in Gloucester had received their rebate, which was the highest in the County. The Cabinet Member for Performance and Resources expressed her view that this should be applauded, particularly in light of the IT disruption the Council was facing from the December 2021 cyber incident. In relation to non-direct debit holders, she confirmed that the Council would be working with all advice agencies to raise awareness that residents without a Council Tax direct debit were entitled to a rebate and needed to apply. The Cabinet Member for Performance and Resources encouraged Members to raise awareness within their communities.
- 8.6 In response to a query from the Chair as to whether the rebate would be issued to recipients of Universal Credit, the Cabinet Member for Performance and Resources stated that it was her understanding that the payment would be issued by energy companies directly.
- 8.7 Councillor Wilson queried whether those residents who paid their Council Tax annually had received their rebate, and it was agreed that follow-up enquiries would be made with the Revenues and Benefits team to obtain this information. The Cabinet Member for Performance and Resources noted that there may be some anomalies, but the team were progressing with the rebate distribution well. The Director of Policy and Resources further noted that 90% of residents paid their Council Tax via direct debit, however those residents who had very recently moved home or changed their name might wait a little longer.
- 8.8 Councillor Hilton referred to the CWB-13 indicator and requested clarification on the Quarter 1 and Quarter 2 figures, which he noted were below the threshold target. He asked how the cyber incident has affected the reporting of incidents. The Cabinet Member for Performance and Resources envisioned that inspections were still taking place, but understood there were issues with the system taking in data. She noted that there were some lockdown restrictions in place through Quarter 1 and 2 of 2021 and staff vacancies in the service, however the team were now working at capacity

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and there would be an updated assessment in due course once the remaining data was accessible.

- 8.9 In response to a further question from Councillor Hilton as to whether she was confident that the Quarter 3 and 4 figures would be above target, the Cabinet Member for Performance and Resources referred to the statement in the narrative that the team expected the final figure to be above target, however she suggested that the Overview and Scrutiny Committee could invite officers to explain the position to the Committee should the final figure be under target.
- 8.10 Councillor Durdey referred to CWB-1 and the statement in the narrative that the way Environmental Health service requests were recorded had 'changed and become more efficient'. He requested further information as to what these improvements were, and whether there were any plans to roll out the new approach to other service areas to improve efficiency. The Cabinet Member for Performance and Resources noted her understanding that the improvements might be similar to the shift from paper driven processes to automated processes in the Licensing service, and agreed to clarify with the Community Wellbeing team.
- 8.11 Councillor Sawyer referred to the KPIs concerning Customer Services at CS-6 and CS-8. She asked whether the Council measured customer satisfaction levels in any way and if so, whether the Overview and Scrutiny Committee could be provided with some up-to-date figures. The Cabinet Member for Performance and Resources agreed to make follow-up enquiries with the Customer Services team to check. It was her understanding that there was no survey as such in place, however team leaders listened in on calls on a monthly basis with a view of providing coaching and mentoring to team members. She also confirmed that there was an option for customers to provide feedback.
- 8.12 Councillor Sawyer queried whether the Council measured the Here to Help email response times and if so, whether some up-to-date figures could be provided to the Overview and Scrutiny Committee. It was agreed that follow-up enquiries would be made with the Customer Services team to obtain this information.
- 8.13 In response to a further query from Councillor Sawyer as to whether the Council benchmarked their figures against other local authorities, the Cabinet Member for Performance and Resources confirmed that there was no formal comparison process in place, however the Customer Services Manager had previously worked at other Councils and was still in touch with colleagues. The Director of Policy and Resources also confirmed that there was no formal comparison process.
- 8.14 In relation to the KPIs relating to housing at H-10, Councillor Durdey commented that the figures concerning the number of people living in temporary accommodation seemed to be improving. He asked how many temporary accommodation units were in Council ownership. The Director of Policy and Resources confirmed that the Council had recently acquired

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ownership of Potters Place, which had around 48 units of varying sizes and would be managed by the YMCA. He also confirmed that other accommodation owned by the Council included Caridas House, Jubilee House and Priory Place.

- 8.15 In response to a further observation from Councillor Durdey regarding Council investments, the Cabinet Member for Performance and Resources noted that decisions such as the acquisition of Potters Place enabled the Council to support residents and provide them with the right accommodation. She expressed the view that it was better for the Council to utilise its own resources rather than outsourcing where possible.
- 8.16 Councillor Organ commented that having strong preventative measures in place was key to reducing the number of people needing temporary accommodation.
- 8.17 Councillor Sawyer requested a list of all Council owned temporary accommodation, including the number of units if possible, and a list of temporary accommodation not under Council ownership but still used to accommodate households in need of temporary housing. It was agreed that follow-up enquiries would be made with the Housing team to obtain this information.
- 8.18 Councillor Sawyer requested further clarification as to why the KPI at H-10 set out the average number of new households placed in temporary accommodation rather than the actual number. She asked whether consideration could be given to adding the actual number to future Performance Monitoring Reports. The Cabinet Member for Performance and Resources agreed to follow-up these queries with the Communities team.

**RESOLVED** – that the Overview and Scrutiny Committee **NOTE** the report.

**9. ADOPTION OF A LOCAL LIST OF HERITAGE ASSETS FOR GLOUCESTER**

- 9.1 The Leader of the Council and Cabinet Member for Environment introduced the report and explained that it sought to adopt a Local List of heritage assets for Gloucester. He noted that this would be a proactive means of giving visibility to important heritage assets in the city and would be updated on an annual basis. The Leader of the Council confirmed that information about what was particularly significant about each asset would be included on the Local List, which was set out in Appendix 2
- 9.2 The Leader of the Council confirmed that the consultation response report was provided in Appendix 3 and the FAQs presented to owners were set out in Appendix 4.
- 9.3 The Chair asked for further information regarding next steps and asked whether there would be future opportunities for Members to engage with the Local List. The Leader of the Council confirmed that the panel would continue to work to develop the Local List document and noted that it would

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be updated annually. He stated that all Members were encouraged to engage with this process as they had been previously.

- 9.4 Councillor Hilton raised concerns that some of the heritage assets included in the Local List were in the wrong ward and expressed the view that more work was needed on the Local List document. He referred to assets listed in Kingsholm which were in fact in Elmbridge and noted that the assets listed in Longlevens were also now in Elmbridge. Councillor Hilton commented that it was important that the document was accurate and that these errors were rectified ahead of final approval. It was noted that 2016 boundary maps were used to ascertain the relevant wards and the City Archeologist confirmed that officers could review the document and check that the wards were correct.
- 9.5 Councillor Hilton also queried why many of the assets were being proposed for addition to the Local List when they were already in conservation areas, such as Manor Farm House and Hillfield Gardens. He expressed the view that these assets would already have protection and that his preference would be to filter out assets which were already in conservation areas and focus on protecting those outside.
- 9.6 The City Archeologist explained that the Local List was a live document. He noted that once adopted, the list would be shared with Historic England and it would be updated annually in line with additions and removals. The City Archeologist stated that he would hesitate to exclude assets which were already in conservation areas as he felt there was still real value for assets and premises in being added to the Local List as it provided an additional layer of protection.
- 9.7 In response to a further query from Councillor Hilton, the Heritage Engagement Officer confirmed that a consultation had taken place and that the general public and asset owners were encouraged to participate. She reiterated that the Local List was a dynamic and fluid document. The Heritage Engagement Officer noted that it may take up to a year for Historic England to update their records and it was likely that assets would be added or removed as time goes on.
- 9.8 Councillor Hilton referred to the Consultation Response report at Appendix 3 and the reference to 'St Mark Street', and noted that that the street was not included in the Local List at Appendix 2. The Heritage Engagement Officer explained that the List had been updated since the publication of the Overview and Scrutiny Committee agenda, reiterating that it was a live document. She confirmed that nominations came from members of the public, including Councillors, and were considered on merit alongside the selection criteria.
- 9.9 In response to a further query from Councillor Hilton regarding the final published Local List, the Heritage Engagement Officer confirmed that all properties which had been accepted would be put forward to Historic England. She confirmed that these assets would be given added protection through Local List status.

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- 9.10 The Chair queried who the owner of the Gloucester Sainsburys Collins Relief asset was. The Leader confirmed his understanding that this land was owned by Mountcharm.
- 9.11 In response to a query from Councillor Hilton regarding the colour-painted houses on St Marks Street, the City Archeologist confirmed that the latest Local List document had been updated to refer to the street as 'colour-painted' houses rather than Rainbow Street.
- 9.12 Councillor Hilton requested clarification as to who had nominated the colour-painted houses on St Marks Street for inclusion in the Local List. He noted that local Members were not aware, and expressed the view that it did not meet the selection criteria and that colour-painted housing was not sufficient grounds for inclusion in the Local List. The Head of Place explained the process for assets to be added to the Local List and noted that property owners had been encouraged to engage with the Council through the consultation process. He further explained that it was down to the Local List nomination panel to decide whether to accept or decline additions to the Local List and reiterated that it was a live document which would be updated on an annual basis. The Head of Place noted that the team had already spent a considerable amount of work on the project and were happy to answer any questions.
- 9.13 Councillor Hilton raised concerns that only one Councillor had a seat on the nomination panel. The Leader responded that an invite had been shared at the start of the process for Members to sit on the panel but only one volunteer had put themselves forward.
- 9.14 Councillor Hilton expressed the view that the report was good but incomplete and that there were anomalies which needed addressing before the report proceeded to Cabinet for approval. Councillor Hilton reiterated his view that buildings in conservation areas did not need to be included in the Local List as they already had protection. The City Archeologist commented that the Council had sought advice from Historic England on this matter and they had confirmed that inclusion in the Local List added additional weight and protection in the planning process. He further noted that there was always a risk that assets could be missed but the Heritage team were responsible for overseeing the List and assets could be added or removed if needed.
- 9.15 Councillor Organ raised concerns that admitting assets on the basis of art or colour-painting could set a precedent. He queried whether it might be useful for the Planning Policy Working Group to have a role in reviewing the document. The Head of Place explained that the Local List was not concerned with listing buildings, but instead identified locally important assets. He explained that if there was a planning application in the pipeline with a potential impact on the asset, inclusion on the Local List would be a flag in a Planning Officer's mind when considering an application. He agreed with Councillor Organ that consultation with the Planning Policy Working Group on an annual basis could be explored.

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- 9.16 Councillor Wilson commented that he was pleased to see the inclusion of Conway Road properties on the Local List. He referred to additional properties in Hucclecote which he thought may have been included and queried whether they had been excluded due to their Grade II listing. The Heritage Engagement Officer confirmed that Councillor Wilson was correct and that the Local List did not include statutory listed buildings.
- 9.17 Councillor Wilson suggested that local graded buildings be included as an addendum to the Local List. The City Archeologist explained that the GIS Planning system would have all the statutory listed buildings and the Local List data, and all of this data would be mapped and accessible as part of the planning process.
- 9.18 Councillor Sawyer referred to earlier comments concerning ward changes and confirmed that the assets listed in Longlevens were in Elmbridge. She expressed the view that the report was a good starting block and wondered whether it would be beneficial if it was circulated to all Members for their views and comments, as elected Members were well placed to represent residents' views. She noted that this also might be an opportunity for Members to check that ward boundaries were listed correctly. It was noted that Members were welcome to draw areas of heritage or archeological interest to the attention of the Heritage team.
- 9.19 In response to a query from Councillor Durdey regarding whether property owners could request removal from the Local List, the Head of Place confirmed that asset owners could request to be removed. The Heritage Engagement Officer noted that the Heritage team were engaging with owners directly and that channels of communication were open. In addition, the City Archeologist further explained that although it was open to owners to request removal from the Local List, the entry would not be removed from the Historic England record, and it would still be flagged on planning systems.
- 9.20 Councillor Gravells commended the hard work of the Heritage team in preparing the report and congratulated them for their work, particularly around Sherrif's Mill. He raised concerns about owners being able to remove themselves from the Local List and expressed the view that this made the protection toothless. The Leader of the Council thanked Councillor Gravells for recognising the efforts of the team. The City Archeologist explained that even where owners request removal from the Local List, monuments would have still been brought to the attention of Historic England and would still be flagged by archeologists and heritage officers. He noted that removal from the Local List would not stop officers from flagging the assets during any planning application. Councillor Gravells responded that he felt it weakened the protection if owners could remove their assets and expressed the view that it should not be made easy for them to do so.
- 9.21 Councillor Organ noted that forcing owners to remain on the Local List arbitrarily might present difficulties for owners wishing to sell their properties. He expressed the view that communication with owners was key and that the Council should try and find a balance. Councillor Organ suggested that a

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useful step might be to remind owners about how they can access protection through the Local List, and to work to identify buildings which could benefit from protection. He noted that it was a great initiative and that he anticipated a good result.

- 9.22 Councillor Hilton expressed the view that more involvement with Members was needed, commenting that although lots of work had already been undertaken, he would like further opportunities for elected Members to consider the report as he still had many questions and concerns about the balance of listed properties. He felt that circulating an updated document to all Councillors for their comments ahead of final approval by Cabinet would be useful, expressing that it was important to get the approach right.
- 9.23 The Leader of the Council reiterated that it was a fluid list and that he would encourage Members to be involved. The Head of Place commented that if the Committee recommended that all Councillors review the Local List ahead of approval by Cabinet, his advice would be to delay the report by 1 month to provide Members with the chance to review the document and submit any minor corrections.

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

- (1) An updated Local List of heritage assets be circulated to all Councillors ahead of the final report reaching Cabinet, to provide Members with an opportunity to submit their views and identify any minor errors before approval.

**10. DATE OF NEXT MEETING**

Monday 4<sup>th</sup> July 2022

**Time of commencement: 6.30 pm hours**

**Time of conclusion: 8.30 pm hours**

**Chair**



## OVERVIEW AND SCRUTINY COMMITTEE

Monday 4<sup>th</sup> July 2022

### ACTION POINTS ARISING FROM PREVIOUS OVERVIEW AND SCRUTINY COMMITTEE MEETINGS

1. **Meeting Date:** Monday 6<sup>th</sup> June 2022

**Agenda Item:** 7. Action Points Arising from Previous Meetings

**Request:**

To clarify who provided the information relating to the Cordon Sanitaire and Netheridge Sewage Treatment Works, and to confirm whether this update was provided in writing.

**Update:**

This information was provided in writing by the Long-Term Asset Strategy Lead, Chief Engineer – Asset Strategy and Performance for Severn Trent.

2. **Meeting Date:** Monday 6<sup>th</sup> June 2022

**Agenda Item:** 9. Performance Monitoring Report

**Request:**

In relation to the distribution of Council Tax rebates, for the Overview and Scrutiny Committee to receive an update on the latest position on residents who pay Council Tax annually, and whether they have been issued with their rebates.

**Update:**

Residents who pay their Council Tax annually would have had their instalment due on 1<sup>st</sup> June. Those residents who pay annually were paid their energy rebate on 9<sup>th</sup> June.

3. **Meeting Date:** Monday 6<sup>th</sup> June 2022

**Agenda Item:** 9. Performance Monitoring Report

**Request:**

In relation to CWB-1 (number of Environmental Health Service requests) and the statement in the narrative that 'the way we record service requests has changed and become more efficient', for the Overview and Scrutiny Committee to receive further information as to what these improvements were, and whether there are any plans to roll out the new approach to other service areas to improve efficiency.

**Update:**

Due to the cyber incident, officers in collaboration with Customer Services and Business Analysts developed a workaround using Microsoft Forms. This system allowed Customer Service officers to create a 'customer service request' and update the same with a follow up call or a call relating to the same issue from another resident, so the case became issue specific rather than complainant specific.

Previously using the Idox system Uniform, Customer Service officers due to the nature of the system were not able to access existing 'customer service requests' and therefore created a new 'Service Request Entry' every time a call was received even when it was about an issue we were already dealing with, increasing the count.

There are drawbacks to this however, as interrogating the records is very limited through the Microsoft Forms and it does not link with address modules (gazetteer) and other records such as commercial premises and development management property history. It would also not support Land Charges searches. Due to this we would need to move back to the Idox system, but we will ensure we can take the learning from our system workarounds to ensure that the case management system is improved to allow better access and reporting.

4. **Meeting Date:** Monday 6<sup>th</sup> June 2022

**Agenda Item:** 9. Performance Monitoring Report

**Request:**

In relation to CS-6 and CS-8, for the Overview and Scrutiny Committee to receive clarification as to whether customer satisfaction levels are measured in any way and if so, whether the Committee could be provided with some up-to-date figures.

**Update:**

In August 2020 we created an anonymous online customer feedback survey to obtain feedback on the services that customers received from the council. This survey was created to establish what we were doing well but also areas that we could improve on. The survey is not just for customer services but for the council as

a whole, especially during the pandemic. The survey looks at the service the customer contacted us about, whether they have changed the way they contact us due to the pandemic, would they be more likely to use online channels to make contact with us and also whether the customer is satisfied with the service. This survey is due to be revisited and once we have completed the cyber incident recovery work, we will be reviewing the questions to make these less about the pandemic and more about the service and any improvements we can make. The link to the online survey is provided on all responses sent via Here to Help and is also promoted on telephone calls, although this has reduced recently due to the fact the survey is less relevant currently. This is something that will be encouraged once the survey has been revisited and updated.

Each month a report is run to look at the feedback. The take up of providing feedback varies. In 2022 we have averaged 30 responses per month (Feb – May) and due to the cyber incident, we were unable to utilise the online form from 17 Dec 2021 – 02 Feb 2022.

The average satisfaction rate from Jun 21 – May 22 was 51% (please note that surveys were not available from 17 Dec 21 – 02 Feb 22). It should be noted that when requesting feedback on services, data can be skewed as the majority of people who complete these forms do so as they are not satisfied with the service.

Some of the suggestions that customers have put forward have helped to shape the ongoing transformation of services. We aim to be able to provide the option of reporting missed bins and booking bulky collections online once the cyber incident recovery work has been completed and these improvements are as a result of customer feedback.

5. **Meeting Date:** Monday 6<sup>th</sup> June 2022

**Agenda Item:** 9. Performance Monitoring Report

**Request:**

In relation to CS-6 and CS-8, for the Overview and Scrutiny Committee to receive clarification as to whether the council collects and measures data relating to email response times and if so, whether some up-to-date figures could be provided to the Committee.

**Update:**

Emails to Here to Help come in via a Microsoft email inbox and unfortunately there is no facility for us to be able to run reports on the handle response times through this medium. Work is planned by the Transformation Team to expand the use of Granicus to incorporate emails to Here to Help and also establish more “contact us” forms to move away from the use of an email inbox. This work will allow a better report of data to be available.

However, the Here to Help email inbox is currently monitored daily and the Customer Service Team Leaders allocate emails to various rota'd team members throughout the day. Some emails are time sensitive and are prioritised, but others are handled in date order of when they are received. This may result in the query

being logged onto one of our systems and a reply sent to the customer to advise what has happened or it may be that the email is passed to the relevant department to respond directly to the customer.

Throughout the pandemic we have been able to utilise resource to ensure that emails are handled timely, and the vast majority of emails are handled on the same working day they are received or the following day.

6. **Meeting Date:** Monday 6<sup>th</sup> June 2022

**Agenda Item:** 9. Performance Monitoring Report

**Request:**

In relation to H10, 11 and 12, for the Overview and Scrutiny Committee to receive a list of all council-owned temporary accommodation, including the number of units if possible, and a list of temporary accommodation which is not under council ownership but still used to accommodate households in need of temporary housing.

**Update:**

The temporary accommodation that we currently own are:

- Caridas House, 52-54 Weston Road, Gloucester GL1 5AX – 14 units (5 x single and 9 x family) including a level access unit
- Jubilee House, 5 Coney Hill Parade, Gloucester, GL4 4QF – 4 units (2-bedroom self-contained flats that can be configured according to household sizes)
- 5 Priory Place, Gloucester GL1 1TT – 5 single rooms sharing facilities

There are a number of other temporary accommodation options that we use depending on demand and household size, and therefore we are unable to provide a definitive list.

7. **Meeting Date:** Monday 6<sup>th</sup> June 2022

**Agenda Item:** 9. Performance Monitoring Report

**Request:**

In relation to H-10, for further information to be provided to the Overview and Scrutiny Committee as to the length of time residents are living in temporary accommodation.

**Update:**

We will look to add a new indicator for average length of stay.

8. **Meeting Date:** Monday 6<sup>th</sup> June 2022

**Agenda Item:** 9. Performance Monitoring Report

**Request:**

1. In relation to H-10, for the Overview and Scrutiny Committee to receive clarification as to why the Key Performance Indicator sets out the average number of new households placed in temporary accommodation rather than the actual number.
2. Whether consideration could be given to adding the actual number to future Performance Monitoring Reports.

**Update:**

The indicator aims to provide a measure of the flow through temporary accommodation (TA), as capturing the number of people in temporary accommodation at the end of the month doesn't assist understanding the number of people who have remained in TA, those leaving TA, and those new cases that have entered TA during the month. We amended the indicator last year to move away from measuring the actual number of people in temporary accommodation at the end of the month for this reason.





# Gloucester City Council

## FORWARD PLAN FROM JUNE 2022 TO MAY 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
<b>Leader and Environment (LE)</b>	Councillor Richard Cook	<a href="mailto:richard.cook@gloucester.gov.uk">richard.cook@gloucester.gov.uk</a>
<b>Deputy Leader and Performance &amp; Resources (P&amp;R)</b>	Councillor Hannah Norman	<a href="mailto:hannah.norman@gloucester.gov.uk">hannah.norman@gloucester.gov.uk</a>
<b>Planning &amp; Housing Strategy (P&amp;HS)</b>	Councillor Stephanie Chambers	<a href="mailto:stephanie.chambers@gloucester.gov.uk">stephanie.chambers@gloucester.gov.uk</a>
<b>Culture &amp; Leisure (C&amp;L)</b>	Councillor Andrew Lewis	<a href="mailto:andrew.lewis@gloucester.gov.uk">andrew.lewis@gloucester.gov.uk</a>
<b>Communities &amp; Neighbourhoods (C&amp;N)</b>	Councillor Raymond Padilla	<a href="mailto:raymond.padilla@gloucester.gov.uk">raymond.padilla@gloucester.gov.uk</a>

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

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

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

- (a) the matter in respect of which a decision is to be made;
- (b) where the decision maker is an individual, his/her name and title if any and, where the decision maker is a body, its name and details of membership;
- (c) the date on which, or the period within which, the decision is to be made;
- (d) if applicable, notice of any intention to make a decision in private and the reasons for doing so;
- (e) a list of the documents submitted to the decision maker for consideration in relation to the matter in respect of which the decision is to be made;
- (f) the procedure for requesting details of those documents (if any) as they become available.

(the documents referred to in (e) and (f) above and listed in the Forward Plan are available on request from Democratic Services [democratic.services@gloucester.gov.uk](mailto: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](mailto:democratic.services@gloucester.gov.uk).



SUBJECT (and summary of decision to be taken)		PLANNED DATES	DECISION MAKER & PORTFOLIO	NOTICE OF PRIVATE BUSINESS (if applicable)	RELATED DOCUMENTS (available on request, subject to restrictions on disclosure)	LEAD OFFICER (to whom Representations should be made)
<b>JUNE 2022</b>						
KEY	<p><b>Kings Quarter The Forum Phase 2 Progress</b></p> <p>Summary of decision: To consider the appointment of hotel and car park operators, and agree to progress development on plot 3c.</p>	15/06/22	Cabinet Leader of the Council			David Oakhill, Head of Place david.oakhill@gloucester.gov.uk
NON	<p><b>Gloucester Local List</b></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>	6/06/22  15/06/22	Overview and Scrutiny Committee  Cabinet Leader of the Council			David Evans, City Growth and Delivery Manager Tel: 01452 396847 david.evans@gloucester.gov.uk

BPF	<p><b>Gloucester Local Development Plan</b></p> <p><u>Summary of decision:</u> To seek approval from Cabinet for the updated Gloucester Local Development Scheme.</p> <p><i>Wards affected: Westgate</i></p>	<p>15/06/22</p> <p>7/07/22</p>	<p>Cabinet</p> <p>Council Cabinet Member for Planning and Housing Strategy</p>			<p>Adam Gooch, Planning Policy Manager Tel: 01452 396836 adam.gooch@gloucester.gov.uk</p>
NON	<p><b>Treasury Management Year End Annual Report 2021/22</b></p> <p><u>Summary of decision:</u> To update Cabinet on treasury management activities.</p> <p><i>Wards affected: All Wards</i></p>	<p>15/06/22</p>	<p>Cabinet Cabinet Member for Performance and Resources</p>			<p>Jon Topping, Director of Policy and Resources Tel: 01452 396242 jon.topping@gloucester.gov.uk</p>
NON	<p><b>2021-22 Year End Performance Report</b></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>

JULY 2022						
KEY	<p><b>UK Shared Prosperity Fund Investment Plan</b></p> <p><u>Summary of decision:</u> To review the City's investment plan for the UK Shared Prosperity Fund allocation.</p> <p><i>Wards affected: Westgate</i></p>	13/07/22	Cabinet Leader of the Council			<p>David Evans, City Growth and Delivery Manager Tel: 01452 396847 david.evans@gloucester.gov.uk</p>
KEY Page 27	<p><b>Appointment of a Managing Agent for Kings Quarter and The Eastgate</b></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>	13/07/22	Cabinet Leader of the Council			<p>Philip Ardley, Regeneration Consultant Tel: 01452 396106 philip.ardley@gloucester.gov.uk</p>

NON	<p><b>2021-22 Financial Outturn Report</b></p> <p><u>Summary of decision:</u> To update Cabinet on the Financial Outturn Report 2021-22.</p> <p><i>Wards affected: All Wards</i></p>	<p>04/07/22</p> <p>13/07/22</p>	<p>Overview and Scrutiny Committee</p> <p>Cabinet Cabinet Member for Performance and Resources</p>			<p>Jon Topping, Director of Policy and Resources Tel: 01452 396242 jon.topping@gloucester.gov.uk</p>
<p><b>AUGUST 2022 – No meetings</b></p>						
<p><b>SEPTEMBER 2022</b></p>						
NON Page 28	<p><b>Annual Risk Management Report</b></p> <p><u>Summary of decision:</u> To update Members on the Council's Strategic Risk Register.</p> <p><i>Wards affected: All Wards</i></p>	<p>18/07/22</p> <p>14/09/22</p>	<p>Audit and Governance Committee</p> <p>Cabinet Cabinet Member for Performance and Resources</p>			<p>Paul Brown, Senior Risk Management Advisor Tel: 01452328884 paul.brown@gloucestershire.gov.uk</p>

NON	<p><b>Statement of Community Involvement Consultation</b></p> <p><u>Summary of decision:</u> To approve a public consultation on an updated Statement of Community Involvement.</p> <p><i>Wards affected: All Wards</i></p>	14/09/22	Cabinet Cabinet Member for Planning and Housing Strategy			<p>Claire Haslam, Principal Planning Officer Tel: 01452 396825 claire.haslam@gloucester.gov.uk</p>
NON Page 29	<p><b>Annual report on the Grant Funding provided to Voluntary and Community Sector</b></p> <p><u>Summary of decision:</u> To update Members on the impact of grant funding on the Voluntary and Community Sector (VCS) and value for money that has been achieved.</p> <p><i>Wards affected: All Wards</i></p>	14/09/22	Cabinet Cabinet Member for Communities and Neighbourhoods			<p>Ruth Saunders, Director of Communities Tel: 01452 396789 ruth.saunders@gloucester.gov.uk</p>

NON	<p><b>Green Travel Plan Progress Report 2021-22 and Update</b></p> <p><u>Summary of decision:</u> Annual update on initiatives in the Green Travel Plan</p> <p><i>Wards affected: All Wards</i></p>	<p>5/09/22</p> <p>14/09/22</p>	<p>Overview and Scrutiny Committee</p> <p>Cabinet Cabinet Member for Environment</p>			<p>Jon Burke, Climate Change Manager Tel: 01452 396170 jon.burke@gloucester.gov.uk</p>
NON	<p><b>Financial Monitoring Quarter 1 Report</b></p> <p><u>Summary of decision:</u> To receive an update on financial monitoring information for the first quarter 2022/23.</p> <p><i>Wards affected: All Wards</i></p>	<p>5/09/22</p> <p>14/09/22</p>	<p>Overview and Scrutiny Committee</p> <p>Cabinet Cabinet Member for Performance and Resources</p>			<p>Jon Topping, Director of Policy and Resources Tel: 01452 396242 jon.topping@gloucester.gov.uk</p>
NON	<p><b>Performance Monitoring Quarter 1 Report</b></p> <p><u>Summary of decision:</u> To note the Council's performance in quarter 1 across a set of key performance indicators.</p> <p><i>Wards affected: All Wards</i></p>	<p>5/09/22</p> <p>14/09/22</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>

OCTOBER 2022						
NON	<p><b>Environmental Crime Enforcement Update</b></p> <p><u>Summary of decision:</u> To update Members on the activities of the Environmental Crime Team 2021-22.</p> <p><i>Wards affected: All Wards</i></p>	<p>3/10/22</p> <p>12/10/22</p>	<p>Overview and Scrutiny Committee</p> <p>Cabinet Cabinet Member for Environment</p>			<p>Ismael Rhyman, City Centre Manager Tel: 01452 396784 Ismael.rhyman@gloucester.gov.uk</p>
NON Page 31	<p><b>City Council Energy Costs and Reduction Projects Annual Report</b></p> <p><u>Summary of decision:</u> To update Cabinet on the City Council Energy Costs and Reduction Projects.</p> <p><i>Wards affected: All Wards</i></p>	<p>12/10/22</p>	<p>Cabinet Cabinet Member for Environment</p>			<p>Abi Marshall, Property Commissioning Manager Tel: 01452 396212 abi.marshall@gloucester.gov.uk</p>

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



DECEMBER 2022						
NON	<p><b>Statement of Community Involvement</b></p> <p><u>Summary of decision:</u> To consider an updated Statement of Community Involvement.</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 Planning and Housing Strategy</p>			<p>Claire Haslam, Principal Planning Officer Tel: 01452 396825 claire.haslam@gloucester.gov.uk</p>
NON	<p><b>Draft Budget Proposals (including Money Plan and Capital Programme)</b></p> <p><u>Summary of decision:</u> To update Cabinet on the draft budget proposals.</p> <p><i>Wards affected: All Wards</i></p>	<p>05/12/22</p> <p>7/12/22</p>	<p>Overview and Scrutiny Committee</p> <p>Cabinet Leader of the Council, Cabinet Member for Performance and Resources</p>			<p>Jon Topping, Director of Policy and Resources Tel: 01452 396242 jon.topping@gloucester.gov.uk</p>
NON	<p><b>Treasury Management Six Monthly Update 2022/23</b></p> <p><u>Summary of decision:</u> To update Cabinet on treasury management activities.</p> <p><i>Wards affected: All Wards</i></p>	<p>7/12/22</p>	<p>Cabinet Cabinet Member for Performance and Resources</p>			<p>Jon Topping, Director of Policy and Resources Tel: 01452 396242 jon.topping@gloucester.gov.uk</p>

NON	<p><b>Financial Monitoring Quarter 2 Report</b></p> <p><u>Summary of decision:</u> To receive an update on financial monitoring information for the third quarter 2022/23.</p> <p><i>Wards affected: All Wards</i></p>	28/11/22  7/12/22	<p>Overview and Scrutiny Committee</p> <p>Cabinet Cabinet Member for Performance and Resources</p>			<p>Jon Topping, Director of Policy and Resources Tel: 01452 396242 jon.topping@gloucester.gov.uk</p>
NON	<p><b>Performance Monitoring Quarter 2 Report</b></p> <p><u>Summary of decision:</u> To note the Council's performance in quarter 2 across a set of key performance indicators.</p> <p><i>Wards affected: All Wards</i></p>	28/11/22  7/12/22	<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>
BPF	<p><b>Local Council Tax Support</b></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>	7/12/22  26/01/23	<p>Cabinet</p> <p>Council Cabinet Member for Performance and Resources</p>			<p>Jon Topping, Director of Policy and Resources Tel: 01452 396242 jon.topping@gloucester.gov.uk</p>

JANUARY 2023						
KEY	<p><b>Festivals and Events Programme</b></p> <p><u>Summary of decision:</u> To seek approval for the 2023-24 Festivals and Events Programme.</p> <p><i>Wards affected: All Wards</i></p>	11/01/23	Cabinet Cabinet Member for Culture and Leisure			Philip Walker, Head of Cultural Services Tel: 01452 396355 philip.walker@gloucester.gov.uk
FEBRUARY 2023						
DPF Page 35	<p><b>Final Budget Proposals (including Money Plan and Capital Programme)</b></p> <p><u>Summary of decision:</u> To seek approval for the final Budget Proposals for 2023-4, including the Money Plan and Capital Programme.</p> <p><i>Wards affected: All Wards</i></p>	8/02/23 23/02/23	Cabinet  Council Cabinet Member for Performance and Resources			Jon Topping, Director of Policy and Resources Tel: 01452 396242 jon.topping@gloucester.gov.uk

NON	<p><b>Tourism and Destination Marketing Report 2023</b></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 2022.</p> <p><i>Wards affected: All Wards</i></p>	8/02/23	Cabinet Cabinet Member for Culture and Leisure			Philip Walker, Head of Cultural Services Tel: 01452 396355 philip.walker@gloucester.gov.uk
<b>MARCH 2023</b>						
Page 36 NON	<p><b>Pay Policy Statement 2023-24</b></p> <p><u>Summary of decision:</u> To seek approval for the annual Pay Policy Statement 2023-24 in accordance with Section 38 of the Localism Act 2011.</p> <p><i>Wards affected: All Wards</i></p>	8/03/23  23/03/23	Cabinet  Council Cabinet Member for Performance and Resources			Jon Topping, Director of Policy and Resources Tel: 01452 396242 Jon.topping@gloucester.gov.uk

NON	<p><b>Capital Strategy</b></p> <p><u>Summary of decision:</u> To approve the Capital Strategy 2023-24.</p> <p><i>Wards affected: All Wards</i></p>	8/03/23	Cabinet Cabinet Member for Performance and Resources			Jon Topping, Director of Policy and Resources Tel: 01452 396242 Jon.topping@gloucester.gov.uk
BPF	<p><b>Treasury Management Strategy</b></p> <p><u>Summary of decision:</u> To seek approval for the Treasury Management Strategy.</p> <p><i>Wards affected: All Wards</i></p>	8/03/23	Cabinet Cabinet Member for Performance and Resources			Jon Topping, Director of Policy and Resources Tel: 01452 396242 Jon.topping@gloucester.gov.uk
NON	<p><b>Financial Monitoring Quarter 3 Report</b></p> <p><u>Summary of decision:</u> To receive an update on financial monitoring information for the third quarter 2022-23.</p> <p><i>Wards affected: All Wards</i></p>	27/03/23  8/03/23	Overview and Scrutiny Committee  Cabinet Cabinet Member for Performance and Resources			Jon Topping, Director of Policy and Resources Tel: 01452 396242 Jon.topping@gloucester.gov.uk

NON	<p><b>Performance Monitoring Quarter 3 Report</b></p> <p><u>Summary of decision:</u> To note the Council's performance in quarter 3 across a set of key performance indicators.</p> <p><i>Wards affected: All Wards</i></p>	<p>27/02/23</p> <p>8/03/23</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><b>Cultural Strategy Update</b></p> <p><u>Summary of decision:</u> To provide Cabinet with an annual update in relation to the Cultural Strategy Action Plan.</p> <p><i>Wards affected: All Wards</i></p>	<p>8/03/23</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 2023						
NON	<p><b>Equalities Action Plan Annual Report</b></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>	5/04/23	<p>Cabinet Cabinet Member for Communities and Neighbourhoods</p>			<p>Isobel Johnson, Community Wellbeing Officer Tel: 01452 396298 Isobel.johnson@gloucester.gov.uk</p>
MAY 2023						
ITEMS DEFERRED- Dates to be confirmed						
NON	<p><b>Blackfriars Priory Renewal Business Case</b></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>		<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>

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**Gloucester City Council  
Overview and Scrutiny Committee Work Programme  
Updated 24<sup>th</sup> June 2022**

<b>Item</b>	<b>Format</b>	<b>Lead Member (if applicable)/Lead Officer</b>	<b>Comments</b>
<b>4<sup>th</sup> July 2022</b>			
Homes for Ukraine Scheme – Gloucester Housing Update	O&S Report	Cabinet Member for Housing and Planning Strategy	Requested by Overview and Scrutiny Committee
ICT Recovery Update	Verbal Briefing	Cabinet Member for Performance and Resources	Requested by Overview and Scrutiny Committee
<b>5<sup>th</sup> September 2022</b>			
Community Safety Update	Briefing	Cabinet Member for Communities and Neighbourhoods	Requested by Group Leads
Green Travel Plan Progress Report 2021-22 and Update	Cabinet Report	Leader of the Council and Cabinet Member for Environment	Requested by Overview and Scrutiny Committee
Financial Monitoring Quarter 1 Report	Cabinet Report	Cabinet Member for Performance and Resources	Part of Committee’s Rolling Programme of Work
Performance Monitoring Quarter 1 Report	Cabinet Report	Cabinet Member for Performance and Resources	Part of Committee’s Rolling Programme of Work
<b>3<sup>rd</sup> October 2022</b>			
Environmental Crime Enforcement Update	Cabinet Report	Leader of the Council and Cabinet Member for	Requested by Overview and Scrutiny Committee

		Environment	
<b>31<sup>st</sup> October 2022</b>			
<b>28<sup>th</sup> November 2022</b>			
<b>5<sup>th</sup> December 2022</b>			
BUDGET MEETING – NO OTHER ITEMS		Cabinet	Part of Committee’s Rolling Programme of Work
<b>9<sup>th</sup> January 2022</b>			
Gloucestershire Airport Update	Presentation/ Briefing	Leader of the Council and Cabinet Member for Environment	Requested by Overview and Scrutiny Committee

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

<b>Dates to be confirmed</b>	<b>Format</b>	<b>Lead Member (if applicable)/Lead Officer</b>	<b>Comments</b>
2021-22 Financial Outturn Report	Cabinet Report	Cabinet Member for Performance and Resources	Part of Committee's Rolling Programme of Work
Blackfriars Priory Renewal Business Case	Cabinet Report	Cabinet Member for Culture and Leisure	Requested by Overview and Scrutiny Committee
Future of Eastgate Indoor Market	Cabinet Report	Cabinet Member for Culture and Leisure	Requested by Overview and Scrutiny Committee
Gloucester Commission to Review Race Relations - Calls to Action Update		Leader of the Council and Cabinet Member for Environment	Requested by Overview and Scrutiny Committee
Leisure and Cultural Services Options Appraisal Update		Cabinet Member for Culture and Leisure	Requested by Overview and Scrutiny Committee

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

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<b>Meeting:</b>	<b>Overview and Scrutiny Committee</b>	<b>Date:</b>	<b>04 July 2022</b>
<b>Subject:</b>	<b>Homes for Ukraine – Gloucester Housing Update</b>		
<b>Report Of:</b>	<b>Stephanie Chambers, Cabinet Member for Housing and Planning</b>		
<b>Wards Affected:</b>	<b>ALL</b>		
<b>Key Decision:</b>	<b>No</b>	<b>Budget/Policy Framework:</b>	<b>No</b>
<b>Contact Officer:</b>	<b>Neil Coles, Housing Innovation Manager</b>		
	<b>Email: neil.coles@gloucester.gov.uk</b>	<b>Tel:</b>	<b>396534</b>
<b>Appendices:</b>	<b>1. None</b>		

## FOR GENERAL RELEASE

### 1.0 Purpose of Report

- 1.1 To update Overview and Scrutiny Committee on progress delivering the Government's Homes for Ukraine Scheme.

### 2.0 Recommendations

- 2.1 Overview and Scrutiny Committee is asked to note the information contained in the report.

### 3.0 Background and Key Issues

#### Homes for Ukraine Scheme summary

- 3.1 The Government launched the Homes for Ukraine Scheme on 14 March 2022 which enabled Ukrainian nationals who do not have family in the UK to apply to be sponsored to come and live in the UK.
- 3.2 The scheme does not have a cap on the number of Ukrainians that can come to the UK, and the numbers are limited by the number of sponsors expressing an interest to take part.
- 3.3 Sponsors can either register their interest in sponsoring a named Ukrainian, or sponsors can find guests through mutual connections or charities. Once the sponsor has matched with a Ukrainian, one party is required to complete an online application form setting out both parties' details. At this stage security checks are completed for the sponsor and Ukrainian guest
- 3.4 All Ukrainian guests must ordinarily be aged over 18, unless they are children who form part of a single household matched to a single sponsor. Unaccompanied children under the age of 18 who meet certain criteria are (as of 22 June 2022) able to apply for the scheme, and we are awaiting further detail relating to this change.

- 3.5 Ukrainian guests are given three years leave to remain in the UK with recourse to public funds (i.e. homelessness assistance, social housing, and Universal Credit).
- 3.6 Sponsors and their family members aged over 16 must undergo security and criminal checks which are considered prior to visas being approved.
- 3.7 The accommodation offered must be available for a minimum of 6 months and be free from health and safety hazards (including having sufficient space to accommodate the household being sponsored).
- 3.8 On arrival, sponsors must meet and welcome their guests, or make arrangements for this to happen so that guests are welcomed and supported on arrival in the country. Sponsors are also expected to provide support in applying for a bank account, school placements, and completing Universal Credit applications. Sponsors are signposted to the Gloucestershire Homes for Ukraine sponsor guide which provides further detail and support.
- 3.9 Following arrival, the guest is provided with £200 subsistence payment that provides financial support while they claim Universal Credit, and the sponsor is able to claim a £350 per month 'thank you' payment which may be paid for a maximum of 12 months. If the guest moves out of the sponsor's accommodation, the sponsor is required to inform the City Council (who administer these payments) and the 'thank you' payments will end.
- 3.10 In the event that the relationship between the sponsor and their guest fails the guest will be re-matched to a new sponsor. Where this cannot be achieved before the guest is required to leave the sponsor's accommodation the guest is eligible for homelessness assistance from the City Council.

### **Scheme administration**

- 3.11 The Government has published a range of guidance for sponsors, guests, and local authorities and these are the subject of regular updates as the operation of the scheme develops.
- 3.12 To enable councils to support guests, funding of £10,500 per household is provided to top tier authorities, and additional funding is provided to support education and schooling.
- 3.13 The specialist services required to process and support Homes for Ukraine applications are delivered by the County Council, district councils, NHS Gloucestershire CCG, and the voluntary sector (e.g. GARAS) and consequently the scheme is being delivered in partnership across Gloucestershire.
- 3.14 The City Council delivers in two key areas – the completion of sponsor property checks, and the administration of sponsor 'thank you' payments. In both of these areas the County Council has agreed to provide funding to cover necessary staffing costs.

3.15 The key responsibilities for workstreams within the Homes for Ukraine Scheme are:

	<b>Workstream</b>	<b>Responsibility</b>
1.	Initial sponsor/guest matching	Sponsor/Guest
2.	Guest orientation and welcome	Sponsor
3.	Property checks	City Council
4.	DBS checks	County Council
5.	Initial welfare visit following arrival	County Council
6.	Safeguarding	County Council
7.	Subsistence payment	County Council
8.	Access to GP registration	Sponsor/ NHS Gloucestershire CCG
9.	Applications for bank accounts	Sponsor
10.	Applications for Universal Credit	Sponsor/DWP
11.	On-going support	GARAS
12.	Sponsor 'thank you' payments	City Council
13.	Homelessness	City Council
14.	Rematching	City/County Councils

### Scheme delivery

3.16 The key performance data is set out in below. (Data correct as of 14 June 2022.)

3.16.1 Total national visa applications for Homes for Ukraine scheme

<b>Total visa applications</b>	<b>Number</b>	<b>Percentage</b>
Applications received	106,900	N/A
Visas issued	88,000	82%
Individuals arrived in UK	51,800	48%

3.16.2 Total visa applications (by district) for Homes for Ukraine scheme

<b>District</b>	<b>Received</b>	<b>Issued</b>	<b>% Issued</b>	<b>Arrived in UK</b>	<b>% Arrived</b>
Cheltenham	219	200	91%	156	71%
Cotswold	220	200	91%	141	64%
Forest of Dean	191	172	90%	126	66%
Gloucester	107	99	93%	60	56%
Stroud	233	210	90%	155	67%
Tewkesbury	118	112	95%	71	60%
<b>Gloucestershire</b>	<b>1,088</b>	<b>993</b>	<b>91%</b>	<b>709</b>	<b>65%</b>

### 3.16.3 Property checks completed (by district)

District	Addresses requiring checks	Completed	Passed	Pending	Failed	Outstanding
Cheltenham	109	99	94	18	5	10
Cotswold	90	86	85	0	1	4
Forest of Dean	86	80	80	0	0	6
Gloucester	51	48	43	1	5	3
Stroud	114	112	100	6	1	2
Tewkesbury	59	57	38	19	2	2
<b>Total</b>	<b>509</b>	<b>482</b>	<b>440</b>	<b>44</b>	<b>14</b>	<b>27</b>

### 3.16.4 Guest arrivals across Gloucestershire

- 761 guests have arrived (or due to arrive within the next week)
- 327 properties where guests have arrived
- 327 properties visited

### 3.16.5 School placements across Gloucestershire

- 194 applications received for school places and 168 places allocated

## Conclusions

- 3.17 The residents of Gloucester and the county as a whole have provided strong support for the Homes for Ukraine scheme that has seen over 760 Ukrainian nationals be welcomed into the county through the scheme to date.
- 3.18 The varying number of properties offered by sponsors across the county reflects demographic variations that limit the ability for residents to qualify to be a sponsor.
- 3.19 Following the initial peak of applications through the scheme during the first two months of the scheme opening we are seeing the number of successful new sponsor/guest matches reduce considerably. This is likely to be influenced by the recent withdrawal of Russian forces from Western Ukraine that has reduced demand from Ukrainians wishing to leave that part of the country.
- 3.20 Across the county there have been a small number of complaints from sponsors who have criticised the speed of delivering the scheme. In the majority of these cases delays were caused by the time taken to process visa applications that delayed guests' arrival in the UK.
- 3.21 Recently a small number of complaints have focussed on delays in issuing the sponsor 'thank you' payments due to the requirement to ensure that all necessary checks have been completed following the arrival of the guest. For sponsors in Gloucester all sponsor payments have been actioned.



- 3.22 To date a single Ukrainian guest has presented as being homeless in Gloucester. This was due to their sponsor's accommodation not being suitable and unfortunately the guest was unable to delay their travel plans to enable an alternative sponsor to be matched with them. Temporary accommodation was provided for one night before the guest was able to move to alternative accommodation.
- 3.23 As sponsor/guest relationships progress, colleagues across the county are starting to see an increase in the number of those relationships that fail. While we are yet to see this in Gloucester, the current phase of our work in delivering the scheme is focussed on building capacity to rematch guests with new sponsors.
- 3.24 Officers will continue to support the delivery of the Homes for Ukraine Scheme within Gloucester as part of a partnership response to welcoming and supporting Ukrainian nationals on their arrival in the county.

#### **4.0 Social Value Considerations**

- 4.1 There are no social value implications in respect of this report

#### **5.0 Environmental Implications**

- 5.1 There are no environmental implications in respect of this report.

#### **6.0 Financial Implications**

- 6.1 Where the City Council is undertaking specific work to support the Homes for Ukraine Scheme funding to reflect staffing costs has been agreed with the County Council.
- 6.2 Where the Council incurs costs associated with cases of homelessness, those costs are able to be recovered from the Homes for Ukraine funding received by the County Council.

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

#### **7.0 Legal Implications**

- 7.1 There are no legal implications in respect of this report.

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

#### **Background Documents:**

Homes for Ukraine scheme: frequently asked questions

<https://www.gov.uk/guidance/homes-for-ukraine-scheme-frequently-asked-questions>

Homes for Ukraine: sponsor guidance

<https://www.gov.uk/guidance/homes-for-ukraine-sponsor-guidance>

Homes for Ukraine: guidance for councils

<https://www.gov.uk/guidance/homes-for-ukraine-guidance-for-councils>

Gloucestershire Homes for Ukraine scheme information -

<https://www.gloucestershire.gov.uk/your-community/ukrainian-support/ukraine-national-guidance-and-support/homes-for-ukraine-scheme-information/>