



# Gloucester City Council

## Overview and Scrutiny Committee

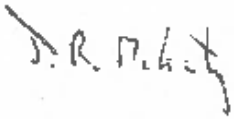
**Meeting: Monday, 28th November 2022 at 6.30 pm in Civic Suite, North Warehouse, The Docks, Gloucester, GL1 2EP**

<b>Membership:</b>	Cllrs. Field (Chair), Pullen (Vice-Chair), Durdey (Spokesperson), Ackroyd, Campbell, Castle, Dee, Evans, Gravells MBE, Hilton, Hudson, Kubaszczyk, O'Donnell, 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>DECLARATIONS OF INTEREST</b>  To receive from Members, declarations of the existence of any disclosable pecuniary, or non-pecuniary, interests and the nature of those interests in relation to any agenda item. Please see Agenda Notes.
<b>3.</b>	<b>DECLARATION OF PARTY WHIPPING</b>  To declare if any issues to be covered in the Agenda are under party whip.
<b>4.</b>	<b>MINUTES (Pages 7 - 18)</b>  To approve as a correct record the minutes of the meeting held on 31 <sup>st</sup> October 2022.
<b>5.</b>	<b>PUBLIC QUESTION TIME (15 MINUTES)</b>  To receive any questions from members of the public provided that a question does not relate to: <ul style="list-style-type: none"><li>• Matters which are the subject of current or pending legal proceedings or</li><li>• Matters relating to employees or former employees of the Council or comments in respect of individual Council Officers.</li></ul> 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 12 noon on Wednesday 23 <sup>rd</sup> November 2022 or telephone 01452 396203 for support.
<b>6.</b>	<b>PETITIONS AND DEPUTATIONS (15 MINUTES)</b>  To receive any petitions and deputations provided that no such petition or deputation is in relation to:

	<ul style="list-style-type: none"> <li>• Matters relating to individual Council Officers, or</li> <li>• Matters relating to current or pending legal proceedings.</li> </ul> <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 23<sup>rd</sup> November 2022.</p>
7.	<p><b>ACTION POINTS ARISING FROM PREVIOUS MEETINGS</b> (Pages 19 - 22)</p> <p>To note the outcomes of action points arising from previous meetings.</p>
8.	<p><b>OVERVIEW AND SCRUTINY COMMITTEE WORK PROGRAMME AND COUNCIL FORWARD PLAN</b> (Pages 23 - 46)</p> <p>To receive the latest version of the Committee's work programme and the Council's Forward Plan.</p>
9.	<p><b>PERFORMANCE MONITORING QUARTER 2 REPORT - 2022/23</b> (Pages 47 - 66)</p> <p>To consider the report of the Cabinet Member for Performance and Resources informing Members of the Council's performance against key measures in Quarter 2 of 2022/23.</p>
10.	<p><b>AFFORDABLE HOMES DELIVERY - UPDATE ON PERFORMANCE</b> (Pages 67 - 72)</p> <p>To consider the report of the Cabinet Member for Housing and Planning Strategy updating Members on the Council's role in the delivery of affordable homes.</p>
11.	<p><b>LEISURE AND CULTURAL SERVICES OPTIONS APPRAISAL UPDATE</b></p> <p>To receive an update from the Cabinet Member for Culture and Leisure on the implementation of the recommendations resulting from the latest Leisure and Culture Options Appraisal.</p> <p>Report to follow.</p>
12.	<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. Agenda Item No. 13. Description of Exempt Information: Paragraph 3: Information relating to the financial or business affairs of any particular person (including the authority holding that information).</p>
13.	<p><b>TRANSFER OF SITES IN PODSMEAD TO ENABLE THE REGENERATION OF THE ESTATE</b> (Pages 73 - 86)</p> <p>To consider the report of the Cabinet Member for Performance and Resources and Cabinet Member for Planning and Housing Strategy seeking to give authority to enter negotiations with Gloucester City Homes over the transfer of land in Podsmead to enable the regeneration of the estate.</p>
14.	<p><b>DATE OF NEXT MEETING</b></p> <p>Monday 5<sup>th</sup> December 2022.</p>

A handwritten signature in black ink, appearing to read 'J. R. McGinty', written in a cursive style.

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

**Date of Publication: Friday, 18 November 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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### **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, 31st October 2022

**PRESENT** : Cllrs. Field (Chair), Pullen (Vice-Chair), Ackroyd, Campbell, Castle, Dee, Evans, Gravells MBE, Hilton, Hudson, Kubaszczyk, Sawyer, Wilson, Zaman and Tracey.

### Others in Attendance

Leader of the Council and Cabinet Member for Environment, Councillor Richard Cook.

Cabinet Member for Performance and Resources, Councillor Hannah Norman.

Chair of the Overview and Scrutiny Task and Finish Group, Councillor Tree Chambers-Dubus

Managing Director  
Accountancy Manager  
Climate Change and Decarbonisation Lead  
Financial Services Manager  
Graduate National Management Trainee  
Policy and Development Officer  
Democratic and Electoral Services Officer

**APOLOGIES** : Cllrs. Durdey and O'Donnell

### 43. DECLARATIONS OF INTEREST

There were no declarations of interest.

### 44. DECLARATION OF PARTY WHIPPING

There were no declarations of party whipping.

### 45. MINUTES

**RESOLVED** - That the minutes of the meeting held on 3<sup>rd</sup> October were approved and signed as a correct record by the Chair.

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**46. PUBLIC QUESTION TIME (15 MINUTES)**

There were no public questions.

**47. PETITIONS AND DEPUTATIONS (15 MINUTES)**

There were no petitions nor deputations.

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

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

**49. OVERVIEW AND SCRUTINY COMMITTEE WORK PROGRAMME AND COUNCIL FORWARD PLAN**

49.1 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. It was agreed that the Gloucester City Plan be added to the agenda for the Overview and Scrutiny Committee meeting on 9<sup>th</sup> January 2023.

**RESOLVED** –

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

**50. 2021-22 FINANCIAL OUTTURN REPORT**

50.1 The Cabinet Member for Performance and Resources introduced the report and explained that the cyber incident of December 2021 continued to have a significant impact on the work of the Finance team. She paid tribute to the Finance Team and thanked Officers for their hard work in finding manual work arounds to enable them to provide the detailed reconciliations set out in the report.

50.2 The Cabinet Member for Performance and Resources informed Members that the year-end position for the financial year 2021/22 was a decrease to the General Fund Balance of £252k against a budgeted increase of £129k. She explained that the continued impact of the Covid-19 pandemic and the cyber incident in 2021 had created significant financial challenges for the council. The Cabinet Member for Performance and Resources referred Members to the figures set out at 4.1 in the report and confirmed that areas in a favourable position were the Communities and Neighbourhoods and Environment and Leader portfolios. She advised that there were pressures in the Performance and Resources portfolio, which had seen an £80k overspend in IT and further noted that the Council had seen a release of £6.1m from the Section 31 Grant Repayment Reserve.



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- 50.3 The Cabinet Member for Performance and Resources confirmed that throughout 2021, the City Council was still very much facing pressures from Covid-19, through lost income from car parking revenue whilst lockdown restrictions were still in place, lost income from the Arbour whilst there were restrictions on funeral wakes, and a lack of appetite of businesses to take on new commercial leases due to the uncertainty caused by the pandemic. She expressed the view that difficulties in local government finance nationally would not have had a major impact on the council's budget. The Financial Services Manager further confirmed that Covid-19 restrictions were only relaxed towards the end of the Summer of 2021 which coincided with the end of the financial year.
- 50.4 The Chair asked whether the Cabinet Member for Performance and Resources expected the income from parking to fully recover to pre-Covid-19 levels. He also asked whether there was still an appetite for car parking levels to recover fully, noting that there needed to be a balance between generating revenue and meeting the council's net zero aspirations. The Cabinet Member for Performance and Resources confirmed that parking levels were increasing, and that they were now close to pre-Covid-19 levels. This said, she acknowledged that as a society, more needed to be done to encourage environmentally friendly travel into city centres. She expressed the view that a balancing act was needed, and that the council needed to move at the pace of consumers.
- 50.5 In response to a further question from the Chair regarding whether active travel facilities and infrastructure were being accounted for in the ongoing regeneration taking place in the city, the Cabinet Member for Performance and Resources confirmed that there would be bike racks in the Kingswalk Shopping centre area. She also explained that the construction of the city could adapt to these needs in the future.
- 50.6 Councillor Wilson referred to paragraph 3.1 in the report and the statement that the financial performance in the months since December 2021 was based on the best analysis that the finance team could achieve using the manual records. He asked how the team planned to share the records with the council auditors when the end of year estimates were due. The Financial Services Manager explained that the council had not yet provided the end of year statement to the auditors but would ensure that when it was due, the figures would be correctly pulled together. In response to a follow-up query from Councillor Wilson, the Financial Services Manager confirmed that the Finance team were still in discussion with Deloitte who needed to sign off the previous end of year statement before receiving the statement for this financial year.
- 50.7 Councillor Hilton referred to the adverse variance of £381k and raised concerns that the council was at a disadvantage moving into the 2022/23 budget. The Cabinet Member for Performance and Resources commented that she would rather that the council was in surplus than deficit, however she was confident in the council's Section 151 Officer and the Finance team.

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She noted that some areas, such as recycle sales, were performing very well compared to previous budget expectations.

- 50.8 Councillor Hilton referred to paragraph 3.3. in the report and the statement that the council had secured central Government funding to support recovery from the cyber incident totalling £250k. He asked for assurances that the total cost of the cyber incident recovery would not exceed £1m, and whether the Cabinet Member for Performance and Resources was confident that the council would be in a position in the near future where all applications were restored and protected. In response, the Cabinet Member for Performance and Resources referred Councillor Hilton to the answer she provided during the latest full Council meeting on 29<sup>th</sup> October and confirmed that the council would always ensure that value for residents' money was a key consideration in any decisions. She also advised that the IT team had put additional protection in place, such as moving many applications onto the cloud and noted that the cyber incident had adjusted the timetable of planned investment, such as the new laptop rollout.
- 50.9 In response to an additional question from Councillor Hilton as to the reasons behind the £117k overspend in HR and Communications, The Cabinet Member for Performance and Resources referred to 5.11 in the report which highlighted that the overspend was a result of a budget pressure around apprenticeships which had since been alleviated. The Accountancy Manager confirmed that the majority of this pressure was in relation to apprenticeships.
- 50.10 In response to a query from Councillor Wilson in relation to paragraph 4.4. and the statement concerning delays in 2021/22 income receipts, the Financial Services Manager confirmed that this was to do with the manual processes which the finance team needed to adopt as a result of the cyber incident. He explained that the council generated income from a variety of areas and the council had received the relevant funds.
- 50.11 Councillor Pullen referred to paragraph 5.9 and noted that he found it difficult to believe that the St Oswalds and Eastgate properties were performing well, referring to the empty units in Eastgate shopping centre. The Cabinet Member for Performance and Resources commented that the council had taken on the Eastgate shopping centre because of the viable lease opportunities, nearby car park and its key location in the city centre. She also highlighted out that the budget set aside for the Eastgate centre was very moderate and that income was tracking along those moderate levels.
- 50.12 Councillor Pullen raised concerns regarding the additional £112k cost pressure from the Aspire Leisure Trust. He noted that the council continued to support the Trust and asked for further information about what was causing the cost pressures. The Cabinet Member for Performance and Resources explained that the majority of those cost pressures were down to the council paying the Aspire Trust's utility costs during the Covid-19 pandemic. She confirmed that conversations between the Cabinet Member for Culture and Leisure and the Head of Culture were ongoing as to how the council would support Aspire going forward.

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- 50.13 In response to concerns raised by Councillor Tracey regarding the council's agile working policy and whether this was causing officers to duplicate work, the Cabinet Member for Performance and Resources provided an overview of the City Council's 'hot desking' system. She explained that processes were in place to support staff to work efficiently both from home and in the office. In response to further comments from Councillor Tracey regarding office equipment and printing, the Cabinet Member for Performance and Resources explained that DSE (Display Screen Equipment) assessments were standard in office jobs and reminded Members that the council tried to operate as paperless as possible.
- 50.14 Councillor Tracey asked for clarification as to whether all officers would be expected to return to the office to work in the future. The Cabinet Member for Performance and Resources confirmed that the City Council would continue to offer hybrid working opportunities for staff and noted that many officers found that the option to work from home had helped them achieve a better work life balance. She also noted that hybrid working assisted the council to look for skilled employees outside the local area and further afield.

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

**51. GREEN TRAVEL PLAN PROGRESS REPORT 2021-22 AND UPDATE**

- 51.1 The Leader of the Council and Cabinet Member for Environment introduced the report and explained that its purpose was to provide Members with oversight of the Gloucester City Council Green Travel Plan. He explained that the plan pertained to Gloucester City Council employees and that section 4 of the report provided an overview of the staff travel survey results. The Leader of the Council highlighted that the conclusions and recommendations were set out in sections 6 and 7 of the report.
- 51.2 The Leader of the Council also referred Members to the Energy Saving Trust's transport decarbonisation hierarchy at 7.2 in the report which set out what the council's preferences ought to be when developing policy. He explained that some of the recommendations included maintaining the council's agile working policy, working with Gloucestershire County Council to map safe, low-pollution walking routes, and improving the shower and changing facilities at council offices to promote active travel.
- 51.3 In response to a query from the Chair as to whether City Council employees had ever previously used domestic air travel for work purposes, the Managing Director confirmed that such journeys had taken place in the past.
- 51.4 The Chair asked whether the shower and changing facility improvements would be made to the Eastgate office. The Managing Director confirmed that the shower facilities at the Eastgate office were already operational, and that options for the other City Council office sites were being explored.

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- 51.5 The Chair queried whether Gloucestershire County Council had a similar Green Travel Plan and whether the City Council was working with the County Council as the transport authority for Gloucestershire. The Climate Change and Decarbonisation Lead explained that some of the recommendations included in the report were caveated as the City Council would need to work and liaise with the County Council in some areas, particularly those pertaining to roads and cycling infrastructure. He confirmed that initial conversations with County Council colleagues had been positive, but it was likely that some of the recommendations would require additional funding. The Chair expressed further concerns regarding the need for safer cycling infrastructure in the city as he felt residents may be reluctant to travel via bike in the county.
- 51.6 Councillor Hilton raised concerns about the City Council's agile working policy, commenting that he had experienced difficulties meeting with Officers face to face. He was concerned that the decarbonisation hierarchy might be too prescriptive in that if officers were being discouraged from travelling to work by car, they might be more likely to work from home. Councillor Hilton also expressed the view that where possible, the City Council should make an effort to employ staff living locally, particularly where roles require local knowledge of the city.
- 51.7 The Managing Director acknowledged that with some roles, local knowledge was important, but noted that if the City Council were to limit recruitment of staff to candidates living in Gloucestershire, it would deprive itself of valuable skill sets. In respect of the council's agile working policy, the Managing Director explained that there was a tension between encouraging officer footfall in the city and the council's green travel aspirations, however it was his view that if the council were to withdraw the agile working policy, the organisation would struggle to meet the zero-carbon target by 2030. The Climate Change and Decarbonisation Lead further commented that the world of work had changed nationally and employers who were unwilling to offer agile working could well be placing themselves at a disadvantage. He confirmed that officers undertaking practical roles did not work remotely, and that although the report noted that on average, officers work an average of 2 days per week in the office, it was his experience that often the office was busier than this figure suggested.
- 51.8 The Climate Change and Decarbonisation Lead further explained that the agile working policy reflected the preferences of staff, and that the expectation to work in the office on a permanent basis could be a barrier for some staff who might have challenges with accessing childcare.
- 51.9 In respect of concerns raised regarding a recent tree planting initiative, the Managing Director explained that the Open Spaces Team Leader had reviewed all planting programmes and that they had also been shared with Councillors themselves for comment.
- 51.10 Councillor Pullen referred to the bus assistance scheme referenced at 7.14 in the report and noted that it was being utilised by two officers. He asked why the council had not promoted this initiative further and fully adopted the

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scheme to date. The Climate Change and Decarbonisation Lead explained that his predecessor had trialled the initiative however it had not been formally adopted. He noted that in order to formally adopt the bus assistance scheme, it would need to be fully costed by the Finance Team. The Climate Change and Decarbonisation Lead added that some staff find travelling to the office very difficult without a car and noted that an electric vehicle lease scheme was included in the report as a possibility to consider.

- 51.11 Councillor Gravells noted that he agreed with Councillor Hilton in relation to agile working challenges and that he also felt that ideally, the City Council should try and recruit staff locally. This said, he acknowledged the challenges with filling vacancies and expressed that he would rather see those vacancies filled than remain open. Councillor Gravells paid tribute to the work of the Open Spaces team but noted that there had been challenges with the tree planting location in his ward. He also expressed the view that encouraging residents to cycle was a positive move, however it was important that the condition of cycle paths was properly assessed and managed. He suggested that the Overview and Scrutiny Committee might wish to speak with representatives from Gloucestershire County Council and local transport operators to ascertain the steps they were putting in place to ensure public transport ran on time and met the needs of residents.
- 51.12 The Chair noted that he had found a recent ward walk with City Council Officers very useful. He expressed the view that it was important that Members were able to meet with Officers in person when necessary, as Members had local knowledge of their communities and awareness of residents' views. He felt strongly that Members and Officers needed to retain a personal connection.
- 51.13 The Chair agreed that contact would be made with colleagues in Gloucestershire County Council to request that some representatives from the Highways team attend an Overview and Scrutiny Committee meeting to provide an update on their discussions with public transport operators.
- 51.14 The Leader reminded Members that Gloucestershire County Council was the responsible authority for transport matters and that it was his expectation that they were in regular contact with transport operators. He also noted that he had an upcoming meeting with the Gloucestershire County Council Cabinet Member with responsibility for Bus Transport. The Leader of the Council added that raising car parking fees beyond a certain level would be counterproductive as the council relied on this income stream to fund services. He felt that the council could not afford to cut car parking income at this time.
- 51.15 In response to a request from Councillor Sawyer to explain what was meant by transport-related benefits for staff, the Managing Director explained that this related to the existing bus assistance scheme which was currently utilised by two members of staff, and additional schemes such as Bike2Work. He noted that the council no longer paid staff driving allowances. The Climate Change and Decarbonisation Lead expressed the view that a full literature of the transport-related benefits on offer across the local

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authority was needed. He noted that the easier and cheaper it was for residents to travel to the city by car, the less likely they were to look at alternative means.

- 51.16 Councillor Sawyer asked whether the results of the report had been shared with colleagues in the County Council's Highways team. The Climate Change and Decarbonisation Lead confirmed that they would receive the data.
- 51.17 In response to a further question from Councillor Sawyer regarding Mobilityways and the importance of ongoing communication with Stagecoach West, the Climate Change and Decarbonisation Lead confirmed that this was already in hand, and he was awaiting a response from Stagecoach.
- 51.18 Councillor Sawyer queried whether in light of the climate emergency, the City Council might need to make different decisions about car parking in the city centre in the future. The Managing Director confirmed that this was something that the council needed to revisit in the future but could not be changed overnight. The Climate Change and Decarbonisation Lead noted that there were additional challenges in that the City Council does not have responsibility for roads.
- 51.19 Councillor Tracey commended the Climate Change and Decarbonisation Lead for his report and noted that she was pleased to see footfall in the city centre increasing. She suggested that some amendments could be made to car parking charges to support visitors after work hours. The Managing Director explained that even if all cars in the city were electric cars, the amount of vehicles in the city centre would still need to be reduced by 10% to achieve the Council's decarbonisation goals. He confirmed that this was a national issue and that the UK as a whole needed to reduce the number of vehicles on the roads.
- 51.20 Councillor Tracey expressed the view that it was important to employ local people wherever possible, particularly in service areas such as planning. In response to a query from Councillor Tracey regarding officer start times, the Managing Director confirmed that in the current agile working climate, officers might not have fixed start and finishing times in the same way they did pre-pandemic.
- 51.21 Councillor Hilton reiterated his concerns that the hierarchy in the recommendations might be too rigid. It was his view that the council should not be too authoritative in their approach to advising staff how to commute into work and that a balance needed to be found. The Leader of the Council referred to the statement in the narrative that the 'inverted pyramid shows, in descending order, what the council's preferences ought to be when developing policy', noting that that this was not definitive. The Climate Change and Decarbonisation Lead further added that the decarbonisation hierarchy was consistent with central Government policy. He acknowledged that Gloucestershire tended to be more car dependent however across England as a whole, 80% of journeys were being made by car and nationally

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local authorities would need to think of initiatives to make car travel less attractive to meet their green ambitions.

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

*At this point in the meeting, the Chair asked the Committee whether they would be happy to extend the meeting beyond the scheduled end time so that Members had sufficient time to consider and scrutinise the Task and Finish Group Report. This was put to a vote and Members voted unanimously in favour of extending the meeting.*

**52. TASK AND FINISH GROUP REPORT - ENGAGEMENT WITH YOUNG PEOPLE**

- 52.1 Councillor Chambers-Dubus introduced the report and informed Members that as Chair of the Task and Finish Group, she along with Councillors Gravells, Radley, O'Donnell and A. Chambers had met regularly from March until September 2022. She advised that the Task and Finish Group had worked collaboratively with each other and Officers to establish how the City Council currently engaged with young people, and any improvements which could be made to involve young people in the council's decisions in the future.
- 52.2 Councillor Chambers-Dubus explained that although some service areas did have processes in place to engage with young people, the Task and Finish Group felt that there were certainly ways in which the council could improve to ensure that the voices of young people were heard. She advised Members that the full findings of the Task and Finish Group were outlined in Appendix 1, and the recommendations of the Task and Finish Group were set out on pages 21 and 22 of the report. Councillor Chambers-Dubus paid tribute to the officers who had supported the Task and Finish Group's enquiry and invited questions from Members.
- 52.3 The Chair thanked the Task and Finish Group for what he felt was an excellent report. He expressed the view that the recommendations were good and illustrated that there was more the authority could do to engage with young people. The Chair was particularly interested in the role of Councillors in communicating and engaging with young people and suggested that more young people should be encouraged to stand in local elections to give a truer representation of society.
- 52.4 Councillor Pullen thanked the Task and Finish Group for their report. He felt that the Group had focused their enquiry on the right service areas and asked whether the Task and Finish Group felt that Officers understood that more needed to be done to engage with young people across the council and were open to change. Councillor Pullen noted that the response rate on the public consultation was low with 15 responses in total, and acknowledged that the Group were likely hoping for a higher rate. He also requested further information about the appointment of the Youth Engagement Officer Lead.

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- 52.5 Councillor Chambers-Dubus expressed the view that the interactions with Officers across the five service areas had been positive. She confirmed that the recruitment of the Youth Engagement Lead was in the very early stages and that the Community Wellbeing Team had informed the Task and Finish Group of the new role towards the end of their enquiry. She expected that further information would be available in due course.
- 52.6 Councillor Dee referred to the recommendation to produce a child friendly guide on the role and responsibilities of the City Council and queried whether consideration should be given to amending the wording to 'young person'. Members indicated support for this suggestion.
- 52.7 In response to a query from Councillor Wilson, the Policy and Development Officer explained that there had been challenges with consulting young people under the age of 13 years old due to GDPR constraints. He confirmed that there were still ways in which the authority could engage with young people under the age of 13, including through Members as leaders in their respective communities.
- 52.8 In response to a query from Councillor Sawyer regarding engagement with Primary Schools and hosting school visits, Councillor Chambers-Dubus expressed the view that this could be taken further, and that offering school visits would provide an exciting learning opportunity for young people to learn more about local democracy.
- 52.9 Councillor Gravells reflected on his experience of engaging with young people in his ward through visits to local primary schools. He felt that it was important to listen to residents' views and ideas, regardless of their age. Councillor Gravells explained that a local school in his ward had suggested that the council could approach the school with child-friendly summaries of options under consideration and asking them to choose their favourite. Councillor Gravells reiterated that the Task and Finish Group had worked constructively and collaboratively with each other and paid tribute to the Chair of the Task and Finish Group for bringing the motion forward to Council.
- 52.10 A discussion ensued regarding Members' use of the Civic Suite to facilitate school visits.
- 52.11 Councillor Pullen referred to the recommendation of the Task and Finish Group to reconvene and meet with the Youth Engagement Officer leads in 12 months' time and suggested this be amended to 'it is recommended that the Task and Finish Group reconvene in 6 months' time for a meeting with the new Youth Engagement Lead Officer to discuss progress on implementing their recommendations'. Members indicated support for this amendment.
- 52.12 Councillor Pullen also suggested adding an additional recommendation to include a section on council reports pertaining to Climate Change and Planning on the implications for young people. Members indicated support for this amendment.



**OVERVIEW AND SCRUTINY COMMITTEE**  
**31.10.22**

53.13 Councillor Tracey asked how the City Council was funding the appointment of the new Youth Engagement Lead role. The Democratic Services Officer confirmed that the Community Wellbeing Team had recently succeeded in obtaining funding and it was this funding which would be used to fund the new role, rather than existing council budgets. Councillor Tracey reflected on her experience of engaging with young people as Sherriff and Deputy Mayor and noted her support for welcoming more children in the Civic Suite through school visits.

**RESOLVED** – That the Overview and Scrutiny Committee **APPROVE** the recommendations of the Task and Finish Group on Engagement with Young People for consideration by Cabinet, subject to the following amendments:

- (1) Amending the wording of the recommendation to develop a ‘child-friendly’ guide on the roles and responsibilities of Gloucester City Council to ‘guide suitable for young people’.
- (2) Amending the wording of the recommendation of the Task and Finish Group to reconvene in 12 months’ time to 6 months’ time.
- (3) Adding the following additional recommendation:

‘It is recommended that all City Council reports pertaining to the Planning and Climate Change service areas include an additional section outlining how the council has engaged with young people in respect of the proposed decision.’

**53. DATE OF NEXT MEETING**

Monday 28<sup>th</sup> November 2022.

**Time of commencement: 6.30 pm hours**

**Time of conclusion: 8.46 pm hours**

**Chair**

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## OVERVIEW AND SCRUTINY COMMITTEE

Monday 28<sup>th</sup> November 2022

### ACTION POINTS ARISING FROM COUNCIL NOTICES OF MOTION

- **Meeting Date:** Council, Thursday 27<sup>th</sup> January 2022

**Notice of Motion:** Drink Spiking

Council RESOLVED – that:

Drink Spiking has seen a significant rise within recent months and Gloucestershire Police has had in excess of 100 reports made since July 2021, and in response they have become the first police force to introduce the use of drugs testing machines as part of a newly launched anti-drink spiking campaign, Operation Nightingale.

Gloucester's Night Time Economy partnership Nightsafe works with the police to adopt a zero tolerance approach to the misuse of drugs and alcohol and encourages all venues to proactively take measures to tackle spiking, but more can be done to ensure a consistent approach to the increasing issue of spiking.

This Council:

- Thanks the proactive work of the police and all partners of the night time economy who are working towards a zero tolerance approach to spiking.
- Commits to asking the Nightsafe Partnership to work with all partner organisations to create a voluntary scheme for licensed venues in Gloucester, to set out measures to mitigate drink spiking, to include support with staff training practices, templates and guidance on responding to and reporting spiking incidents.

**Actions:**

To ask the Nightsafe Partnership to work with all partner organisations to create a voluntary scheme for licensed venues in Gloucester, to set out measures to mitigate drink spiking, to include support with staff training practices, templates, and guidance on responding to and reporting spiking incidents.

**Update:**

The following actions have been taken, which have been led by Gloucestershire Constabulary with support and liaison from the City Council:

*Education & Advice*

- Using Posters and advice. Working with venues to provide drink testing tabs and a clear approach of what to do if someone thought they had been spiked by drink or needle.

*Sampling & Testing*

- This was then enhanced with police using urine test cups to determine if someone had actually been spiked, which was subsequently rolled out to universities and other agencies. This was also done in conjunction with using drug testing machines to swab people entering licensed venues to see if they had traces of drugs on their hands or illegal drugs on their person.
- Programmed operations are scheduled to be delivered on 23/11/22.

*Outcome*

- Reports reduced to almost zero.
- No tests came back positive other than for drugs they admitted to taking.
- The hospital tests were negative across the Force. We still get the odd report but nothing like before.
- The drug machine operation continues to disrupt illegal drugs entering venues.



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# Gloucester City Council

## FORWARD PLAN FROM NOVEMBER 2022 TO OCTOBER 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.

Page 4	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>NOVEMBER 2022</b>						
NON	<b>2021-22 Financial Outturn Report</b>	31/10/22	Overview and Scrutiny Committee			Jon Topping, Director of Policy and Resources Tel: 01452 396242 jon.topping@gloucester.gov.uk
	<u>Summary of decision:</u> To update Cabinet on the Financial Outturn Report 2020-21.  <i>Wards affected: All Wards</i>	9/11/22	Cabinet Cabinet Member for Performance and Resources			
NON	<b>Green Travel Plan Progress Report 2021-22 and Update</b>	31/10/22	Overview and Scrutiny Committee			Jon Burke, Climate Change Manager Tel: 01452 396170 Jon.Burke@gloucester.gov.uk
	<u>Summary of decision:</u> Annual update on initiatives in the Green Travel Plan  <i>Wards affected: All Wards</i>	9/11/22	Cabinet Cabinet Member for Environment			

NON	<p><b>Regulation of Investigatory Powers Act 2000 (RIPA) - Review of Procedural Guide</b></p> <p><u>Summary of decision:</u> Summary of decision: 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
<b>DECEMBER 2022</b>						
Page 26 NON	<p><b>Gloucester Community Building Collective</b></p> <p><u>Summary of decision:</u> To update Members on the activities of the Community Building Collective and the progress towards a community governance model.</p> <p><i>Wards affected: All Wards</i></p>	7/12/22	Cabinet Cabinet Member for Communities and Neighbourhoods			Ruth Saunders, Director of Communities Tel: 01452 396789 ruth.saunders@gloucester.gov.uk

KEY	<p><b>Kings Quarter The Forum Plot 3c Residential New Build Update</b></p> <p><u>Summary of decision:</u> An update report for the viability of residential accommodation to be constructed on plot 3c Market Parade in Kings Quarter The Forum.</p> <p><i>Wards affected: Westgate</i></p>	7/12/22	Cabinet Leader of the Council			Philip Ardley, Regeneration Consultant Tel: 01452 396106 philip.ardley@gloucester.gov.uk
Page 27 PF	<p><b>Gloucester City Plan</b></p> <p><u>Summary of decision:</u> To adopt the Gloucester City Plan.</p> <p><i>Wards affected: All Wards</i></p>	7/12/22  9/01/23  26/01/23	Cabinet  Overview and Scrutiny Committee  Council Cabinet Member for Planning and Housing Strategy			Adam Gooch, Planning Policy Team Leader Tel: 01452 396836 adam.gooch@gloucester.gov.uk

<p>NON</p> <p style="writing-mode: vertical-rl; transform: rotate(180deg);">Page 28</p>	<p><b>Transfer of Land Adjacent to School Lodge Matson Lane</b></p> <p><u>Summary of decision:</u> To consider the proposed disposal of land to Gloucester City Homes (GCH) in return for the freehold of School Lodge for leasing to Together in Matson for a community building.</p> <p><i>Wards affected: Matson, Robinswood and White City</i></p>	<p>7/12/22</p>	<p>Cabinet Cabinet Member for Performance and Resources</p>			<p>Abi Marshall, Property Commissioning Manager Tel: 01452 396212 abi.marshall@gloucester.gov.uk</p>
<p>NON</p>	<p><b>Tourism and Destination Marketing Report 2022</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>	<p>7/12/22</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><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>	7/12/22	Cabinet Cabinet Member for Communities and Neighbourhoods			Ruth Saunders, Director of Communities Tel: 01452 396789 ruth.saunders@gloucester.gov.uk
Page 29 KEY	<p><b>Podsmead Land Transfer</b></p> <p><u>Summary of decision:</u> To give authority to enter negotiations with Gloucester City Homes over the transfer of land in Podsmead to enable the regeneration of the estate.</p> <p><i>Wards affected: Podsmead</i></p>	28/11/22  7/12/22	Overview and Scrutiny Committee  Cabinet Cabinet Member for Planning and Housing Strategy			David Evans, City Growth and Delivery Manager Tel: 01452 396847 david.evans@gloucester.gov.uk

KEY	<p><b>Infrastructure Funding Statement (IFS) 2022</b></p> <p><u>Summary of decision:</u> To approve for publication the Community Infrastructure Levy and S106 reports for 2021/22 and the Infrastructure List.</p> <p><i>Wards affected: All Wards</i></p>	7/12/22	Cabinet Cabinet Member for Planning and Housing Strategy			Paul Hardiman, Joint Core Strategy CIL Manager paul.hardiman@gloucester.gov.uk
NON Page 30	<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>	7/12/22	Cabinet Cabinet Member for Planning and Housing Strategy			Claire Haslam, Principal Planning Officer Tel: 01452 396825 claire.haslam@gloucester.gov.uk

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>	7/12/22  26/01/23	Cabinet  Council Cabinet Member for Planning and Housing Strategy			<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>	5/12/22  7/12/22	Overview and Scrutiny Committee  Cabinet Cabinet Member for Performance and Resources, Leader of the Council			<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>	7/12/22	Cabinet Cabinet Member for Performance and Resources			<p>Jon Topping, Director of Policy and Resources Tel: 01452 396242 jon.topping@gloucester.gov.uk</p>

NON	<p><b>Financial Monitoring Quarters 1-2 Report</b></p> <p><u>Summary of decision:</u> To receive an update on financial monitoring information for the first and second quarters 2022/23.</p> <p><i>Wards affected: All Wards</i></p>	28/10/22  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>Jon Topping, Director of Policy and Resources Tel: 01452 396242 jon.topping@gloucester.gov.uk</p>
BPF	<p><b>Local Council Tax Support Scheme</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						
NON	<p><b>Tourist Information Centre Provision</b></p> <p><u>Summary of decision:</u> To support a change in function from a Tourist Information Centre into a Visitor Information Point.</p> <p><i>Wards affected: All Wards</i></p>	11/01/23	Cabinet Cabinet Member for Culture and Leisure			Philip Walker, Head of Culture Tel: 01452 396355 philip.walker@gloucester.gov.uk
NON	<p><b>Parking Review</b></p> <p><u>Summary of decision:</u> To consider a review of parking charges.</p> <p><i>Wards affected: All Wards</i></p>	9/01/23  11/01/23  26/01/23	Overview and Scrutiny Committee  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>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>9/01/23</p> <p>11/01/23</p>	<p>Overview and Scrutiny Committee</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>Task and Finish Group Report - Engagement with Young People</b></p> <p><u>Summary of decision:</u> To consider the findings and recommendations of the Task and Finish Group as to how the Council engages with young people.</p> <p><i>Wards affected: All Wards</i></p>	<p>31/10/22</p> <p>11/01/23</p>	<p>Overview and Scrutiny Committee</p> <p>Cabinet Cabinet Member for Communities and Neighbourhoods</p>			<p>Lauren Richards Tel: 01452 396735 lauren.richards@gloucester.gov.uk</p>

KEY	<p><b>Community Infrastructure Levy (CIL) Charging Schedule</b></p> <p><u>Summary of decision:</u> To approve a draft new CIL Charging Schedule for public consultation.</p> <p><i>Wards affected: All Wards</i></p>	11/01/23	Cabinet Cabinet Member for Planning and Housing Strategy			Paul Hardiman, Joint Core Strategy CIL Manager paul.hardiman@gloucester.gov.uk
KEY  Page 35	<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 Culture Tel: 01452 396355 philip.walker@gloucester.gov.uk

FEBRUARY 2023						
BPF	<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>	<p>8/02/23</p> <p>23/02/23</p>	<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>
MARCH 2023						
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>	<p>8/03/23</p> <p>23/03/23</p>	<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>

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>	<p>8/03/23</p> <p>23/03/23</p>	<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>
BPF	<p><b>Treasury Management Strategy</b></p> <p><u>Summary of decision:</u> To seek approval for the Treasury Management Strategy.</p> <p><i>Wards affected: All Wards</i></p>	<p>8/03/23</p> <p>23/03/23</p>	<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>
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>	<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>Jon Topping, Director of Policy and Resources Tel: 01452 396242 jon.topping@gloucester.gov.uk</p>

NON	<p><b>Performance Monitoring Quarter 3 Report</b></p> <p><u>Summary of decision:</u> To note the Council’s performance in quarter 3 across a set of key performance indicators.</p> <p><i>Wards affected: All Wards</i></p>	27/02/23  8/03/23	<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  Page 38	<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>	8/03/23	<p>Cabinet Cabinet Member for Culture and Leisure</p>			<p>Philip Walker, Head of Culture Tel: 01452 396355 philip.walker@gloucester.gov.uk</p>
<b>APRIL 2023</b>						
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						
JUNE 2023						
NON	<p><b>2022-23 Financial Outturn Report</b></p> <p><u>Summary of decision:</u> To update Cabinet on the Financial Outturn Report 2022-23.</p> <p><i>Wards affected: All Wards</i></p>	14/06/23	<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 Page 39	<p><b>Treasury Management Year End Annual Report 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>	14/06/23	<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>2022-23 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>	14/06/23	<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>Green Travel Progress Report 2022-23</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>	14/06/23	<p>Cabinet Cabinet Member for Environment</p>			<p>Jon Burke, Climate Change Manager Tel: 01452 396170 Jon.Burke@gloucester.gov.uk</p>
<b>JULY 2023</b>						
NON	<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>	12/07/23	<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>



AUGUST 2023 - No meetings						
SEPTEMBER 2023						
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 2023/24.</p> <p><i>Wards affected: All Wards</i></p>	13/09/23	<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 Page 41	<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>	13/09/23	<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 2023						
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>	11/10/23	Cabinet Cabinet Member for Communities and Neighbourhoods			Ruth Saunders, Director of Communities Tel: 01452 396789 ruth.saunders@gloucester.gov.uk
<b>ITEMS DEFERRED- Dates to be confirmed</b>						
NON	<p><b>Blackfriars Priory Renewal Business Case</b></p> <p><u>Summary of decision:</u> To approve the Blackfriars Priory Development Plan</p> <p><i>Wards affected: All Wards</i></p>		Overview and Scrutiny Committee  Cabinet			

**Gloucester City Council  
Overview and Scrutiny Committee Work Programme  
Updated 18<sup>th</sup> November 2022**

<b>Item</b>	<b>Format</b>	<b>Lead Member (if applicable)/Lead Officer</b>	<b>Comments</b>
<b>28<sup>th</sup> November 2022</b>			
Performance Monitoring Quarter 2 Report		Cabinet Member for Performance and Resources	Part of Committee's Rolling Programme of Work
Affordable Housing Update		Cabinet Member for Planning and Housing Strategy	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
Podsmead Land Transfer		Cabinet Member for Planning and Housing Strategy	Requested by Overview and Scrutiny Committee
<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 2023</b>			
Gloucestershire Airport Update	Presentation/ Briefing	Leader of the Council and Cabinet Member for Environment	Requested by Overview and Scrutiny Committee
Covid-19 Memorial Update	Briefing/ Update	Leader of the Council and Cabinet Member for	Requested by Overview and Scrutiny Committee

		Environment	
City Council Energy Costs and Reduction Projects Annual Report	Cabinet Report	Leader of the Council and Cabinet Member for Environment	Requested by Overview and Scrutiny Committee
Parking Review	Cabinet Report	Cabinet Member for Performance and Resources	Requested by Overview and Scrutiny Committee
Gloucester City Plan	Cabinet Report	Cabinet Member for Planning and Housing Strategy	Requested by Overview and Scrutiny Committee
<b>30<sup>th</sup> January 2023</b>			
Gloucester Commission to Review Race Relations - Calls to Action Update	Briefing/ Update	Leader of the Council and Cabinet Member for Environment	Requested by Overview and Scrutiny Committee
City Centre Commission Report	Cabinet Report	Leader of the Council and Cabinet Member for Environment	Requested by Overview and Scrutiny Committee
Night Time Economy and Purple Flag Briefing Session	Briefing	Leader of the Council and Cabinet Member for Environment	Requested by Overview and Scrutiny Committee

<b>Dates to be confirmed</b>	<b>Format</b>	<b>Lead Member (if applicable)/Lead Officer</b>	<b>Comments</b>
Levelling Up Fund Update – Round Two	Briefing/ Presentation	Leader of the Council and Cabinet Member for Environment	Requested by Overview and Scrutiny Committee
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
Gloucestershire County Council – Integrated Care System Update	Briefing		Requested by Overview and Scrutiny Committee
Climate Change Strategy	Cabinet Report	Leader of the Council and Cabinet Member for Environment	Requested by Overview and Scrutiny Committee
Gloucester County Council - Gloucester Transport Session	Briefing		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**

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<b>Meeting:</b>	<b>Overview and Scrutiny Committee</b>	<b>Date:</b>	<b>28 November 2022</b>
	<b>Cabinet</b>		<b>7 December 2022</b>
<b>Subject:</b>	<b>Performance Monitoring Quarter 2 – 2022/23</b>		
<b>Report Of:</b>	<b>Cabinet Member for Performance and Resources</b>		
<b>Wards Affected:</b>	<b>All</b>		
<b>Key Decision:</b>	<b>No</b>	<b>Budget/Policy Framework:</b>	<b>No</b>
<b>Contact Officer:</b>	<b>Tanya Davies, Policy and Governance Manager</b>		
	<b>Email:</b>	<b><a href="mailto:tanya.davies@gloucester.gov.uk">tanya.davies@gloucester.gov.uk</a></b>	<b>Tel: 39-6125</b>
<b>Appendices:</b>	<b>1. Performance Report Quarter 2 – 2022/23</b>		

**FOR GENERAL RELEASE**

**1.0 Purpose of Report**

1.1 The purpose of this report is to inform Members of the Council’s performance against key measures in Quarter 2 of 2022/23.

**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 2 Performance Report 2022/23 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 first quarter of 2022/23.

3.2 Appendix 1 sets out the performance data, including comparative information where available, and a small number of new indicators have been included. Where it is available, 18 months’ worth of data is shown on the charts to show trends, including the same period of the previous year. 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, Q2 data for 2 of the 27 KPIs, are not currently available because the systems required to monitor and report on performance for that KPI is not accessible. Performance

monitoring of Planning performance has recommenced this quarter and is based on best estimates from the manual workarounds in place at this point in time. These KPIs cannot be categorised by short term trend this quarter due to the missing data periods, but both are estimated to be operating above target.

- 3.4 The summary of KPIs is categorised by Short Term Trend. Of the 25 measures with data available, 11 measures have improved in the short term and 2 have not changed. Of the 10 measures that have worsened in the short term, only 1 is red, 3 are data only performance indicators, and the remaining 6 are green and therefore still on or above target. Overall, there are 15 measures at green, 3 at amber and 1 at red. There are 6 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 first quarter of 2022/23.

#### **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

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
CD & VE-1	Museum of Gloucester/TIC Footfall			
CS-1	Total number of customer service interactions (calls/emails/report it/face to face)			
CS-11	Number of complaints			
CS-7	Average customer waiting time (telephone)			
CWB-33	Number of ASB interventions by Solace			
H-25	Number of affordable homes delivered, including affordable rent, social rent, rent to homebuy, shared ownership, and low cost home ownership			
H-4	Number of successful homeless preventions			
HR-3	Staff Absence Rate			
PG-24	Percentage of information governance responses (FOI/EIR,DPA,SAR) compliant with statutory deadlines			
WR-13	Percentage of domestic waste collected on time			
WR-31	Percentage of total waste recycled			

## Short Trend No Change

PI Code	Measure	Status	Short Term Trend	Long Term Trend
H-12	Average number of households with children placed in B&B temporary accommodation with shared facilities for over 6 weeks			
WR-15	Percentage of Recycling Receptacles collected on time			

## Short Trend Getting Worse

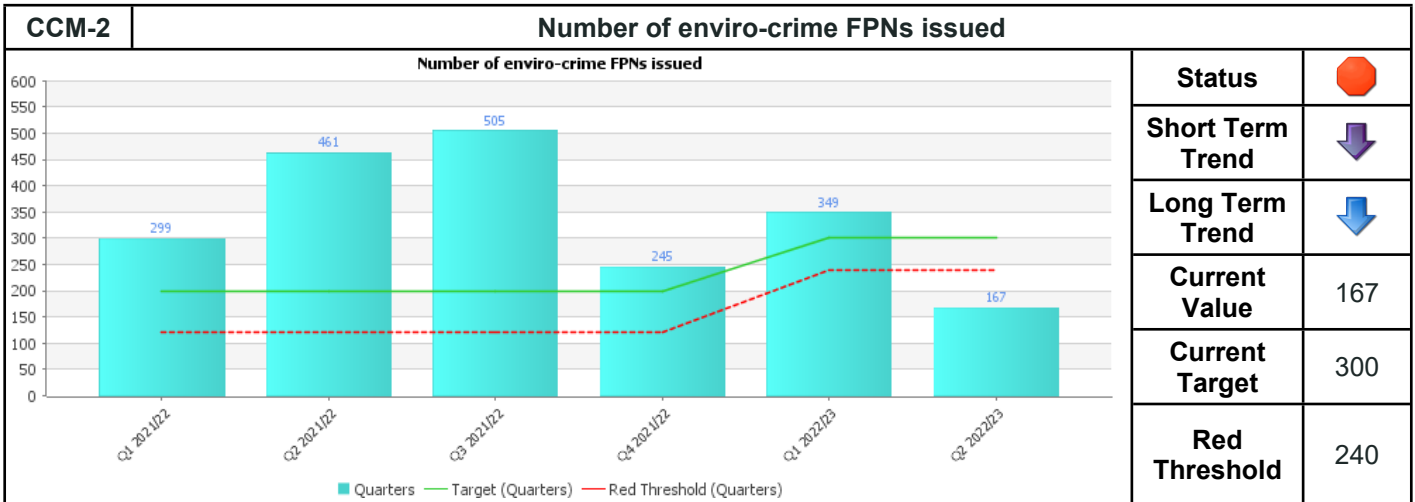
PI Code	Measure	Status	Short Term Trend	Long Term Trend
CCM-2	Number of enviro-crime FPNs issued			
CS-13	Percentage of complaints that escalate to stage 2			
CS-15	Percentage of customers satisfied with the service received across the council			
CWB-1	Number of environmental health service requests			
CWB-2	Percentage of environmental health service requests responded to within 3 working days			
H-10	Average number of new households placed in temporary accommodation			
H-11	Average number of households in B&B Per Month			
H-15	Number of Homeseeker applications received			
H-16A	Percentage of Homeseeker applications assessed within 6 weeks			
TM-6	Number of unique visitors to website visitgloucester.co.uk			

Cannot group these rows by Short Trend

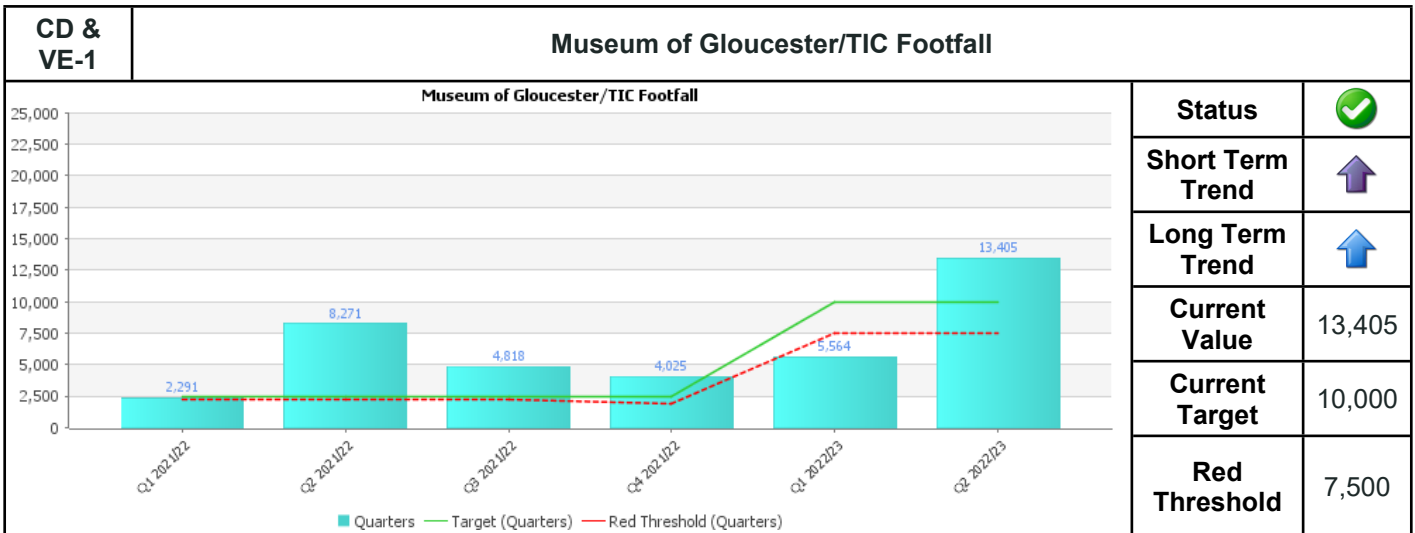
PI Code	Measure	Status	Short Term Trend	Long Term Trend
DM-2	Percentage of major applications where decisions were made within the agreed timescale or agreed extended period.			
DM-3	Percentage of minor applications where decisions were made within the agreed timescale or agreed extended period.			

## Quarter 2 Data Not Accessible

PI Code	Measure
CWB-13	Percentage of compliant food premises
F-7	Financial Outturn vs. Budget



The current recruitment climate is impacting on our contractors ability to recruit to their vacancies meaning that the number of FPNs issued has reduced. For information each Enforcement Officer issues on average 2 FPNs per day, but with only one Officer currently operating, the target has not been met. This was a newly increased target which was increased at the beginning of the financial year. We are working with the contractor to support their recruitment where was can.

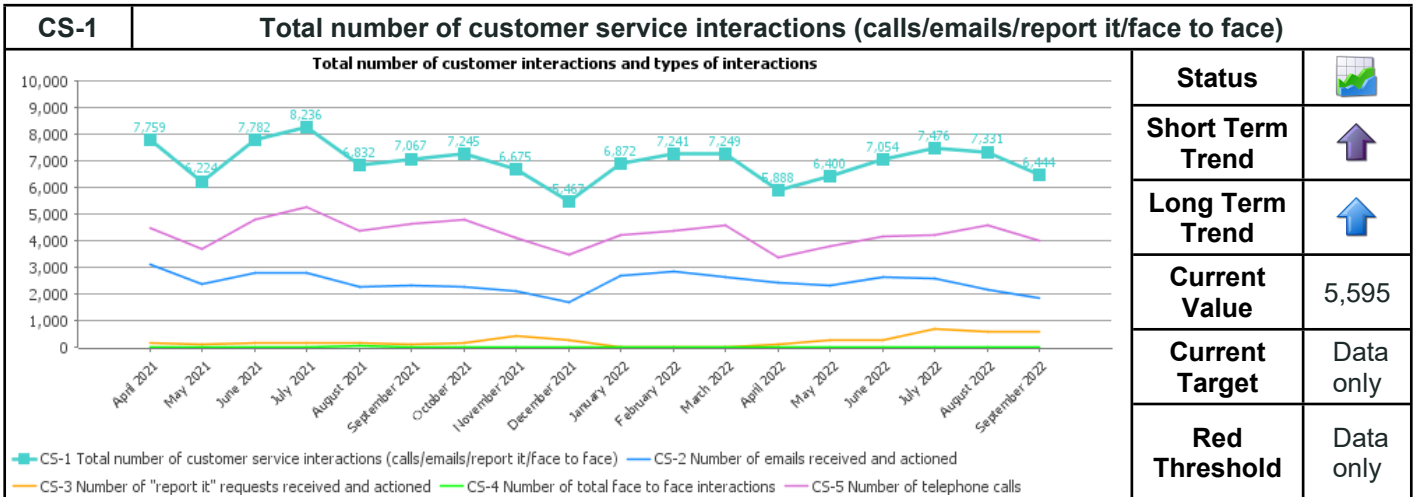


Quarter 2 saw a combined figure of 13,405 visitors to the Museum.

July - 2,958  
 August - 6,733  
 September - 3,714

Numbers have increased compared to the same period last year (6,539) but have not yet reached numbers pre-pandemic.

This year, the Titanic Exhibition covered the duration of quarter 2 and was a successful exhibition contributing significantly to the exhibition income target. The next 1980's exhibition is due to go live in October with the aim of boosting numbers and attracting a different kind of audience.



In Qt2 22/23 we handled 21251 contacts in Customer Services. These were made up of the following:

Telephone Calls – 12796

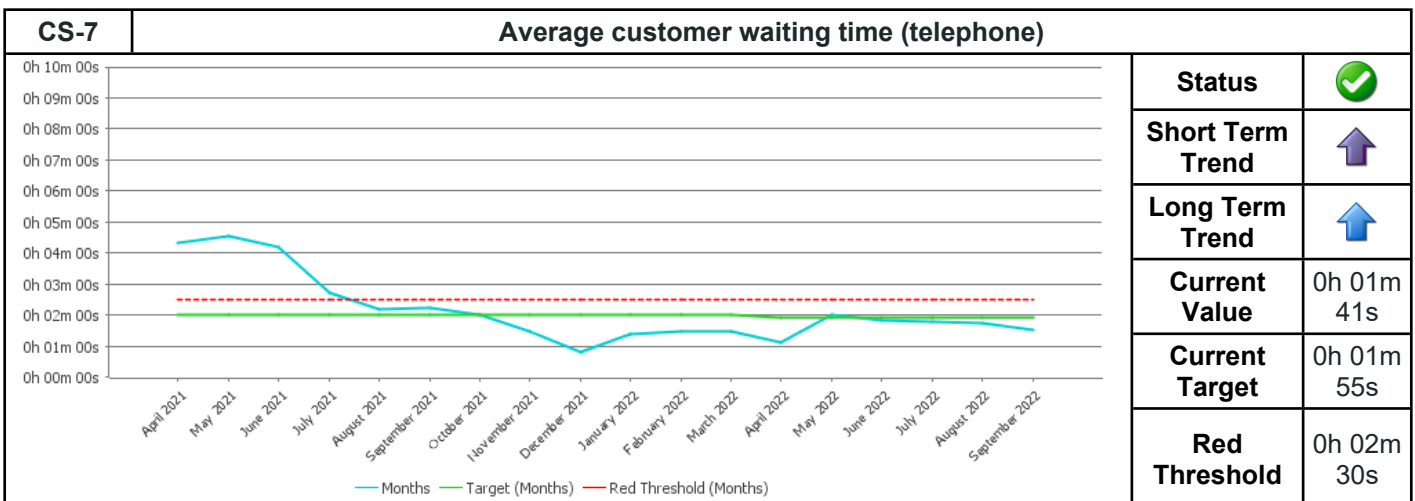
Emails – 6592

Report It enquiries – 1863

F2F interactions – 0 (the Gateway currently remains closed to Customers)

At times, during this quarter, we have continued to see an increase in emails and calls that have been generated through Customer Service in regard to Council Tax queries. These are as a result of the energy rebate scheme and the council tax system being disabled due to the cyber incident which has resulted in a delay in accounts being updated. Whilst the Customer Service team signpost customers to the correct team to support customers with these queries, we do get some initial contact made to our team.

More services have been released on Report It and this is being actively promoted externally and also internally for officers to record queries. We have also implemented Contact Us which has helped reduce down the unstructured email contacts that come in to Here to Help with the query now being sent directly to the department who can resolve these.

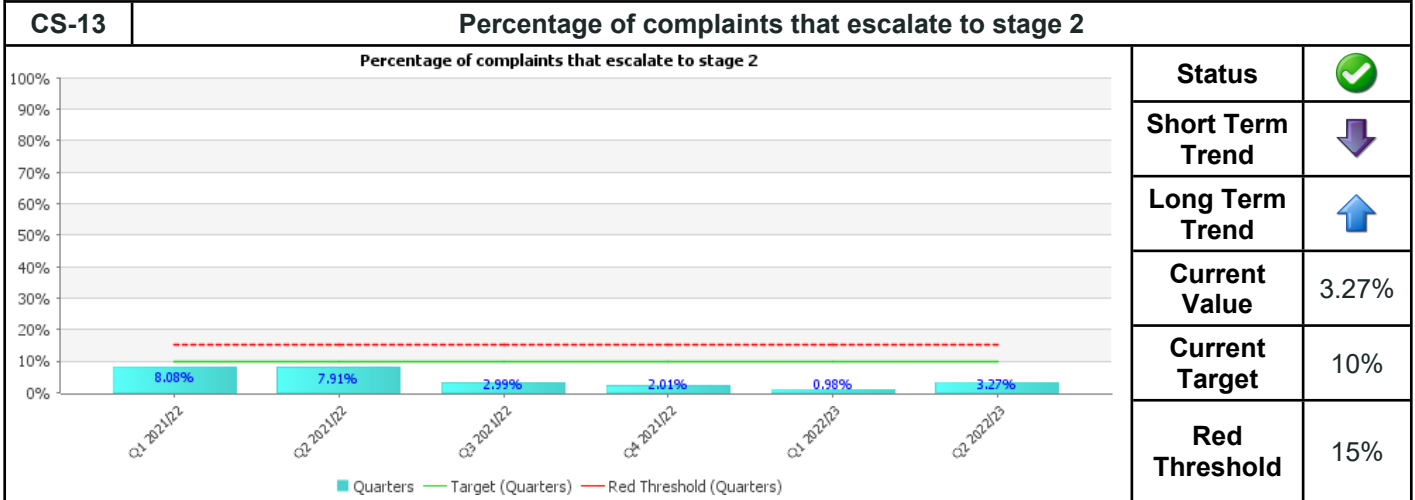
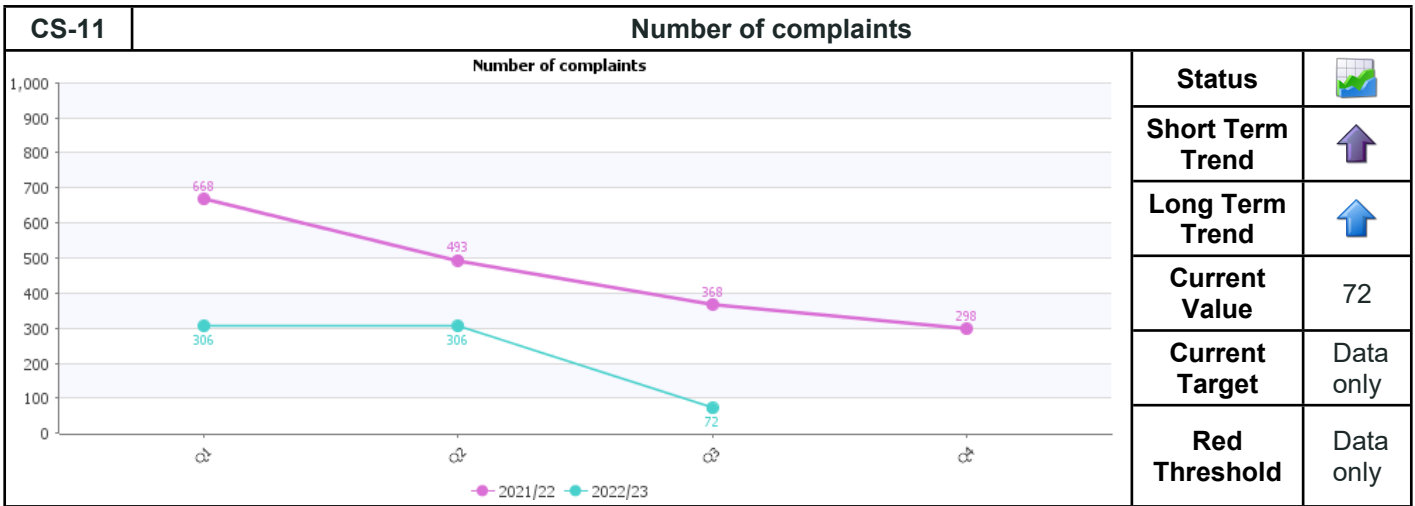


For Qt2 2022/23 the average wait time for calls to be answered was 1m 41s. Our target is to be below 1m 55s.

We have recently recruited for a fixed term maternity cover for a member of staff who is on maternity leave, but we have still been able to maintain a below target average wait time whilst we await them to start. We switch our resource throughout each day, from handling emails, triaging Report It and Contact us enquiries and taking calls, to maintain a good level of call and enquiry handling and to reduce the wait time as much as is possible.

We have been able to continue to work with the Transformation Team on implementing further iterations of changes previously put in place for some processes and this is ongoing but has been impacted by the cyber incident.

For comparison, Qt2 average wait time for 2021/22 was 2m 23s so we have been able to reduce this substantially. The increase in online services has supported this.



For Qt2 22/23 (Jul – Sept)) we recorded 306 complaints, of which 10 of these were stage 2. This is 3.26% of all complaints.

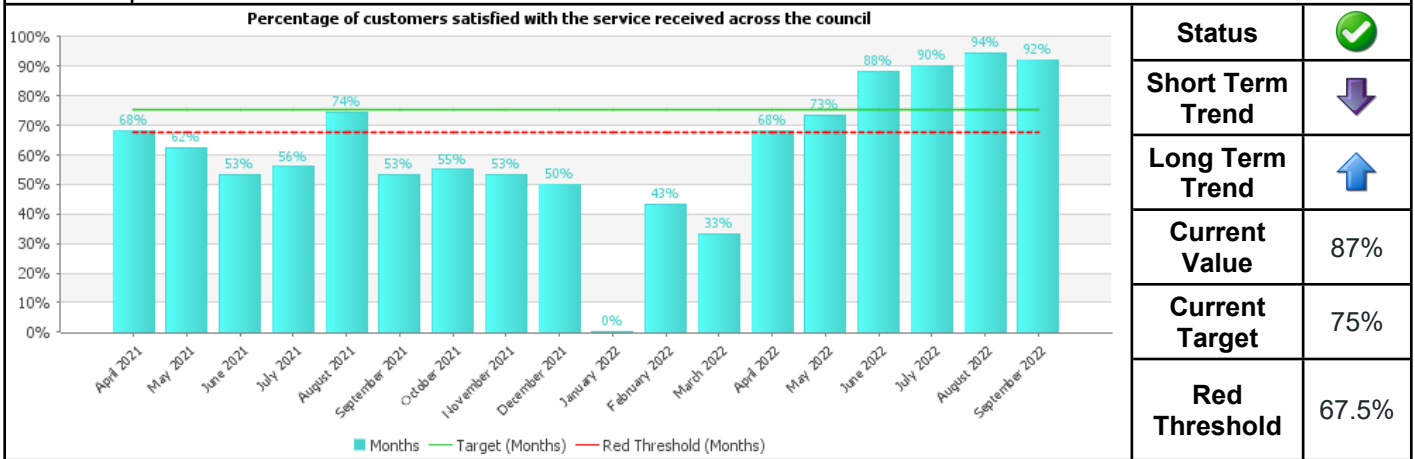
In July 2022 the total number of complaints for services received across all departments that we can report on was 120 (including 2 that were stage 2). 94 (78%) of the complaints being recorded for Ubico.

In August we recorded 111 complaints across all services (including 3 that were stage 2). 88 of complaints being for Ubico (79%).

In September we recorded 75 complaints for all services (including 5 which were stage 2). 62 of complaints for Ubico (83%).

For comparison in Q2 21/22 the total number of complaints raised on our systems for all council departments was 493. Of these, 403 were for Urbaser (contractor at the time) (82%). 39 of the total complaints across departments were logged as stage 2. This was 7.91%.

**CS-15**      **Percentage of customers satisfied with the service received across the council**



In Q2 22/23 we received back a total of 769 feedback responses from surveys and online forms and of these 707 categorized that they were either very satisfied, satisfied or neither satisfied nor dissatisfied. This was a quarterly satisfaction percentage of 91.93%.

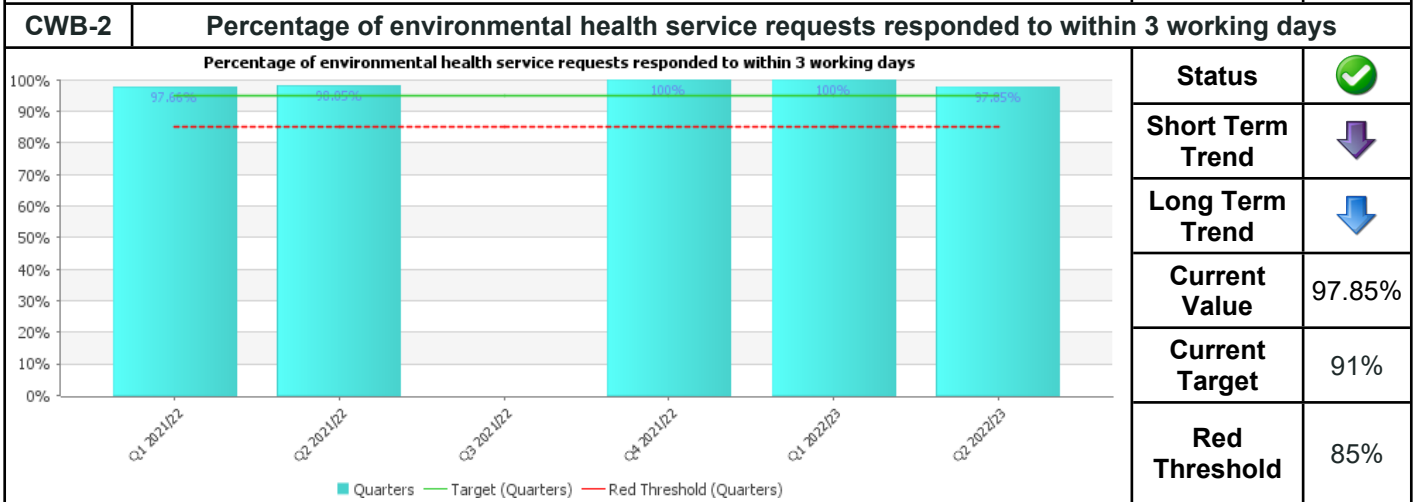
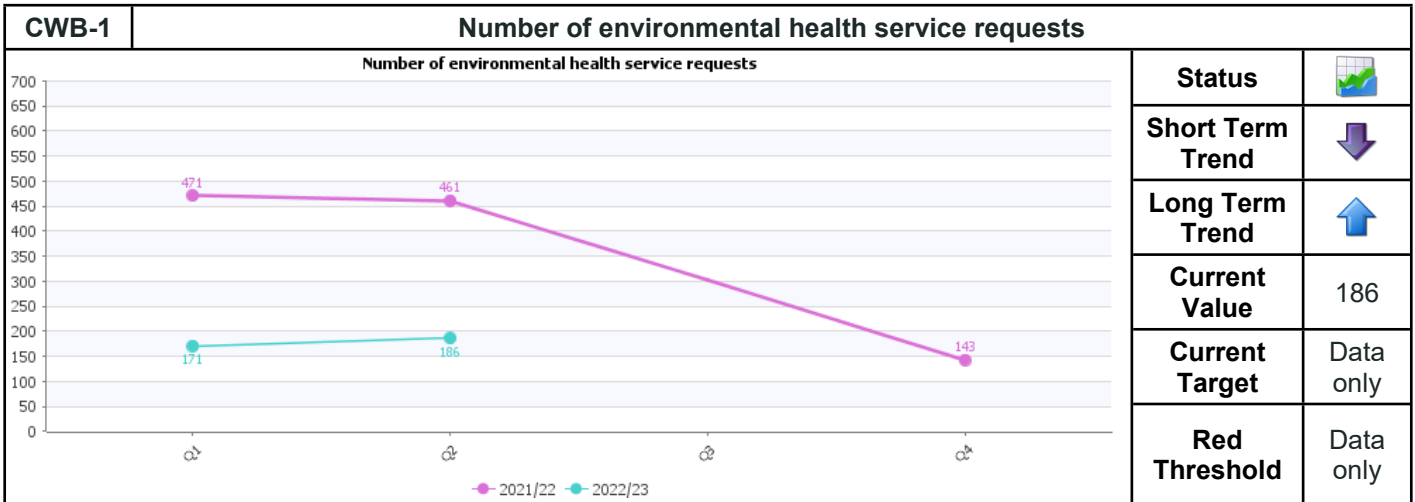
In July we had a total of 250 responses, 225 customers said that overall, they were **very satisfied, satisfied or neither satisfied or dissatisfied (or selected the equivalent rating on the online feedback rating form)** with our service (90%).

In August we had a total 284 responses, 266 customers said that overall, they were **very satisfied, satisfied or neither satisfied or dissatisfied (or selected the equivalent rating on the online feedback rating form)** with our service (94%).

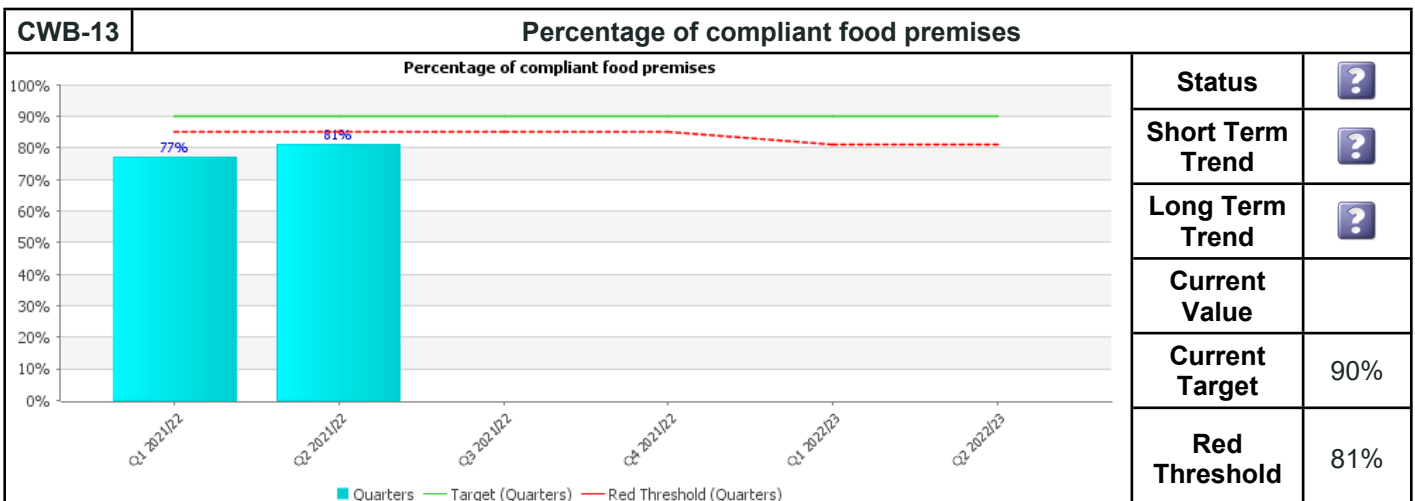
In September we had a total 235 responses, 216 customers said that overall, they were **very satisfied, satisfied or neither satisfied or dissatisfied (or selected the equivalent rating on the online feedback rating form)** with our service (92%).

We have been able to expand the number of processes that can be done online and as such we feel it would be beneficial to report back on, not only the Customer Feedback forms but also the Self feedback forms that customers are asked to complete once they have used our online functions.





Environmental Health Service Requests are currently still recorded through our Business Continuity Process via MS Teams, whilst the Uniform System becomes fully operational. As this process had been a work around, some cases have been dealt with through direct contact with customers and entered later on resulting in the current data. Demand continues to be consistent, however, we are working with customer services to ensure continuous improvement of service delivery.



We are still unable to provide this data due to the cyber incident. Officers have continued to inspect food premises during the past quarter and anecdotally have continued to see high levels of compliance across the City. Any businesses that do not meet the high standard we expect will be given advice and support to raise the standards as soon as possible.

<b>CWB-33</b>	<b>Number of ASB interventions by Solace</b>													
		<table border="1"> <tr> <td><b>Status</b></td> <td>✔</td> </tr> <tr> <td><b>Short Term Trend</b></td> <td>↑</td> </tr> <tr> <td><b>Long Term Trend</b></td> <td>↑</td> </tr> <tr> <td><b>Current Value</b></td> <td>31</td> </tr> <tr> <td><b>Current Target</b></td> <td>10</td> </tr> <tr> <td><b>Red Threshold</b></td> <td>8</td> </tr> </table>	<b>Status</b>	✔	<b>Short Term Trend</b>	↑	<b>Long Term Trend</b>	↑	<b>Current Value</b>	31	<b>Current Target</b>	10	<b>Red Threshold</b>	8
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<p>Solace continues to deliver services to reduce the impact of ASB on the City, despite having issues recruiting staff over the past months. The new Team leader two months in post is working on recruitment currently and seeking to review and improve the service offered. Interventions recorded represent Closure Orders, Injunctions and Investigations.</p>														

<b>DM-2</b>	<b>Percentage of major applications where decisions were made within the agreed timescale or agreed extended period.</b>													
		<table border="1"> <tr> <td><b>Status</b></td> <td>✔</td> </tr> <tr> <td><b>Short Term Trend</b></td> <td>?</td> </tr> <tr> <td><b>Long Term Trend</b></td> <td>↑</td> </tr> <tr> <td><b>Current Value</b></td> <td>100%</td> </tr> <tr> <td><b>Current Target</b></td> <td>75%</td> </tr> <tr> <td><b>Red Threshold</b></td> <td>67.5%</td> </tr> </table>	<b>Status</b>	✔	<b>Short Term Trend</b>	?	<b>Long Term Trend</b>	↑	<b>Current Value</b>	100%	<b>Current Target</b>	75%	<b>Red Threshold</b>	67.5%
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<b>DM-3</b>	<b>Percentage of minor applications where decisions were made within the agreed timescale or agreed extended period.</b>													
		<table border="1"> <tr> <td><b>Status</b></td> <td>✔</td> </tr> <tr> <td><b>Short Term Trend</b></td> <td>?</td> </tr> <tr> <td><b>Long Term Trend</b></td> <td>↓</td> </tr> <tr> <td><b>Current Value</b></td> <td>90%</td> </tr> <tr> <td><b>Current Target</b></td> <td>75%</td> </tr> <tr> <td><b>Red Threshold</b></td> <td>67.5%</td> </tr> </table>	<b>Status</b>	✔	<b>Short Term Trend</b>	?	<b>Long Term Trend</b>	↓	<b>Current Value</b>	90%	<b>Current Target</b>	75%	<b>Red Threshold</b>	67.5%
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<b>Short Term Trend</b>	?													
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<b>Current Value</b>	90%													
<b>Current Target</b>	75%													
<b>Red Threshold</b>	67.5%													

These are best estimates at the moment without access to uniform. All the data will be available from Q3 and will be possible to provide accurate figures then.

The best estimates show that performance is tracking ahead of target, and well above the level of acceptability set by Government. The development management team has grown in the last quarter with 4 new planning recruits, which has enhanced performance and will continue to do so over the coming months.

<b>F-7</b>	<b>Financial Outturn vs. Budget</b>
This will be reported in the quarterly financial monitoring report only until the data is more readily available.	

<b>H-4</b>	<b>Number of successful homeless preventions</b>															
<table border="1"> <caption>Number of successful homeless preventions</caption> <thead> <tr> <th>Year</th> <th>Q1</th> <th>Q2</th> <th>Q3</th> <th>Q4</th> </tr> </thead> <tbody> <tr> <td>2021/22</td> <td>116</td> <td>48</td> <td>64</td> <td>68</td> </tr> <tr> <td>2022/23</td> <td>45</td> <td>58</td> <td>64</td> <td>68</td> </tr> </tbody> </table>		Year	Q1	Q2	Q3	Q4	2021/22	116	48	64	68	2022/23	45	58	64	68
Year	Q1	Q2	Q3	Q4												
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<b>Status</b>																
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<b>Long Term Trend</b>																
<b>Current Value</b>	58															
<b>Current Target</b>	Data only															
<b>Red Threshold</b>	Data only															

The reduction in successful homeless preventions during the first half of 2022/23 is steadily improving albeit slowly. This reflects the continued pressure in the local housing market allied with the affordability challenges that residents face securing alternative accommodation when they are threatened with homelessness. Through a variety of measures designed to support this and our ongoing partnership working, we hope to see a continued upward trend.

<b>H-10</b>	<b>Average number of new households placed in temporary accommodation</b>															
<table border="1"> <caption>Average number of new households placed in temporary accommodation</caption> <thead> <tr> <th>Year</th> <th>Q1</th> <th>Q2</th> <th>Q3</th> <th>Q4</th> </tr> </thead> <tbody> <tr> <td>2021/22</td> <td>150</td> <td>38</td> <td>28</td> <td>36</td> </tr> <tr> <td>2022/23</td> <td>33</td> <td>48</td> <td>28</td> <td>36</td> </tr> </tbody> </table>		Year	Q1	Q2	Q3	Q4	2021/22	150	38	28	36	2022/23	33	48	28	36
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<b>Long Term Trend</b>																
<b>Current Value</b>	48															
<b>Current Target</b>	Data only															
<b>Red Threshold</b>	Data only															

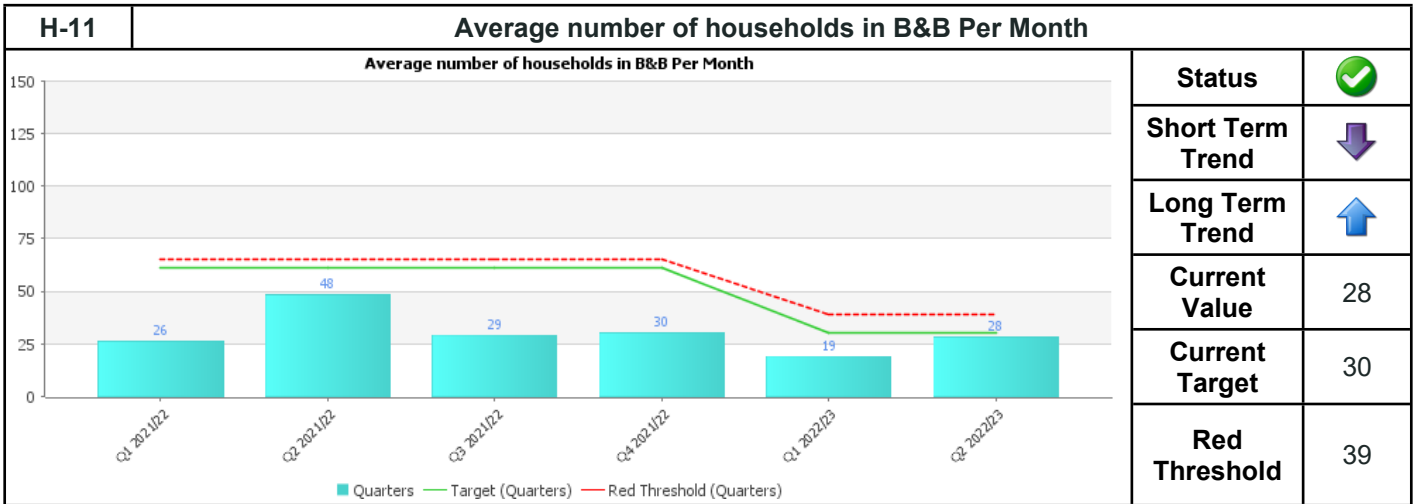
This PI has recently been amended as previously the question was the average number of households in temporary accommodation. The PI now relates to the average number of new households in temporary accommodation. This is to help us understand the demand for New placements and monitor new presentations with temporary accommodation needs.

Average placed 48

For Jul 22 number of new families placed 14 & singles placed 22

For Aug 22 number of new families placed 12 & singles placed 17

For Sep 22 number of new families placed 12 & singles placed 14



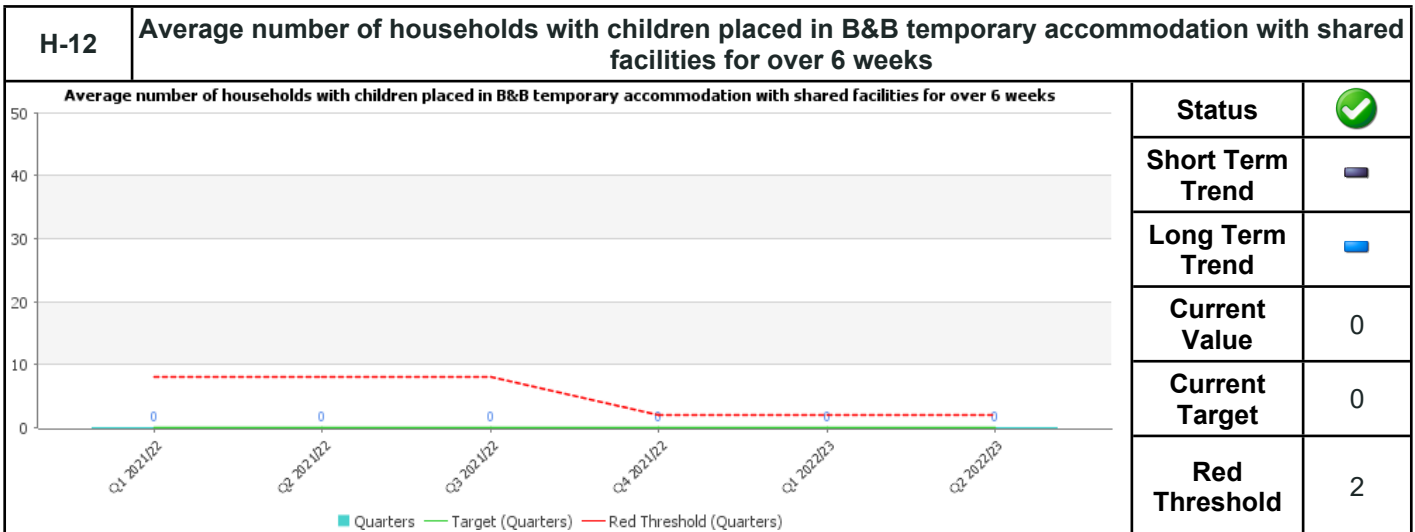
During Qtr 2 we had an average of 28 households in B&B shared accom

During Jul 22 there was 17 households in B&B (16 -single & 1 Family)

During Aug 22 there was 39 households in B&B (32 - single & 7 Families)

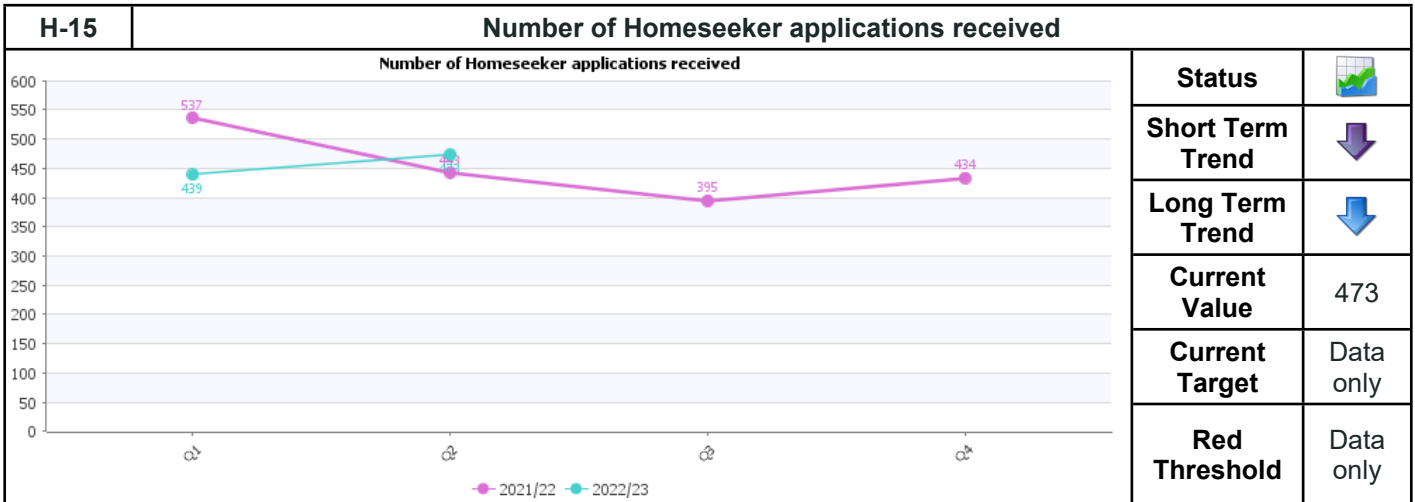
During Sep 22 there was 27 households in B&B (26 - single & 1 family)

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



In Qtr 2 we continued to see a positive picture in the number of families in B&B over 6 weeks. The 'Bed and Breakfast Taskforce' meetings continue to closely focus on finding move-on options for those that already had an 'accepted' homeless decision; or for those in temporary accommodation who were unlikely go on to be owed a 'full duty' giving the local authority full obligations to rehouse.

This is an average measure, however, we did not have any families breaching the 6 week mark.



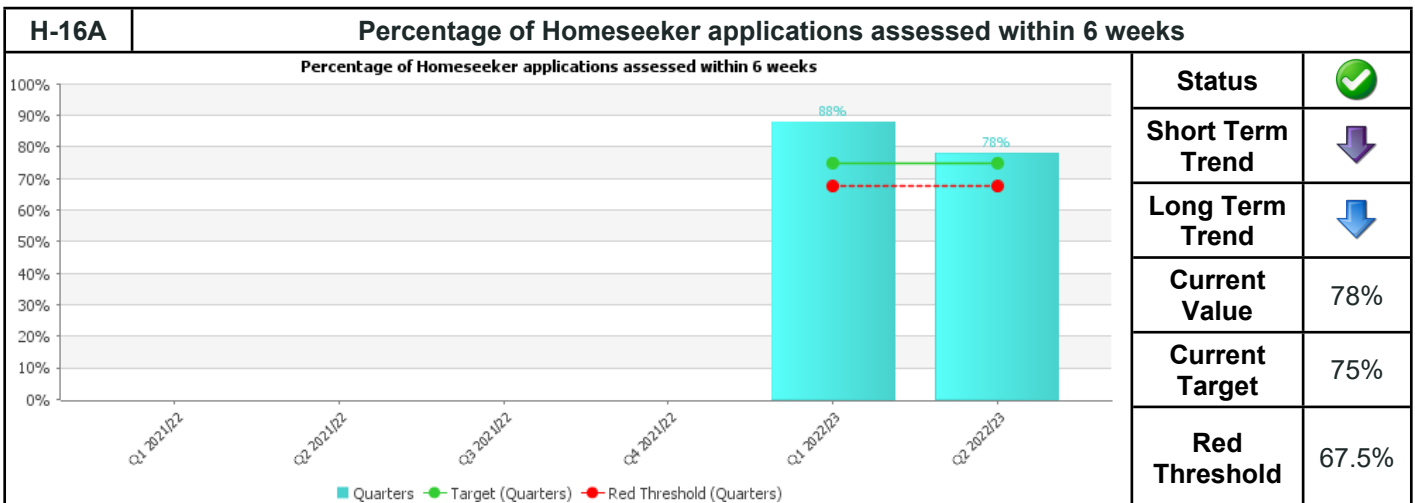
The number of Homeseeker applications received has increased compared to Qtr 1

Jul 22 - 150

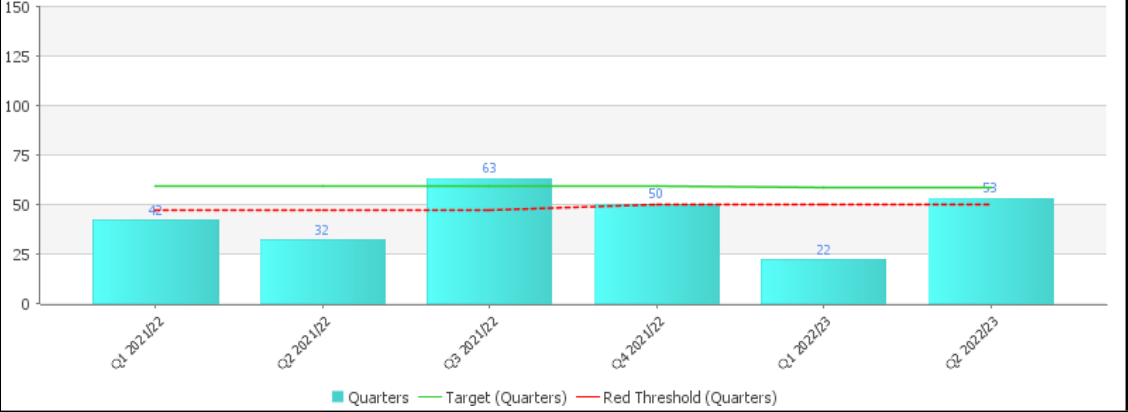
Aug 22 - 178

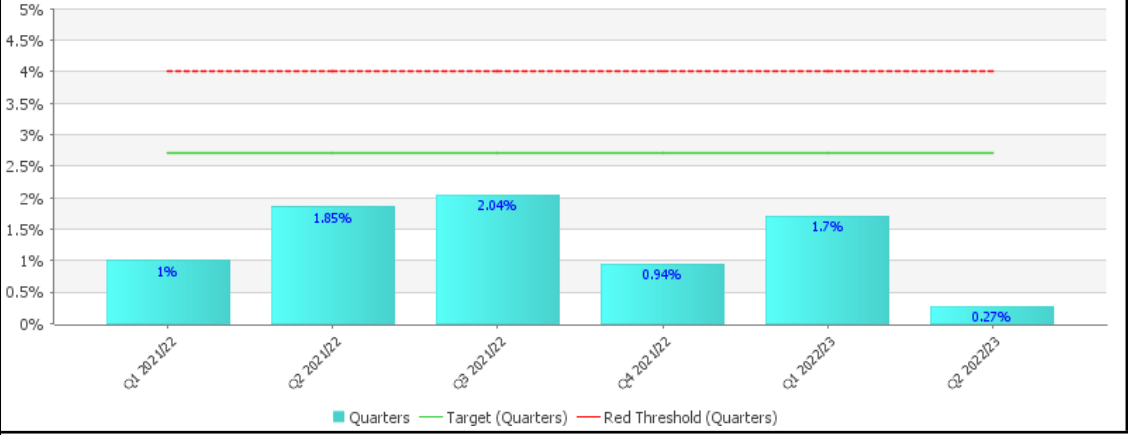
Sep 22 - 145

This PI relates to new applications and does not include changes of circumstances of current applicants.

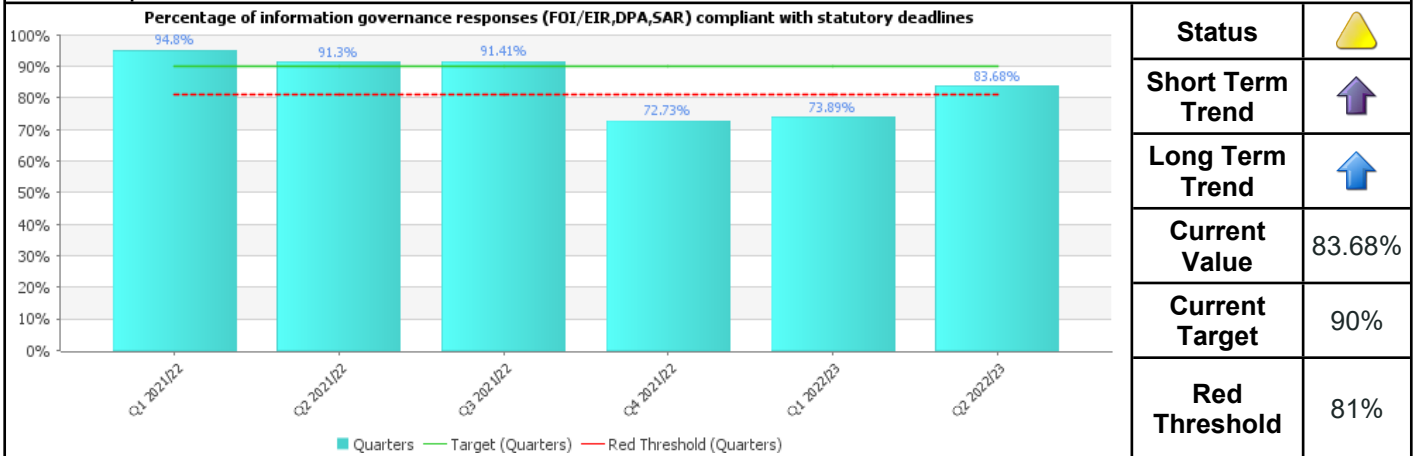


While performance in Q2 remains above target it shows a reduction from Q1 performance resulting from the continued high level of Homeseeker applications received during the quarter.

H-25	Number of affordable homes delivered, including affordable rent, social rent, rent to homebuy, shared ownership, and low cost home ownership																
<p data-bbox="116 215 1174 253">Number of affordable homes delivered, including affordable rent, social rent, rent to homebuy, shared ownership, and low cost home ownership</p>  <table border="1" data-bbox="92 253 1225 663"> <caption>Number of affordable homes delivered</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>Q1 2021/22</td> <td>42</td> </tr> <tr> <td>Q2 2021/22</td> <td>32</td> </tr> <tr> <td>Q3 2021/22</td> <td>63</td> </tr> <tr> <td>Q4 2021/22</td> <td>50</td> </tr> <tr> <td>Q1 2022/23</td> <td>22</td> </tr> <tr> <td>Q2 2022/23</td> <td>53</td> </tr> </tbody> </table>		Quarter	Value	Q1 2021/22	42	Q2 2021/22	32	Q3 2021/22	63	Q4 2021/22	50	Q1 2022/23	22	Q2 2022/23	53	<p data-bbox="1265 215 1356 253"><b>Status</b></p> <p data-bbox="1265 271 1382 331"><b>Short Term Trend</b></p> <p data-bbox="1265 349 1382 409"><b>Long Term Trend</b></p> <p data-bbox="1265 427 1356 488"><b>Current Value</b></p> <p data-bbox="1265 506 1356 566"><b>Current Target</b></p> <p data-bbox="1265 584 1356 645"><b>Red Threshold</b></p>	<p data-bbox="1425 215 1473 253">⚠️</p> <p data-bbox="1425 271 1473 331">⬆️</p> <p data-bbox="1425 349 1473 409">⬆️</p> <p data-bbox="1425 427 1473 488">53</p> <p data-bbox="1425 506 1473 566">58.5</p> <p data-bbox="1425 584 1473 645">50</p>
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Q1 2021/22	42																
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Q3 2021/22	63																
Q4 2021/22	50																
Q1 2022/23	22																
Q2 2022/23	53																
<p data-bbox="92 674 1441 757">The number of affordable homes delivered during Q2 shows a positive increase on Q1 performance, however the ongoing challenges in the construction industry and its supply chains continue to impact negatively on building completions.</p>																	

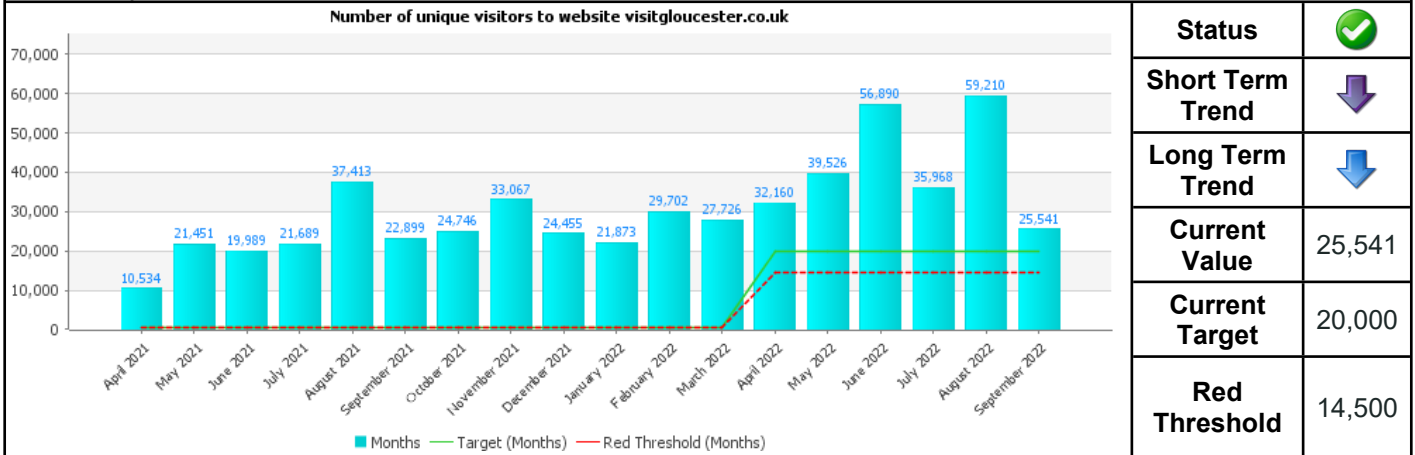
HR-3	Staff Absence Rate																
<p data-bbox="571 860 727 875">Staff Absence Rate</p>  <table border="1" data-bbox="92 875 1225 1308"> <caption>Staff Absence Rate</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>Q1 2021/22</td> <td>1%</td> </tr> <tr> <td>Q2 2021/22</td> <td>1.85%</td> </tr> <tr> <td>Q3 2021/22</td> <td>2.04%</td> </tr> <tr> <td>Q4 2021/22</td> <td>0.94%</td> </tr> <tr> <td>Q1 2022/23</td> <td>1.7%</td> </tr> <tr> <td>Q2 2022/23</td> <td>0.27%</td> </tr> </tbody> </table>		Quarter	Value	Q1 2021/22	1%	Q2 2021/22	1.85%	Q3 2021/22	2.04%	Q4 2021/22	0.94%	Q1 2022/23	1.7%	Q2 2022/23	0.27%	<p data-bbox="1265 860 1356 898"><b>Status</b></p> <p data-bbox="1265 916 1382 976"><b>Short Term Trend</b></p> <p data-bbox="1265 994 1382 1055"><b>Long Term Trend</b></p> <p data-bbox="1265 1072 1356 1133"><b>Current Value</b></p> <p data-bbox="1265 1151 1356 1211"><b>Current Target</b></p> <p data-bbox="1265 1229 1356 1290"><b>Red Threshold</b></p>	<p data-bbox="1425 860 1473 898">✅</p> <p data-bbox="1425 916 1473 976">⬆️</p> <p data-bbox="1425 994 1473 1055">⬆️</p> <p data-bbox="1425 1072 1473 1133">0.27%</p> <p data-bbox="1425 1151 1473 1211">2.7%</p> <p data-bbox="1425 1229 1473 1290">4%</p>
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<p data-bbox="92 1319 1497 1491">We have seen a decrease in our absence rate for quarter 2 2022/23 to 0.27% from 1.70% reported in quarter 1. Overall, our absence levels remain below our target. Managers receive detailed support from the Employee Relations Team for longer term and more complex cases and receive in-depth management information on a monthly basis covering absence trends at a service level plus detail of those hitting the absence trigger point. Managers are proactively encouraged to seek early advice from both the HR Advice line and Occupational Health Manager's helpline regarding any cases of concern to ensure appropriate support and intervention is in place.</p>																	

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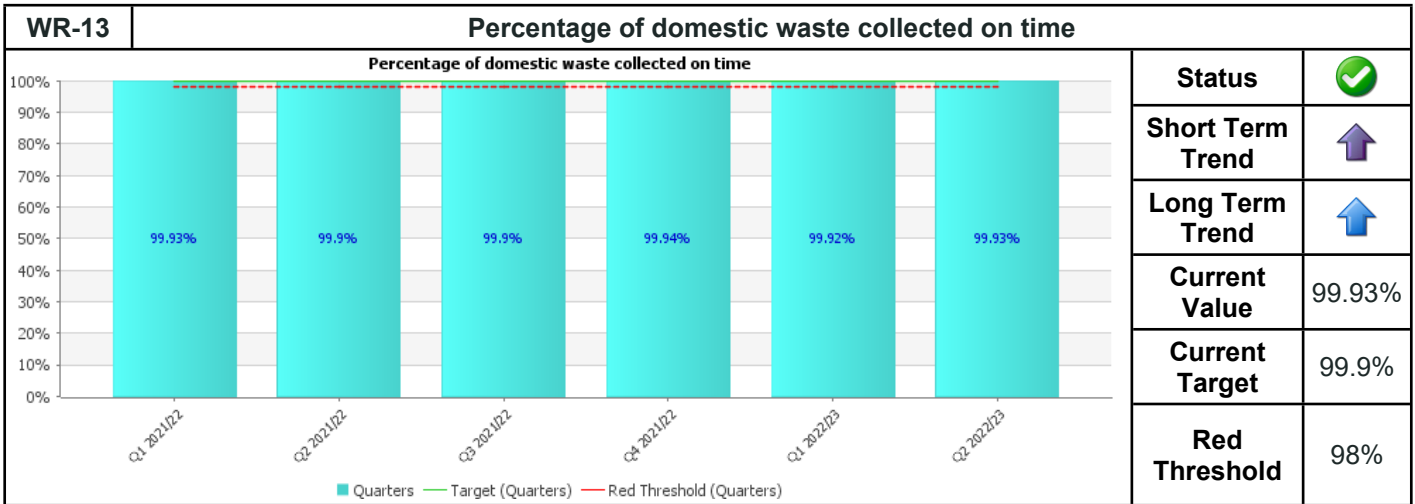


The aim is to respond to all requests by the statutory deadline, however, a target of 90% is set for monitoring purposes. There has been a 10% improvement in performance since the last quarter, though it remains below target at 83.68% as the impact of the cyber incident has continued to limit access to information in some service areas. Outstanding requests have been revisited and in a number of cases the information is no longer required, allowing those requests to be closed. There has also been a steady increase in the number of requests, in addition to a number of complex requests requiring input from multiple service areas. A new digital process for FOI requests has been launched at the start of Q3 and this will automate the reminder process, which may have an impact on response times.

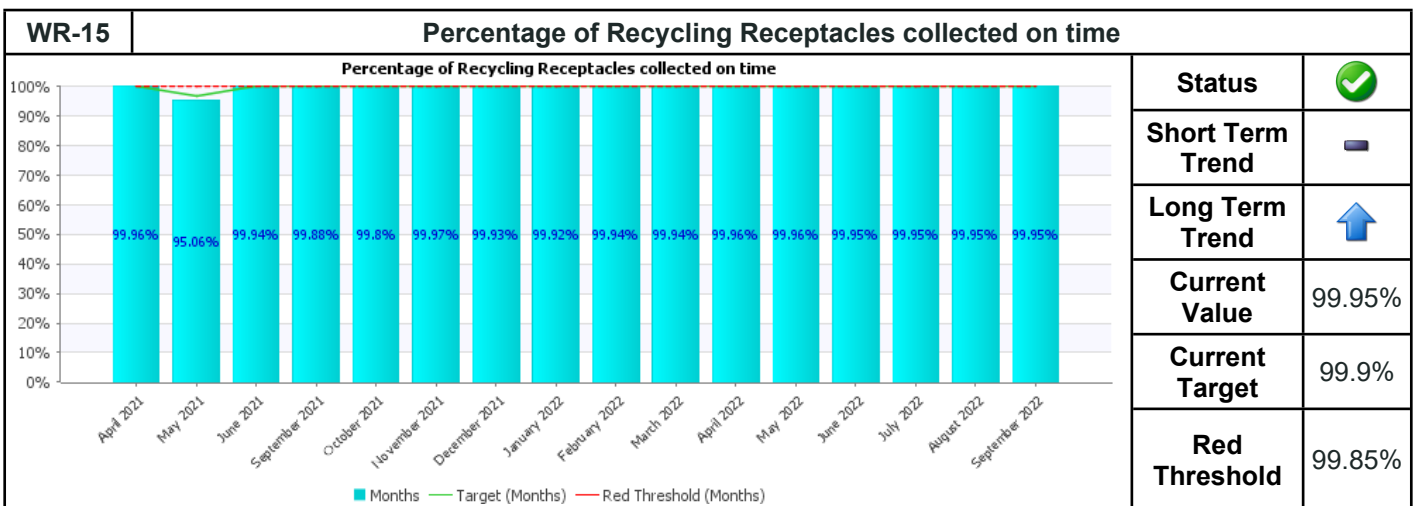
<b>TM-6</b>	<b>Number of unique visitors to website visitgloucester.co.uk</b>
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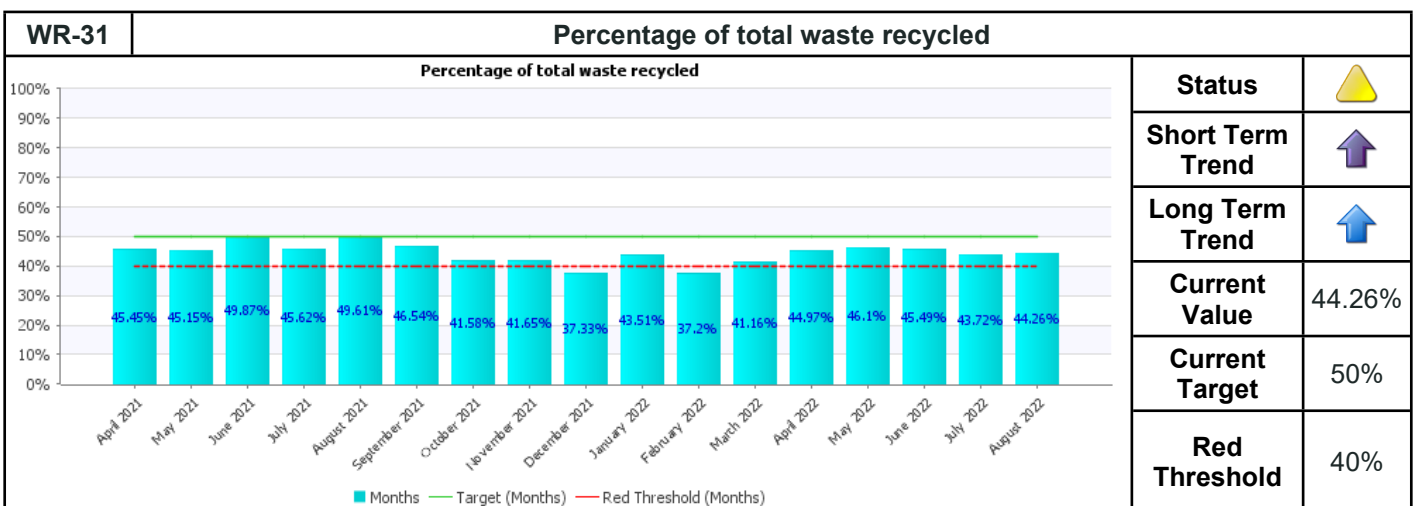
Website users were much lower than last month which is to be expected as we moved out of the school holidays. The ceasing of marketing activity for 10 days due to the death of the monarch had an impact on the figures using the website. The associated cancellations of History Festival and Heritage open Days also meant people weren't using the website to purchase tickets or find information on this.



A successful recruitment drive by Ubico has ensured all vacancies are now filled and the service is running efficiently. Ubico carry out 125,320 domestic waste bin collections each month, it is a very small number not collected on the correct day and this can be attributed to blocked access, residents not having the bin presented on time, or not complying with the waste policy of closed lid/no side waste. In this quarter there was a total of 268 bins not collected on the correct day, an average of 89 out of 125,320 each month.



The successful recruitment drive by Ubico has ensured the service runs daily and collections are completed on the correct day. Ubico carry out 250,640 recycling collections each month, the majority are carried out on the designated collection day, various reasons for non-collection are recorded, including, wrong items in the boxes, incorrect presentation, not presented on time and blocked access. During quarter 2, 356 households reported their recycling was not collected on the correct day, an average of 119 out of 250,640 collections.



We continue to work with residents, landlords and management companies to reduce waste and increase recycling. The total amount of waste which includes all streams, recycling, garden, food and DMR (dry mixed recycling) is down across the board, this is reflective of the national picture and is likely to be attributed to the after effects of lockdown and more residents returning to the office and socialising in leisure time, thereby reducing consumption in the home.



Gloucester's recycling rate at 44% remains in line with the national average.

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<b>Meeting:</b>	<b>Overview and Scrutiny Committee</b>	<b>Date:</b>	<b>28 November 2022</b>
<b>Subject:</b>	<b>Affordable Homes Delivery – Update on performance</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/ EXEMPTIONS**

**1.0 Purpose of Report**

1.1 To update Overview and Scrutiny Committee on the Council’s role in the delivery of affordable homes.

**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**

**Affordable Homes definition**

3.1 Affordable homes are defined within Annex 2 to the National Planning Policy Framework NPPF as housing for sale or rent, for those whose needs are not met by the market (including housing that provides a subsidised route to home ownership and/or is for essential local workers).

3.2 Affordable homes are required to meet one or more of the following definitions:

3.2.1 Affordable housing for rent:

- (i) the rent is set in accordance with the Government’s rent policy for Social Rent<sup>1</sup> or Affordable Rent<sup>2</sup>, or is at least 20% below local market rents (including service charges where applicable);

<sup>1</sup> Social Rent is the lowest rent level and is set by registered providers in accordance with a rent ‘formula’ set by Government annually. Social Rents are often set at around 50% of market rents but this does vary depending on the property. Service charges may be applied in addition to Social Rent.

<sup>2</sup> Affordable Rent is a rent that is capped at 80% of the market rent for the particular property based on a rent valuation. Affordable Rent includes all service charges.

- (ii) the landlord is a registered provider, except where it is included as part of a Build to Rent <sup>3</sup>scheme (in which case the landlord need not be a registered provider); and
- (iii) it includes provisions to remain at an affordable price for future eligible households, or for the subsidy to be recycled for alternative affordable housing provision.

#### 3.2.2 Discounted market sales housing:

- (i) is that sold at a discount of at least 20% below local market value. Eligibility is determined with regard to local incomes and local house prices. Provisions should be in place to ensure housing remains at a discount for future eligible households.

#### 3.2.3 Other affordable routes to home ownership:

- (i) is housing provided for sale that provides a route to ownership for those who could not achieve home ownership through the market. It includes shared ownership, relevant equity loans, other low-cost homes for sale (at a price equivalent to at least 20% below local market value) and rent to buy (which includes a period of intermediate rent).

### **Affordable Homes delivery**

- 3.3 Affordable Homes are delivered through two main approaches – the planning requirement to deliver affordable housing as a planning obligation, and the direct delivery or purchase of new homes by registered providers.
- 3.4 As Gloucester City Council does not manage its own housing stock direct delivery is currently not possible outside of the acquisition of units of temporary accommodation for occupation by homeless households as short-term accommodation.

### **Delivery through planning obligations**

- 3.5 Current planning policy requires that developers are required to provide a minimum of 20% affordable homes when seeking planning consent for all large housing developments subject to the scheme viability.
- 3.6 In some cases, developers may provide evidence that the scheme would not be viable if they were to deliver the full affordable housing requirement, and a lower number of affordable homes are sought. In some cases, the affordable homes planning obligation will be met through the developer providing a commuted sum in lieu of providing homes.
- 3.7 Where the council receives commuted sums these are redirected to support additional delivery of affordable homes or associate with affordable homes, for

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<sup>3</sup> Build to Rent schemes are new-build schemes designed specifically for rent within which an element of affordable housing is often provided.

example the provision of larger homes to meet resident's needs, and to increase the number of accessible affordable homes.

- 3.8 Scheme viability is often influenced by the land value, remediation costs for contamination, construction costs, the sale value of affordable homes, and the value of homes intended to be sold on the open market.
- 3.9 Scheme viability can result in significant reductions on the expected level of affordable homes that are delivered, and this will impact negatively on the future number of affordable homes that are built.
- 3.10 Where scheme viability suggests a reduction in the delivery of affordable homes, the council completes a thorough review of the evidence provided.
- 3.11 On larger schemes the council is able to implement review clauses that provide further points of review for viability and may result in changes in the number of affordable homes that are delivered if the viability arguments no longer apply to the scheme – for example where house prices have increased since the date of the planning consent.
- 3.12 Where developers do deliver affordable homes through planning obligations, the homes will be offered to registered providers and housing associations and disposed of to the organisation that offers the best value.

### **Delivery through direct delivery**

- 3.13 Registered providers (i.e. housing associations and stock-holding Councils) are also able to develop homes themselves utilising borrowing (including Homes England funding) to secure development sites.
- 3.14 Where housing associations develop their own sites, they will often deliver all the homes on the development as affordable homes.
- 3.15 Registered providers also enter into purchase agreements with developers to secure additional affordable housing numbers on schemes. This approach can be attractive to the developer as it can assist the developer's borrowing needs across the whole development period.

### **The Council's role in influencing affordable homes' delivery**

- 3.16 The Council has limited land ownership and consequently has very limited ability to influence the delivery of affordable homes outside of the planning process.
- 3.17 Where Council-owned sites have the potential to deliver housing the Council works with Registered Providers to deliver affordable housing that meets the needs of the City. Land at St Oswald's is an on-going example of this approach, with 300 homes expected to be built with two thirds as affordable housing.
- 3.18 During the planning process, alongside ensuring that planning applications meet relevant planning policies – including the requirement to provide affordable housing – officers aim to ensure that developments deliver sustainable neighbourhoods for

example through ensuring that the housing mix is appropriate and affordable homes are distributed throughout the scheme.

- 3.19 Planning officers work to allocate housing sites within the Local Plan, and housing officers then work to promote sites to Register Providers. These sites are often the more difficult to develop and constrained sites that the open market is not delivering.
- 3.20 A key aim when consenting development is to ensure that the right affordable homes are delivered in the right place. In other words, the delivery of affordable homes is not merely concerned with the number of homes delivered but the quality of those homes.
- 3.21 To support the delivery of high-quality affordable homes officers engage with developers and registered providers to influence the scheme design, the delivery of accessible homes (including those that are accessible to wheelchair users), and the provision of double bedrooms in affordable homes.
- 3.22 The Joint Core Strategy adopted in 2015 - now known as the Joint Strategic Plan - has allocated 4,895 new homes to be built on the boundary of Gloucester and Tewkesbury to meet Gloucester's housing need. There is a requirement that 35% of these homes are to be affordable homes, and initial analysis of lettings outcomes has identified that 80% of lets on the Tewkesbury strategic allocations have been made to Gloucester housing register applicants.
- 3.23 Delivery on the strategic allocation started in earnest in 2021 with the expected number of completions due to exceed 400 by the end of 2022/23. While the changing market conditions may impact on delivery and result in an overall slowing of development, the market conditions may provide an opportunity for Registered Providers to purchase market housing as we have seen elsewhere.
- 3.24 Officers have also been working to encourage public sector partners to consider social value when disposing of land and recently supported the Gloucestershire Health and Care NHS Foundation Trust in their disposal of the Holly House and Hatherley Road sites. This process prioritised social value and sustainability and resulted in the two developments being sold to housing associations for the delivery of 100% affordable housing schemes

## Affordable homes delivery in Gloucester

3.25 Over the last 10 years 1,347 affordable homes have been delivered in Gloucester:

	<b>Affordable homes delivered</b>
2012/13	25
2013/14	107
2014/15	171
2015/16	62
2016/17	96
2017/18	63
2018/19	181
2019/20	180
2020/21	275
2021/22	231 <sup>4</sup>
<b>Total</b>	<b>1,391</b>

3.26 During Q1 and Q2 in 2022/23, 75 affordable homes have been brought forward.

3.27 The Council measures delivery of affordable homes through quarterly performance monitoring and we have a current performance target to support/enable the delivery of 234 affordable homes every year.

3.28 The delivery of affordable homes is not linear and the build programmes for individual developments will determine the hand-over dates for the affordable homes. This can result in our performance target suggesting that a lower number of affordable homes is likely to be delivered during the year than is the case.

3.29 There are a range of factors that influence the delivery of affordable homes once developments are onsite, and recently the speed of housing delivery has been negatively impacted by the negative impact on the building construction supply chain that has resulted from the country leaving the EU, allied with inflationary price increases that can result in changes to specifications, and the challenges in securing contractors to undertake work.

## Conclusions

3.30 The Council has limited influence on the delivery of affordable homes within Gloucester, and the conditions within the housing market both when developers seek planning consent and at the point of construction can negatively impact delivery.

3.31 The increased proportion of brownfield development that occurs in Gloucester can result in a greater proportion of schemes where viability considerations reduce the number of affordable homes provided.

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<sup>4</sup> As a result of the cyber incident officers need to carry out an audit of the above figures to confirm correct and liaise with DLUHC on delivery figures show in the published live tables

- 3.32 Officers proactively liaise with both developers and registered providers to influence the delivery of affordable homes with the aim of securing affordable homes that best meet the needs of residents.
- 3.33 The focus on delivering a specific number of affordable homes creates friction with our ambition to influence the delivery of high-quality affordable homes that provide an appropriate mix of bedroom sizes and accessibility. In short, larger homes and accessible homes are more costly to build and therefore can result in fewer affordable homes being delivered on a given scheme.
- 3.34 The completion of affordable homes is not linear throughout each financial year and consequently the performance target may better be considered as an annual only measure that provides data at the end of each year only.

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

- 4.1 Officers seek to ensure that where possible housing development delivers social value – for example through the provision of accessible homes to enable wheelchair-using families to secure appropriate accommodation for their needs.

#### **5.0 Environmental Implications**

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

#### **6.0 Financial Implications**

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

(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:**

National Planning Policy Framework -

<https://www.gov.uk/government/publications/national-planning-policy-framework--2>



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