

Paragraph 12.01 of Part 4 of the Rules of Procedure contained within the City Council's Constitution provides that a Member of the Council may submit a written question to the Leader of Council or any Cabinet Member.

This document informs Members of Council of written questions put to the Leader of the Council and Cabinet Members and written replies thereto.

Council is recommended to

- (a) Note the written questions submitted and corresponding responses.
- (b) Note the supplementary questions and corresponding responses delivered verbally within the 45 minutes available for Questions by Members.

No.	Question from/to	Question
1.	From Councillor Hilton to the Cabinet Member for Performance and Resources	At 17.41 hours on the 18 th of January, GloucestershireLive published a story that headlined: "Gloucester City Council cyber attack linked to hackers in Russia and it may take months to fix" Is this true that the cyber attack on the city council IT systems came from hackers based in Russia?
	Response: As Councillors are already well aware, we are unable to share any further details concerning this incident as it is an active investigation.	
2.	From Councillor Hilton to the Cabinet Member for Performance and Resources	The story on GloucestershireLive states that it could be months before all the city council IT systems are back online. What is the current estimate of the time it will take to bring everything back online and how much will it cost financially for this council to resolve the impact of the cyber attack?
	Response: As the incident is still being investigated it is not currently possible to give a timeframe for when we will be able to fully resolve the issues, nor an estimate of any costs for doing so.	
3.	From Councillor Pullen to the Cabinet Member for Performance and Resources	Can the Cabinet Member give an assurance that no personal information has been compromised as a result of the recent cyber incident at the council?
	Response: As Councillors are already well aware, we are unable to comment any further on the nature or detail of this incident as it remains an active investigation.	
4.	From Councillor Pullen to the Leader of the Council	At Full Council in January 2021 council resolved that "A detailed (Climate Change) action plan based on the CLS report setting out milestones,

	and Cabinet Member for Environment	timescale, resource implications and finance arrangements be prepared and submitted to the Cabinet at the earliest opportunity". Why has this action plan not materialised?
	Response:	
	<p>Preparatory work has already been undertaken to deliver an outward-facing Gloucester City Council Climate Change Action Plan with the aim of codifying the Council's approach to the decarbonisation of its own functions, as well as the decarbonisation of the wider City. In order to both enhance and expedite this work, you will be aware that the City Council recently brought forward its decarbonisation target from 2050 to 2045 and became a Member of the UK100 network of local authorities working towards net zero.</p> <p>While a Climate Change Action Plan remains a high priority for 2022, I am conscious of the fact that, when it comes to environmentalism, actions speak louder than words. Further to this, you will recall Cllr Bowkett's unanimously-supported motion on tree planting in Gloucester, which stated that there was a "pressing shortfall in tree planting" in the city and called on the Council to accelerate and increase its ambitions in this area. That's why I am delighted to inform Full Council, that following a change in approach to tree planting in the borough, we are in the process of delivering over 12,000 new saplings and 100 new large specimen trees across every ward in Gloucester, including a 4,000 sapling woodland in honour of the Queen's Platinum Jubilee, as part of an urban forestry programme that has secured almost £140,000 in external funding since September 2021. Members can expect the same level of ambition and energy across all of the Council's main sources of emissions in the coming year and to be engaged in this process.</p>	
5.	From Councillor Bhaimia to the Leader of the Council	There are only '9' Hackney Carriage and '5' Private Hire Vehicles that are Wheel Chair Accessible. Does the Leader feel this is enough given the number of disabled people in the City.
	Response:	
	<p>The Licensing Team believe we have the right amount of specifically wheelchair user licensed vehicles. There has been no evidence presented to them to think that this is not the case. Licensed drivers do undertake Safeguarding Awareness training which has a module that includes equality awareness. This training is currently being updated and our Licensing Team are working with the other Gloucestershire Licensing Teams so that all the licensed drivers within the County have the same level of training. Our existing licensed drivers will have to undertake refresher training every 3 years. The Team have worked with The Thomas Pocklington Trust to raise awareness to the licensed trade on people that are partially sighted and the use of an assisted dog. Our current Hackney Carriage Vehicle Policy states that any new Hackney Carriage Vehicle has to be wheelchair accessible. If you have been approached from residents or any organisations regarding specifically wheelchair user vehicles then the Licensing Team are happy to engage with them.</p>	
6.	From Councillor Chambers-Dubus to the Cabinet Member for Culture and Leisure	Residents in Moreland are rightly concerned about the future of the Oval tennis courts. Please can you tell me the anticipated timeline between now and conversion into a pay facility should that be the route taken?
	Response:	
	<p>No decision has yet been taken in respect of the introduction of a pay to play system for the Oval tennis courts. Further information regarding the availability</p>	

	and administration of Government funding for the project has been requested from the Lawn Tennis Association. If a decision is taken to introduce a pay to play system utilising this funding, the timing of its introduction would be dependent on the requirements associated with the grant.	
7.	From Councillor Conder to the Cabinet Member for Planning and Housing Strategy	<p>The draft Gloucester City Plan states that specialist housing should not predominate in a particular street or area.</p> <p>Given that it could be argued that Kingsholm has already reached or exceeded that limit, can the Cabinet Member for Planning explain why the Council is still so tardy in progressing a housing stock survey in Kingsholm?</p> <p>How can decisions be made with inadequate or out of date information?</p>
Response:		
<p>The proposed private sector stock condition survey is being progressed in partnership by the Gloucestershire Strategic Housing Partnership so that consistent data is available to all district councils in Gloucestershire. This is a large project and is being led by Stroud District Council on behalf of the Gloucestershire Strategic Housing Partnership. By working in partnership there are economies of scale, and the Council is also able to access significant funding that reduces the direct cost of the stock condition survey.</p> <p>The stock condition survey is the mechanism to obtain the relevant datasets that will inform future strategic housing decisions.</p>		
8.	From Councillor Sawyer to the Leader of the Council and Cabinet Member for Environment	When will the redevelopment of the Food dock be complete and open to the public?
Response:		
Completion of the Food Dock is expected by July 2022. It is expected to be open for business by the end of August 2022.		
9.	From Councillor Wilson to the Leader of the Council and Cabinet Member for Environment	<p>Yesterday (Jan 18) residents in parts of Abbeymead didn't have their household recycling collected. There has been no communication on the city council website or social media accounts informing them if they should take their recycling back in or leave it outside to be collected the next day.</p> <p>Has the city council abandoned its practice of updating its website and social media accounts to keep residents informed and</p> <p>How long do we anticipate these missed collections to continue?</p>
Response:		
Unfortunately, we continue to face daily challenges delivering the waste service. HGV driver shortages mean we have not been able to fill vacancies to full headcount and we are operating each day with 5 drivers less than we need, in addition we had 3 drivers last week in self-isolation due to covid. Where possible we have used staff from the grounds and street cleansing service driving many		

	<p>small vehicles, so we can at least collect food waste each week. This means that the remainder of the recycling, card, paper, plastic, cans and glass is being collected fortnightly, normally this affects 2-3 rounds each day and we are rotating those missed so the same people are not affected consecutively. We always try to notify residents and councillors of the affected areas, the general message is if we haven't collected your recycling, please take it in and put it out again next week. Unfortunately, this situation is beyond our control, we continue to do everything we can to recruit more staff, but it is not possible to say how long this will continue.</p>	
10.	From Councillor Hilton to the Leader of the Council and Cabinet Member for Environment	<p>Following on from the cyber attack what outside support has the city council been receiving either in IT expert advice, from other local authorities or financial grant aid?</p> <p>Response:</p> <p>The Council has been receiving advice and support from a number of other Councils, the Local Government Association, Government Departments and Agencies, as well as from its own IT supplier.</p> <p>The Local Government Association has additionally provided £50,000 in financial aid to assist with the investigation into the incident.</p>
11.	From Councillor Hilton to the Leader of the Council and Cabinet Member for Environment	<p>Was there an unsuccessful attempt to hack into the council's IT systems on the day of the local elections in 2021?</p> <p>Response:</p> <p>Most, if not all, organisations in the world face numerous attempts each and every day from malicious emails attempting to penetrate firewalls and other IT security defences. Although the logs are not accessible, this was almost certainly the case on election day in 2021 and, indeed, every other day in 2021.</p>
12.	From Councillor Bowkett to the Leader of the Council and Cabinet Member for Environment	<p>With past papers currently inaccessible, please disclose when the risk of a cyber-attack and the associated security protections were originally inputted by the Council into the Strategic Risk Register for monitoring? How many times have these risks been incrementally updated, and when was each update made?</p> <p>Response:</p> <p>The risk of a cyber incident and associated mitigations have been on the strategic risk register for a number of years. The strategic risk register is formally reviewed by the Senior Management Team on a quarterly basis. Any updates to risks will be made at these formal management reviews.</p>
13.	From Councillor Bowkett to the Leader of the Council and Cabinet Member for Environment	<p>Pertaining to the cyber incident, in regards to the third-party service provider with which the Council was in an email conversation, what services were they specifically providing to the Council?</p> <p>Response:</p> <p>As Councillors are already well aware, we are unable to share any further details concerning this incident as it is an active investigation.</p>
14.	From Councillor Bowkett to the Leader of the Council and Cabinet Member for Environment	<p>Had the service that was being provided by the third-party service provider that was in the email conversation with Gloucester City Council been managed in-house, would this cyber incident have been more likely to be avoided?</p> <p>Response:</p>

	As Councillors are already well aware, we are unable to share any further details concerning this incident as it is an active investigation.	
15.	From Councillor Bowkett to the Leader of the Council and Cabinet Member for Environment	On 11th October 2020, Hackney Council was the victim of a cyber incident very similar to the one Gloucester City Council has suffered. What lessons were learned and what measures were put in by Gloucester City Council following that hack in order to protect Gloucester City Council against a similar cyber incident?
	Response: Gloucester City Council takes cyber security very seriously, and officers have considered the lessons learnt from cyber incidents experienced by other organisations, including Hackney Council. The Council has deployed a range of technical cyber security measures as well as a significant programme of staff training.	
16.	From Councillor Bowkett to the Leader of the Council and Cabinet Member for Environment	Please list which services and information was made unavailable due to the cyber incident, and when is it estimated that each of these services and information will be made available again?
	Response: The City Council website remains the best source of current information regarding any impact on services arising from this cyber incident. https://www.gloucester.gov.uk/about-the-council/cyber-incident/	
17.	From Councillor Field to the Cabinet Member for Planning and Housing Strategy	What are the next steps in the regeneration proposals for Podsmead?
	Response: The regeneration of the Podsmead estate is being progressed by Gloucester City Homes and I am not in a position to offer Cllr Field insights to that company's own planning and decision making. The company is currently undertaking a consultation exercise within the estate to engage residents in the development proposed. That exercise is ongoing and the company has yet to formally share its findings and conclusions with the Council. Council officers are working closely with Gloucester City Homes on a number of fronts. At present the next steps for the City Council in the process are: 1. Finalise the provision of pre-application Planning advice to GCH in anticipation of receiving a planning application this year. 2. Resolve discussions with the Gloucester Urban Schools (GUS) charity over the valuation of various parcels of land within the estate It is my intention to continue the monthly meetings with yourself and GCH to try to keep you informed of progress.	
18.	From Councillor Field to the Leader of the Council and Cabinet Member for Environment	Fly-tipping has been a problem in my ward of Podsmead, for example in Milton Avenue where the ESIF works are taking place, and in other locations such as the alleyway from Burns Avenue into Eliot Close. What further measures can this council take to prevent and reduce fly-tipping, particularly in wards outside the city centre?
	Response:	

	<p>In relation to 'one off' or opportunistic fly-tipping incidents, once a report is received via the Contact Centre, the 'job' is allocated to an Enviro-crime Officer, who would attend the site for an investigation. If the offence is linked to a property or an individual, after the necessary inquiries, a FPN is issued and Urbaser is asked to have the fly-tip removed.</p> <p>If, however, an area or location is identified as a fly-tipping hotspot, the '3Es' approach is employed to tackle the issue, which is Education, Empowerment and Enforcement. In the first instance, a letter will be drafted and distributed to inform the local residents of the problem, to seek their assistance to resolve the matter and to inform them of the consequences of committing a fly-tipping offence. If, through local intelligence, we are able to identify the source of the problem, this information is shared with the Waste & Recycling Team for them to carry out a waste audit at the address to see if the residents at the property have the right waste receptacles and whether recycling is taking place at the address. In the event that the problem persists, enforcement actions by way of FPNs and prosecutions are taken.</p> <p>The Enviro-crime team has leaflets, letters and lamppost signs available to use as part of the 'Education' stage.</p>	
19.	From Councillor Field to the Cabinet Member for Culture and Leisure	<p>How will you be revitalising cultural life in the city after Covid?</p> <p>Response:</p> <p>Tall Ships Festival returning in June along with The Queen's Platinum Jubilee proclamation and beacon lighting on Robinswood Hill</p> <p>With the completion of Kings Square this summer an exciting new cultural space for Gloucester will be created. A lively Festivals and Events programme returning to the city with support from the council.</p> <p>Refurbished the cinema at the Guildhall – with a programme daily and an ongoing live music and performance programme at the Guildhall.</p> <p>A 3-year partnership with the Royal Photographic Society to bring world-class exhibitions to Gloucester. The International Photographer Exhibition opened to the public at the Museum of Gloucester on Thurs 27th Jan.</p> <p>The council is bidding for further funding from Arts Council for investment into Gloucester Guildhall in order to raise the quality of the space and the offer.</p> <p>The council is seeking to extend our relationship with English Heritage by renewing our contract to manage Blackfriars Priory.</p> <p>The city council is working with partners across the city including the BID, Gloucester Culture Trust, University of Gloucestershire and more to support a lively festivals and events programme across the year, including the successful Bright Nights Festival.</p>
20.	From Councillor D. Brown to the Leader of the Council and Cabinet Member for Environment	<p>Air Quality in Gloucester: The Annual Status Report covering 2020 was published in August 2021.</p> <p>The diffusion tube monitoring programme was disrupted during September, November and</p>

	<p>December with the result that no data is available for November and December 2020, although some figures can be published for September. The report states that "tubes were under-exposed during September and November and over-exposed during December". Covid-19 was a factor but what were the other factors, and have they been mitigated for in 2021?</p> <p>Table 2.2 in the above Annual Status Report details 22 classifications for 'Progress on Measures to Improve Air Quality'. Seven of these classifications highlight the involvement of Gloucester City Council. Are The City Council making progress in each of these classifications?</p>
Response:	
<p>Part 1</p> <p>There was a data entry error as to when the tubes were changed (incorrect dates) our process has been reviewed to ensure errors are identified and corrected prior to being sent off for analysis.</p> <p>Part 2</p> <p>ASR measures</p> <p>Measure 9. Encourage bus company to buy new vehicles - completed</p> <p>Measure 13. Amey Fleet (now Urbaser) The waste collection fleet is not ours. It is currently hired by Urbaser and that hire period ends on 31st March. When Ubico take over the Council will own the fleet which is already on order, we are purchasing Dennis Eagle RCV's which are diesel. Ubico will be looking at alternative fuels which are better for emissions.</p> <p>Measure 16. Improvement in Planning Application Validation Requirements – the team review any new planning applications and comment if there is likely to be an issue with dust or increase in vehicle movements through our AQMA's. There has been a NOx monitoring tube on the new flats in Black Dog way since July 2021 and are giving a reading of below 30 µg/m³ The WHO limit is 40 µg/m³.</p> <p>Measure 17. Promoting Low Emission Transport from building developers to install electric charging points. The Current Policy Requires; ULEV Charging Spaces Initially 5% of the total parking spaces provided and a further 5% of the total parking spaces at an agreed trigger but no later than 3 years from the first opening. Every new non-residential building undergoing a major renovation with more than 10 car parking spaces to have one charge point and cable routes for an electric vehicle charge point for one in five spaces. Every new residential building with an associated car parking space to have a charge point Commercial development must be supported by a travel plan to promote sustainable travel choices irrespective of the number of car parking spaces provided and where a transport assessment is provide they should be a key factor in managing traffic generation and car parking supply</p>	

	<p>Measure 18. Promoting Low Emission Transport reducing emission from Taxi's. Vehicles will not be accepted for licensing on first occasion after 5 years from the date of registration regardless of whether it was previously licensed anywhere else in the UK. Since 2018 all newly registered vehicles must be Euro 6 compliant and the whole fleet will be Euro 6 compliant by 31st Dec 2023. There is a proposal to be carbon neutral by 2030 – this need to be picked up by the new climate change manager as Gloucester doesn't currently have the required infrastructure.</p> <p>Measure 19. Company Vehicle Procurement - Prioritising uptake of low emission vehicles. The City Council now has a fleet of electric or hybrid vehicles. Also the County Council are actively encouraging public sector organisations to review their policies on fleet vehicle replacements (Gloucestershire Air Quality and Health Strategy).</p> <p>Measure 20. Public consultation – During lockdown we stopped allotment holders burning waste, we encouraged residents to consider their neighbours and to think before lighting a bonfire. Going forward we will consult on the AQAP this year via our website. New Defra guidelines will be published for burning wood.</p> <p>Measure 21. Promote active cycling to reduce NOx emissions. The Cycle route on London road was implemented in august 2020. The extensions to Escourt road were later removed.</p> <p>Measure 22. – Promote active cycling. We are developing measures at the moment and it will be included in the surface transport emissions of this year's Climate Change Strategy and Action Plan</p>	
21.	From Councillor D. Brown to the Leader of the Council and Cabinet Member for Environment	<p>The current Escooter trial is being co-ordinated by the County Council (provider Zwings) and continues beyond the original 12 month trial period. There are a number of parking bays around the City Centre and beyond. What input have you had in this trial since it started in October 2020?</p> <p>Response:</p> <p>Prior to the start of the project, we were provided with a list of proposed locations by Gloucestershire Highways to seek our opinions as to their suitability for 'scooter bays'. There were several site meetings, organised by Zwings and County, which we attended as stakeholders for us to understand the how the project will be implemented and its impact on the City Centre.</p> <p>Whilst this remains a County Council project, we have regular site meetings with the Local Highways Manager, when we are able to raise any concern about the Escooters and the issues that are being brought to our attention. We are also able to contact Zwings directly to report abandoned scooters or to ask them to reduce the number of scooters per bay.</p>