



COUNCIL

MEETING : Thursday, 29th September 2022

PRESENT : Cllrs. Hyman (Chair), J. Brown (Vice-Chair), Cook, H. Norman, S. Chambers, Lewis, Padilla, Hilton, Pullen, Tracey, Morgan, Wilson, Bhaimia, D. Brown, Taylor, Field, Patel, Toleman, Brooker, Melvin, Bowkett, Ackroyd, Castle, A. Chambers, Chambers-Dubus, Conder, Dee, Evans, Hudson, Kubaszczyk, O'Donnell, Radley, Zaman and Sawyer

Others in Attendance

Managing Director
Monitoring Officer
Director of Communities
Director of Policy and Resources
Head of Culture
Head of Place
Democratic and Electoral Services Team Leader
Democratic and Electoral Services Officer

APOLOGIES : Cllrs. Gravells MBE, Williams, Finnegan and Durdey

18. MINUTES

RESOLVED – That the minutes of the Council meeting held on 7th July 2022 were approved and signed by the Mayor as a correct record.

19. DECLARATIONS OF INTEREST

No declarations of interest were made on this occasion.

20. CALL OVER

20.1 The Mayor invited Members to indicate whether they wished to reserve agenda items 9, 10 and 11 for discussion. Members indicated that they wished to reserve items 10 and 11 for discussion.

20.2 Councillor Cook (Leader of the Council) moved and Councillor Norman (Deputy Leader of the Council) seconded that the Annual Report of the Chair of the Audit and Governance Committee 2021/22 be approved.

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RESOLVED that: -

(1) The Annual Report of the Chair of the Audit and Governance Committee be approved.

21. PUBLIC QUESTION TIME (15 MINUTES)

21.1 There were no public questions.

22. PETITIONS AND DEPUTATIONS (15 MINUTES)

22.1 There were no petitions or deputations.

23. ANNOUNCEMENTS

Mayor

23.1 The Mayor referred to the death of Her Majesty Queen Elizabeth II and Members held a one-minute silence in her honour.

23.2 The Group Leaders paid tribute to Her Majesty Queen Elizabeth II, and reflected on her lengthy reign, overseeing many periods of political, economic and social change. They offered condolences on behalf of Gloucester City Council and the respective political parties to the royal family and welcomed King Charles III following his accession to the throne.

23.3 The Mayor noted that the family of the late Councillor Colin Organ were present at the meeting and invited Members to pay tribute to him for his service as a Gloucester City Councillor. Group Leaders and Members paid tribute to Councillor Organ, noting that he was a kind and dedicated Councillor who loved Gloucester and worked exceptionally hard for Tuffley residents. Of particular note was Councillor Organ's passion for Robinswood Hill, his instrumental role in establishing Gloucester Goes Retro and the difference he had made to the lives of others.

23.4 The Mayor informed Members that a new long service scheme had been implemented and Councillors would be awarded a pin badge for each 10-year milestone they served on Gloucester City Council. The Mayor presented Councillor Organ's long service badge to his family.

23.5 The Mayor subsequently presented long service badges to Councillors Morgan, Wilson, Bhaimia, D. Brown, Taylor, Field, Patel, Toleman, Hilton, Lewis and Tracey.

23.4 The Mayor reminded Members that the Civic Children's Christmas Party would take place on 18th December 2022 and that Carol Francis had asked him to remind Members of the cut off for Gloucester FM annual fund raiser, which was due to take place on Saturday 8th October.

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Cabinet Member for Planning and Housing Strategy

- 23.5 The Cabinet Member for Planning and Housing Strategy informed Members that following consultation with Gloucestershire County Council, households in Gloucester who were supporting Ukrainian families through the Homes for Ukraine Scheme would be issued with a £375 payment to help towards rising energy costs.

24. MEMBERS' QUESTION TIME

- 24.1 The Mayor asked for Council's support for varying the order of Member Questions. He proposed that supplementary questions be taken on a rotational basis to allow as many Members as possible the opportunity to ask their questions. Members agreed that they were content with this approach. The Mayor further reminded Members of the Member Employee code of conduct and asked Members to be respectful and refrain from directly identifying officers when asking their supplementary questions.
- 24.2 In respect of question 1, Councillor Hilton asked whether the Cabinet Member for Performance and Resources agreed that it was unacceptable that the council was asking residents to make appointments for a face-to-face consultation with officers, as it was his view that residents should be able to receive a walk-in service, particularly in times of crisis. The Cabinet Member for Performance and Resources disagreed that it was unacceptable and explained that following the cyber incident in December 2021, the IT team had been using the Gateway offices as a hub for recovery. She noted that she was working with the Director of Communities and Customer Services Manager to reopen the Gateway for face-to-face appointments and anticipated that an announcement would be made in October.
- 24.3 Referring to question 2, Councillor Hilton asked whether a survey could be undertaken to ascertain the amount of time officers were spending at virtual meetings, as he was concerned that a lack of face-to-face contact could impact on their health and wellbeing. The Cabinet Member for Performance and Resources confirmed that she was happy for a survey to be carried out and agreed that Councillor Hilton raised an important point regarding officer welfare. She noted that line managers had regular discussions with their teams and some officers found online meetings and working from home beneficial for their health, wellbeing and work/life balance. The Cabinet Member for Performance and Resources further noted that even during the Covid-19 pandemic, provision was made for officers who preferred to work in the office for mental health reasons to do so.
- 24.4 Councillor Pullen referred to question 3 and asked whether market traders had been made aware of possible changes to their terms and conditions. The Cabinet Member for Culture and Leisure provided assurances that they would be kept informed and that all traders would be treated fairly and equally.
- 24.5 In response to a supplementary question from Councillor Pullen regarding question 4 and the purpose of moving the City Council's offices if they were

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not open to members of the public for drop-in services, the Cabinet Member for Performance and Resources explained that the decision to move the City Council offices was largely down to value for money, noting that at the time the City Council was moving out of the HKP Warehouses, it did not own the Eastgate Shopping Centre. She further noted that officers working in the Eastgate office were presenting footfall in the town and expressed the view that the council did not necessarily need to offer front-facing customer services at the Eastgate location in order to fulfil a presence in the city centre.

- 24.6 Councillor A. Chambers asked how Members could be sure that the information pertaining to the answer to question 6 was correct. The Leader of the Council suggested that if Councillor Chambers have any concerns, he should pass evidence onto the relevant officers who would then be able to investigate.
- 24.7 In respect of question 18, Councillor Conder asked how many properties per 100 would be randomly selected for the Housing Stock Survey. The Cabinet Member for Planning and Housing Strategy confirmed that she would provide the figures by written answer in due course.
- 24.8 Councillor Hilton referred to question 22 and asked when the facility enabling residents to view historic planning application documents would be restored. The Cabinet Member for Performance and Resources explained that the reason this facility was not available was because the Document Management system needed to be fully functional. She assured Councillor Hilton that the IT Team were working hard to restore the system and were providing regular updates to the Director of Policy and Resources. She confirmed that Members would be kept updated of any developments.
- 24.9 In response to a request from Councillor Hilton to provide assurances that the final IT recovery costs to the City Council would not exceed £1m, The Cabinet Member for Performance and Resources advised Members that all parties involved with the IT recovery were mindful of the use of taxpayers' money and were working in the most appropriate and cost-effective manner possible. She provided assurances that all expenditure would be thoroughly scrutinised and that all decisions were based on value for money.
- 24.10 Councillor Hilton referred to question 24 and asked whether the Cabinet Member for Performance and Resources was concerned that 72% of electors had responded to the initial request for postal vote holders to submit a new postal vote application. The Cabinet Member for Performance and Resources responded that she was not worried and felt that 72% was a good return for the first write-out. She confirmed that the Elections team would be following up with the remaining 28% of electors and were sending reminders to encourage those who had not yet responded to submit a new application if they still wanted a postal vote.
- 24.11 In respect of question 19, Councillor Pullen asked why no schedule was available for weed spraying. The Leader of the Council explained that weed spraying was weather dependent, and the schedule was therefore difficult to

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predict in advance. He advised that engagement work with Ubico was ongoing and that next year, the council might be in a position to provide a schedule for Members to share with their residents.

- 24.12 In response to a supplementary question from Councillor A. Chambers relating to question 7, the Leader of the Council explained that the redevelopment of the Rose Garden had been completed, however officers had waited for the dry spell to be over before planting.
- 24.13 Councillor A. Chambers referred to question 9 and asked whether consideration could be given to advertising the empty offices to start-up businesses, citing concerns about best use of taxpayers' money. The Leader of the Council informed Members that all costs, including maintenance costs were budgeted for accordingly. He explained that the Covid-19 pandemic had brought an unforeseen delay in proceedings, and that while the premises were vacant, the council was constantly looking for alternatives.
- 24.14 In respect of question 29, Councillor Field asked whether the administration was confident that all deadlines would be met so that the project could go ahead as planned. The Cabinet Member for Culture and Leisure confirmed that a planning application had been submitted and that he was confident that the project would go ahead as planned.
- 24.15 In relation to question 10, Councillor A. Chambers asked who the administration held accountable for the cyber incident. The Cabinet Member for Performance and Resources confirmed that she was confident in the IT Team and its leadership and stated that she held the people who initiated the incident responsible.
- 24.16 In response to a supplementary question from Councillor Field on question 30, the Cabinet Member for Culture and Leisure confirmed that Oval Tennis had not shared the survey with the council.
- 24.17 Councillor A. Chambers referred to question 11 and asked the Leader of the Council to elaborate on the answer, particularly in relation to additional uses for city centre assets. The Leader of the Council advised that should the council be successful in the Levelling Up Round 2 bid, the council would receive an additional £12.5m to help regenerate the Greyfriars area which would involve significant changes to both inside the Eastgate Shopping area and outside.
- 24.18 In relation to question 31, Councillor Field asked whether the City Council would be contributing financially towards the Culture Trust's budget. The Cabinet Member for Culture and Leisure confirmed that the council would contribute and would also help the organisation develop funding bids. He expressed the view that the council was doing it all it could to support them.
- 24.19 In response to a supplementary question from Councillor A. Chambers as to whether the Leader of the Council felt it was acceptable to take 2 years to put together a vision for the city centre, the Leader of the Council noted that there had been challenges presented by the Covid-19 pandemic and the

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departure of the City Centre Commission Chairman. He explained that the Commission were close to reaching a conclusion and that they should have a vision later this year which would be presented to Members.

24.20 Councillor Field referred to question 32 and asked whether there were plans to hold larger events in Kings Square. The Cabinet Member for Culture and Leisure confirmed that there were events in the planning however he did not want to be prescriptive in terms of its use and wanted the area to be enjoyed by the community. He stated that Members and residents were welcome to contact him with any ideas.

24.21 In respect of question 14, Councillor A. Chambers asked what efforts were being made to improve the retail situation in the city centre. The Leader of the Council advised that the council had already taken some action, such as purchasing shopping centres both in the city centre and on the periphery, including St Oswalds. He provided assurances that all efforts were being made to identify retail opportunities and this work would continue.

24.22 Councillor A. Chambers referred to question 16 and raised concerns about an issue he had been made aware of relating to asbestos waste and fly tipping. He asked what was being done to ensure the safety of the public in this regard. The Leader of the Council noted that the waste Councillor A. Chambers was referring to was well away from public walking routes, and asbestos waste needed careful removal and specialists to undertake the work which the council was arranging.

25. CONSTITUTIONAL CHANGES

25.1 Councillor Taylor moved and Councillor Cook seconded that Council consider the recommendations of the General Purposes Committee and adopt the proposed changes to the constitution. Councillor Taylor explained that the General Purposes Committee had recommended some amendments to the proposed changes, including permitting questions from members of the public relating to matters which the council could influence, even if it was not directly responsible for those issues, and allowing senior officers to amend the wording of questions to make them more cohesive. Councillor Taylor expressed the view that these changes were sensible.

25.2 Councillor Taylor explained that the report proposed that a limit of 5 questions per Member per meeting be implemented. It was noted that Members had opportunities to ask Cabinet Members questions in a number of different ways, including during Committee sessions, by email and in person. He also referred to the narrative in the report outlining the amount of time taken by officers to produce responses, which now amounted to approximately 3 weeks and 2 days of a full-time post. Councillor Taylor further pointed out that the General Purposes Committee had recommended that the Mayor be permitted to rotate the order of Members' questions in the interest of fairness.

25.3 Councillor Hilton highlighted that he had previously raised concerns that the changes to the Council Procedure Rule 12 (Questions by Members) would

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place significant pressure on officers. He confirmed that he would not oppose the proposed changes and that he would support rotating the order of Members' Questions, but it was only right that Group Leaders were advised of the revised order beforehand. Councillor Hilton expressed the view that it was a shame that the Cabinet had abandoned questions without notice, and that any future Liberal Democrat administration was likely to reinstate this facility.

- 25.4 Councillor Pullen expressed the view that the procedure changes could have been avoided had Cabinet not removed the ability for Members to ask questions without notice. He commented that in his view, the previous arrangement was working satisfactorily and that the written answer provision had resulted in Members competing to ask the most questions. Councillor Pullen felt that the proposed 5-question limit for Members was appropriate.
- 25.5 Councillor A. Chambers noted that as the Councillor for Matson, he had been elected to ask questions on behalf of residents and expressed concerns that limiting Members to 5 questions each would result in him having to choose between residents' questions. He stated that limiting Members' questions was similar to changes to the German constitution made by Adolf Hitler through the Enabling Act in 1933.
- 25.6 Councillor Cook noted that there had been an increase in questions from Members since the changes to the Council Procedure Rules were initially brought in, and that the changes had resulted in less written responses being issued by Cabinet Members by way of follow-up. He reiterated that the option for Members to ask questions of Cabinet Members was open at Overview and Scrutiny Committee, and Members were also welcome to write to Cabinet Members with any queries they had.
- 25.7 The motion was put to a vote and Council voted to approve the constitutional changes.

RESOLVED that: -

- (1) The recommendations of the General Purposes Committee and the proposed changes to the Constitution be adopted, subject to:
- Amending proposed Procedural Rules 10(2)(i) and 12.01(i) to permit questions relating to matters that the council may be able to influence even if it is not directly responsible.
 - Removing the proposed restriction on Members asking a question that is substantially the same as a question which has been put at a meeting of the Council or Cabinet in the past 6 months from the proposed amendments to Procedural Rule 12.01.
 - Removing the proposal for the Managing Director, in consultation with the Mayor, to be able to edit Member questions to bring them into proper form and brevity from the proposed amendments to Procedural Rule 12.01.

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- Making provision for the schedule of Member questions (without the responses) to be circulated to all Members once the order has been agreed by the Managing Director, in consultation with the Mayor.
 - Removing the proposal not to minute questions and responses.
- (2) The amendments take effect at the close of the Council meeting.

26. DESIGNATION OF MONITORING OFFICER

- 26.1 Councillor Cook moved and Councillor Norman seconded that Council was being asked to resolve that it be noted that the current shared Monitoring Officer arrangements with Stroud District Council was coming to an end, and that the Managing Director be authorised to appoint a locum Monitoring Officer to succeed Stephen Taylor for a period not exceeding twelve months. Councillor Cook also noted that Council was being asked to resolve that Stephen Taylor's designation as Monitoring Officer to the Council continue until such time as a successor Monitoring Officer was appointed, and it be noted that the Managing Director took an urgent decision on 18th August 2022 to extend Stephen Taylor's designation until 30th September 2022.
- 26.2 Councillor Hilton agreed that the role of the Monitoring Officer was important and noted that he was not criticising their advice, however he expressed concerns that the Monitoring Officer role was usually a Member appointment made through the Senior Appointments Committee. He asked that the Managing Director report to the Senior Appointments Committee on progress in recruiting a new Monitoring Officer, as he felt that elected Members should have sight of potential candidates and a role in interviewing them. Councillor Hilton noted that he was not opposed to recruiting a locum Monitoring Officer in the short-term but felt that Members ought to be properly consulted going forward.
- 26.3 Councillor Cook provided assurances that the Senior Appointments Committee would be properly consulted and that he would ensure that the Committee took an appropriate role in the appointment of future Monitoring Officers.

RESOLVED that: -

- (1) It be noted that the current shared Monitoring Officer arrangements with Stroud District Council are coming to an end;
- (2) The Managing Director be authorised to appoint a locum Monitoring Officer to succeed Stephen Taylor, for a period not exceeding twelve months, and to bring a report to this Council at its next meeting concerning that interim appointment;

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- (3) Stephen Taylor's designation as Monitoring Officer to this Council continue until such time as a successor Monitoring Officer is appointed; and
- (4) It be noted that the Managing Director took an urgent decision on 18th August 2022 to extend Stephen Taylor's designation as Monitoring Officer for the City Council until 30th September 2022.

27. NOTICES OF MOTION

27.1 Councillor Chambers-Dubus moved and Councillor Pullen seconded the following motion:

"The rise in energy costs for the coming winter will put many people in Gloucester in a position where they will be unable to effectively heat their homes. It is predicted that many families will experience fuel poverty. There is serious concern for the impact this will have not just on vulnerable people and those already experiencing disadvantage but also on working families who are struggling to make ends meet due to the cost of living crisis.

Councils across the country are seriously concerned about the impact the increased energy costs will have and despite the price rises being beyond their control, councils are considering what they can do to help people in their areas.

A number of councils are taking a lead and setting up a 'Warm Places Scheme' where people can attend public buildings during the daytime to stay warm. The scheme would welcome those who cannot afford to heat their homes and venues could include council owned premises and community buildings as well as churches and places of religious worship. By visiting such places people would not only be able to stay warm but also access services who could help and support them with other energy related matters.

In order to establish a Warm Places scheme this council resolves to:

- Take the lead and act urgently and establish a Warm Places initiative across the city.
- Utilise its own premises and liaise with the County Council to make public venues available. This could include places such as libraries, museums and other appropriate council owned buildings.
- Enlist the support of community and voluntary sector organisations to include community centres and neighbourhood buildings.
- Contact churches and other religious organisations to include them in the scheme.
- Establish a Warm Places grant scheme to offer financial support costs to organisations prepared to get involved."

27.2 Councillor Cook proposed and Councillor Norman seconded the following amendment:

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“The rise in energy costs for the coming winter will put many people in Gloucester in a position where they will be unable to effectively heat their homes. It is predicted that many families will experience fuel poverty. There is serious concern for the impact this will have not just on vulnerable people and those already experiencing disadvantage but also on working families who are struggling to make ends meet due to the cost of living crisis.

Councils across the country are seriously concerned about the impact the increased energy costs will have and despite the price rises being beyond their control, councils are considering what they can do to help people in their areas.

A number of councils are taking a lead and setting up a ‘Warm Places Scheme’ where people can attend public buildings during the daytime to stay warm. **We believe that this council can develop its own Gloucester “Warm Places Scheme” to aid information sharing of buildings within the city and its wards which are available to support residents during the winter months.** ~~The scheme would welcome those who cannot afford to heat their homes and venues could include council owned premises and community buildings as well as churches and places of religious worship.~~

By visiting such places people would not only be able to stay warm but **also they may also be able to** access services who could help and support them with other energy related matters **at certain key locations.**

In order to establish a **“Gloucester Warm Places scheme”** this council resolves to:

- Take the lead and ~~act to~~ urgently and establish a **“Gloucester Warm Places”** initiative across the city, **ensuring that dedicated website information is generated sharing locations involved in the scheme and signposting residents to the support available from government and other bodies.**
- **Undertake a social and mainstream media campaign to promote the support available to Gloucester residents.**
- ~~Utilise its own premises and liaise with the~~ **Work with partner agencies including the** County Council to ~~make public venues available~~ **determine which public buildings can be made available for use in the scheme.** This could include places such as libraries, museums and other ~~appropriate council~~ **publicly** owned buildings, **after due consideration of staffing and HSE requirements.**
- **Enlist the support of the business community who can provide support to the residents of Gloucester, with nominal or no financial outlay needed for residents.**
- Enlist the support of community and voluntary sector organisations to include community centres and neighbourhood buildings.
- Contact churches and other religious organisations to include them in the scheme.

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- ~~Establish a Warm Places grant scheme to offer financial support costs to organisations prepared to get involved~~ **Encourage Members to contribute part of their grant allowance to assist VCS organisations with their costs."**

27.3 The motion as amended was put to the vote and was carried.

27.4 **RESOLVED** that: -

"The rise in energy costs for the coming winter will put many people in Gloucester in a position where they will be unable to effectively heat their homes. It is predicted that many families will experience fuel poverty. There is serious concern for the impact this will have not just on vulnerable people and those already experiencing disadvantage but also on working families who are struggling to make ends meet due to the cost of living crisis.

Councils across the country are seriously concerned about the impact the increased energy costs will have and despite the price rises being beyond their control, councils are considering what they can do to help people in their areas.

A number of councils are taking a lead and setting up a 'Warm Places Scheme' where people can attend public buildings during the daytime to stay warm. We believe that this council can develop its own Gloucester "Warm Places Scheme" to aid information sharing of buildings within the city and its wards which are available to support residents during the winter months. By visiting such places people would not only be able to stay warm but they may also be able to access services who could help and support them with other energy related matters at certain key locations.

In order to establish a "Gloucester Warm Places scheme" this council resolves to:

- Take the lead to urgently establish a "Gloucester Warm Places" initiative across the city, ensuring that dedicated website information is generated sharing locations involved in the scheme and signposting residents to the support available from government and other bodies.
- Undertake a social and mainstream media campaign to promote the support available to Gloucester residents.
- Work with partner agencies including the County Council to determine which public buildings can be made available for use in the scheme. This could include places such as libraries, museums and other publicly owned buildings, after due consideration of staffing and HSE requirements.
- Enlist the support of the business community who can provide support to the residents of Gloucester, with nominal or no financial outlay needed for residents.
- Enlist the support of community and voluntary sector organisations to include community centres and neighbourhood buildings.

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- Contact churches and other religious organisations to include them in the scheme.
- Encourage Members to contribute part of their grant allowance to assist VCS organisations with their costs.”

27.5 Councillor Pullen moved and Councillor Chambers-Dubus seconded the following motion:

“Relocating the office accommodation of this council to The Eastgate Centre is to be welcomed as a positive and progressive move. It places the Council in the heart of the city centre where its presence and services can be easily identified and accessed.

To complement the office relocation the council should also move The Gateway Customer Services Reception to The Eastgate Centre.

Prior to Covid, The Gateway was providing face to face services to the public from its Westgate Street base, near to the council offices in Shire Hall. However, once the council moves to Eastgate The Gateway will become remote from the rest of the Council, being located in a different part of the city. This has the potential to cause confusion among the public in identifying exactly where council services are located and accessed.

The office space formerly occupied by the UK DRIC on the first floor is currently unused and this location or somewhere close by would make an ideal location for The Gateway.

As the impact of Covid improves and services begin to return to normal steps should be taken to restore opening times and return The Gateway to a full face to face service.

Having all city council services at The Eastgate Centre, in a central location will be a positive move and make them more easily identifiable and accessible to all council customers.

This council therefore resolves to:

- Relocate The Gateway into The Eastgate Centre
- Utilise the former offices of the UK DRIC or somewhere nearby for this
- Widely publicise and promote this new location to the public
- Return The Gateway to its pre Covid operating model with full face to face public access.”

27.6 Councillor H. Norman proposed and Councillor S. Chambers seconded the following amendment:

“Relocating the office accommodation of this council to The Eastgate Centre is to be welcomed as a positive and progressive move. It places the Council in the heart of the city centre where its presence and services can be easily identified and accessed.

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To complement the office relocation the council should ~~also move~~ **undertake a review of the provision of Customer Service and Housing Support, currently managed from The Gateway Customer Services Reception to The Eastgate Centre to determine the best options for Gloucester residents in the short, medium and long term.**

Prior to Covid, The Gateway was providing face to face services to the public from its Westgate Street base, near to the council offices in Shire Hall. However, once the council moves to Eastgate The Gateway will become remote from the rest of the Council, being located in a different part of the city. This has the potential to cause confusion among the public in identifying exactly where council services are located and accessed.

~~The office space formerly occupied by the UK DRIC on the first floor is currently unused and this location or somewhere close by would make an ideal location for The Gateway.~~

As the impact of Covid ~~improves~~ **and the council's cyber incident reduces**, and ~~services begin to return to normal steps should be taken to restore opening times and return The Gateway to a full face to face~~ **should resume its appointment service for residents to aid the review for next steps for the service.**

Having all city council services at The Eastgate Centre, in a central location ~~will~~ **could** be a positive move and make them more easily identifiable and accessible to all council customers, **however all council owned locations should be considered if relocation were to take place.**

This council therefore resolves to:

- ~~• Relocate The Gateway into The Eastgate Centre.~~
- ~~• Utilise the former offices of the UK DRIC or somewhere nearby for this purpose.~~
- ~~• Widely publicise and promote this new location to the public.~~
- ~~• Return The Gateway to its pre Covid operating model with full face to face public access.~~
- Complete a review of the face to face Customer Service & Housing Support provided to Gloucester residents from The Gateway to determine the best options for the future of the service.**
- Should relocation be determined as the appropriate action, all council owned buildings should be considered.**
- Publicise and promote any future changes to the provision widely."**

27.7 The motion as amended was put to the vote and was carried.

27.8 Councillor Hilton proposed a minor amendment relating to the statement in the motion that 'relocating the office accommodation of this council to the Eastgate Centre is to be welcomed as a positive and progressive move.'

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Councillor Pullen pointed out that Group Leaders had not had sight of Councillor Hilton's amendment. The Mayor adjourned the Council meeting for 5 minutes while advice was sought from the Monitoring Officer.

27.9 The Monitoring Officer advised that under Council Procedure Rule 15.06, if notice had not been given in accordance with the provisions set out in this rule, there was a requirement for Members to put any amendments in writing and hand it to the Mayor before discussion. He explained that Council would have to vote to approve waiving the notice requirements in order to discuss the amendment.

29.10 The option to waive the notice requirement was put to a vote and was lost.

29.11 **RESOLVED** that: -

“Relocating the office accommodation of this council to The Eastgate Centre is to be welcomed as a positive and progressive move. It places the Council in the heart of the city centre where its presence and services can be easily identified and accessed.

To complement the office relocation the council should undertake a review of the provision of Customer Service and Housing Support, currently managed from The Gateway to determine the best options for Gloucester residents in the short, medium and long term.

Prior to Covid, The Gateway was providing face to face services to the public from its Westgate Street base, near to the council offices in Shire Hall. However, once the council moves to Eastgate The Gateway will become remote from the rest of the Council, being located in a different part of the city. This has the potential to cause confusion among the public in identifying exactly where council services are located and accessed.

As the impact of Covid and the council's cyber incident reduces, the Gateway should resume its appointment service for residents to aid the review for next steps for the service.

Having all city council services at The Eastgate Centre, in a central location could be a positive move and make them more easily identifiable and accessible to all council customers, however all council owned locations should be considered if relocation were to take place.

This council therefore resolves to:

- Complete a review of the face-to-face Customer Service & Housing Support provided to Gloucester residents from The Gateway to determine the best options for the future of the service.
- Should relocation be determined as the appropriate action, all council owned buildings should be considered.
- Publicise and promote any future changes to the provision widely.”

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29.12 Councillor Wilson proposed and Councillor Radley seconded the following motion:

“Council recognises the importance of providing access to toilets across the city. This helps address issues such as healthy living and social inclusion. Older people, parents, those in advanced stages of pregnancy and those with health problems benefit from being able to access facilities easily.

For many years this council helped facilitate this via the Community Toilet Scheme. This scheme was popular with residents and helped the participating businesses who benefited from a rise in footfall. Council notes that this scheme has now been discontinued.

Council calls on the cabinet to urgently consider restarting this scheme or produce proposals for a viable alternative which achieves the benefits listed above.”

29.13 The motion was put to a vote and was lost.

Time of commencement: 6.30 pm hours
Time of conclusion: 9.05 pm hours

Chair