

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	In the last six months has there been any planning	
	the Cabinet Member for	pre-application discussions held between this	
	Housing and Planning	council and the owners of the former Sainsbury's	
	Strategy	store on Northgate Street?	
	Response:		
	No there have been no disc	cussions with regards to this site in the last 6 months.	
2.	From Councillor Hilton to	How many of the council's IT servers are being	
	the Cabinet Member for	replaced or rebuilt following the cyber attack?	
	Performance and		
	Resources	Please give total number of servers we had in	
		operation and the number adversely affected.	
	Response:		
	As a precautionary measur	e, based on the information provided by the National	
		e have taken the decision to rebuild all of the on-	
	premises servers. The Council's virtual platform is hosted on 10 physical servers,		
	all of these servers are being	ng rebuilt.	
3.	From Councillor Pullen to	What steps are being taken by the council to	
	the Cabinet Member for	ensure that its procurement processes no longer	
	Performance and	involve goods, services or investments that could	
	Resources	originate or have connections with Russia?	
	Response:		
	As part of our procurement procedures the Council continues to require all new		
		hen set up to do business with the Council. As part	
		ments, we need to know who our suppliers are and	
		k with. This will be verified in line with United Kingdom	
	Government sanctions.		
4.	From Councillor Pullen to	How is the council going to ensure that every	
	the Cabinet Member for	resident who does not pay Council Tax by direct	
	Performance and	debit is aware of their entitlement and receives	
	Resources	their £150 rebate promptly and efficiently?	
	Response:		
	A notice was sent out with Council tax bills, highlighting the rebate. The Council		
	continues to update its we	ebsite in respect of the rebate, any updates on the	

process will be added to the website. As further details are available communications will be made both to Members and all available communication channels.

5. From Councillor Hyman to the Cabinet Member for Environment

22 households in Elmbridge had their garden waste contracts cancelled and the reason given was that the vehicle could not get down the narrow streets.

At a presentation given by Ubico, I asked if they would be able to collect from narrow streets and they said they could resolve this with the council should they be successful in obtaining the contract.

As Ubico will soon be taking over the contract, will you review this situation and work with Ubico so that the households referred to can be put back on the garden waste contract?

# Response:

To supply an appropriate 7.5 tonne vehicle and crew to collect from the small number of houses on roads too narrow to accommodate a 26 tonne RCV, a further investment of £100,000 per annum would be required. This is not considered an economic investment.

The garden waste service has never been offered to all households in the city because to be an efficient, effective service a 26 tonne RCV is needed to collect this type of waste, the payload of which exceeds 10 tonnes and also has the necessary compaction.

6. From Councillor Conder to the Cabinet Member for Planning and Housing Strategy

The cabinet member reported at the last meeting a reduction in the numbers of rough sleepers in Gloucester.

However, the night shelter only provides accommodation during the winter months and is due to close soon. Given the continuing impact of Covid, the reduction in Universal Credit, and the anticipated rise in tenants being given notice to quit, will the Cabinet member consider funding the night shelter throughout the summer months?

### Response:

All individuals who are sleeping rough in Gloucester either have been offered accommodation or have access to accommodation that they can return to, and some individuals choose to access Gloucester City Mission's night shelter rather than accept the Council's offer of accommodation. When the night shelter closes, those individuals will be able to access the Council's offer of accommodation. The Council is committed to ending rough sleeping and officers work with individuals to secure appropriate sustainable accommodation solutions. At the present time, funding the night shelter throughout the year does not form part of the countywide rough sleeping pathway.

To date we have not experienced the anticipated level of households presenting as homeless following the end of the eviction moratorium. Where Council officers are unable to intervene to prevent evictions, the Council has a range of measures in place to support households who lose their homes including the provision of suitable emergency and temporary accommodation.

7. From Councillor Castle to the Cabinet Member for Environment

Please provide a list or map of the locations of the 83 new bins mentioned in the city council budget debate. What service agreements are in place with Ubico to service these bins when the new contract comes online on April 1st?

### Response:

The attached list shows where new bins have been allocated to from the WRAP grant funding (please note at some locations there are more than one bin. Ubico have committed to GPS map and condition survey all litter and dog bins in the city so all locations will be readily available through the Council's mapping system.

The new contract identifies how the contractor will service the bins at points 1.1.8 and 1.1.9 see below

The emptying of litter bins in all areas shall be included as part of the regular services. The company shall ensure that litter bins are emptied at frequencies to ensure they do not overflow at any time with a minimum frequency of every 14 days. Upon discovery through self-monitoring or when instructed by the Council's representative, any litter bin that is full within 1 hour for zone Z or H areas and within the same day (or if reported after 13.00 by the end of the next day) for all other areas. At the time of emptying any ash trays will also be emptied and left in a clean condition and in the case of bins in the City Centre the bin shall be left in a clean condition including washing down if necessary. Any waste left beside the bin will also be emptied at the same time as emptying the bin.

The Company shall also empty dog waste bins including bins that are dual use for litter and dog waste at a frequency no less than weekly. Where required after emptying, the bin shall be disinfected and left in a clean condition.

8. From Councillor Field to the Cabinet Member for Communities and Neighbourhoods

There are several clothes banks for the '2Rs Community Resource Centre' around the city, including in my ward of Podsmead on Burns Avenue, in Tuffley by the Seventh Avenue shops and in Chatsworth Avenue, and in Grange by Homleigh shops. An internet search shows that 2Rs was a Wolverhampton-based charity and that is was dissolved on 31st March 2021. Can the cabinet member explain to council why Gloucester residents were donating to a charity based in Wolverhampton? What was the financial arrangement, if any, that the council had with 2Rs to allow them to site their clothes banks on council property? Finally, as these clothes banks can be a magnet for fly-tipping and as the charity is now defunct, can we get the clothes banks removed?

# Response:

The City Council does not approve the siting or management of clothes banks. If they are on private land such as a supermarket car park, permission will be given by the landowner. If they are on public land then permission will be granted by Gloucestershire Highways.

9. From Councillor Field to the Cabinet Member for Environment

Podsmead has suffered repeated missed collections of waste and/or recycling in recent months. Often residents are unaware that the

collections are being missed out, and they don't know to take their rubbish/recycling back inside for the following week. This leads to litter blowing around the streets, which was exacerbated by the recent storm. What measures are being taken to ensure that the new contract with Ubico delivers a better service to residents, and what are we doing to reassure residents that things will improve?

## Response:

Unfortunately, we continue to have a driver shortage, and this has affected recycling collections in every ward. Refuse collections should not however have been affected, we have maintained waste collections, green waste collections and food waste collections throughout. If waste has been missed it is because of another issue such as a truck breakdown or access issues, in this case it should be reported by the end of the next day and it will be returned to.

During what has been a very challenging period we have attempted to reduce inconvenience to residents as much as possible by ensuring that the same properties are not missed two weeks in a row. Each day the Council website is updated with information about what to do with recycling that has not been collected and the ward Councillors for the affected wards are also notified.

Ubico have already placed a job advert to recruit more drivers. There is an opportunity for any drivers working on their other contracts to relocate to Gloucester City if they wish and Ubico have a earn and learn programme where they will cover the cost of any member of staff to train for and obtain a HGV licence.

10. From Councillor Field to the Cabinet Member for Culture and Leisure

Aetheflaed, Margaret of Anjou, King Richard III and Ivor Gurney are some of the major figures in our city's history. What plans are there to feature them more in the city, for example in the Museum of Gloucester or in statues and public art?

## Response:

The city already celebrates these figures through public art memorials, statues, displays in the museum and re-enactment events. There is material and information relating to Aetheflaed, Margaret of Anjou, King Richard III and Ivor Gurney on display in the Museum of Gloucester and in the public realm. One of the recent Snow Globes (as part of Bright Nights festival) featured Aethelflaed – the artwork will be displayed in the Museum. Within the past year a re-enactment of the journey of Margeret of Anjou was supported. The approved designs for the commissioned windows for the Transport interchange will feature scenes from Gloucester's history. There are no plans for additional permanent public memorials in relation to these figures at this time. However, the city council will continue to support activity, where it can, through marketing & promotion of events that highlight and celebrate Gloucester's history.

11. From Councillor Field to the Cabinet Member for Culture and Leisure

What plans are there for the Jubilee celebrations?

### Response:

Jubilee Celebrations in the city start when a Lamprey Pie is presented to the Lord Lieutenant who will receive this on behalf of the Queen. On Thursday 2<sup>nd</sup> June the city will participate in a beacon lighting event on Robinswood Hill as part of the national celebrations, which will include a bugler, the Town Crier and a piper. Military cadets will attend and the Lord Lieutenant will nominate a

Cabinet Member for Culture and Leisure  on the 31st January 2022, Cllr Pullen commented that he was pleased to see in the Tourism and Marketing Plan for 2022 that the council would now work with the Sun or Daily Mail because of their record of publishing hate speech. Cllr Pullen was then told that the inclusion of that statement had been a mistake.  Could Cllr. Lewis please tell us who's decision it was to remove that commitment from the Tourism & Marketing Plan?  Response:  I (Councillor Lewis) requested that this was removed.  14. From Councillor Conder to the Leader of the Council  Spreadeagle Court is a gateway building in close proximity to the Forum development. It is now in very poor condition, with missing slates and several broken windows.  Has the Council had any recent discussions with		creating Flags of Hope whi	ight the beacon. Gloucester Primary Schools are ch will be displayed in a procession through the city the Museum of Gloucester or in Kings Square
the Cabinet Member for Culture and Leisure  Response:  We will work with Gloucester Culture Trust and others to understand if there an appetite for doing so and the council will keep an open mind about this a consider its options.  13. From Councillor Chambers-Dubus to the Cabinet Member for Culture and Leisure  On the 2 <sup>nd</sup> February 2022 Gloucestershire Live reported that at the overview and scrutiny meeting on the 31st January 2022, Cllr Pullen commented that he was pleased to see in the Tourism and Marketing Plan for 2022 that the council would not work with the Sun or Daily Mail because of their record of publishing hate speech. Cllr Pullen was then told that the inclusion of that statement had been a mistake.  Could Cllr. Lewis please tell us who's decision it was to remove that commitment from the Tourism & Marketing Plan?  Response:  I (Councillor Lewis) requested that this was removed.  14. From Councillor Conder to the Leader of the Council  Response:  I (Councillor Spreadeagle Court is a gateway building in close proximity to the Forum development. It is now in very poor condition, with missing slates and several broken windows.  Has the Council had any recent discussions with the owners regarding the future of this once-proubuilding?  Response:  Council officers have liaised with the property owners for some time with a vit to improving its condition and identifying a sustainable future use. To date it not been possible to facilitate the necessary development, however office continue to monitor the site and work with the owners.  15. From Councillor Hilton to the Cabinet Member for Performance and		bunting and the city centre lighting in Kings Square wil	e dressing will be appropriately colour-themed. The I also be themed for the occasion.
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	15.	the Cabinet Member for Performance and	funds to assist in the recovery of the council's IT
I don't believe this is nearly enough to fund a full recovery.			, e
			What effort is the cabinet member taking to secure further funds from the government or other external sources?
Response:		Response:	

	Cyber Security Fund. The	
16.	From Councillor Hilton to the Cabinet Member for Performance and	Has the city council exchanged contracts over the sale of Herbert, Kimberley and Phillpotts warehouses?
	Resources	
	Response:	
	No. Agreement in principle made until planning permis	has been reached, but formal exchange will not be sion is received.
17.		As suggested in the local media can you now
	the Cabinet Member for	confirm whether or not the cyber attack that hit the
	Performance and	council's IT systems in December was caused by
	Resources	hackers based in Russia?
	Response:	vall average variable to allow any firstly and stails
10	concerning this incident as	well aware, we are unable to share any further details it is an active investigation.
18.		Modern Dot Gov did provide both members of the
	the Cabinet Member for Performance and	council and the public the opportunity to search for old committee and council papers going back many
	Resources	years.
	resources	yours.
		When will this system be fully operational again?
	Response:	, , , , ,
	Civica Modern Gov have	been asked to work up a proposal to restore this
		To date we have not received the proposal so are
	unable to answer this ques	
19.		When will the council's Uniform data system for
	the Cabinet Member for	planning, licensing and environmental health be
	Performance and	fully operational, following its disablement due to
	Resources	the cyber attack?
	Response:	work up a proposal to restore this application in the
	Cloud. This proposal has I	been received and signed off – we are awaiting the ldox. Once received, we will be able to provide
	milestone dates.	idex. Office received, we will be able to provide
20.		Does or did this council have insurance cover
	the Cabinet Member for	against the cost of recovery of its IT systems in the
	Performance and	event of a cyber attack?
	Resources	
		A simple yes or no answer would do.
	Response:	
	The Council did not have s	•
21.	From Councillor Wilson to	The National Fraud Initiative (NFI) matches
	the Cabinet Member for	electronic data within and between public and
	Performance and Resources	private sector bodies to prevent and detect fraud.
	Resources	Gloucester City Council is part of this initiative and is required to submit data to the NFI on a regular
		basis.
		The Council's current ICT position has impeded the
		Council's ability to review the NFI matches. The
		NFI and Cabinet Office have been advised of the

situation and have taken the interim action to suppress access to all Gloucester City Council matches by users with a Gloucester City email address. When do we expect this block on all matches from Gloucester City Council to be lifted? Given that this is an important tool in the detection and prevention of fraud will the data from the period we were blocked still be analysed retrospectively and the appropriate action taken? Response: The National Fraud Initiative (NFI) matches were up to date at the time of the cyber incident. At this time, we do not have a date when we may be able to access the NFI (hosted by Cabinet Office), however, we are working with government departments to offer them the relevant assurance they require as we restore and rebuild our systems. Once we have restoration and full NFI access, we will be in a position to continue with our NFI work, which will include analysing all the relevant data, even any which may have been submitted during our 'down time' and ensuring that we take the appropriate action. From Councillor Wilson to What is the latest estimate as to when we can expect all Council IT Systems to be back fully up the Cabinet Member for Performance and and running? Resources Response: The recovery is being worked on in a phased approach: priority applications have been stood up in skeleton fashion in phase 1. The second phase broadens the recovery out to include restoring secondary priority applications in a cloud environment and a laptop renewal programme. Further phases will then bring up the remainder of the IT systems. It is not possible at this time to give a precise estimate as to when all of these phases will be complete. From Councillor Wilson to Is Gloucester City Council sharing sensitive details the Cabinet Member for of homeless people with the Home Office which Planning and Housing could lead to their deportation? Strategy Response: The Council's homelessness officers refer a small number of individuals to the Home Office's Rough Sleeping Support Service (RSSS) to clarify their immigration status. These immigration status checks are completed and returned within 24 hours, enabling the Council to quickly establish the individual's entitlement to public funding and their ability to access support services. Where the Council makes a referral to this service the individual provides consent for their personal information to be passed to the RSSS. The consent form clearly sets out that while the RSSS is not intended to identify or locate immigration offenders there is a possibility that if the individual has no lawful basis to remain in the UK that they may be required to leave the country.

What measures are in place to ensure the

green space element of the Paygrove Lane

development?

community are involved with the design of the

From Councillor Sawyer

to the Cabinet Member

for Environment

Response:

The land in question belongs to the County Council but we understand they wish to build houses on it, the open spaces team have not yet seen the planning application. As with any development if there are associated s106 monies for open spaces we always consult with residents, we will not be in a position to do this until we know what the plans are.

25. From Councillor Sawyer to the Cabinet Member for Environment

There seems to have been a system in recent weeks of missing out certain roads from the recycling collection, and collecting a double load the next week, in order to manage the driver shortage. Councillors are being informed by email which roads have been missed and many are doing what they can to publicise the changes and to remind residents to take their recycling back in. But what is the council doing to make residents aware of these changes, and will the practice be carrying on for much longer?

# Response:

The national shortage of HGV drivers is still partially affecting recycling services. As well as notifying ward councillors by email daily, of the roads that have not been collected, the Council website is also updated every day that collections have not been completed with the information and what residents should do with recycling.

Ubico understand the situation and know they need to recruit more drivers; they have the same recruitment issues on their other contracts. All Ubico contracts in Gloucestershire have aligned pay rates for drivers and Ubico have placed adverts for drivers in readiness for contract start.

26. From Councillor Sawyer to the Cabinet Member for Communities and Neighbourhoods

What are you doing to ensure community safety in areas of the city outside the city centre, such as Longlevens?

### Response:

The city council works in partnership with various organisations, including the police, county council and homeless and housing groups, to deliver community safety work throughout the city. Residents can contact SOLACE regarding incidents relating to Anti-Social Behaviour through community.wellbeing@gloucester.gov.uk.

27. From Councillor Sawyer to the Cabinet Member for Performance and Resources

What help is available from the city council for any people struggling as a result of the cost of living crisis?

#### Response:

Gloucester City Council will be dispensing the £150 energy rebate to eligible city households – the council's website is being regularly updated with current information about this scheme: Council Tax Energy Rebate - Gloucester City Council

In addition, residents may be entitled to a variety of benefits, the City Council offer support with Housing Benefit and Council Tax Support – information about these benefits is available on the website: <a href="Apply for Housing Benefit - Gloucester City Council">Apply for Housing Benefit - Gloucester City Council</a> or there are links to other organisations (such as the Department for Work and Pensions) who offer alternative benefits.

City residents who rent their homes and receive Housing Benefit or the housing element of Universal Credit, who are struggling with rent shortfalls may apply for a discretionary housing payment (DHP). This is a short term award which can help residents meet a shortfall between their benefit and their rent payment, whilst sourcing more suitable, sustainable accommodation. A DHP can also help with a deposit or rent in advance for a more sustainable property and moving costs. There are more details on the council's website here: Discretionary Housing Payment (DHP) - Gloucester City Council

In addition, as Gloucester is a two tier authority, additional funding was given to County Council to help local residents so as a City we would signpost our residents to:

Details about the household support fund: <u>Household Support Fund (find out more and apply)</u> - Gloucestershire County Council

Online portal for the household support fund: <u>Applying for yourself, a relative or friend, or a support agency applying on behalf of a client? - Gloucestershire County Council</u>

# Shopping vouchers to cover food and essential household goods

Contact: Gloucestershire Gateway Trust office@ggtrust.org

### White goods (to include kitchen equipment)

Contact: Together in Matson togetherinmatson@redwellcentre.co.uk

Contact: Fair Shares gloucester@fairshares.org.uk

## Gas and electric support

Contact: Together in Matson togetherinmatson@redwellcentre.co.uk

Contact: Fair Shares gloucester@fairshares.org.uk

We also enjoy a good relationship with the Gloucester Advice Partnership (GAP) and local stakeholders, who are advised and updated on all new schemes and changes to any existing schemes.

28.	From Councillor Radley
	to the Cabinet Member for Performance and
	for Performance and
	Resources

How much money has the City Council invested in the Hempstead Meadow site over the last 3, 5 and 10 years?

How much of this was spent on repair, improvement, and maintenance?

#### Response:

As a result of the cyber incident we cannot provide this information at this time.

29. From Councillor Radley to the Cabinet Member for Performance and Resources

How much income has the City Council generated from the Hempstead Meadow site over the last 3, 5 and 10 years? How has this income been used?

### Response:

As a result of the cyber incident we cannot provide this information at this time.

30. From Councillor Radley to the Cabinet Member for Performance and Resources

How much has the NHS been charged for the use of the Hempsted Meadow site?

Has this agreement included a commitment to repair and maintain the site?

#### Response:

	clean, tidy, and clear of rub	00. The tenant is responsible for keeping the site bish and for the reinstatement of the premises at the tion as evidenced by a Condition Survey undertaken acy.
31.	to the Cabinet Member for Performance and	Have the NHS indicated when they will vacate the Hempsted Meadow site?
	Resources	When will the agreement with the NHS be reviewed?
	Response:	
	· ·	will cease at the site at the end of March and there ommissioning of sites. We are yet to receive specific ocess.
	To enable reinstatements valease to cover the period	works to be completed they have currently asked for to end of June 2022.
32.	From Councillor Radley to the Cabinet Member for Performance and Resources	Is the City Council currently in negotiations to bring a general-purpose market back to the Hempstead Meadow site?
	Response:	
	As per the agreed Council the future of the site.	motion, officers are currently looking into options for

# **Question 7 - New Bin Locations**

Location	No. of Bins
bridge btween Fieldfare and Hawthorne Ave	1
Meerstone Way alleyway	1
Alleyway behind Woodgate Close - locate on grassed area near rail next to hedge - entrance to Newstead Rd	1
Barnwood Road outside Wootton Hall Club	1
Old Painswick Road.	1
Malmesbury Road Chequers open space	1
Randwick Park	1
Tuffley Lane/Cole AvenuePlaying Field	1
1-Hucclecote Road on the bus stop outside The Royal Oak	1
Churchdown Lane/Hucclecote Road, by shop	1
Outside the Top Shop at 129a Hucclecote Road on the junction of Churchdown Lane.	1
Hillview Road	1
Hucclecote playing field (off Churchdown Lane)	1
Hucclecote Road o/s The Oak	1
Silverdale Parade Hillview Road Hucclecote	1
Silverdale Parade/ Hucclecote Rd jcn	1
Kingsholm Road outside Rugby Stadium	1
St Mark Street alleyway to stadium	2
St Oswald's Road	_ 1
Deans Way, Meadow Deans by benches	1
Kingsholm Road, newspaper shop and TJ's	1
Guinea St	1
Alleyway next to Bulti Hut, Cheltenham Road locate Elmleaze end on grassed area	1
A40 layby , from Longford roundabout to Elmbridge Court Roundabout	1
Longlevens Recreation Ground (Longford Lane)	1
The Lampreys	1
Banebery Road near to the bus stop,	1
Bibury Road park/open space	1
Matson Lane near entrance to golf club	1
Norberry Avenue Park	2
Matson Avenue	1
Cemetery Road (access road)	1
Matson Park	1
Matson Avenue opposite shops	1
Penhill Road green	1
Seymour Road	1
Bristol Road Laser Tag end	1
The Lannett	1
The Oval	1
Alma Place	1
Stroud Road	1
Corner of Poplar Close and Laburnum Road	1
Bus stop near Woodpecker Close	1
Scott Avenue near Gloucester Grill	1
Cole Avenue railway bridge to St Barnabus	1
Manor Farm Open Space	1
Bristol Road, near Telephone Exchange /Naas Lane	1

Marconi Drive
The Causeway, by Canal entrance near Dimoor Brook/ culvert
Bristol Road by 224 Bristol Road.
Valley Gardens Kingsway
Hanman Road just off High Street
14 High Street near to the junction with Falkner Street,
High Street opposite Holmleigh Court, Abus chip shop
Midland Road, between Faulkner St and Howard St
The Club, Tuffley Park (Winget), Tuffley Avenue
Harewood Close near school
Holmleigh shops,
Station Road, grass side of road opposite Bedford Street
Gloucester Skate Park(Bakersfield)near large ramp
Gloucester Park
Sudmeadow Road near Glos City football ground
Commercial Road opposite Soldiers Of Gloucestershire/Pridays Mill bus stop jcn
Ladybellegate St
Park End rd to Weston Rd
Westgate Street
Hampden Way
Albion Street
City centre gate streets
Fieldcourt open space (still to install as vehicular access needed and ground has been
too wet)