

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 up to five written questions 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 Leader of the Council and Cabinet Member for Environment	<p>There is a planning application in for the demolition of the former Sainsbury's store on Northgate Street. On the store's Hare Lane entrance there is a mural depicting history of the city of Gloucester.</p> <p>What plans are there to have the mural safely removed and put into storage until a suitable location can be found for it to be put back on public display?</p>
Response:		
As there is a live planning application for the redevelopment of this site, I am limited in what I can say. Council officers and the applicant are working together to ensure that the mural panels are safely removed and either stored until a suitable location is found, or relocated as part of the planning process should planning permission be granted.		
2.	From Councillor Hilton to the Leader of the Council and Cabinet Member for Environment	<p>The concrete mural panels created by Joyce Pallot and Henry Collins were removed and put into safe storage by the city council when the former BHS store was enlarged.</p> <p>What has been done to find a suitable location for the public art to be put on display within the city centre?</p>
Response:		
The mural panels remain under council control and in safe storage. The panels require a large expanse to be displayed on, and because of the size, weight and construction, will likely require a structurally engineered solution in whatever location they are placed. Work continues to identify a suitable location		
3.	From Councillor Pullen to the Cabinet Member for Performance and Resources	In 2017 the City Council received a £100,000 fine from the Information Commissioners Office for a breach of personal information. Is the Council

		expecting a similar fine resulting from the data breach during the recent cyber incident?
	Response:	
	On 6 July 2023, the ICO informed us of its intention to issue the Council with a reprimand in accordance with Article 58(2)(b) of the UK General Data Protection Regulation. This is one of a range of options available to the ICO and indicates that neither an enforcement notice nor a penalty notice (or fine) will be issued. This is a provisional decision, which the Council has the opportunity to respond to, and as soon as the ICO's decision is finalised, it will be published on their website.	
4.	From Councillor Pullen to the Leader of the Council and Cabinet Member for Environment	Could the Leader give an update on progress towards the creation of the Gloucester Covid Memorial?
	Response:	
	After the Overview and Scrutiny meeting at which it was discussed, it was hoped we could commission a local artist for the design work on the project, but unfortunately this has been unsuccessful due to funding constraints.	
	We will now be progressing the original idea, a simple stone circle with interpretation board and bench. The recently successful appointment of a new officer in the team will allow us to prioritise the project which we aim to complete by the Autumn.	
5.	From Councillor Chambers-Dubus to the Leader of the Council and Cabinet Member for Environment	Given climate change and the likelihood of hotter summers, please can you tell me what the council plan to do going forward to ensure we do not end up with the docks being seriously silted up causing restricted access and a fall in visitor numbers for our local businesses and City?
	Response:	
	The operation of the water and any dredging is the responsibility of the Canal and River Trust. GCC and stakeholders are in regular communication with CRT with regards their water based operational programme.	
	Gloucester City Council hold the headlease for all of the Eastern areas of the land forming the Docks Estate.	
	The headlease of the Docks allows for the private service charge to fund all maintenance of the land and is just one of many land transactions that we believe CRT have entered into in order to free up funds for their water based operational programme.	
6.	From Councillor O'Donnell to the Cabinet Member for Performance and Resources	When will the Council be able to start broadcasting live meetings?
	Response:	
	Following procurement rules a mini tender has been put in place and once a successful supplier has been identified we will look to commission and deliver the solution. We are hopeful that a solution will be in place by December and rolled out to agreed meetings as we approach January's full Council meeting, but this will be dependent on the successful supplier's stock and resource availability.	

7.	From Councillor A. Chambers to the Leader of the Council and Cabinet Member for Environment	The CPN Community Protection Notice was approved in March 2022. This has been marked off as completed on the Keeping Our Streets Safer document to Overview and Scrutiny on the 5 June 2023. Why has there been no Councillor training on CPNs and when to use them?
Response:		
<p>Community Protection Notices are one of a range of tools and powers available to Officers when looking to address issues within our communities. The CPN policy is available on our website which explains how it this tool can be used. The action in the Council Plan Update is marked as complete as the policy has been adopted and the use of this tool is now considered Business as Usual.</p> <p>Member training is coordinated by the Member Development Working Group (MDWG), and suggestions for sessions to be considered by that group can be made to Democratic and Electoral Services officers. A session on the Council's Enforcement Policy was delivered earlier this year.</p>		
8.	From Councillor Trimnell to the Leader of the Council and Cabinet Member for Environment	Please can the Leader of this Council tell me whether it is common practice for a business to be informed of when noise monitoring equipment is used by the council to measure their noise levels?
Response:		
<p>Yes, they are informed. Under the Regulation of Investigatory Powers Act 2000 (RIPA) if we are covertly monitoring/ listening/ observing individuals and businesses we would need to seek authorisation to do this. Prior to any investigation or noise monitoring equipment being used we send a standard letter informing them that we may be using noise recording equipment or officer visits. This can then be used as evidence in any court proceedings. As we have now notified them of this it is classed as overt surveillance and RIPA authorisation is not required. We do not tell them when the recording equipment is being used.</p>		
9.	From Councillor Wilson to the Cabinet Member for Performance and Resources	Are you comfortable with the decision not to inform residents that their personal data may have been compromised as a result of the cyber attack in December 2021?
Response:		
<p>Following a thorough investigation involving law enforcement and national cyber security agencies, members of the public were informed that their personal data may have been compromised as a result of the cyber incident in a general notification on the Council's website on 7 June 2023 and via a press release. I am comfortable that our approach throughout the response to the incident has followed the advice of law enforcement and national cyber security agencies and has been confirmed with the ICO.</p>		
10.	From Councillor Wilson to the Cabinet Member for Performance and Resources	What is the latest estimate of the full costs to this council of the December 2021 cyber attack?
Response:		
<p>£849,452.48. An additional £4k has been spent on Aspire telephony system since the last reported position.</p>		
<p>As noted previously the Council received £250k in grants to offset these costs in 2021/22 and put a cyber reserve of £380k in place to offset 2022/23 costs</p>		

11.	From Councillor Field to the Leader of the Council and Cabinet Member for Environment	What progress has been made by Matthew Homes towards bringing the open space at Earls Park to an adoptable standard? Do we have a date yet for adoption?
Response:		
We are in contact with Matthew Homes but the open spaces have not yet been brought up to a standard where they are ready to be adopted and they have not been offered to the Council.		
12.	From Councillor D. Brown to the Leader of the Council and Cabinet Member for Environment	Gloucestershire County Council has announced there will be a new provider for e-scooters in Gloucester, and other places, with a new contract being awarded starting on 1 st August, initially for 10 months. What involvement have the City Council had in selecting the new provider for e-scooters?
Response:		
The E-scooters scheme is a County Council initiative and the City Council does not have any involvement in the procurement of this service or the management of the contract with the third party provider.		
13.	From Councillor D. Brown to the Leader of the Council and Cabinet Member for Environment	What improvements does the Leader expect the new provider for e-scooters will bring to benefit the residents of Gloucester?
Response:		
As previously stated, the City Council was not involved in the procurement/tender process for this service.		
14.	From Councillor Radley to the Leader of the Council and Cabinet Member for Environment	Some residents in Elmbridge have been unable to participate in the green waste removal scheme. This relates to residents in the Ebor and Armscroft Rd areas. Residents were surprised when a green bin was successful emptied in error. Will residents now be given the option to rejoin the scheme as bins can be accessed?
Response:		
It is unclear how this occurred as there should not have been any bins presented in that road, the garden waste service was removed 3 years ago. Unfortunately, it is not possible to safely access either Ebor Road or the top of Armscroft Road with a 26 tonne RCV due to the narrow road and parked cars on both sides. Residual waste is collected on a small vehicle from sacks every week. This bespoke service was introduced to these two roads because of the number of problems we had collecting both residual waste and garden waste over several years. Residents who had subscribed to the service (approximately 25%) were refunded their garden waste subscriptions in 2020 because so many collections were unsuccessful. It is not possible to collect garden waste without an RCV and bin lift due to the nature of the waste.		
15.	From Councillor Hilton to the Cabinet Member for Communities and Neighbourhoods	Have you secured the funding so that 'red jacket' City Protection Officers can continue to patrol those areas in Kingsholm which are adjacent to the city centre?
Response:		

	<p>The funding for the CPOs, who were covering the Train Station underpass (and by extension, a small area of Kingsholm), came from GFirst Local Enterprise Partnership. With the underpass now closed, the funding has ceased. We are currently in talks with Gloucester BID and the OPCC to explore funding options to see if and how key areas of Kingsholm can be covered.</p>	
16.	<p>From Councillor Pullen to the Cabinet Member for Performance and Resources</p>	<p>Why has Longsmith Street car park been allowed to fall into the disgraceful and unkempt state it is currently in?</p>
<p>Response:</p> <p>Historically, Longsmith Street car park has been connected to the ongoing regeneration of the Fleece Hotel. Therefore, maintenance of the car park has been kept to the minimum whilst the timeline for any changes was determined.</p> <p>As the regeneration plans for the Fleece Hotel, incorporating the use of Longsmith Street, have not progressed further, a full specification of works for the car park has been created and we are in the process of going out to tender to enhance the area.</p>		
17.	<p>From Councillor O'Donnell to the Leader of the Council and Cabinet Member for Environment</p>	<p>When will hedge cutting of Barnwood Road and Barnwood Bridge take place. Residents are complaining to us and they are not happy. We need to see the hedge cutting and open space cutting schedule. Please provide a hard copy in the meeting and electronic copy by email and advise when the work will be completed?</p>
<p>Response:</p> <p>The City Council is not responsible for the management of any of the hedges along Barnwood Road, or in the vicinity of the railway bridge. The hedges along Barnwood Road are either in private ownership or are tree or shrub blocks belonging to County Highways. The City Council does not manage Highway tree or shrub blocks.</p>		
18.	<p>From Councillor A. Chambers to the Cabinet Member for Performance and Resources</p>	<p>Can carparking be installed on Painswick Road onto Garnalls Road/ Winsley Road. Residents do not have enough parking and the community is becoming unsafe for children to cross. Cars are parking on green open space, churning up the ground and making it unsafe. Can the council invest money in some safe and secure off-road parking at this location?</p>
<p>Response:</p> <p>Following a land ownership search of the area we can confirm that Gloucester City Council owns the sub soils, but the responsibility for on-street parking and the surfaces in these areas falls to the County Council as the Highways Authority.</p> <p>Gloucester City Council is not responsible for the operation of these areas and hence any improvements to parking provision would need to be raised in the first instance with the County Council's Highways team.</p>		
19.	<p>From Councillor Trimnell to the Leader of the Council and Cabinet Member for Environment</p>	<p>Does the Leader of this Council not feel that something needs to be done about the declining Scrumpy statue at Gloucester Docks?</p>
<p>Response:</p>		

	The statue has been relocated by the owner to be stored within her land ownership on the Docks. Work is scheduled by the original artist to refurbish the statue over the coming summer months.	
20.	From Councillor Wilson to the Leader of the Council and Cabinet Member for Environment	<p>A recent report in Punchline magazine quoted a business tenant of Gloucestershire Airport as saying that he felt the airport's reputation had "gone down the pan". Another claimed that "the airport was in the worst state it has ever been". We now hear that the CEO has resigned.</p> <p>There are clearly issues there that need to be resolved.</p> <p>As joint owners, are we being regularly updated as to what is going on and do you have the necessary reassurance that the fractured relationship between the business tenants and airport management can be satisfactorily resolved?</p>
	Response:	
	The Council receives regular updates on the airport via its membership of the Gloucestershire Airport Ltd Shareholder Forum, including copies of Board minutes (attendance includes shareholders, Airport Board Chair and MD).	
21.	From Councillor Field to the Leader of the Council and Cabinet Member for Environment	Will the council be taking part in Love Parks Week (28th July - 6 August)?
	Response:	
	The Council plans to run a social media campaign over the course of Love Parks Week to highlight the parks and open spaces in the City.	
22.	From Councillor Hilton to the Cabinet Member for Housing and Planning Strategy	Are you happy with the current plans for housing development being planned by Gloucester City Homes to replace Clapham Court which they plan to demolish?
	Response:	
	Housing officers work closely with developers during the planning process to clarify our local housing need so it can be reflected as appropriate in any resulting planning application. Housing officers are consulted within the planning application process and provide comments during the consultation stage to detail whether an application complies with relevant housing-related policies. Comments are confined to the consultation phase of an application to ensure that we do not improperly influence the planning process, consequently if a planning application is submitted for this site, Housing officers will provide comments accordingly.	
23.	From Councillor O'Donnell to the Leader of the Council and Cabinet Member for Environment	Flytipping is a constant battle in some areas of Matson. These same flytip locations are the same flytip hot spots regularly used. Can the City Council install cctv to these areas to reduce the likelihood of flytipping in the area and help generate revenue from fix penalty notices?
	Response:	
	We have a limited number of CCTV cameras to deploy for fly-tipping investigations and we cannot commit to having a camera installed for a long period of time in one location. But if a request is made for a camera to be installed	

	to cover a hotspot in Matson until the offender(s) is captured, the Enviro-crime team will add the location to their list and get a camera there as soon as reasonably practicable.	
24.	From Councillor A. Chambers to the Leader of the Council and Cabinet Member for Environment	Weeds around the city are well overgrown and an unsightly mess to our city. They give the impression of no care from the city council with some weeds that have been reported to the council for removal, are now several years old and remain untouched. What is the city council going to do to repair the city's damaged image and can you provide members with a road-by-road weeding schedule?
Response:		
The first weed spray of the year is almost complete. Glyphosate kills the weeds over a period of 2-3 weeks and then they need to be physically removed, which street cleaners have been tasked with. Unfortunately, the weed must be green and growing for the weed spray to work and there is also the added resource of needing to remove the dead weeds which are left behind. We are currently investigating a new way of dealing with weeds, ceasing the use of chemicals, instead ripping weeds as they grow with new mechanical equipment, this will be implemented from next year and should improve the streetscene		
25.	From Councillor Field to the Leader of the Council and Cabinet Member for Environment	With several traveller incursions onto city council land recently, what more can we do to secure our land, and what conversations are going on at county and parliamentary level that you are aware of or part of, towards strengthening legislation and safeguards?
Response:		
Unfortunately, it is our experience that the installation of bollards or similar do not serve as a deterrent to the travelling community and so are not cost effective. There have been many examples in the past where bollards have been removed, bolts cut and gates demolished by the members of the travelling community to gain access to a public open space. As a Council, our focus is on a swift eviction and this is where we focus our resources.		
In terms of legislation, the Police, Crime, Sentencing and Courts Act 2022, which came into force on June 2022, has strengthened the Police's powers to tackle unauthorised encampments. Locally, the Police have chosen to allow the local authority to continue to lead on the eviction process, but provide the necessary resources for the removal process once a court order has been obtained.		
26.	From Councillor Hilton to the Leader of the Council and Cabinet Member for Environment	When is the 12 panel Gloucester Window going to be installed at the bus station?
Response:		
The contractor is currently working on the maquette and a sample panel will be delivered to the city council within the next few weeks. Once the city has approved the quality and finish of this panel, the remaining panels will be manufactured over the summer with installation expected later in 2023.		
27.	From Councillor O'Donnell to the Leader of the Council and Cabinet Member for Environment	HM government anti social behaviour action plan states that local Authorities need to play an important role in racking anti social behaviour. This includes neighbour wardens.

		Is this council keen to get ahead of the new legislation and appoint a new neighbourhood warden in Matson which is blighted by anti-social behaviour which affects the community on a daily basis?
Response:		
<p>Anti-social behaviour is extremely impactful on victims and detrimental to communities, which is why the Council continue to strengthen relationships with partners to collaboratively problem solve and take sustainable action. We understand that there have been recent issues in the Matson area with anti-social behaviour, in particular, by the Matson shops, and we have been involved in a number of activities aimed at addressing the issues.</p> <p>The Council is a member of and hosts the Solace partnership which has been seen as national best practice due to the co-location of officers from the police and council in one team. Solace works alongside the neighbourhood policing teams and other partners to tackle ASB issues using preventative tools and to explore other measures to discourage repeat behaviours.</p> <p>The Anti-Social Behaviour, Crime and Policing Act 2014 allows us to take formal preventative action against perpetrators of ASB, this includes the issuing of written warnings, acceptable behaviour contracts and anti-social behaviour injunctions. Enforcement measures are not taken lightly, the Council and Solace will always look to engage with and support individuals and signpost them to relevant agencies where required.</p> <p>In the Government's new action plan, it's been pledged that they will be focusing on targeting hot spot areas and discouraging repeat ASB. In Gloucestershire, this will mean that the Police and Crime Commissioner will receive a sum of money to allocate to these hot spot areas, we will continue to work with the OPCC and local Police to target resources appropriately.</p> <p>It is crucial that we continue to encourage residents and businesses to report anti-social behaviour to their local policing teams, Solace or the City Council so we can continue to tackle issues using the most appropriate tool and identify patterns of behaviour to initiate further preventative measures and we welcome suggestions from the local community as to what they feel would help to tackle any issues in their area.</p>		
28.	From Councillor A. Chambers to the Leader of the Council and Cabinet Member for Environment	Can the council look to install a small park on the green space on Matson Avenue going onto Bazeley Road. There are many families in that location who do not have gardens as they live in flats and a small park will make a large difference to these people's lives. Please can the council look into this please.
Response:		
<p>The City Council is largely reliant on section 106 funding to develop new play facilities, and there is currently no section 106 money available for additional facilities for play in this area. Further, the land which you have identified is in the ownership of Gloucester City Homes, so any development on this site would require the approval of GCH. There are existing play facilities close by at the Matson Park.</p>		
29.	From Councillor Field to the Leader of the Council	A consultation has been carried out on behalf of Permali Ltd, Bristol Road, regarding their application for an environmental permit to expand operations.

	and Cabinet Member for Environment	Do you consider the consultation process to have been adequate when many residents report not receiving any correspondence, except from their councillors?
	Response:	
	<p>The City Council followed the guidance in Environmental Permitting (publishing.service.gov.uk) Section 9 Consultation and public participation. Having written to residents within close proximity of the site as identified on the Environmental Risk Assessment and after listening to local councillors we expanded the letters to more local residents and extended the deadline date for making representations.</p> <p>It is important to note that residents (or anyone) could make representations without receiving the letter as all the information, application and supporting documents are on our website.</p> <p>The Council and its agents also consulted with the Canals and River Trust and Natural England.</p>	
30.	From Councillor O'Donnell to the Leader of the Council and Cabinet Member for Environment	'Develop a green infrastructure plan' was to be implemented to the city residents for March 2023 (3 months ago). This green plan has been marked as delayed on the Enhancing the Green Spaces document to Overview and Scrutiny on the 5 June 2023. Why have the aims of this green infrastructure plan been side lined yet again, why would the city council delay the promotion of green spaces to residents? Especially those in deprived areas?
	Response:	
	<p>As Members will be aware, the Council is currently working with WSP consultants on the delivery of a Climate Change Strategy and Action Plan and Climate Risk and Vulnerability Assessment for City Council and the wider district.</p> <p>As part of this work, the role of green infrastructure – particularly in respect of global warming adaptation – will be considered in detail, utilising data that was not previously at the disposal of the Council and which will allow officers to make more informed, and better value decisions about green infrastructure investment and maintenance in the future. It was therefore agreed that it was both strategically sound and financially prudent to pursue the Green Infrastructure Plan subsequent to the publication of the two important strategies above.</p> <p>In the meantime, officers have been meeting to discuss the terms of reference for a future Green Infrastructure Plan. Additionally, the Open Spaces strategy remains in place during this time, enabling the Council to continue delivering high quality green spaces across the district, serving all ages and demographics.</p>	
31.	From Councillor A. Chambers to the Leader of the Council and Cabinet Member for Environment	When will hedge cutting of Coney Hill take place. Residents are complaining to us and they are not happy. We need to see the hedge cutting and open space cutting schedule. Please provide a hard copy in the meeting and electronic copy by email and advise when the work will be completed?
	Response:	
	Hedge cutting is undertaken by the City Council once operatives have finished grass cutting and the bird nesting season is over. Under an agreement with the	

<p>County Council, the City Council will cut Highway hedges once a year during the dormant season. Major cutbacks of City Council hedges are also carried out in the winter with some, limited, hedge cutting being carried out at other times to facilitate access and keep visibility splays clear. No specific dates are set for the cutting of individual hedges as timings may vary according to weather conditions and resource availability.</p>
