

Gloucester City Council

Meeting:	Overview and Scrutiny Committee	Date:	26 February 2024
	Cabinet		6 March 2024
Subject:	2022-2024 Council Plan Six Month Update		
Report Of:	Leader of the Council		
Wards Affected:	All		
Key Decision:	No	Budget/Policy Framework:	No
Contact Officer:	Lauren Richards, Democratic and Electoral Services Officer		
	Email: Lauren.Richards@gloucester.gov.uk Tel: 396735		
Appendices:	1. Biannual Progress Report on Council Plan Actions and Projects 2022-2024		

FOR GENERAL RELEASE

1.0 Purpose of Report

- 1.1 To provide an update on the delivery of the activities as outlined in the Council Plan 2022-2024, to build a greener, fairer, better Gloucester.

2.0 Recommendations

- 2.1 Overview and Scrutiny Committee is asked to consider the information contained in the report and make any recommendations to Cabinet.
- 2.2 Cabinet is asked to **RESOLVE** that progress on delivery of the Council Plan 2022-2024 be noted.

3.1 Background and Key Issues

- 3.2 The Council Plan was approved unanimously by Council in January 2022. It set out the vision for the Council, its partners, and residents to “build a greener, fairer, better Gloucester”. The Plan details the Council’s planned projects and activities between 2022 and 2024, to achieve its ambition of improving the lives of everyone who lives in, works in and visits Gloucester.

- 3.3 There are three priorities that set out how we will achieve our vision:

- Building greener, healthier, and more inclusive communities
- Building a sustainable city of diverse culture and opportunity
- Building a socially responsible and empowering Council

- 3.4 The Plan set out 45 actions, split equally across three priorities, with 15 actions in each priority area. It should be noted that some of the actions represent activity that

will become business as usual, but for the purposes of the action tracking will have a completion date of the end of the Plan period.

3.5 Delivery of the Council Plan continues to be encouraging across all priorities. Of the 45 actions that are listed in the Council Plan:

- 35 actions (77.8%) are completed or currently expected to complete on time
- 9 actions (20%) are currently delayed
- 1 action (2.2%) is not expected to be completed

3.6 Appendix 1 provides an update on each action. Attention is drawn to the following significant achievements:

- Work at the Forum has been progressing as planned on site. All buildings are now largely constructed with cladding nearing completion and first fitout underway. IHG has been selected as the hotel operator, Q-Park have been selected as the carpark operator and Reef (the Council's development partner) have taken a lease on 1.5 floors of the office space. Reef and Officers continue negotiations with a number of potential office occupiers, who will be announced in due course.
- The model of a Skills Academy based in the city centre has been successfully delivered by Kier at The Forum. As of November, 2023 the Learning Hub reported, through Kier and its subcontractors that it had provided:
 - 12 FTE jobs for local people
 - 152 hours of careers support to young people (16-24)
 - 2456 formal training hours
 - 9 apprenticeships.

The Council is discussing with Kier Construction how it might continue to sustain the Learning Hub beyond the project in order to support other projects in the city.

- The Council and its partners have submitted several successful funding bids to the Arts Council England, including bids from a number of city-based organisations to become National Portfolio Organisations (NPOs). The number of National Portfolio Organisations in the city has increased from 1 to 4. The total annual investment into these 4 organisations is c.£900k per annum, totalling £2.7m for the period 2023-2026 and represents a 1,039% increase in investment into the city.
- The Council continues to make progress against the objectives set out in the Open Spaces Strategy. Notable activity includes a new Orchard at Hempsted, £100k spent on local playground repairs, £100k in grant funding for sports clubs for grass pitch improvements and the retention of Green flags for existing sites. The Council applied for green flag status for Gloucester Park in January 2024 and judging will take place in May 2024.
- Throughout 2023/24, the Council continued to promote, monitor and improve the self-service and online channels available to residents. Many services can now

be accessed online including fly-tipping, missed bins, street scene service, extra waste containers etc. During 2023/24, an online booking facility for bulky waste collections was created which was well received, and we also worked with Ubico to implement a real time system for waste collections, which provides enhanced visibility on collections.

- The total number of customer service interactions has decreased by 15% (comparing 01/04/2022 – 31/12/2022 and 01/04/2023 – 31/12/2023), indicating that the Council's focus on improving the customer journey is moving in the right direction. With more residents choosing to use Report It and Contact Us, instead of telephoning the Council, we have remained stable with our average wait time for calls to be answered, thereby providing an improved standard of service to those who prefer to speak to us about more complex queries.
- The Gloucester Climate Change Strategy has now been completed and is currently being taken through the Council's governance procedures.

4.0 Social Value Considerations

4.1 Several actions relate directly to the Council's objective of generating social value from its activities.

5.0 Environmental Implications

5.1 Tackling climate change is one of the key themes embedded throughout the Council Plan and actions have been developed with this in mind.

6.0 Alternative Options Considered

6.1 This is a progress report therefore alternative options are not applicable.

7.0 Reasons for Recommendations

7.1 This update on the delivery of the Council Plan 2022-2024 enables Members, partners, and residents to hold the Council to account for the delivery of its planned actions.

8.0 Future Work and Conclusions

8.1 Work will continue towards achieving the actions, with activity built into 2023-24 Service Plans. Monitoring is continuous and the next progress report will come forward in six months.

9.0 Financial Implications

9.1 None arising directly from this report.

(Financial Services have been consulted in the preparation this report.)

10.0 Legal Implications

10.1 Officers will continue to work together with One Legal to implement the delivery of the activities as outlined in the Council Plan 2022-2024.

(One Legal have been consulted in the preparation this report.)

11.0 Risk & Opportunity Management Implications

11.1 Management of risk and opportunity is overseen by those with responsibility for leading on each action.

12.0 People Impact Assessment (PIA) and Safeguarding:

12.1 This is an update report for information only and there are no safeguarding matters to consider. Therefore, a PIA is not applicable.

13.0 Community Safety Implications

13.1 One of the Council Plan priorities is 'Building greener, healthier, and more inclusive communities' and actions within this priority have been developed with the aim of having a positive impact on community safety.

14.0 Staffing & Trade Union Implications

14.1 None arising directly from this report.

Background Documents: None.

