



## Digital Services Committee

**Date:** WEDNESDAY, 24 MAY 2023  
**Time:** 1.45 pm  
**Venue:** COMMITTEE ROOMS - WEST WING, GUILDHALL

**Members:** Dawn Wright  
Deputy Randall Anderson  
Deputy Rehana Ameer (Ex-Officio Member)  
Aaron Anthony Jose Hasan D'Souza  
Mary Durcan (Ex-Officio Member)  
Alderman Professor Emma Edhem, City of London Police Authority Board (Ex-Officio Member)  
Alderman Sir Peter Estlin  
Deputy Madush Gupta  
Alderman Timothy Hailes  
Eamonn Mullally (Ex-Officio Member)  
Judith Pleasance  
Paul Singh  
James Tumbridge

**Enquiries:** Blair Stringman  
Blair.Stringman@cityoflondon.gov.uk

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<https://www.youtube.com/@CityofLondonCorporation/streams>

A recording of the public meeting will be available via the above link following the end of the public meeting for up to one civic year. Please note: Online meeting recordings do not constitute the formal minutes of the meeting; minutes are written and are available on the City of London Corporation's website. Recordings may be edited, at the discretion of the proper officer, to remove any inappropriate material.

Whilst we endeavour to livestream all of our public meetings, this is not always possible due to technical difficulties. In these instances, if possible, a recording will be uploaded following the end of the meeting.

**Ian Thomas**  
Town Clerk and Chief Executive

# AGENDA

## Part 1 - Public Agenda

1. **APOLOGIES**

2. **MEMBERS' DECLARATIONS UNDER THE CODE OF CONDUCT IN RESPECT OF ITEMS ON THE AGENDA**

3. **ORDER OF THE COURT OF COMMON COUNCIL**

To receive the Order of the Court of Commons Council from Thursday, 27<sup>th</sup> April 2023.

**For Information**  
(Pages 5 - 6)

4. **ELECTION OF CHAIRMAN**

To elect a Chairman in accordance with Standing Order No.29.

**For Decision**

5. **ELECTION OF DEPUTY CHAIRMAN**

To elect a Deputy Chairman in accordance with Standing Order No.30.

**For Decision**

6. **MINUTES**

- a) Draft Minutes of the Digital Services Committee held on 25 January 2023  
(Pages 7 - 10)

To agree the public and non-public summary of the Digital Services Committee held on 25 January 2023.

- b) Draft Minutes of the Digital Services Committee held on 22 March 2023  
(Pages 11 - 14)

To agree the public and non-public summary of the Digital Services Committee held on 22 March 2023.

7. **FORWARD PLAN**

Report of the Chief Operating Officer.

**For Information**  
(Pages 15 - 18)

8. **DITS SERVICE DELIVERY SUMMARY**

Report of the Chief Operating Officer.

**For Discussion**  
(Pages 19 - 24)

9. **QUESTIONS ON MATTERS RELATING TO THE WORK OF THE SUB COMMITTEE**

10. **ANY OTHER BUSINESS THAT THE CHAIRMAN CONSIDERS URGENT**

11. **EXCLUSION OF THE PUBLIC**

MOTION - That under Section 100(A) of the Local Government Act 1972, the public be excluded from the meeting for the following items on the grounds that they involve the likely disclosure of exempt information as defined in Part I of Schedule 12A of the Local Government Act.

**For Decision**

**Part 2 - Non-Public Items**

12. **NON-PUBLIC MINUTES**

To agree the draft non-public minutes of the Digital Services Committee held on 22 March 2023.

**For Decision**  
(Pages 25 - 28)

13. **DITS RISK UPDATE**

Report of the Chief Operating Officer.

**For Information**  
(Pages 29 - 38)

14. **CONNECTIVITY / UX ISSUES SUMMARY**

Report of the Chief Operating Officer.

**For Information**  
(Pages 39 - 46)

15. **CYBER SECURITY**

Report of the Chief Information Security Officer.

**For Information**  
(Pages 47 - 106)

16. **NON-PUBLIC QUESTIONS ON MATTERS RELATING TO THE WORK OF THE SUB COMMITTEE**
17. **ANY OTHER BUSINESS THAT THE CHAIRMAN CONSIDERS URGENT AND WHICH THE SUB COMMITTEE AGREE SHOULD BE CONSIDERED WHILST THE PUBLIC ARE EXCLUDED**

### **Part 3 - Confidential Items**

18. **MINUTES**

To agree the draft confidential minutes of the Digital Services Committee meeting held on 25 January 2023.

**For Decision**

19. **SERVICE TRANSITION PROGRAMME**

Report of the Chief Operating Officer.

**For Information**

LYONS, Mayor	<b>RESOLVED:</b> That the Court of Common Council holden in the Guildhall of the City of London on Thursday 27 <sup>th</sup> April 2023, doth hereby appoint the following Committee until the first meeting of the Court in April, 2024.
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## DIGITAL SERVICES COMMITTEE

### 1. **Constitution**

A Committee consisting of,

- up to 8 Members of the Court of Common Council
- the Chairman and Deputy Chairman (or the Chairman's nominees) of the Policy & Resources Committee (ex-officio)
- the Chairman and Deputy Chairman (or the Chairman's nominees) of the Finance Committee (ex-officio)
- the Chairman (or their nominee) of the City of London Police Authority Board(ex-officio)
- the Chairman (or their nominee) of the Bridge House Estates Board (ex-officio)

### 2. **Quorum**

The quorum consists of any four Members.

### 3. **Membership 2023/24**

- 2 (2) Paul Singh
- 2 (2) Sir Peter Estlin, Alderman
- 2 (2) Randal Keith Anderson, Deputy
- 2 (2) Judith Lindsay Pleasance, *for three years*
- 2 (2) James Richard Tumbridge, *for three years*
- 2 (2) Dawn Linsey Wright, *for three years*
- 2 (2) Aaron Anthony Joe Hasan D'Souza, *for two years*
- 2 (2) Timothy Russell Hailes, J.P., Alderman, *for two years*

Together with the ex-officio Members referred to in paragraph 1.

### 4. **Terms of Reference**

To be responsible for:-

- (a) overseeing the risk management and risk assessment of all digital services to ensure that the services provided allow the effective delivering of the Corporation's and the Police's business operations;
- (b) overseeing IT and both physical and computer based Data Protection compliance;
- (c) ensuring the appropriateness and effectiveness of the Digital infrastructure and services for the City of London Corporation and the City of London Police;
- (d) ensure that all appropriate actions are taken to assure the security, resilience and sustainability of all Digital systems;
- (e) operating as an intelligent client for all major IT outsourcing arrangements which have been contracted to third parties;
- (f) overseeing effectiveness and value for money of the digital services provision in all departments and delivery of major digital projects;
- (g) approving the annual budget and capital programme for IT and Digital projects;
- (h) overseeing the delivery and progress of digital skills and culture change in the organisation;
- (i) overseeing the review and implementation of Digital, Information and Technology Strategies;
- (j) overseeing the delivery of the organisation's information management programme;
- (k) overseeing arrangements in respect of information governance; and
- (l) leading arrangements for cross-departmental informal workshops, designed to provide an opportunity to help identify departmental IT and Digital requirements and give in-depth scrutiny to IT and Digital Services projects.

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## DIGITAL SERVICES COMMITTEE

Wednesday, 25 January 2023

Minutes of the meeting of the Digital Services Committee held at Guildhall, EC2 on  
Wednesday, 25 January 2023 at 1.45 pm

### Present

#### Members:

Dawn Wright (Chair)  
Deputy Randall Anderson (Deputy Chairman)  
Deputy Rehana Ameer (Ex-Officio Member)  
Mary Durcan (Ex-Officio Member)  
Alderman Professor Emma Edhem (Ex-Officio Member)  
Alderman Sir Peter Estlin  
Deputy Madush Gupta  
Eamonn Mullally (Ex-Officio Member)

#### Officers:

Anna Clarke	- Department of the Chief Operating Officer
Sam Collins	- Department of the Chief Operating Officer
Matt Gosden	- Department of the Chief Operating Officer
John James	- Chamberlain's Department
Emma Moore	- Department of the Chief Operating Officer
Melissa Richardson	- Town Clerk's Department
Blair Stringman	- Town Clerk's Department

#### 1. APOLOGIES

Apologies were received from Alderman Timothy Hailes, Emma Edhem and James Tumbridge.

#### 2. MEMBERS' DECLARATIONS UNDER THE CODE OF CONDUCT IN RESPECT OF ITEMS ON THE AGENDA

There were no declarations.

#### 3. MINUTES

**RESOLVED:** That the public minutes and non-public summary of the meeting held on 21 November 2022 be approved as an accurate record.

#### 4. MATTERS ARISING

There were no matters arising.

#### 5. \*DITS RISK UPDATE

The Committee received a report of the Chief Operating Officer.

The Committee was informed that the item would be taken into the non-public section of the meeting.

**6. SERVICE TEAM DEMONSTRATION**

The Committee received a presentation of the Chief Operating Officer concerning the launch of the new Digital Services Portal.

The committee was informed that the new portal would provide staff with the following:

- Log Incidents and Service Requests
- Browse the Service Catalogue to request devices, change access requirements or request new accounts.
- Browse the Applications Catalogue and select standard Applications for download/install.
- View your tickets and track progress through to resolution or fulfilment.
- View Notifications detailing Service Outages, IT related Announcements and Advisory Messages
- Notifications will be specific to your Organisation (City Corporation, City Police or London Councils).

**RESOLVED** – That, the presentation be noted.

**7. DITS SERVICE DELIVERY SUMMARY**

The Committee received a report of the Chief Operating Officer concerning a summary of service delivery by the Digital Information Technology Service.

**RESOLVED** – That, the report be noted.

**8. REVENUE BUDGETS - LATEST APPROVED 2022/23 AND ORIGINAL ESTIMATES 2023/24**

The Committee considered a joint report of the Chamberlain and the Chief Operating Officer concerning the annual submission of revenue and budgets for subsequent submission to the Finance Committee.

**RESOLVED** – That Members,

- i) note the latest approved revenue budget for 2022/23;
- ii) review and approve the proposed 2023/24 draft revenue budget to ensure that it reflects the Committee's objectives and, approve the budget for onward submission to the Finance Committee; and
- iii) note the committee's capital budgets for 2023/24, set out in Appendix 2, for onward submission to Finance Committee

**9. DEPARTMENT OF THE CHIEF OPERATING OFFICER BUSINESS PLANS 2023/24**



The Committee considered a report of the Chief Operating Officer concerning the Business Plan for the Department of The Chief Operating Officer for 2023/23.

**RESOLVED** – That Members,

- i) Note the direction of travel within the Department of the COO and the associated transformation planning within DITS.
- ii) Approve the Department of the COO Business Plan for 2023/24 (**Appendix 1**).
- iii) Approve the DITS Business Plan for 2023/24 (**Appendix 2**)

10. **QUESTIONS ON MATTERS RELATING TO THE WORK OF THE COMMITTEE**

There were no questions.

11. **ANY OTHER BUSINESS THAT THE CHAIRMAN CONSIDERS URGENT**

There were no items of urgent business.

11.1 **Annual Review of Terms of Reference**

The following was raised:

- The Town Clerk tabled the Annual Terms of Reference for decision.

**RESOLVED** – That, the Terms of Reference of the Digital Services Committee, subject to any comments be approved for submission to the Court of Common Council in April, and that any further changes required in the lead up to the Court's appointment of Committees be delegated to the Town Clerk in consultation with the Chairman and Deputy Chairman.

12. **EXCLUSION OF THE PUBLIC**

**RESOLVED** - That under Section 100(A) of the Local Government Act 1972, the public be excluded from the meeting for the following items on the grounds that they involve the likely disclosure of exempt information as defined in Part I of the Schedule 12A of the Local Government Act.

13. **NON-PUBLIC MINUTES**

The Sub-Committee approved the non-public minutes of the meeting held on 21 November 2022 as an accurate record.

14. **MATTERS ARISING**

There were no matters arising.

15. **IT CONSOLIDATION**

The Committee received a presentation of the Chief Operating Officer.

16. **MINIMUM SECURITY BASELINE**

The Committee received a presentation of the Chief Operating Officer.

**17. NON-PUBLIC QUESTIONS ON MATTERS RELATING TO THE WORK OF THE COMMITTEE**

There were no non-public questions.

**18. ANY OTHER BUSINESS THAT THE CHAIR CONSIDERS URGENT AND WHICH THE COMMITTEE AGREES SHOULD BE CONSIDERED WHILST THE PUBLIC ARE EXCLUDED**

There was no other non-public business.

**The meeting ended at 3.05pm**

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Chairman

**Contact Officer: Blair Stringman  
Blair.Stringman@cityoflondon.gov.uk**

## DIGITAL SERVICES COMMITTEE

Wednesday, 22 March 2023

Minutes of the meeting of the Digital Services Committee held at Guildhall, EC2 on Wednesday, 22 March 2023 at 1.45 pm

### Present

#### Members:

Dawn Wright (Chair)  
Deputy Randall Anderson (Deputy Chairman)  
Deputy Rehana Ameer (Ex-Officio Member)  
Mary Durcan (Ex-Officio Member)  
Alderman Professor Emma Edhem (Ex-Officio Member)  
Deputy Madush Gupta  
Eamonn Mullally (Ex-Officio Member)

#### Officers:

Polly Dunn	- Town Clerk's Department
Emma Moore	- Chief Operating Officer Department
Zakki Ghauri	- Chief Operating Officer Department
Christopher Bell	- City of London Police
Genine Whitehorne	- Chief Operating Officer Department
Simon Gray	- Chamberlain's Department

#### 1. APOLOGIES

Apologies were received from Alderman Timothy Hailes and Alderman Sir Peter Estlin.

#### 2. MEMBERS' DECLARATIONS UNDER THE CODE OF CONDUCT IN RESPECT OF ITEMS ON THE AGENDA

There were no declarations.

#### 3. MINUTES

It was noted that the minutes of the previous meeting were not yet ready to review and so would be brought forward to the Committee's next meeting for approval.

#### 4. DITS - SERVICE DELIVERY SUMMARY

Members received a report of the Chief Operating Officer regarding the Digital Information Technology Service – Service Delivery Summary for the period spanning January 2023 to March 2023.

**RESOLVED**, that the report be noted.

#### 5. QUESTIONS ON MATTERS RELATING TO THE WORK OF THE SUB COMMITTEE

There were no questions.

6. **ANY OTHER BUSINESS THAT THE CHAIRMAN CONSIDERS URGENT**

There were no items of urgent business.

7. **EXCLUSION OF THE PUBLIC**

**RESOLVED** - That under Section 100(A) of the Local Government Act 1972, the public be excluded from the meeting for the following items on the grounds that they involve the likely disclosure of exempt information as defined in Part I of the Schedule 12A of the Local Government Act.

8. **NON-PUBLIC MINUTES**

It was noted that the minutes of the previous meeting were not yet ready to review and so would be brought forward to the Committee's next meeting for approval.

9. **DITS RISK UPDATE**

Members received a report of the Chief Operating Officer regarding the Digital Information Technology Service and its Risk Update.

10. **CONNECTIVITY ISSUES SUMMARY**

Members received a report of the Chief Operating Officer regarding a summary of connectivity issues experienced by the City of London Corporation.

11. **ERP - UPDATE**

Members received a presentation of the Chief Operating Officer regarding the Enterprise Resource Planning (ERP) project.

12. **FRAUD AND CYBER CRIME REPORTING AND ANALYSIS SERVICE (FCCRAS)-TECHNICAL SOLUTIONS AND INTEGRATION**

Members received a report of the Commissioner of Police regarding the FCCRAS technical solutions and integrations.

13. **CYBER SECURITY**

Members received an update from the Chief Operating Officer on behalf of the Commissioner of Police.

14. **NON-PUBLIC QUESTIONS ON MATTERS RELATING TO THE WORK OF THE SUB COMMITTEE**

There were no non-public questions.

15. **ANY OTHER BUSINESS THAT THE CHAIRMAN CONSIDERS URGENT AND WHICH THE SUB COMMITTEE AGREE SHOULD BE CONSIDERED WHILST THE PUBLIC ARE EXCLUDED**

There was no other non-public business.

16. **MINUTES**

It was noted that the minutes of the previous meeting were not yet ready to review and so would be brought forward to the Committee's next meeting for approval.

**17. SERVICE TRANSITION PROGRAMME**

Members received a report of the Chief Operating Officer regarding the Digital Information Technology Transition Programme.

**The meeting ended at 3.36 pm**

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Chairman

**Contact Officer: Blair Stringman  
Blair.Stringman@cityoflondon.gov.uk**

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**Digital Services Committee (DSC) – Work Programme 2023/24**

	<b>24 May 2023</b>	<b>19 July 2023</b>	<b>20 September 2023</b>	<b>22 November 2023</b>	<b>17 January 2024</b>	<b>18 March 2024</b>	<b>13 May 2024</b>
<b>Standing Items</b>	Minutes from previous meeting  DSC Forward Agenda  ITS Service Delivery Summary  Risks  FCCRAS	Minutes from previous meeting  DSC Forward Agenda  ITS Service Delivery Summary  Risks  FCCRAS	Minutes from previous meeting  DSC Forward Agenda  ITS Service Delivery Summary  Risks  FCCRAS	Minutes from previous meeting  DSC Forward Agenda  ITS Service Delivery Summary  Risks  FCCRAS	Minutes from previous meeting  DSC Forward Agenda  ITS Service Delivery Summary  Risks  FCCRAS	Minutes from previous meeting  DSC Forward Agenda  ITS Service Delivery Summary  Risks  FCCRAS	Minutes from previous meeting  DSC Forward Agenda  ITS Service Delivery Summary  Risks  FCCRAS
<b>Strategic Items for Decision</b>  Page 15	Data Maturity Assessment: presentation from Hitachi Solutions  Analysis of IT Budgets and Expenditure across the City Corporation	DITS Key Performance Indicators for 2023/24  Customer Service  New Data Strategy  New PPM Tool	IT Profession Update  COLC Future Technology State  Security Management migration  Cross-Corporation Cyber Security Strategy	Customer Service  Cross-Corporation Cyber Security Baseline	Draft COO and DITS Business Plan for 2024/25  Cross-Corporation Cyber Security Standards	Cross-Corporation Cyber Security MDR Service	
<b>Reporting for Information</b>	Service Transition Programme (Confidential)	Revenue Outturn 2022-23  Co-Design Update  H Drive Migration	DITS Business Plan Update (Mar-Aug)  ERP  End of Agilisys contract - review	Application Rationalisation report	Departmental Budget Estimates	DITS Business Plan Update (Sep-Feb)	
<b>Other Committee Business</b>					Annual Review of the Committee’s Terms of Reference		

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	Q1 2023-24 Apr - Jun	Q2 2023-24 Jul - Sep	Q3 2023-24 Oct - Dec	Q4 2023-24 Jan - Mar
Service Transition Programme	Service Desk transition & TUPE transfer		end Agilysis	
Service Transition Programme	Service Management & TUPE transfer			
Service Transition Programme	Security Management & TUPE transfer			
Service Transition Programme	ITSM enhancements (6 wks sprints)			
H Drive migration	Review, delete, migrate	Read only and delete H drive	Decommission H Drive	
ERP	Invitation to Tender	Tender evaluation & award	planning & implementation	
Telephony Migration	Migration of Teams telephony			
Members' Device Refresh	In progress			
Data Strategy	Data Maturity Assessment	New strategy		
Cyber Strategy	Review and baseline measures	New strategy	Common Security Standards	New MDR across institutions
Enterprise Architecture	Review & costings	Future state roadmap & plan	Remove/replace legacy technology	
Application Rationalisation	Project Manager assigned			
PPM Approach	Review processes & governance	Training		
PPM Approach	Wellington PPM tool implementation		Embedding across COL	Offering across wider institutions
Co-design	Review & Plan	Update functional areas		
Procurement Strategy	IT sourcing plan	Establish governance boards		
Project planning	Future Police Estates Programme			
Project planning	Markets relocation			
Project planning	Guildhall refurbishment			

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<b>Committee(s)</b>	<b>Dated:</b>
Digital Services Committee – For Information	<b>11<sup>th</sup> May 2023</b>
<b>Subject:</b> Digital Information Technology Service –Service Delivery Summary	<b>Public</b>
<b>Which outcomes in the City Corporation’s Corporate Plan does this proposal aim to impact directly?</b>	8, 9, 10
<b>Does this proposal require extra revenue and/or capital spending?</b>	<b>N</b>
<b>If so, how much?</b>	<b>£</b>
<b>What is the source of Funding?</b>	
<b>Has this Funding Source been agreed with the Chamberlain’s Department?</b>	<b>N/A</b>
<b>Report of:</b> The Chief Operating Officer	<b>For Discussion</b>
<b>Report author:</b> Eugene O’Driscoll – Agilisys Client Director. Dawn Polain – Service Delivery Manager, COL/CoLP	

## Summary

The majority of services managed by DITS have been stable and reliable over the reporting period.

Actions have been taken to remediate the intermittent network issue in Guildhall which appear to have improved performance, although investigations are continuing.

Intermittent and varied connectivity and user experience issues continue within COLP, however these are being addressed through the Problem Management process, as outlined in another Committee paper.

## Recommendation(s)

No recommendations to advise during this reporting period.

## Main Report

### Background

This is an overview of the current service provision as managed by DITs. Performance is measured on a monthly basis therefore for the purposes of this report, the most recent reporting month is March 2023.

## **Current Position**

### **1. Incident statistics for services under the direct management and control of DITs or DITs Service Management - March 2023**

1.1. There were no CoL P1/P2 incidents for Agilisys in March 2023.

The following list are P1 incidents that are under the responsibility of CoL/CoLP DITs or DITs 3<sup>rd</sup> parties:

- 1.1.1. 1 Incident related to Pronto. Users of the Pronto system were unable to complete search queries and transfer the case to the Niche system. Niche out of hours support engineers deployed a fix to all Users.
- 1.1.2. 1 incident related to Pronto crashing. Reason for outage still under investigation.
- 1.1.3. 1 incident where shared drive performance was slow to load or inaccessible. Services on the file share server were restarted which resolved the issues. Root cause unknown. Problem record created PRB0040301
- 1.1.4. 1 incident where the Pronto/Niche link was not synchronising for users. Await root cause from Motorola.

Key service provider status:

1.2. Since January 2023, SLAs and KPIs are reducing for Agilisys as services transition back in house. Some Agilisys SLAs and KPIs cannot currently be measured via ServiceTeam due to a software bug for which the vendor Provance, is sourcing a fix.

Of those SLA's that can be measured, Agilisys achieved target for this month.

- 1.3. Roc had 0 P1/P2 incidents reported for City of London/City of London Police in March.
- 1.4. Konica had 0 P1/P2 incidents reported for City of London/City of London Police in March.
- 1.5. Daisy Telecom had 0 P1/P2 incidents reported for City of London/City of London Police in March.
- 1.6. BT had 0 P1/P2 incidents reported for City of London/City of London Police in March.

### **2. Service improvements and highlights**

- 2.1.1. Statistics show that the use of the Service Team portal is still the preferred method of contact for users across CoL and CoLP.

Tickets by Origin (from 21/02/23)			
	CoL	CoLP	LC
Phone	1074	920	38
Mail	46	7	1
Web	<b>3483</b>	<b>1908</b>	<b>96</b>
Walk in	85	9	0

2.1.2. There are 3 remaining services which are due to transition back in house from Agilisys on 31<sup>st</sup> August 2023: Service Management, Service Desk and Security Management.

The transition team continue to move forward with preparations for the transition.

2.1.3. DITS are currently working with London Councils on their Modern Management/Device replacement project.

This involves moving them from legacy technology (AD and SCCM to AAD and InTune), as well as introducing the automatic device build and app deployment process as per the current process adopted in CoL and CoLP.

LC's designs and approach will benefit greatly from the valuable lessons learned from COL and COLP's own projects in the same vein. The project is expected to take 10-12 weeks from start.

This is being delivered by DITS in collaboration with LC, Roc and Consultancy+

## Options

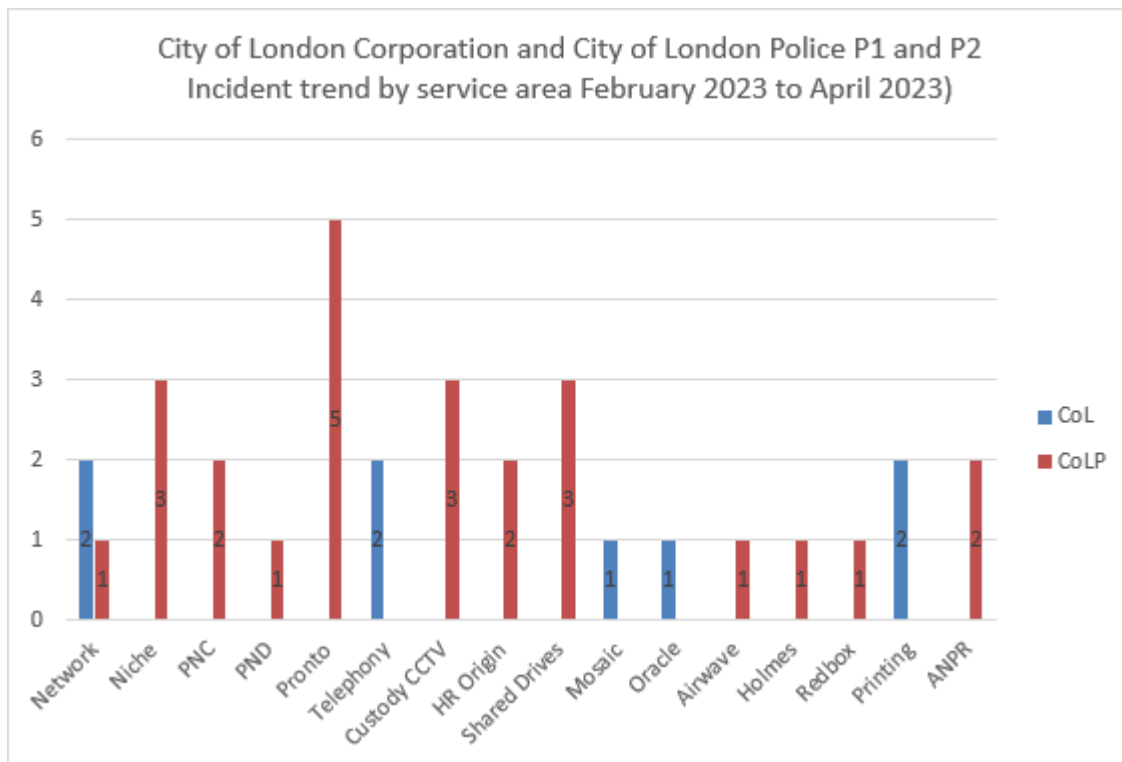
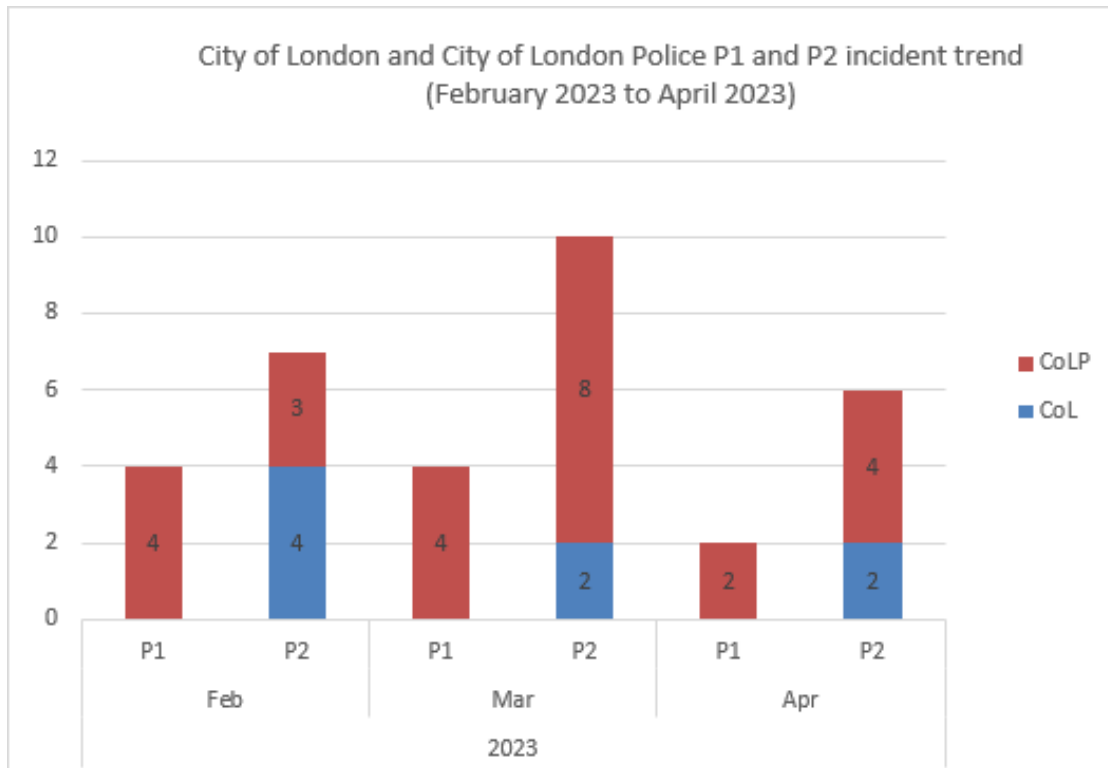
None to advise this reporting period

## Proposals

None to advise this reporting period

## Key Data

Trend reports and graphs



## **Corporate and Strategic Implications**

None to advise this reporting period

## **Conclusion**

Work continues on transitioning managed services from the Agilisys service provider to an in house service provision.

Work continues to establish a root cause for the intermittent network connectivity issues being experienced in GYE/New Street.

## **Appendices**

None

### **Dawn Polain**

Col/CoLP Service Delivery Manager  
Digital Information and Technology (DITS)

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