

**Notice of a meeting of  
Environment Overview and Scrutiny Committee**

**Wednesday, 13 July 2011**

**6.00 pm**

**Pittville Room, Municipal Offices, Promenade**

<b>Membership</b>	
<b>Councillors:</b>	Ian Bickerton, Nigel Britter (Vice-Chair), Jacky Fletcher, Rob Garnham, Penny Hall (Chair), Diane Hibbert, Sandra Holliday, Helena McCloskey, Charles Stewart and Paul Wheeldon

The Council has a substitution process and any substitutions will be announced at the meeting

**Agenda**

1.		<b>APOLOGIES</b>	
2.		<b>DECLARATIONS OF INTEREST</b>	
3.		<b>AGREEMENT OF MINUTES OF MEETING HELD ON THE 11 MAY 2011</b>	(Pages 1 - 10)
4.		<b>PUBLIC QUESTIONS</b> These must be received no later than 10am on the fifth working day before the date of the meeting - Wednesday 6 July	
5.		<b>MATTERS REFERRED TO COMMITTEE</b> A. By Council B. By Cabinet	
6.	6.05pm	<b>CABINET MEMBER BRIEFING</b> Cabinet Member Sustainability Cabinet Member Built Environment	
7.	6.35pm	<b>SECOND ANNUAL REVIEW OF THE GLOUCESTERSHIRE AIRPORT - GREEN POLICY 2010-2011</b> Report of the Joint Airport Scrutiny Working Group	(Pages 11 - 24)
8.	6.55pm	<b>BUILT ENVIRONMENT COMMISSIONING PROJECT</b> Report of the Cabinet Member for Built Environment	(Pages 25 - 38)

9.	7.15pm	<b>STREET CLEANSING SATISFACTION</b> Discussion paper of the Environmental Maintenance Manager	(Pages 39 - 60)
10.	7.40pm	<b>ENVIRONMENT OVERVIEW &amp; SCRUTINY WORK PLAN 2011-12</b>	(Pages 61 - 64)
11.		<b>ANY OTHER BUSINESS THE CHAIRMAN DETERMINES TO BE URGENT AND WHICH REQUIRES A DECISION</b>	
12.		<b>DATE OF NEXT MEETING</b> 14 September 2011	

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### Environment Overview and Scrutiny Committee

**Wednesday, 11th May, 2011**

**6.00 - 8.00 pm**

<b>Attendees</b>	
<b>Councillors:</b>	Penny Hall (Chair), Nigel Britter, Jacky Fletcher, Rob Garnham, Diane Hibbert, Sandra Holliday, Helena McCloskey, Charles Stewart and Paul Wheeldon
<b>Also in attendance:</b>	Barbara Exley (Public Protection Manager), Grahame Lewis (Executive Director), Owen Parry (Head of Integrated Transport and Sustainability), Councillor John Rawson (Cabinet Member Built Environment), Mike Redman (Director of Built Environment), Adam Reynolds (Green Space Development Manager) and Councillor Roger Whyborn (Cabinet Member Sustainability)

### Minutes

**1. APOLOGIES**

Apologies were received from Pat Pratley, Lead Officer (Grahame Lewis attended as her substitute) and Rob Bell, Director of Operations.

**2. DECLARATIONS OF INTEREST**

None declared.

**3. MINUTES**

The minutes of the last meeting had been circulated with the agenda.

Upon a vote it was unanimously

**RESOLVED that the minutes of the meeting held on the 02 March 2011 be agreed and signed as an accurate record.**

**4. PUBLIC QUESTIONS**

None received.

**5. MATTERS REFERRED TO COMMITTEE**

None referred.

**6. CABINET MEMBER BRIEFING**

The Cabinet Member Built Environment updated members on the proposed redevelopment process of North Place and Portland Street which remained on target. Five bidders had been short listed to develop proposals in line with the development brief. They were selected on the basis of their previous experience of developing mixed use schemes in town centres and their financial strength to deliver such projects.

The five consortia had met with Officers and Members last Tuesday (3 May) and this had been a positive meeting. They would draw-up their initial proposals and costing by July, at which point all members would be updated and from this, two short listed schemes would be open for public comments from 22 August to 9 September 2011.

He had hoped to be in a position to offer more details about the Midwinter site but at this time was not able to.

There were a number of developments in which CBC was not involved, the Brewery Phase 2 and Jessops Avenue, this gave a good indication that there was an appetite to invest in Cheltenham.

Gloucestershire County Council (GCC) had only today confirmed that a consultation evening would take place tomorrow (12 May) in the Cambay Room of the Municipal offices for stage 2 of the parking review; South Cheltenham. This had been considered inadequate notice and these concerns had been expressed to GCC.

In stark contrast GCC had offered sufficient notice of the upcoming consultation regarding the 'surface water management plan', full details of which he would forward to all members.

The following responses were given by the Cabinet Member Built Environment to questions from members of the committee;

- Unfortunately timescales for the Midwinter site had slipped due to technical issues, but it was anticipated that a planning submission could be renewed in two weeks time.
- Neptune's fountain would be switched on at some point this month (May) however, the pumps were not fully functioning and did require work, but this would be done at a later stage. There were costs associated with such repairs and consideration was being given to funding these repairs.

There was general consensus that the committee were eager to see Neptune's fountain repaired and fully functioning as soon as possible. The Chair suggested that in the interim public notices could be displayed advising of any issues and that this should apply in similar circumstances across Cheltenham. The Executive Director committed to having Officers email members to confirm the approach to Neptune's fountain.

The Cabinet Member Sustainability confirmed that the consultation on the revised layout design of Imperial Gardens would start on Monday (16 May). It would be based at the Municipal offices and would run through the rest of May and into June. He noted the agreement that it would then be debated at Council rather than the overview and scrutiny committees. Members supported this approach.

The following responses were given by the Cabinet Member Sustainability to questions from members of the committee;

- The decision to hold the Imperial Gardens consultation at the Municipal offices rather than Regent Arcade (for example) was based on officer resource rather than budget. A press release would be circulated, it was hoped there would be radio coverage and members were asked to communicate it to their constituents.

- The box office at Imperial Gardens was a late addition to the Jazz Festival and admittedly he too had been surprised at the level of food outlets within the large tented village this year, which was not in-keeping with Jazz Festivals of the past. However, the ambiance was an issue for Cheltenham Festivals and in future the level of tentage would be limited and spread across a larger area. He would confirm that the appropriate licensing permissions had been obtained.

Members were concerned that a matter as important as consultation on Imperial Gardens based solely at the Municipal offices would not attract as large of a response as there was interest in the subject and queried whether Officers were not available to carry out consultation at other venues at any point during the consultation period. The Executive Director emphasized how resources at the Council had reduced and the level of resource required in organising and supporting public consultation at alternative venues could not be sustained. The Cabinet Member would investigate whether alternative arrangements were possible but could make no commitment.

In relation to the new waste and recycling service the Cabinet Member Sustainability, based on his own observations and feedback from officers, considered the implementation to have been successful. Admittedly there had been some issues in areas consisting of non-conventional housing (park homes), though the issues highlighted had been addressed. An ongoing issue was flats, especially those with communal waste bins or storage, this was proving a difficult issue to overcome and Officers were meeting on Friday (13 May) to discuss a way forward.

The following responses were given by the Cabinet Member Sustainability to questions from members of the committee;

- At this time there were no plans to provide larger food waste bins to larger families, however, residents were free to put out the large and small bin that had already been issued.
- There were a number of bedsits in the town centre which offered little or no storage for waste and to tackle any issues, a number of town centre streets benefited from weekly or twice weekly collections.
- Officers were aware of the issues in St. Pauls with students leaving bins on the highway when vacating properties outside of term time and additional collections were made.
- Garden waste collections did not include the collection of black bags and at this time there was no solution for residents who were unable to transfer their brown bin to the front of the property for collection.

The Chair thanked both Cabinet Members for their attendance and summarised the matters arising from this item;

- The Executive Director would draft a letter to GCC on behalf of the committee expressing members concerns in relation to what was considered inadequate notice of the parking consultation event.
- Details of the repairs required at Neptune's fountain and plans to address them would be sent to all members and officers would consider if a notice advising the public could be displayed at this site and others across the town.

- The Cabinet Member Sustainability would investigate whether there were any resources for undertaking the Imperial Gardens consultation in other venues.

**7. DRAFT ENVIRONMENT OVERVIEW & SCRUTINY WORK PLAN 2011-12**

The Executive Director introduced the draft work plan 2011-2012 as circulated with the agenda. Consideration of the plan would allow members to shape upcoming scrutiny and offered the opportunity for more effective involvement in wider scrutiny issues. The comprehensive plan emerged following discussions between Officers, the Chair and Vice-Chair and was informed by the Corporate Strategy and Forward Plan.

The Chair invited members to comment on and add to the draft work plan 2011-2012.

The appropriate Officers gave the following responses to questions from members of the committee;

- The paper on 'New Homes Bonus' would not outline how any monies would be used, but rather, outline the strategy regarding long term vacant dwellings.
- The Localism Bill could see the Planning service change, though this would be covered under the commissioning review.
- Admittedly the CBC Travel Plan had stalled but was now in hand. The GCC restructure had proved problematic in attempts to take the matter forward, however, Officers were now in post.

Councillor Hibbert considered the notice given by GGC for the parking event tomorrow (12 May) was inadequate and would prevent people from being in a position to attend. Whilst she did not wish to delay the process she felt that given the importance of CBC input, GCC should consider offering a further opportunity and provide sufficient notice. Members supported the proposal that the Executive Director draft a letter on behalf of the committee, expressing their concern about the insufficient notice provided to CBC.

Following comments by members of the committee relating to cracked paving slabs and tarmac repairs, the Executive Director suggested that the committee first consider the cost constraints of replacing slabs with other materials. Members were happy with this proposal and the item would be added to the work plan.

The Chair volunteered to sit on the Climate Change Working Group and noted that it was she, rather than Councillor Driver that was nominated to sit on the Sustainable Management of Green Space Working Group.

**8. BUILT ENVIRONMENT SERVICES - COMMISSIONING PROJECT**

The Cabinet Member Built Environment introduced the paper as circulated with the agenda, which he took as read, choosing to highlight key points only.

Item 1.1 detailed the services which the review encompassed and outlined progress to date.

A key aim of the commissioning approach adopted by the council was to achieve cost savings but this was by no means the overriding priority. The first phase of the review, analysis, involved taking a fundamental look at what the council wanted their Built Environment service to deliver, in a constructive way to benefit the town. Consideration would be given to whether services or functions (where possible, given that the council were obliged to deliver certain services), should be devolved to Parish Councils for example, or whether a consultation process should be devised, which encouraged community feedback.

The paper evidenced that the service was by and large, efficient and effective, however, 'Systems Thinking' would identify waste from systems and processes. This would, where possible, drive out waste and create efficiencies.

The Cabinet Member Working Group met for the first time on the 13 April where additional issues were raised and as such the timescales for the review had been extended. A preliminary report outlining the potential outcomes of the review would be prepared for Cabinet on the 26 July, with the final report scheduled for consideration by Cabinet in September. These reports would be available to the committee for comment prior to the Cabinet meetings.

The following responses were given by the Cabinet Member Built Environment in response to questions from members of the committee;

- He understood members concerns about the devolution of services and/or powers to Parish Councils, especially given that not all areas in Cheltenham had them, but this would be approached with caution.
- The suggestion that there was a relationship between the speed at which planning decisions were reached and the level of appeals was possible and this would be considered further.

The Chair thanked the Cabinet Member Built Environment for his attendance and welcomed future updates.

### **9. STREET SCENE ENFORCING REVIEW**

The Public Protection Manager introduced the paper which was circulated separately to the agenda. The item had originally been scheduled for the March meeting and its deferral to this meeting had been necessitated by a restructure and redundancies.

Street Scene enforcement was an effective service for which demand often outstripped capacity, but there were areas for improvement, specifically to do with links with other services and partners.

The following responses were given by the Public Protection Manager to questions from members of the committee;

- From the 1 June 2011 Police Officers and PCSO's would be based in the Municipal offices and discussions were ongoing in relation to who could undertake what tasks. A memorandum of understanding was currently being drawn up and this was considered a positive move by both CBC and the Police Authority.

- The 2000 requests for service referred to in item 2.2 included noise complaints, waste, street cleaning, highway obstructions, abandoned vehicles and increasingly, fly tipping.
- There was a perception that some areas of Cheltenham were far more of an issue than others. A mapping exercise was being undertaken in order to ensure that enforcement activities were co-ordinated.
- Officers did benefit from flexible working hours this was however, being hampered by the long term absence of one of the officers. An 'out of hours' service was staffed by 2 Street Scene Officers and 2 more were in the process of being trained. The PCSO's based at the Municipal offices from 1 June 2011 would also enhance the service.

The Chair thanked the Public Protection Manager for her attendance and commended the work of the Enforcement Officers which she advised was regularly acknowledged at Parish and Police meetings.

### **10. REGENT ARCADE AND GROSVENOR TERRACE PARKING**

The Cabinet Member Built Environment introduced the paper as circulated with the agenda and offered some political context to the issue. Members were reminded that the budget agreed in February included a sum of money for car parking equipment.

The rationale for investment across the parking facilities included cashable savings, greater customer satisfaction and improved overall performance. In the current economic climate it was nonsensical to increase charges in a bid to increase income. The logical conclusion had been to reduce operating costs.

Initial investment would be directed at replacing the operating and management systems at Regent Arcade and Grosvenor Terrace car parks, which were considered to be at the end of their expected life cycle. A business case was currently being compiled by Officers.

The Head of Integrated Transport and Sustainability reiterated that the current systems were ageing, it proved difficult to source replacement parts which given the age of the system were increasingly second-hand and from January 2012 the system would no longer be credit card compliant. Customers and colleagues at the shopping centres had grown increasingly frustrated with the limitations of the ageing systems.

Whilst the new system needed to be future proof, this could be achieved without spending more than was necessary. As part of the evaluation process CBC undertook some 'soft market testing' by inviting some leading suppliers to present their systems, this proved encouraging and demonstrated the need for a customer led approach rather than a technology led approach.

Ultimately the aim was to extend the new system to other car parks across Cheltenham, a move that would be all the more crucial as a result of the ongoing investment by GCC in on-street parking.

The following responses were given by the Head of Integrated Transport and Sustainability to questions from members of the committee;



- New operating systems could include enforcement. The press had misconstrued the suggestion that spaces could be pre-sold, the proposal was in actual fact a result of town centre hotels enquiring whether spaces could be pre-booked outside of normal business hours.
- All car parks currently offered disabled parking bays though work was in progress to bring some of them up to current standards. Engagement with the Blue Badge User Group had identified that whilst a number of badge users were accessing parking in Cheltenham, this was, in the main, on-street parking.
- Following discussions with the procurement team, the suggestion was that expressions of interest could be invited in approximately two weeks time, preferred tenders received and the new system implemented by December.

Councillor Wheeldon advocated the proposed upgrades which he felt would be vital on the implementation of increased residents parking and with the loss of North Place and Portland Street.

The Chairman thanked the Cabinet Member Built Environment and the Head of Integrated Transport and Sustainability for their attendance. She felt it was an exciting prospect for Cheltenham which she fully supported.

### **11. GREEN SPACE STRATEGY**

The Green Space Development Manager introduced the paper as circulated with the agenda. The paper outlined some of the accomplishments of the Green Space Strategy since it was approved by Cabinet in 2009 and raised points for consideration.

Appendix 1 detailed progress on specifics within the Action Plan and overall, good progress had been achieved in several key areas. Highlights included a number of successful funding applications, high customer satisfaction with allotments, increased bio-diversity, Green Flag awards and significantly increased partnership working and volunteer wardens.

The following responses were given by the Green Space Development Manager and Cabinet Member Sustainability in response to questions from members of the committee;

- Some sites had an established management plan, in which case it would prove simple to direct resources (volunteers) to the sites, though admittedly work to some sites was far more ad-hoc. There were issues about health & safety and insurances, which could be overcome and Park Rangers would maintain an overview.
- A presentation on work in support of bio-diversity and sustainability to the Climate Change Working Group could be arranged.
- Supplementary Planning Documents (SPD) of which one may already exist, would allow for S106 contributions to be targeted at strategic level sites.
- The formal quarterly meetings with Gloucestershire County Council related mainly to operational matters including the cutting of grass verges and most recently roundabout sponsorship. The Green Space Development Manager did not attend these meetings personally.

- Imperial and Montpellier Gardens were assessed some years ago for the English Heritage 'Register of Listed Parks and Gardens of Specific Historic Interest in England' and were not considered to meet the relevant standards. History of parks was key in this assessment, notable designers, etc, though they could be reassessed in the future. Sandford Park could well be added as its history was proving very interesting.
- For clarity, the second to last recommendation on page 39 referred to a reduction to the size threshold for sites in order that more could be considered as meeting the 300m accessibility standard.

Councillors Fletcher and Garnham advised members of the Big Community Offer Highways. This was a new offer being developed by GCC which would allow interested parish, town and neighbourhood groups to apply for and fund enhanced highway items (trees, drainage works, etc), which would be match funded by GCC. This was a pilot project in certain areas of Cheltenham at the moment.

Councillor Garnham suggested that whilst Green Flags were an excellent indicator of clean, safe and well managed green spaces, perhaps another useful indicator would be usage of parks and gardens. Whilst resources at the council were reduced, perhaps community groups could undertake spot checks.

The Chair thanked the Green Space Development Manager and Cabinet Member Sustainability for their attendance. She felt the Green Space Strategy was one of the most exciting to be considered by the committee given that green space was so special to Cheltenham.

The Green Space Development Manager would organise a meeting of the Green Space Strategy working group in the coming weeks.

**12. CABINET WASTE WORKING GROUP (CWWG)**

Councillor Britter, a representative of the Cabinet Waste Working Group (CWWG) explained that the group had last met when the new waste and recycling service had recently been launched. An early achievement was the tonnage of waste that was bypassing landfill and being recycled.

The approach that had been taken was to 'go live' with the service and address tenant and member issues as they arose. And to date this approach had been successful.

The next meeting of the CWWG was scheduled for a week on Monday (23 May) and members were invited to email Councillor Britter and/or Fletcher before that time so that they might raise specific issues for discussion and resolution.

**13. ANY OTHER BUSINESS THE CHAIRMAN DETERMINES TO BE URGENT AND WHICH REQUIRES A DECISION**

There were no urgent items for discussion.

**14. DATE OF NEXT MEETING**

The next meeting was scheduled for the 13 July 2011.

Penny Hall  
Chairman

MATTERS ARISING FROM ENVIRONMENT O&S MEETING: 11 MAY 2011

Agenda No.	Item	Action required	Officer / Member	Completed
6	Neptune's fountain	Switch on date, repairs needed and timescale for completion at Neptune's Fountain	Property Services and Parks Development	✓
	<b>Action taken:</b> The water feature has now been switched on. The contract runs from May to October (inclusive). Neptune's Fountain has some underlying mechanical problems whereby pressure is insufficient to maintain flow to the outer spray heads, so will operate this year on the front and rear spray heads only. Property Services are currently tendering the services of a Conservator to report on the state and condition of Neptune's Fountain and provide a specification, recommendation and costing for its refurbishment; the report is due for completion this financial year.			
6	Public notices	Officers to consider whether public notices can detail repairs and timescales for completion at sites such as Neptune's fountain, across Cheltenham	Property Services /	✓
	<b>Action taken:</b> Property Services will ensure public notices are displayed when carrying out repairs or planned maintenance.			
6	Imperial Gardens consultation	Cabinet Member Sustainability and Officers to consider if other venues can host the consultation throughout the consultation period	Cabinet Member Sustainability	✓
	<b>Action taken:</b> Design consultation displays were organised in the Regent and Beechwood Arcades for dates in May and June.			
7	Parking strategy	Write letter to GCC on behalf of the committee outlining concerns of members that notice of parking event was not satisfactory	Owen Parry	✓
	<b>Action taken:</b> The Integrated Transport Manager sent initial communication to GCC on a number of issues including this one and is currently in the process of discussing the points raised in more detail.			
7	Cracked paving slabs	GCC Officers to outline cost constraints of replacing cracked paving slabs with new paving slabs as appose to other materials	Jeremy Williamson	ongoing
	<b>Action taken:</b> This is being dealt with as a joint initiative with Jeremy Williamson (Civic Pride), who has contacted GCC direct. Principles were adopted at informal Cabinet in June, with Cabinet Member Built Environment taking the lead. Once formal approval by Cabinet has been achieved Jeremy Williamson will liaise with Nigel Riglar at GCC to progress.			
11	Green space	Officers to consider if and how spot checks could be undertaken to monitor usage of parks and gardens as part of the performance indicators	Adam Reynolds	ongoing
	<b>Action taken:</b> The Green Space Strategy working group met on the 28 June and were scheduled to consider this matter.			

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## Cheltenham Borough Council

### Environment Overview & Scrutiny Committee – 13 July 2011

#### Gloucestershire Airport Green Policy Second Annual Review

#### Report of Councillor Les Godwin, Chair of the Joint Airport Scrutiny Working Group (JASWG)

<b>Accountable member</b>	<b>Leader of the Council, Councillor Steve Jordan</b>
<b>Accountable officer</b>	<b>Executive Director, Pat Pratley</b>
<b>Accountable scrutiny committee</b>	<b>Environment Overview &amp; Scrutiny Committee</b>
<b>Ward(s) affected</b>	<b>None</b>
<b>Key Decision</b>	<b>No</b>
<b>Executive summary</b>	The Joint Airport Scrutiny Working Group met on 20 <sup>th</sup> June to consider the second annual review report of Gloucestershire Airport's Green Policy. The points covered by the discussion are detailed in the meeting minutes, which are attached at appendix 2. Overall, the Working Group was satisfied with the progress made by the Airport during the review period and approved the recommendations contained in the report.
<b>Recommendations</b>	The JASWG recommends the Committee accepts the review report and the recommendations contained within it.

<b>Financial implications</b>	None – review of a document owned by Gloucestershire Airport
<b>Legal implications</b>	None – review of a document owned by Gloucestershire Airport
<b>HR implications (including learning and organisational development)</b>	None – review of a document owned by Gloucestershire Airport
<b>Key risks</b>	None – review of a document owned by Gloucestershire Airport
<b>Corporate and community plan Implications</b>	The Airport's Green Policy is not a council document; however, as a shareholding council, encouraging the Airport to improve its environmental performance ensures it contributes to the council and community objectives of reducing carbon emissions. The Airport is also encouraged to take positive steps to engage with the local community.
<b>Environmental and climate change implications</b>	In addition to the above, the Policy also includes measures to tackle other environmental concerns including noise pollution, water quality and waste management.

**1. Background**

- 1.1 Gloucestershire Airport Green Policy was approved by the cabinets of both shareholding councils in April 2009. Included in this was a commitment to monitor and review the policy on an annual basis.
- 1.2 This second review covers the period 1<sup>st</sup> April 2010 to 31<sup>st</sup> March 2011.
- 1.3 The review was undertaken by officers from both councils. The Airport was asked to provide evidence of progress on implementing the recommendations from the first annual review and of any additional activity related to the areas covered by the Green Policy. Officers then reviewed this evidence. A meeting was held with representatives from the Airport to discuss these findings prior to consideration of the report by the JASWG.
- 1.4 The JASWG met on 20<sup>th</sup> June 2011 to consider the review. The Managing Director of Gloucestershire Airport also attended this meeting, enabling a full discussion to take place on the review report. The points covered by this discussion are detailed in the meeting minutes, which are attached at Appendix 2.

**2. Reasons for recommendation**

- 2.1 Overall, the Working Group was satisfied with the progress made by the Airport during the review period and approved the report’s recommendations, which are summarised in the table below.

<b>Overall policy</b>	<ul style="list-style-type: none"> <li>• For clarity, include an appendix which draws together all baselines, targets and timescales for different strands of work</li> <li>• Publish updated policy on website</li> </ul>
<b>Noise</b>	<ul style="list-style-type: none"> <li>• Publish year-on-year comparison of noise complaints against benchmarking data in green policy</li> <li>• Draw together all relevant information into noise section of the website – this will also serve to fulfil the outstanding committee recommendations in relation to noise complaints</li> </ul>
<b>Ground operations</b>	<ul style="list-style-type: none"> <li>• Produce a summary table of information clearly setting out baselines, targets and timescales for electricity consumption, fuel usage and carbon emissions reductions</li> <li>• Consider establishing a process to accurately measure fuel consumption by vehicle fleet to improve accuracy of carbon emissions figures from this source</li> <li>• Set out the source data and methodology used for calculating the carbon emissions figures in the policy</li> </ul>
<b>Travel plan</b>	<ul style="list-style-type: none"> <li>• Explore the potential for widening the scope of the car sharing database to include other employers on site</li> <li>• Share the travel plan, once approved, with other Airport tenants to encourage the take up of more sustainable travel by employers from across the Airport site</li> </ul>
<b>Waste</b>	<ul style="list-style-type: none"> <li>• Publish baselines for waste streams in green policy once established</li> </ul>
<b>Water quality</b>	<ul style="list-style-type: none"> <li>• Publish statement in green policy with regard to compliance with current standards</li> <li>• Include information on water usage in buildings in green policy</li> </ul>

**3. Performance management –monitoring and review**

- 3.1 The next annual review will cover the period 1<sup>st</sup> April 2011 to 31<sup>st</sup> March 2012 and will consider the progress made on implementing the recommendations from this review and any additional activity carried out in respect of the areas outlined in the Green Policy.

<b>Report author</b>	<b>Contact officer: Gill Morris, climate change &amp; sustainability officer, gill.morris@cheltenham.gov.uk,  01242 264229</b>
<b>Appendices</b>	<ol style="list-style-type: none"><li>1. Gloucestershire Airport Green Policy Second Annual Review</li><li>2. Joint Airport Scrutiny Working Group, minutes of meeting, 20<sup>th</sup> June 2011</li></ol>
<b>Background information</b>	<ol style="list-style-type: none"><li>1. Gloucestershire Airport Ltd Green Policy Issue 2</li><li>2. Gloucestershire Airport Green Policy Travel Plan</li></ol>

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## Report to Joint Airport Scrutiny Working Group Monday 20<sup>th</sup> June 2011

### Gloucestershire Airport Green Policy Second Annual Review

**Report authors:** Meyrick Brentnall, Principal Planner, Gloucester City Council  
Gill Morris, Climate Change & Sustainability Officer, Cheltenham Borough Council

#### 1. BACKGROUND

- 1.1. Gloucestershire Airport Green Policy was developed as a result of a condition placed on the approval of the business case for the Runway Safety Project (RSP). The subsequent Policy was approved by both shareholding councils in April 2009 and included a commitment to review the progress made in implementing the Policy on an annual basis. This second review covers the period 1<sup>st</sup> April 2010 to 31<sup>st</sup> March 2011.

#### 2. SCOPE OF REVIEW REPORT

- 2.1. This report reviews the progress made on implementing the recommendations of the first annual review, approved by the scrutiny committees of both shareholding councils in July 2010, and the progress made on implementing other areas of activity set out in the Green Policy. The scope of the report was agreed with Cllr Godwin, chair of the Joint Airport Scrutiny Working Group.
- 2.2. The report is structured to reflect the different areas of activity set out in the Green Policy to ensure clarity in determining the progress made. The committee recommendations from the first annual review are included within the relevant sections.
- 2.3. The Airport Board has provided evidence of progress and officers from the shareholding councils have considered this evidence. It is acknowledged that some work cannot begin until the RSP is implemented and, where this applies, this has been made clear.

#### 3. POLICY AREAS, EVIDENCE AND OFFICERS' VIEW

##### 3.1. Overall framework

Committee recommendation	Airport Board response
(i) Timescales to be identified for the implementation of measures	(i) Annually
(ii) Green Policy to be revised in light of the recommendations (copy to be provided)	(ii) Green policy revised and copy provided

- 3.1.1. Officers' view: the green policy has been updated with sections outlining the progress that has been made within the different policy areas and contains new appendices relating to fleet fuel usage, electricity consumption and the green travel plan. Carbon emissions figures are also quoted, although it is not clear how these have been arrived at. Timescales for implementation of measures have not been articulated in the revised green policy; however, travel related targets and timescales are included in the travel plan. The revised policy has not yet been published on the Airport's website.

##### 3.1.2. Recommendations:

- For clarity, include an appendix which draws together all baselines, targets and timescales for different strands of work (ref 3.1.1)
- Publish updated policy on website (ref 3.1.1)

**3.2. Working with stakeholders / community relations / consultative committee**

<b>Committee recommendation</b>	<b>Airport Board response</b>
(i) Formalise discussion of environmental issues by including as a standing item on meeting agendas for both the Airport Board and Consultative Committee in line with Green Policy	(i) Implemented immediately – environmental issues are a standing agenda item on all Board, Consultative Committee and Management meetings

**3.2.1. Additional evidence**

- The latest building survey has shown that there has been a marked improvement in energy awareness. A new poster campaign will be initiated during March to attempt to reduce consumption further.
- Wilksch Airmotive, a manufacturer of diesel engines for aircraft, are investigating the idea of using their test rig to generate electricity and feed it back into the grid, via a 200A cable that crosses their site to an adjacent hanger. They have been given the contact details of an energy consultant (Sustainable Direction) in order to drive this forward.
- Fund raising events, including a charity car event and ‘Wear It Pink’ day. Number of presentations and tours for groups including local schools, scouts/beavers, WI, Young Farmers and prizes given for charity events. Hosted Breakfast Club event, attended several networking events, including B2B 2010 event and careers event at Chosen Hill School. Hosted several work experience students and Fly In arranged for May for wounded and handicapped service personnel.
- Consultative committee always attended by at least one executive and non-executive director.

**3.2.2. Officers’ view:** the Airport has met the committee recommendation. A number of local parish councils hold seats on the consultative committee and this is now a forum through which concerns about environmental issues can be raised. The Airport continues to engage with the local community on a regular basis, although not necessarily on green issues, and continues to engage with staff to raise awareness of environmental issues.

**3.3. Noise**

<b>Committee recommendation</b>	<b>Airport Board response</b>
(i) Publish location and numbers of noise complaints on website	(i) Ongoing as part of our website development
(ii) Begin building up a record of noise complaints	(ii) This was already implemented and is an ongoing procedure. All noise complaints are also reported to and published through the Consultative Committee
(iii) Publish actions taken as a result of noise complaints on website	(iii) Ongoing as part of our website development

**3.3.1. Additional evidence:** 587 noise complaints were received between January and December 2010; 255 of these were from Cheltenham and 232 from Bamfurlong Lane. 524 of the complaints were received from a small group of ‘regular’ complainants. Noise abatement procedures reviewed, updated and published on website. Airport Advisory Notices sent out on regular basis to all operators and tenants.

**3.3.2. Officers’ view:** the Airport has not yet met all the committee recommendations in relation to noise complaints.

**3.3.3.** The total number of noise complaints has increased by 28% from the 2009 figure (458) and represents 0.8% of total aircraft movements compared with 0.6% in 2009. 89% of the complaints received were generated by a small group of regular complainants. The trend over the year indicates that complaints increase through the first half of the year, peaking at 111 complaints in August, and then decrease again. This is probably not surprising as people open windows and spend more time outside as the weather gets warmer.

- 3.3.4. Numbers of complaints are published as part of consultative committee minutes, but these are not easy to find and it is difficult to see why this information cannot simply be transferred to the noise section of the website. Action taken as a result of complaints is not publicly available; however, it should be noted that the consultative committee minutes for February 2011 record a comment from the Down Hatherley representative that noise levels had reduced following a meeting with the Airport in November 2010.
- 3.3.5. The green policy contains a commitment to set a benchmark for noise complaints based on 2007/8 figures and to strive to deliver a year-on-year reduction, but this information has not been published.
- 3.3.6. The Airport has been developing a comprehensive database of noise complaints over the past twelve months which, over time, will provide useful information, and they have been working hard to respond to individual noise complaints. However, all this has taken place 'behind-the-scenes'. If a more open approach was adopted, which provided the public with more information, the Airport could potentially reduce the number of formal complaints received and give the public a better understanding of what the Airport can do to respond to complaints.
- 3.3.7. In particular, the noise section of the Airport's website could be improved. At present, it only covers how to make a complaint, but it could be expanded to provide the public with much more information. For example, it could include information about the use of the Airport by military and emergency aircraft, especially out-of-hours, and could provide links to noise abatement procedures, advisory notices issued to airport users, numbers of noise complaints and useful websites etc.
- 3.3.8. Whilst the majority of this information is already available in different sections of the website, there has hitherto been little consideration of how members of the public might access this information or even know what to look for. The Airport now recognises this and all relevant information will be drawn together into the noise section of the website.
- 3.3.9. Recommendations:
- Publish year-on-year comparison of noise complaints against benchmarking data in green policy (ref 3.3.5)
  - Draw together all relevant information into noise section of the website – this will also serve to fulfil the outstanding committee recommendations in relation to noise complaints (ref 3.3.8 and 3.3.4)

**3.4. Aircraft CO<sub>2</sub> emissions**

- 3.4.1. The figures returned by the Airport are shown in the table below; these have been verified by an independent consultant.

Fuel type	CO <sub>2</sub> emissions (tonnes)
AVGAS sales	1,144
Jet A1 burned	2,445
<b>TOTAL</b>	<b>3,589</b>

Note: Jet A1 figure calculated using flights from 15<sup>th</sup> July to 15<sup>th</sup> August – determined to be the busiest 30-day period of the year – which is then aggregated up to a complete twelve month period.

- 3.4.2. Officers' view: 3,589 tonnes of CO<sub>2</sub> is within the ceiling of 4,000 tonnes CO<sub>2</sub> set down in the policy. More detailed calculations, as set down in the policy, are not expected until an industry standard is published and there is no expectation that a carbon emissions reduction target will be set or interim months assessed until the runway safety project is completed.

**3.5. Aircraft movements**

3.5.1. Evidence: there were a total of 69,189 aircraft movements within the review period of which 0.8% (537) of qualifying flights were outside the airport’s published opening hours. Only 6 movements were recorded between the hours of 2300-0600.

3.5.2. Officers’ view: aircraft movements are within the ceilings set by the policy, namely a total number of movements not exceeding 95,000, no more than 1.5% outside published opening hours and no more than 100 movements per calendar year to take place during night time hours. All these figures exclude police, medical and other emergency-related flights.

**3.6. Air quality**

3.6.1. Evidence: unable to monitor effectively due to the removal of the AQMS at Cheltenham. However, local councils’ own air quality monitoring does not identify Gloucestershire Airport as a single source. DEFRA also designate the levels of pollution in the South West as ‘low’.

3.6.2. Officers’ view: no comments; air quality was found not to be an issue in the first annual review of the policy.

**3.7. Ground operations**

Committee recommendation	Airport Board response
<ul style="list-style-type: none"> <li>(i) Greater focus to be placed on reducing carbon emissions from ground operations</li> <li>(ii) Set of baselines to be established for carbon emissions from ground operations</li> <li>(iii) Investigate the use of renewable technologies as an alternative to the existing electric heating system</li> <li>(iv) Consider developing a ‘green champions’ network which includes tenants</li> </ul>	<ul style="list-style-type: none"> <li>(i) The ongoing policy of replacing lighting and heating with energy efficient units is also moving forward with approximately 60% of the onsite units being replaced where appropriate. We have continued our programme of installing ‘smart meters’ which will allow us to monitor electric usage more closely which in turn helps to identify peak areas. These can then be targeted with measures to help reduce consumption</li> <li>(ii) Database being established from information gathered throughout the year</li> <li>(iii) Studies of PV panels indicate that this is the most efficient solution for renewable energy. We continue to source a suitable supplier and product that is commensurate with our operations. However this is also subject to CAA approvals and appropriate safety case</li> <li>(iv) A Green Champions Network is gathering pace with many tenants and operators actively engaged with the Airport’s own green champion</li> </ul>

3.7.1. Additional evidence: electricity costs down by 6%. Vehicle and ground usage calculated and captured within the body of the updated policy.

3.7.2. Officers’ view: the Airport has met all the committee recommendations in whole or in part. Positive progress has been made over the review period and the Airport now has a much better understanding of its emissions from ground operations, but for clarity could improve the way in which this information is published.

3.7.3. The revised policy contains a copy of the energy management action plan, put together with assistance from Severn Wye Energy Agency when the policy was developed. All actions identified in the plan have been considered; some measures have been implemented and others, whilst deemed not currently viable, have been scheduled for review at a later stage.

3.7.4. A detailed analysis of electricity consumption through 4x meters, representing approximately 70% of recorded usage, has been undertaken and a comparison made of figures for 2009 and 2010, which shows a 3.8% increase in electricity consumption. However, this figure should be treated with some caution as consumption for 2010 is based on more accurate figures. As such, figures for subsequent years will be more helpful in providing an

assessment of progress towards the 10% carbon reduction target. This target was initially applied to the first two years of the policy, but is now presumably being measured using 2009 as the baseline year, although this is not clearly stated.

- 3.7.5. The policy also contains information about the Airport’s fleet of vehicles, including estimated mileage and fuel consumption per annum. This has been converted to a carbon emissions figure, although this is not published separately.
- 3.7.6. Overall carbon emissions figures for ground operations (electricity and fleet) have been published in the updated policy, but it is not clear how these figures have been calculated. It is recommended that the source data and the methodology used for these calculations are clearly set out in the policy.
- 3.7.7. Recommendations:
  - Produce a summary table of information clearly setting out baselines, targets and timescales for electricity consumption, fuel usage and carbon emissions reductions (ref 3.7.2)
  - Consider establishing a process to accurately measure fuel consumption by vehicle fleet to improve accuracy of carbon emissions figures from this source (ref 3.7.5)
  - Set out the source data and methodology used for calculating the carbon emissions figures in the policy (ref 3.7.6)

**3.8. Green travel plan**

Committee recommendation	Airport Board response
<ul style="list-style-type: none"> <li>(i) Continue focus on employee travel</li> <li>(ii) Explore possibility of rewarding cycling and car sharing</li> <li>(iii) Explore the possibility of engaging with other employers on site to develop a joint plan, using identified shortage of car parking spaces as an opportunity to promote this</li> <li>(iv) Formal green travel plan to be developed before the next annual review (copy to be provided)</li> </ul>	<ul style="list-style-type: none"> <li>(i) Analysis of the staff home location survey is complete and the results are being analysed as part of the ongoing scheme to reduce staff vehicle usage</li> <li>(ii) Cycle to work scheme in its final stages of implementation; car sharing is working as a result of roster changes</li> <li>(iii) Stagecoach has been approached to route a bus through the airport at peak periods. Despite our best efforts, including direct approach from the Board, Stagecoach is not prepared to reroute a bus without substantial investment from the Airport</li> <li>(iv) Draft travel plan developed and copy provided</li> </ul>

- 3.8.1. Additional evidence: cycle to work scheme has entered its final stage and we are hoping to sign up many of those who have expressed an interest. The travel plan has been completed, subject to approval.
- 3.8.2. Officers’ view: the Airport has met the recommendation to develop a formal travel plan, which focuses on employee travel and the plan has been published on the Airport’s website. The Airport employs 50 staff; 43 participated in a staff travel survey which showed that nearly 25% already cycle, use public transport or car share. The travel plan sets targets and timescales for walking, cycling, using public transport and car sharing and for increasing business journeys made by public transport. Some of the incentives being offered include complimentary umbrellas, wet weather gear, guaranteed ride home and shower and changing facilities.
- 3.8.3. Schemes under consideration include Cycle to Work and offering discounted travel or season ticket loans for public transport. There are also plans for a car sharing database and the provision of dedicated car sharing parking spaces. The Airport could consider widening the car sharing database to include other employers on the site to provide more options for its own staff as well as others.

3.8.4. The Airport has made good progress in identifying actions to encourage staff to travel to work by more sustainable means and the commitment to undertake an annual staff travel survey as part of the plan review will demonstrate how successful this has been. Once approved, the travel plan could usefully be shared with other Airport tenants as an example of encouraging more sustainable travel.

3.8.5. Recommendations:

- Explore the potential for widening the scope of the car sharing database to include other employers on site. (ref 3.8.3)
- Share the travel plan, once approved, with other Airport tenants to encourage the take up of more sustainable travel by employers from across the Airport site (ref 3.8.4)

**3.9. Waste**

Committee recommendation	Airport Board response
(i) Regularise system for recycling including better record keeping (ii) Set of baselines to be established for waste	(i) Since the start of the New Year we have recycled approximately 250kg of paper and cardboard and 4kg of plastic. We are currently looking at our oil and filter recycling procedures with the aim of making them more efficient and economical (ii) Primary waste baselines are being established

3.9.1. Additional evidence: testing of a new single phase pump continues at the sewerage works in preparation of changing over the system in Spring 2011. So far results have proved encouraging. The programme of recording and monitoring the monthly usage of water on the site is beginning to have an effect. We are now in a position to make direct comparisons with previous years which allows us to implement savings where required.

3.9.2. Officers' view: the Airport is working towards meeting the committee's recommendation to establish primary baselines for waste and has begun weighing waste streams monthly. This information will be included in the next iteration of the green policy. The system for record keeping has not been seen; however the Airport is clearly recording recycling rates.

3.9.3. Recommendation: publish baselines for waste streams in green policy once established. (ref 3.9.2)

**3.10. Water quality**

Committee recommendation	Airport Board response
(i) Publish annual monitoring report in line with Green Policy	(i) The programme of recording and monitoring monthly use of electricity and water on the site is beginning to have an effect. We are now in a position to make direct comparisons with previous years which will allow us to implement savings where required. Monthly monitoring reports by the Environment Agency are being collated to produce an annual report

3.10.1. Additional evidence: Environment Agency reports confirm that the water quality is well within the consent limits set.

3.10.2. Officers' view: the committee recommendation to publish an annual water quality monitoring report has not been met; however, all the required information is contained in Environment Agency reports received monthly and water quality continues to be within the consent limits. It has been agreed that, as the Airport has thus far always remained compliant with current standards, a statement in the green policy will suffice. Any future breaches of the standard will similarly be included.

3.10.3. The evidence suggests that water usage in Airport buildings is now being monitored, but figures are not included in the updated green policy. This should be included as a baseline against which to assess savings from improvement measures.

3.10.4. Recommendations:

- publish statement in green policy with regard to compliance with current standards (ref 3.10.2)
- include information on water usage in buildings in green policy (ref 3.10.3)

**3.11. Landscape and ecology**

3.11.1. Improvements have been designed as part of the overall runway safety project and will be implemented before, during and after the project.

3.11.2. Officer view: no comments; improvements are linked to the runway safety project which has not yet been implemented.

**4. CONCLUSION**

- 4.1. The Airport has met the majority of committee recommendations set down as a result of the first annual review and has made progress in most areas of activity.
- 4.2. It has remained within the ceilings set by the policy for aircraft carbon emissions, aircraft movements and out-of-hours flying. Positive progress has been made on understanding carbon emissions from ground operations and measures are now being put in place. Waste streams are also now being recorded and monitored. The Airport also now has a formal green travel plan, subject to approval, which was a key committee recommendation.
- 4.3. The evidence suggests that a number of baselines, targets and timescales have now been set, but they are not easily found and the policy would benefit from this information being summarised in one place.
- 4.4. Noise complaints remain an issue, but it is hoped that by increasing the transparency with which such complaints are handled and providing the public with better information, the process can be managed more effectively and the Airport will be able to demonstrate a reduction in noise nuisance.
- 4.5. Overall the Airport has made positive progress in many areas of activity and, having established baselines from which to work, is now in a good position to implement further measures to deliver improvements.

**5. SUMMARY OF RECOMMENDATIONS**

<b>Overall policy</b>	<ul style="list-style-type: none"> <li>• For clarity, include an appendix which draws together all baselines, targets and timescales for different strands of work (3.1.1)</li> <li>• Publish updated policy on website (ref 3.1.1)</li> </ul>
<b>Noise</b>	<ul style="list-style-type: none"> <li>• Publish year-on-year comparison of noise complaints against benchmarking data in green policy (ref 3.3.5)</li> <li>• Draw together all relevant information into noise section of the website – this will also serve to fulfil the outstanding committee recommendations in relation to noise complaints (ref 3.3.8 and 3.3.4)</li> </ul>
<b>Ground operations</b>	<ul style="list-style-type: none"> <li>• Produce a summary table of information clearly setting out baselines, targets and timescales for electricity consumption, fuel usage and carbon emissions reductions (ref 3.7.2)</li> <li>• Consider establishing a process to accurately measure fuel consumption by vehicle fleet to improve accuracy of carbon emissions figures from this source (ref 3.7.5)</li> <li>• Set out the source data and methodology used for calculating the carbon emissions figures in the policy (ref 3.7.6)</li> </ul>
<b>Travel plan</b>	<ul style="list-style-type: none"> <li>• Explore the potential for widening the scope of the car sharing database to include</li> </ul>

	<p>other employers on site (ref 3.8.3)</p> <ul style="list-style-type: none"><li>• Share the travel plan, once approved, with other Airport tenants to encourage the take up of more sustainable travel by employers from across the Airport site (ref 3.8.4)</li></ul>
<b>Waste</b>	<ul style="list-style-type: none"><li>• Publish baselines for waste streams in green policy once established (ref 3.9.2)</li></ul>
<b>Water quality</b>	<ul style="list-style-type: none"><li>• Publish statement in green policy with regard to compliance with current standards (ref 3.10.2)</li><li>• Include information on water usage in buildings in green policy (ref 3.10.3)</li></ul>



# Joint Airport Scrutiny Working Group

## Minutes of meeting – 20 June 2011

**Present:** Councillors Godwin (Chair), Jordan, Wheeldon, Taylor and Witts  
 Officers – CBC – Pat Pratley (PP), Gill Morris (GM)  
 Officers – GCC – Meyrick Brentnall (MB)  
 Gloucestershire Airport Ltd (GAL) – Mark Ryan (MR)

**Apologies:** GCC – Peter Gillett (PG)

	Item	Action by
1.	<b>Apologies</b>	
1.1	Apologies were made as above. It was noted that Cllr Gill is no longer a Gloucester City Council member and a replacement will be needed for the working group.	PG
2.	<b>Minutes of the meeting held on 14 June 2010</b>	
2.1	The minutes were agreed with all matters dealt with in the review report.	
3.	<b>Summary of the draft report (circulated 16 June 2011)</b>	
3.1	MB summarised the draft report. The report followed the same structure as the first review report and considered how the committee recommendations from the first review had been taken forward together with other progress made between 1 <sup>st</sup> March 2010 and 31 <sup>st</sup> March 2011. MB drew members' attention to the report's conclusion, which summarised the progress made, and the table of recommendations for members' approval.	
4.	<b>Member questions</b>	
4.1	Cllr Godwin asked about the energy efficiency measures that had been considered, including renewables, and the targets contained in the policy, which had been considered too ambitious in the previous review report. MB reported that GAL had investigated renewables and replacing the heating system, but both were currently unaffordable. He also said that, although the targets were useful, it was more important to get the baselines right first.	
4.2	Cllr Wheeldon queried the accuracy of the baselines, emphasising the importance of getting these right in order to understand whether GAL is on target. MB reported that GAL had been working on the baselines and were almost there, but he also emphasised that the process of establishing accurate baselines was inherently difficult.	
4.3	Cllr Witts asked whether the majority of noise complaints were still being received from a small group of regular complainants. MB replied that this was still the case. If the process was made clearer, however, and the public had access to more information, other potential complaints could be managed more effectively.	
4.4	Cllr Godwin asked whether any external comments had been received during the review period, particularly from Down Hatherley Parish Council, as a number had been submitted when the committee considered the first review report. MB reported that the Parish Council had had meetings with GAL and a reduction in noise had been noted as a result. He also stressed that noise was the most important issue for the community in terms of the green policy.	
5.	<b>GAL comments on the draft report</b>	
5.1	MR began by thanking MB and GM for their advice, particularly in relation to noise issues, which GAL would implement going forward. He then gave a	MR

	response to some of the member questions above.	
5.2	MR reported that GAL had investigated installing photovoltaic panels, but there were difficulties with location (GAL does not own all the hangars) and cost. Wind power was not an option. Ground source heat pumps, potentially the most practical renewable energy source, were very costly and the legal structure of GAL is such that it is an obstacle to obtaining funding. It was noted that GAL may be able to participate in the GCC PV Framework and MB agreed to send details.	MB
5.3	GAL is developing the baselines and is almost at the point where they can be published.	
5.4	MR acknowledged that noise was the biggest problem area. GAL had arranged a meeting between Down Hatherley Parish Council and a number of the operators; this had worked well and complaints were down. In terms of the website, he acknowledged GAL had become too technical in tackling the noise issue and there were some simple measures that could improve the process.	MR
5.5	In response to a query from Cllr Wheeldon he explained that the travel plan had been developed using a government framework and it had been pleasing to discover that employees were already doing a lot.	
5.6	Cllr Godwin asked whether there were particular issues GAL was struggling with. MR replied that renewable energy was one; however, noise was the biggest issue and complete satisfaction will never be achieved. Comparison of noise issues with other similar size airports is difficult as surrounding environs are different, but GAL had received a useful powerpoint presentation from Oxfordshire Airport.	
5.7	Cllr Wheeldon asked whether the CAA was promoting the retrofitting of silencers. MR reported that the CAA was not overly supportive. It currently costs in the region of £6k to have a silencer fitted, largely because of the certification process, and this is an obstacle to uptake.	
6.	<b>Runway Safety Project (RSP)</b>	
6.1	Cllr Jordan asked when it would be possible to look at other targets, which were dependent on the RSP. MR replied that some could be considered once the runway length was operational. However, it may take a year or two before the ecological targets can be considered as the vegetation will need time to establish.	MR/GM/MB
6.2	In response to a query from Cllr Godwin MR reported that all agreements were now in place, contracts had been awarded and the contractors were on site. The aim is to complete the physical work in twelve months. The technical certification process following this work is likely to take a further six months.	
6.3	Cllr Witts asked whether the cost of fuel had curtailed flights. MR confirmed that the number of leisure flights was down quite considerably, but business flights were considerably up, so the drop in the total number of flights was offset by the higher financial value. This is also the market GAL intends to focus on.	
6.4	PP asked the working group if it would be useful to arrange a progress meeting for the RSP. It was agreed a meeting would be arranged towards the end of the project and this would held at the Airport to enable members to view progress.	PP
7.	<b>Any other business</b>	
7.1	No other business was raised.	
8.	<b>Approval of review report</b>	
8.1	The working group approved the review report.	
8.2	Cllr Godwin thanked MB and GM for their work to produce the report.	All to note

# ***Information/Discussion Paper***

## **Environment Overview and Scrutiny Committee**

**13 July 2011**

### **Towards a commissioning strategy for the built environment - update report**

#### **1. Why has this come to scrutiny?**

- 1.1 At its meeting on 11 May, the Committee was updated on the work of the commissioning review for the built environment services. The project team will be reporting progress to the cabinet on 26 July and a copy of the update report is attached.

#### **2. Summary of the Issue**

- 2.1 The report sets out the findings to date and seeks agreement to consult, both internally and externally, on the preliminary findings and in particular the outcomes for Built Environment in the future. The intention would be to take a final report to cabinet in September setting out the results from the consultation with stakeholders, providers and the customers and presenting the next steps, a copy of which would be presented to this committee on 14 September.

#### **3. Summary of evidence/information**

- 3.1 The attached report gives members the evidence gathered to date including information on current service provision, costs, benchmarking and an update on the areas of analysis being undertaken.

#### **4. Next Steps**

- 4.1 The Committee is asked to comment on the attached and consider what else if anything they would want the working group to cover to satisfy themselves on recommending a strategic direction for the commissioning the built environment.

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<b>Appendices</b>	Appendix 1 – Cabinet update report
<b>Contact Officer</b>	Jane Griffiths, Director of Commissioning, 01242 264126, jane.griffiths@cheltenham.gov.uk
<b>Accountability</b>	Councillor John Rawson
<b>Scrutiny Function</b>	Environment O&S

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## Cheltenham Borough Council

### Towards a commissioning strategy for the built environment

#### Update report

## 1. Introduction

- 1.1 The council has agreed to become a commissioning council by April 2012 and has commenced a series of reviews which will enable it to achieve this ambition. The review of its built environment services started earlier this year and a member working group was established to support the process.
- 1.2 This report provides an update on the work to date and the key findings and sets out what further work needs to be undertaken prior to consideration of a report to Cabinet at the end of September in time, to inform the 2012/13 budget and corporate strategy.
- 1.3 The services which are within the scope of the review are:
- Strategic land use
  - Development management
  - Building control
  - Urban design
  - Heritage and conservation

## 2. Context

- 2.1 Nationally, the Government has set out its ambitions for the built environment in the Localism Bill, which proposes a number of changes to the planning regime. The Bill supports the concept of the Big Society and encourages community empowerment, social action and the opening up of public services. Although elements of the Bill, which is proceeding through Parliament, may change, the Council still needs to be alert to the direction of the Bill and to be in a position to respond to the proposals once passed by Parliament. The Government has also established a framework for Local Enterprise Partnerships which have a remit which includes economic development and strategic transport.
- 2.2 Locally, the review will also have regard to the context set by the Cheltenham Development Task Force, which was established by the Council and key partners. It has an ambition (underpinned by supplementary planning guidance) to “support the town’s economic strength and sustainable development by revitalising key streets and spaces to the highest attainable quality for the benefit of the whole community”. The Council needs to ensure that the outcomes of the review are able to support this ambition both directly and indirectly.
- 2.3 Cheltenham has a unique heritage which underpins its economic prosperity and which can provide the basis for a design code for future development. In developing the outcomes for the built environment this opportunity needs to be exploited and this will be explored with the help of English Heritage (see section 9).
- 2.4 The Council is already working in partnership with Tewkesbury Borough and Gloucester City Councils on the development of a Joint Core Strategy for the area and this is also helping to set the broader strategic framework for the built environment.

- 2.5 The council also has a funding gap identified as set out in its medium term financial strategy and savings will need to be identified to close this gap. Councillors have explicitly indicated that they wish to see front-line services protected so we need to think innovatively about how we can secure quality outcomes at a reduced net cost to council tax payers. Commissioning provides a framework in which to have these discussions with officers, elected members, customers and stakeholders.

### **3. Methodology**

- 3.1 The review is being undertaken by the Commissioning Division supported by those within the services in scope. A project team has been established chaired by the Executive Director and includes the Cabinet Member for Built Environment. The review is supported by a member working group chaired by the Cabinet Member and comprises:

Councillor John Rawson  
Councillor Tim Cooper  
Councillor Barbara Driver  
Councillor Jacky Fletcher  
Councillor Bernard Fisher  
Councillor Peter Jefferies  
Councillor Helena McCloskey

The project team meets every two weeks and the member working group has met three times since it was established.

- 3.2 The review is using the commissioning methodology (analysis, plan, procure and review) and is currently in the first stage i.e. analysis. Set out below is a summary of the work undertaken to date.

### **4. Future proofing**

- 4.1 Officers from the services within scope plus other officers from the commissioning division undertook a future proofing exercise at the start of the review. This enabled officers to think about the strategic context in which they deliver their services and what the future may hold in terms of service delivery. It allowed them to identify some of the risks and uncertainties and also the opportunities that may arise from the proposed changes at the national level. They recognised that however services were delivered there needed to be a fair and transparent process which underpins our place-shaping role, and that any future service delivery needs to be flexible, cost efficient and to be able to exploit new technology.

### **5. Needs analysis**

- 5.1 The Cheltenham Strategic Partnership has prepared a “needs analysis” for the area. It is based on evidence drawn from a range of sources including the Joint Strategic Needs Assessments undertaken at a county level but also drawing on more locally based information provided by a range of stakeholders and partners.
- 5.2 The review has taken this information and developed its own needs assessment for the built environment, a copy of which has been made available to members. The member working group considered the analysis and requested that it be updated to reflect the needs of Cheltenham’s diverse communities and neighbourhoods either through their physical characteristics (especially identified in the 19 neighbourhood character appraisals and management plans) or through their demographic profiles, particularly in relation to people living in the town centre. The working group is of the view that when commissioning services, a “one-size-fits-all-approach” may not be appropriate for some areas of the borough.

- 5.3 The needs analysis sets out key messages in relation to the economy, housing, green space, climate change, demography, health and deprivation. A spatial planning response to these issues is being addressed through the development of the Joint Core Strategy, but the review needs to consider how the identified needs will inform the outcomes that we wish to commission.

## 6. Developing outcomes

- 6.1 Developing outcomes is the critical phase of any commissioning exercise as they answer the question “what do we want our services to achieve”. Experience from the leisure and culture review, has enabled a more rigorous approach to developing outcomes:
- Do the outcomes describe an end result / the difference we will make?
  - Do the outcomes relate to the needs we have identified?
  - Are the outcomes easily understood by elected members and members of the public?
  - Do the outcomes feel like an intrinsic part of what Cheltenham Borough Council does?
- 6.2 Using this framework, the project group developed an initial set of outcomes based on the needs and the current corporate strategy and these were tested with the member working group. Debating the fundamentals of “what do we want our built environment services to achieve” has enabled members to have healthy and innovative discussions and they have inputted a further range of outcomes that they would wish to see delivered, focusing on the economy, good design and flexible use of space, heritage and sustainability. In discussing outcomes they have also identified some of the underlying principles that they would want to see built into any service provision.
- 6.3 The work to develop a final set of outcomes is still being finalised, and the working draft of the outcomes is included as **appendix A**. The member working group is meeting on 13 July and will be giving further consideration to the outcomes before we then test them more widely with a range of stakeholders and the community.
- 6.4 The review also needs to make the necessary linkages with other commissioning reviews and outcomes, as the built environment services have the ability to wider health and social outcomes.

## 7. Current service delivery

- 7.1 There are a number of services within the scope of the review but it is also obvious that defining outcomes for these services will also impact on other services eg parks and gardens, housing, economic development and car parking. However these areas have not been considered as part of this review in order to keep the review process to a manageable scale.
- 7.1.0 ***Building control***
- 7.1.1 Building Control seeks to achieve minimum standards of construction to ensure the health and safety of people in or around buildings and is also increasingly concerned with energy conservation and with access and facilities for disabled people. It does have an enforcement requirement and this can result in action through the courts. The Building Regulations are a statutory framework against which the service provides advice and support to customers about safe, secure and comfortable buildings and so enforcement is generally considered to be a ‘last resort’.
- 7.1.2 Tasks which the Building Control team undertake include:
- Assisting customers so that their projects are successfully completed and comply with the requirements of the Building Regulations;
  - Checking applications for compliance with the Building Regulations;
  - Site inspections to check for compliance with the Building Regulations;

- Enforcement action relating to the Building Regulations;
- Dealing with dangerous structures;
- Providing help and advice on access for all people to building - inclusive design;
- Helping colleagues in the Development Management team (Planning);
- Street naming and numbering;
- Access audits;
- Assisting with the resolution of dangerous structures and related incidents.

7.1.3 The Building Control service operates in a competitive market and there are numerous private sector suppliers of services. Building Control is required by government guidance to breakeven on fee income.

7.1.4 There are a total of 14 full-time equivalent (FTE) staff comprising. 3 support officers, 10 site inspection and 1 manager.

7.1.5 Joint working with Tewkesbury Borough Council (TBC) has been operational since November 2009 through a Section 101 agreement where we deliver the services to TBC. This action was aimed at providing a resilient service which could be developed to work effectively within a competitive environment. There was also assessed to be a small financial benefit resulting from the loss of one manager and one support team member.

## 7.2 **Strategic land use**

7.2.1 The work of this team provides the strategic framework within which spatial planning related to the community strategy outcomes can be delivered. This requires effective engagement both internally with officers and elected members and externally with statutory stakeholders and the wider public. The Localism Bill will require a review of engagement and the way in which services are delivered; particularly in respect of activities undertaken with parish councils and community groups. The work of the team can be broken down across three strands which are set out below:

<b>Delivering the statutory development plan for Cheltenham</b>	<b>Monitoring and research</b>	<b>Stakeholder engagement</b>
Preparation and implementation of the Cheltenham Borough Local Plan and Cheltenham's Local Development Framework.	Land use monitoring.	Working with stakeholders and organisations across Cheltenham Borough in disseminating planning policies/advice/best practice.
Support preparation and management of Gloucester, Cheltenham and Tewkesbury Joint Core Strategy.	Preparing LDF annual monitoring report.	Working with divisions across the Council to input into spatial planning.
Delivering Strategic Environmental Assessment (SEA).	Undertaking residential land availability and capacity studies.	Working through the local strategic partnership to ensure the Sustainable Community Strategy and LDF are co-ordinated and deliverable.
Providing advice and responding to planning applications and appeals – both in Cheltenham and neighbouring authorities where development has implications for Cheltenham.	Undertaking projects/research to support the strategic planning function.	Working with neighbouring local authorities.
Responding to national planning policies and proposals.		Working with parish councils.



7.2.2 There are 4.5 FTE staff in the team. One of these posts is a fixed term post shared by Cheltenham, Gloucester & Tewkesbury to support the JCS programme and there is a shared planning manager (0.5 of FTE) dedicated to supporting Tewkesbury Borough planning service.

7.2.3 Through the Joint Core Strategy team, officers work across all three councils on a reciprocal basis. Currently one of the members of the team is on maternity leave and the development management team have seconded a member of their staff to support the JCS.

### 7.3 **Development Management**

7.3.1 The team manages the development of land and buildings within the borough, carrying out the Council's statutory obligations as set out in the legislative framework (Town and Country Planning Act 1990, Planning (Listed Buildings and Conservation Areas) Act 1990, Planning and Compulsory Purchase Act 2004). The objective is for development in the borough to achieve the aims and aspirations of national and local policy and create a better environment for Cheltenham, its inhabitants, workers and visitors.

7.3.2 The team assesses and determines a variety of proposals including applications for: planning permission (both building works and change of use); listed building and conservation area consent; advertisement consent; and certificates of lawful use or development.

7.3.3 The work can be broken down across two work strands as set out in the table below:

The application process	Other services and activities
<p><b>Validation</b> – acknowledge application, check relevant information provided and request any additional information needed.</p> <p><b>Consultation</b> - inform interested parties, neighbours, consultees and invite comments on proposal.</p> <p><b>Negotiation</b> – hold discussions with applicant and other interested parties to steer proposal successfully through planning process. Identify flaws and opportunities for improvement.</p> <p><b>Determination</b> – most applications are delegated to officers, but planning committee determines contentious schemes.</p>	<p><b>Duty planning officer</b> – provides advice to anyone who contacts the planning department (in person, email, phone).</p> <p><b>Pre-application discussions</b> – with applicants ranging from private individuals to large corporations (chargeable and non-chargeable).</p> <p><b>Post-decision work</b> – appeals, amendments to proposals, monitoring of compliance with conditions and investigating and enforcing breaches of planning control.</p> <p><b>Councillor enquiries</b> – work closely with members to help with their case work.</p>

7.3.4 There are a total of 16.5 FTE staff comprising a manager, 9.5 FTE planning/enforcement, 5 FTE support officers and an apprentice. As outlined above one FTE planner is currently seconded to planning policy on JCS.

#### 7.3.5 Key development management performance data

Indicator	result for (Q4 2010)	Previous quarter
% of apps decided within 8 weeks	88% (245 of 278)	84% (283 of 337)
% of major apps decided in 13 weeks	66.67% (4 of 6) (Target – 60%)	66.67% (4 of 6)
% of minor apps decided in 8 weeks	84.62% (33 of 39) (Target – 65%)	61.40% (35 of 57)
% of other apps decided in 8 weeks	90.13% (210 of 233) (Target 80%)	90.51% (248 of 274)
% of delegated decisions	91.67% (264 of 288)	92% (320 of 349)

7.4 **Urban Design**

7.4.1 The Urban Design Team consists of professionals in urban design, heritage, arboriculture and landscape architecture. They deal with projects and cases both proactively and reactively. The focus ranges from strategic (policy development, cross boundary issues) to detailed (building construction details, planting schedules, tree health, street design).

7.4.2 The team deals with a range of partners and customers – both internal and external – officers and elected members; central government, county and district councils; developers, property owners, members of the public, interest groups etc. Much of the work is now focussed on working with local community groups interested in improving or maintaining their environments (streets, parks, urban spaces, heritage assets, trees etc) which is in tune with the Government’s thinking on the Big Society but is resource intensive. The other major work strand is support for the Cheltenham Development Task Force.

7.4.3 The work can be broken down between two different work streams as set out below:

<b>Reactive work</b>	<b>Proactive work</b>
<ul style="list-style-type: none"> <li>○ Lead case officers for listed building consent, tree preservation orders and conservation area tree applications.</li> <li>○ Work with Development Management (and applicants) on planning and related applications, pre-application, enforcement, s.215, compliance, appeals &amp; court cases (expert witness) &amp; Planning Committee.</li> <li>○ Best practice, design advice and project support on traffic management, street design, maintenance and asset management to the Integrated Transport team, GCC and Gloucestershire Highways.</li> <li>○ The tree team manage CBC &amp; CBH tree assets (3-yearly conditions survey, planting, remedial work, contract management etc) and management of tree response in adverse weather, accidents, damage to buildings etc.</li> <li>○ The Heritage team advises Property, Parks &amp; client divisions (listed buildings, registered parks etc).</li> <li>○ Support &amp; advise Cheltenham Development Task Force on planning, urban design, landscape and heritage issues.</li> <li>○ Support policy work on the joint core strategy.</li> <li>○ Advise developers, owners &amp; prospective purchasers on responsibilities etc regarding trees &amp; historic buildings.</li> </ul>	<ul style="list-style-type: none"> <li>○ Prepare &amp; adopt supplementary planning documents, development briefs, concept statements, conservation area character appraisals etc.</li> <li>○ Heritage organises Heritage Open Days, annual review of Local Index &amp; instigate repairs and s.215 notices.</li> <li>○ Project design &amp; implementation eg Civic Pride, street/space enhancement, public art, heritage repairs etc.</li> <li>○ Professional, design, funding &amp; project management advice on community projects eg DIY Streets, Jenner Gardens.</li> <li>○ Presentations to the public, interest groups, members &amp; officers on tree, heritage &amp; urban design issues.</li> <li>○ Work with University of Gloucestershire, Festivals and education work.</li> </ul>

The team is made up of a team manager, 2 FTE heritage officers, one landscape architect and 2 trees officers.

## 8. Other providers and market development

- 8.1 The review team has started to consider what other delivery models are available to the Council. A paper was prepared for the member working group setting out case studies. Further work is required but it appears that there are examples elsewhere in the country where some of the services in scope have been outsourced, where decision making has been devolved to other public sector bodies such as parish councils, and of course there are examples of shared-service delivery.
- 8.2 Some elements of the work could be undertaken by the voluntary and community sector and an initial conversation has been undertaken with the Gloucestershire Rural Community Council which currently supports the development of parish councils in respect of neighbourhood planning. Depending how the Localism Bill progresses the GRCC sees an opportunity to play a part in helping empower local communities.
- 8.3 The Council also works with other groups such as the Civic Society and the Architects' Panel and there is an opportunity to explore with them how they may help in the delivery of the Council's outcomes.
- 8.4 Work is ongoing to explore with other Councils the reasons why they decided to outsource their services and what benefits it has derived. It will also be useful to explore with them how they propose to accommodate changes to planning legislation as set out in the Localism Bill and how they will address the local setting of planning fees if they are tied to a contract with an external provider.
- 8.5 Discussions will also need to be held with parish councils about their appetite to play a greater role in the planning process although as previously identified by the Environment Overview and Scrutiny Committee and by the member working group, not all of the borough is covered by parish councils. It is proposed that the C5 group, which comprise the chairs of each of the parishes will be updated about the review and discuss how we might engage further with individual parish councils.
- 8.6 In terms of existing shared-service provision we clearly cannot consider any changes without fully engaging with Tewkesbury Borough Council and Gloucester City who are our partner in delivery of some of the services.
- 8.7 There is also an opportunity as part of this review to explore with Gloucestershire County Council whether there are ways in which we could be commissioned to deliver some of their services or whether there are opportunities to commission them to undertake certain aspects of service delivery for us. The relevant commissioning director at the County Council has already been alerted to the review and we have already shared some of the background information with him. Some consideration has also been given as to whether sharing with other councils is an option which could be explored.
- 8.8 The project team has also explored whether there is an opportunity to consider a trading company model for some of the services under scope. At the current time given other capacity issues for OneLegal, Finance and HR the project group is of the view that consideration of such alternative models is probably not achievable at this time, but should be considered at a later date and built into future business plans. This has yet to be tested with the member group and will be dealt with in more detail when the detailed report is presented to Cabinet in September.

## 9. English Heritage

- 9.1 The Council took the opportunity to work with English Heritage on the review and have secured a small sum of funding from them as part of a wider national review programme. The aim is for them to support us with the review particularly in relation to the challenges and opportunities from having a large conservation area, a significant number of listed buildings and a local interest list. An initial meeting has been held with one of their officers who has agreed to act as a critical friend on the review. Funding is likely to be used to support a number of facilitated sessions with members, officers, stakeholders and listed building applicants drawing upon where conservation and heritage has helped to deliver better outcomes and what lessons can be learnt from this.
- 9.2 English Heritage is aware that many councils are looking to reduce their spending in this area or indeed explore different delivery models and are keen therefore for us to share the learning from our review with others. The officer from English Heritage has also provided some useful feedback on the way in which we are defining outcomes and how these will be used to set service levels in future.

## 10. Benchmarking

- 10.1 Some of the services in scope have undertaken a benchmarking exercise co-ordinated through the Planning Advisory Service and the Chartered Institute of Public Finance and Accountancy (CIPFA). The purpose of the benchmarking exercise is to use the information to compare performance and costs with peers and to support more effective service improvement plans.
- 10.2 Along with 97 other councils, CBC submitted data on its activity, income and costs to CIPFA which was based upon one month activity and then multiplied up for the year. CBC then selected 11 similar authorities to be within its benchmarking group to compare itself with:
- Cambridge City Council
  - City of Lincoln Council
  - Gloucester City Council
  - Guildford Borough Council
  - Harlow District Council
  - Norwich City Council
  - Oxford City Council
  - Tunbridge Wells Borough Council
  - Watford Borough Council
  - Welwyn Hatfield
  - Worcester City Council
- 10.3 The data indicates that compared to the authorities within this group we have the second lowest costs for strategic planning, are in the second quartile (slightly better than average) for the costs of processing planning applications, the costs of compliance (enforcement) and the amount of income we generate from fees. We are in the third quartile (slightly worse than average) for the costs associated with “other” planning work.
- 10.4 From other benchmarking data, we know that Cheltenham has the highest costs and spends the most hours on appeals compared with other authorities. However, the number of planning appeals is less than 2% of the total number of applications, and it is not clear whether this is high or low compared with other authorities. The project team is now considering the reasons for this, as well as considering the percentage of appeals won/lost and the level of costs awarded against the Council. In recognition of this as an issue, the corporate strategy includes a commitment to monitor the proportion of planning decisions upheld at appeal on a quarterly basis.

		Total Reported Costs £'k						
Authority	Population	Applics Received (High is good)	Generic (Low is good)	Strategic Planning (Low is good)	Planning Applics (Low is good)	Compliance & Delivery (Low is good)	Other (Low is good)	Application Fees (High is good)
Oxford City Council	154	1444	341	567	651	132	259	665
Cambridge City Council	123	1222	550	470	857	185	604	547
Norwich City Council	136	1134	228	352	424	94	291	299
Guildford Borough Council	136	1973	314	434	930	185	578	624
<b>Cheltenham</b>	<b>112</b>	<b>1534</b>	<b>218</b>	<b>182</b>	<b>553</b>	<b>78</b>	<b>286</b>	<b>495</b>
Gloucester City Council	115	926	329	135	267	87	135	315
Welwyn Hatfield	108	1760	140	264	456	52	336	428
Tunbridge Wells Borough Council	107	1876	206	478	809	213	199	478
Worcester City Council	94	765	182	504	370	77	205	266
Watford Borough Council	81	880	280	449	829	137	243	275
Harlow District Council	79	315	87	214	197	41	112	123
<b>Ranking within club</b>	<b>6</b>	<b>4</b>	<b>5</b>	<b>2</b>	<b>6</b>	<b>4</b>	<b>7</b>	<b>4</b>
<b>Ranking within 50 districts</b>	<b>22</b>	<b>19</b>	<b>34</b>	<b>24</b>	<b>32</b>	<b>17</b>	<b>41</b>	<b>22</b>
Key to ranking of quartile								
Top quartile		3rd quartile						
2nd quartile		Bottom quartile						

- 10.5 The project team have reviewed the benchmarking data and feel that it is a useful starting point for considering future service delivery, but is mindful of not drawing too many conclusions from it due to different ways in which authorities will allocate costs and also the diverse nature and character of the built environment in each locality.
- 10.6 The benchmarking exercise and further analysis however has highlighted some issues relating to support service recharges and the way that they are allocated across the range of built environment services. The review will be giving further consideration to this, so that there is clarity on allocations and what this might mean for different delivery models.

## 11. Systems thinking

- 11.1 As part of the commissioning review of the built environment services, the project team requested that a systems thinking review be undertaken to assess how efficient current processes are. The review team have started by considering the planning application process which has led to a number of suggestions for redesign which should result in a significant reduction in the time customers wait for their planning applications to be determined.
- 11.2 The next areas for redesign are the committee process and appeals. The team are clear about what needs to happen for committee and we will be contacting all parties involved in this process shortly. The team is due to begin the work on the appeals process in July.
- 11.3 The review group will keep an overview on the systems thinking work and report this back to cabinet in September.

## 12. Costs/savings and the MTFS

12.1 The cost of the services in scope are set out below:

	Development Control and Urban Design	Heritage and Conservation	Strategic Land Use	Building Control	Total
Expenditure	1,052,100	104,000	212,000	709,000	<b>2,077,100</b>
Income and recharge to other services	462,900	0	94,500	659,100	<b>1,216,500</b>
<b>Net Cost of Service</b>	<b>589,200</b>	<b>104,000</b>	<b>117,500</b>	<b>49,900</b>	<b>860,600</b>

12.2 The Government has proposed that councils may be able to set their own planning fees to more closely reflect the costs of running the service. The legislation and detail of how this might work is yet to be finalised and the review group has yet to have a discussion about how this might work in practice, but are alert to the need to reduce costs, so that the new charging regime does not impact adversely on applicants, whilst at the same time potentially enabling us to cover our costs which will contribute to reducing the MTFS funding gap.

## 13 What next?

- 13.1 Over the next couple of months, further work and analysis as set out in the above sections will be undertaken and which will be overseen by the member working group. Specifically this will entail:
- Engaging with local partners and stakeholders, including the voluntary and community sector, parish councils, Local Strategic Partnership, Business partnership, Civic Society, Architects' Panel, developers and users of the services within scope to bring them up to date with the review so far on the direction of travel, priorities for further work and outcomes for consultation. This will include some specific workshops on conservation that will be funded through English Heritage funding;
  - Engaging with other providers to understand more fully the opportunities for different delivery models and where the market may need to be developed in the longer term.
- 13.2 In addition it is proposed to undertake a consultation exercise with users of the service and key stakeholders to test the proposed outcomes and to gauge opinion of the services within scope.
- 13.3 A report will be brought back to Council's cabinet on 26 September setting out the findings from the above and a draft action plan.

# Appendix A

# Draft built environment outcomes framework v 1.3

## Under-pinning principles

- A service that promotes sustainable development
- A service that enables and supports economic regeneration
- Policies that are based on sound evidence and that are future-proofed
- An outward looking service that involves stakeholders in policy-making through to service delivery
- Transparent and fair processes with customers feeling that their views have been listened to
- Processes that take into account the emotional aspect of the service
- Effective engagement, consultation and participation processes
- Having a distinct offering within the market of local providers
- Providing value for money for residents

## Quantifiable service outputs

- Sustainability checklists undertaken
- Retail facilities approved completed
- Number of green space enhancements
- Employment uses approved completed
- New homes approved completed
- % of planning decisions upheld when taken to appeal
- Customer satisfaction
- Bench-marked outputs with comparable services
- Costs vs fees plus additional income generated; new homes bonus, CIL, s.106

## Direct outcomes for residents

- People live in safe, warm & affordable homes that meet their personal needs
- People have access to a wide range of social and community facilities
- People have access to a diverse range of shopping facilities
- People have access to a wide range of green space that is safe and accessible
- People have access to local employment opportunities
- People live in energy efficient homes that are adaptable to climate changes
- People are satisfied with the planning system
- People have influence over and contribute to their local environment
- People benefit from additional investment into community facilities and local energy
- People receive value for money from the services

## Direct outcomes for businesses / investors

- Cheltenham has an attractive environment where businesses want to & can grow, develop & invest.
- Promoting adaptable employment space that is responsive to changing needs and technological advances
- There is sufficient land to enable flexibility to the local economy and attract new businesses to Cheltenham
- Ensuring that the economy develops in a sustainable way which reflects environmental limits and the need to reduce carbon emissions.
- Protecting and enhancing the look and feel of the built & green environment

## Corporate objectives and outcomes

- Cheltenham has a clean and well maintained environment
- Natural and built environment is enhanced and protected
- CO2 emissions are reduced & we adapt to impacts of climate change
- Cheltenham recovers quickly from the recession
- We attract more visitors and investors to Cheltenham
- Communities feel safe and are safe
- People have access to decent and affordable housing
- People are able to lead healthy lifestyles
- Residents enjoy a strong sense of community

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# ***Information/Discussion Paper***

## **Environmental Overview and Scrutiny Committee**

**13 July 2011**

### **Street Cleaning – Discussion Paper**

This note contains the information to keep Members informed of matters relating to the work of the Committee, but where no decisions from Members are needed.

#### **1. Why has this come to scrutiny?**

The Borough Council is implementing a number of service reviews as part of its approach to securing value for money combined with an efficient and effective service delivery.

- 1.1** At the request of the Environmental Overview and Scrutiny Committee the division has undertaken a survey by way of a questionnaire to measure the level of satisfaction with Town Centre cleansing operations by the public and members of the Chamber of Commerce

#### **2. Summary of the Issue**

##### **About the Service**

The Borough Council has a statutory responsibility to keep public land for which it is responsible clear of litter, refuse and detritus. The service is provided by a team of twelve Street Cleaning Operatives who are supported by a high pressure, hot water jetting vehicle capable of removing graffiti and other noxious substances from the streets and pavements. The crews also cover the car parks and outlying shopping areas and in this are supported by 3 mechanical sweepers, a fourth mechanical sweeper covers the Council parks.

##### **Timing of Cleansing Operations**

###### **Weekdays**

06.30 – 09.00 all crews bar 61 and parks sweeper - Town Centre areas, shop fronts and car parks

09.00 – all crews break off to outlying wards.

09.00 – 14.00 – High profile bin emptying and litter picking carried out specialist crew member in the Town Centre.

15.00 – 17.00 – 2 man crew empty bins and litter pick Town Centre.

###### **Weekends**

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05.00 – 09.00 – 10 man crew supported by 2 mechanical sweepers empty litter bins, litter pick Town Centre, outlying shop fronts and car parks on both days.

Saturday – 10.00 – 15.00 - 3 man crew empty litter bins and litter pick Town centre  
15.00 – 17.00 - 2 man crew empty litter bins and litter pick Town centre

Sunday - 15.00- 17.00 - 2 man crew empty litter bins and litter pick Town centre

Note the Town Centre area is designated as the Tee – the High Street between Ambrose Street and Bath Road and the Promenade up to the Queens Hotel and including shopping streets such as Winchcombe, Pittville and Regent Streets.

During the early morning cleaning operation a larger area is covered including the Lower High Street, Clarence Street, parts of Bath road and offshoots.

### 3. Summary of evidence/information

#### Town Centre Cleaning Survey - June 2011

To measure public opinion a questionnaire was produced and members of the public were canvassed in both the Regent and Beechwood Arcades over 4 days. The results are generally very good for visitors with comments such as 'we come to Cheltenham to shop because it is so clean'. However some people who live in the borough used the opportunity to complain about changed refuse collections, charging for garden waste etc. and scores were lower presumably as they were unhappy about other aspects of the council.

201 surveys were completed by the public and they were asked to score various aspects of Town Centre cleansing using the following criteria

Answering on a scale of 1 – 5 where 1 is poor, 2 is below standard, 3 is acceptable, 4 is good and 5 is excellent.

The results are shown in Appendices 1 – 5 attached.

Various comments were made and some of the headline comments were;

Several comments about the Lower High Street not getting the same attention as the Town Centre

Quite a few people pleased with Town Centre but would like to see more enforcement.

People pleased power washing took place but would like to see more – the availability is limited as the machine also clears graffiti and cannot work in town when it is crowded with shoppers.

Early morning clean very good but would like to see more cleaning in town later in the day.

More bins at bus stops and more ash trays – we are already introducing this with new metal bins with ash trays fitted and new bins at the Promenade bus stops after the new paving is laid later in the year.

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Remove gum from pavements – this was stopped several years ago as a cost saving as an external contractor had to be hired – also issues with damaging paving grouting.

Stop people feeding birds

Some people said there were enough bins and regularly emptied some said there were not enough and needed emptying more – generally we do not have a problem with Town Centre bins.

Side streets need more cleaning

A lovely Town

Better than Gloucester

Much cleaner than Taunton

A general concern over the mess left by night time economy

Concerns over trade rubbish left on pavements

More recycling facilities in Town Centre

Car Parking too expensive

Too much cleansing resource spent on deprived areas to detriment of 'better' areas

**Full comments are shown on the survey report - see Appendix 6**

The business survey was sent out to 800 members of the Chamber of Commerce via the Town Centre Managers (Martin Quantock) news letter. To date we have only received 2 replies and a further report will be prepared when more data is available.

#### **4. Next Steps**

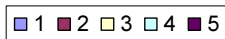
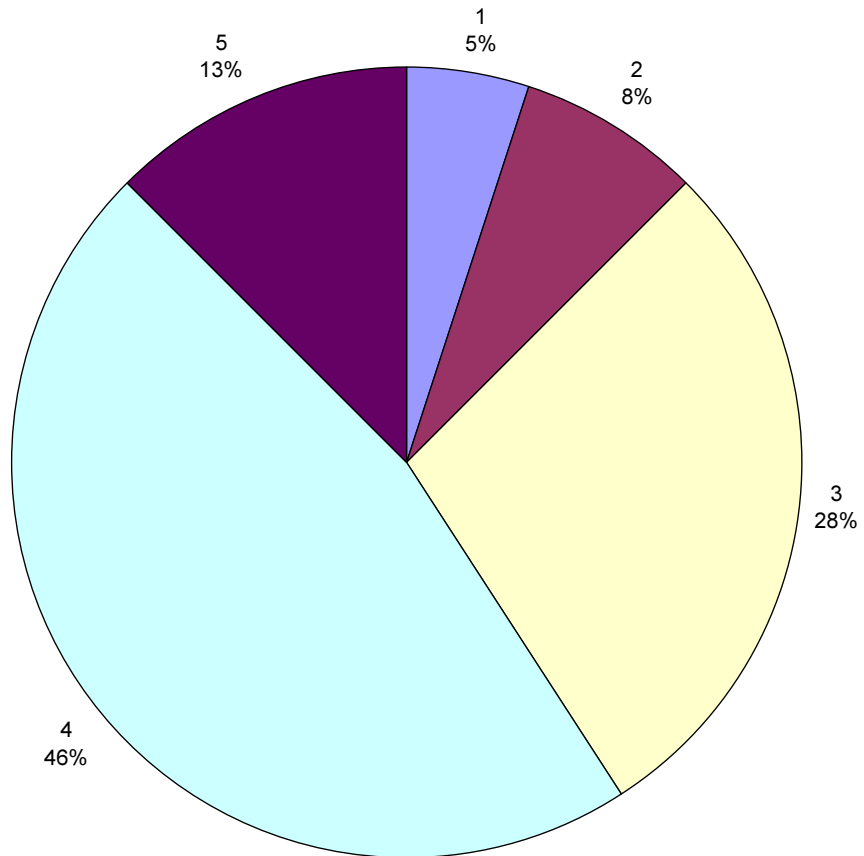
##### **Conclusion**

Generally it appears that most people are happy with the Town Centre Cleaning particularly first thing in the morning although there is criticism of the litter that collects later in the day. It appears that residents found it difficult to separate Town Centre Cleaning from other issues such as parking, refuse collection etc. Taking the view of just visitors to the town the average score for cleanliness in the Town Centre was **3.98**.

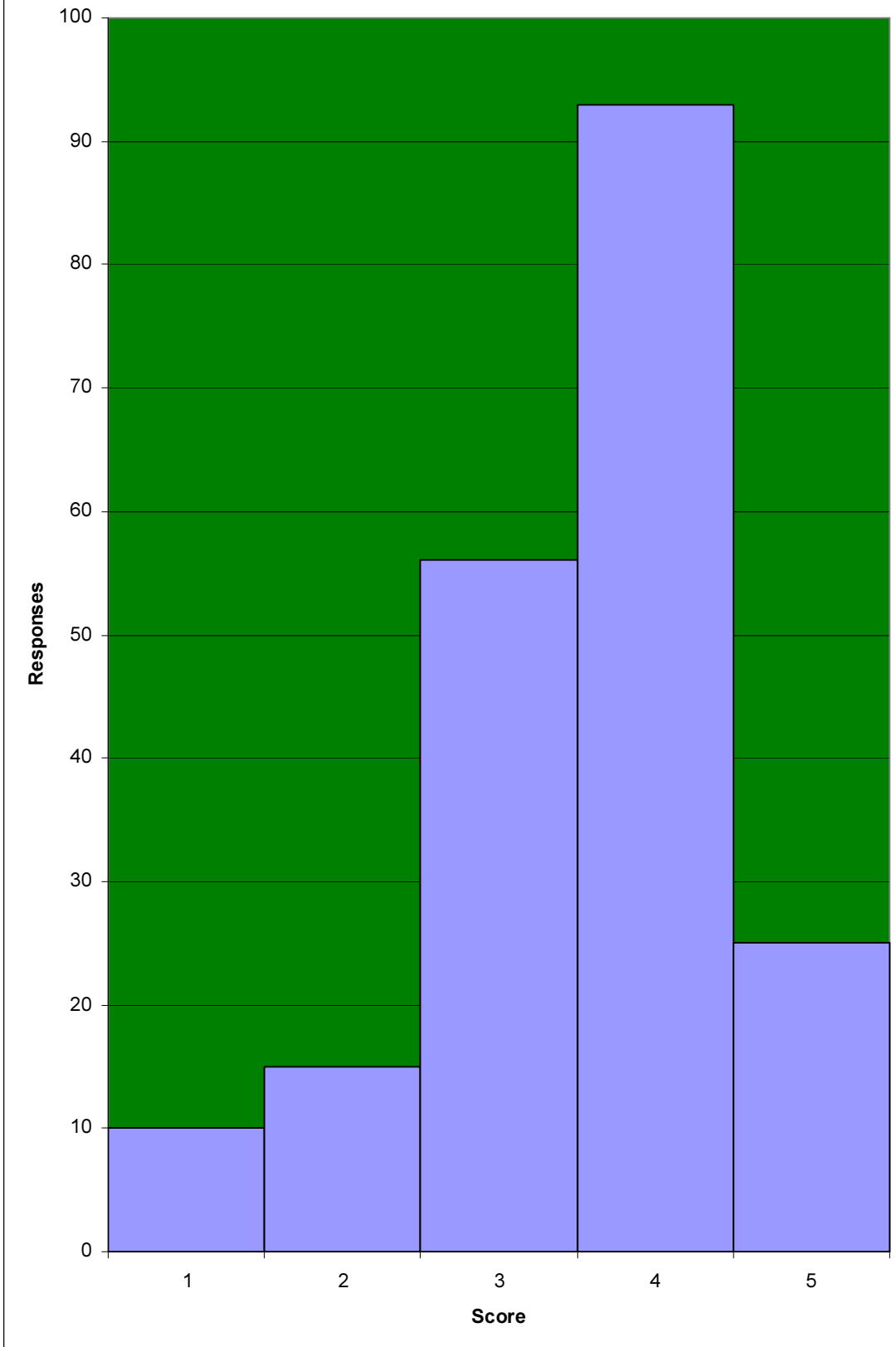
To expand further cleaning to the Lower High Street and to extend any recycling facilities in the Town Centre would either take extra funding or Street Cleansing resource from other areas of the Borough.

<b>Appendices</b>	1 to 6 – survey results
<b>Contact Officer</b>	John Rees – Environmental Maintenance Manager  E Mail - john.rees@cheltenham.gov.uk
<b>Accountability</b>	Councillor Roger Whyborn
<b>Scrutiny Function</b>	Environmental

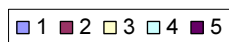
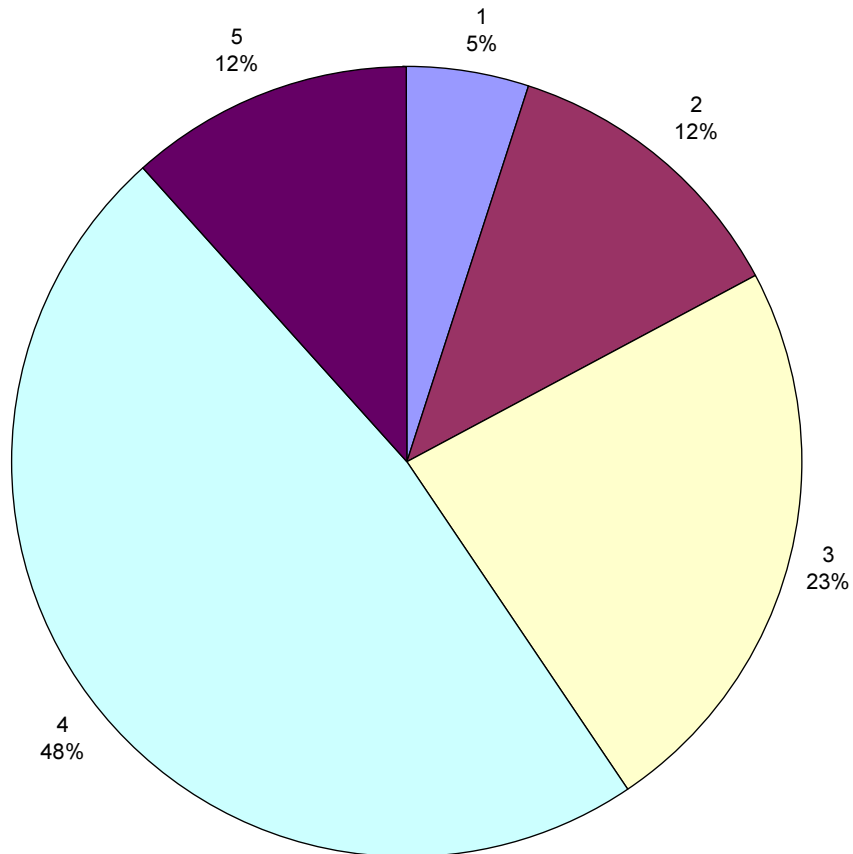
**Appendix 1a General Impression of Town Centre Average  
Score 3.55**

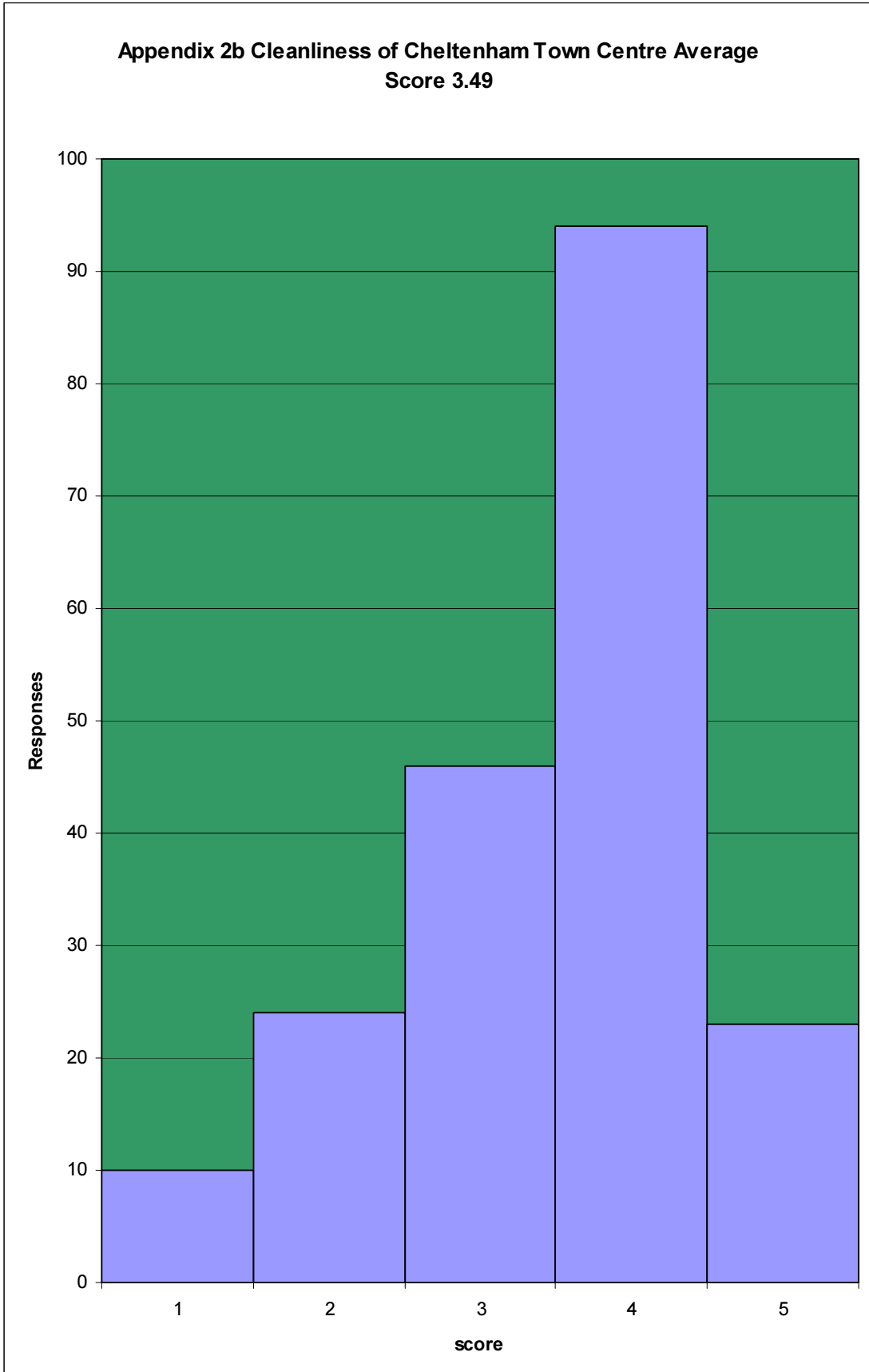


**Appendix 1b General impression of Town centre Average  
Score 3.55**



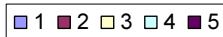
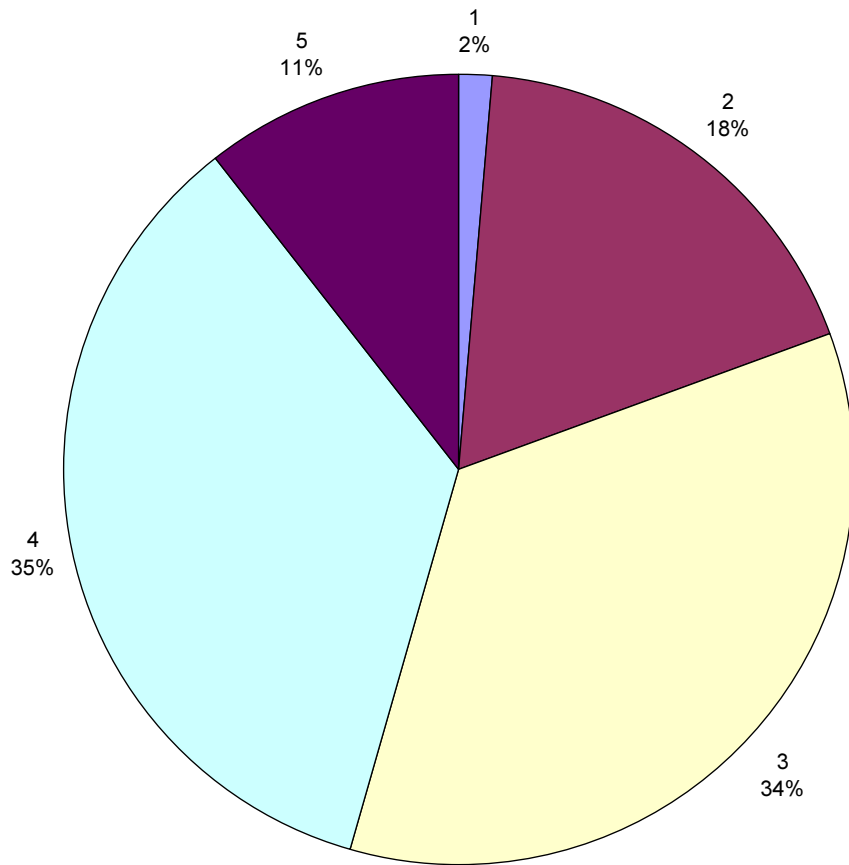
**Appendix 2a Cleanliness of Cheltenham Town Centre Average  
Score 3.49**

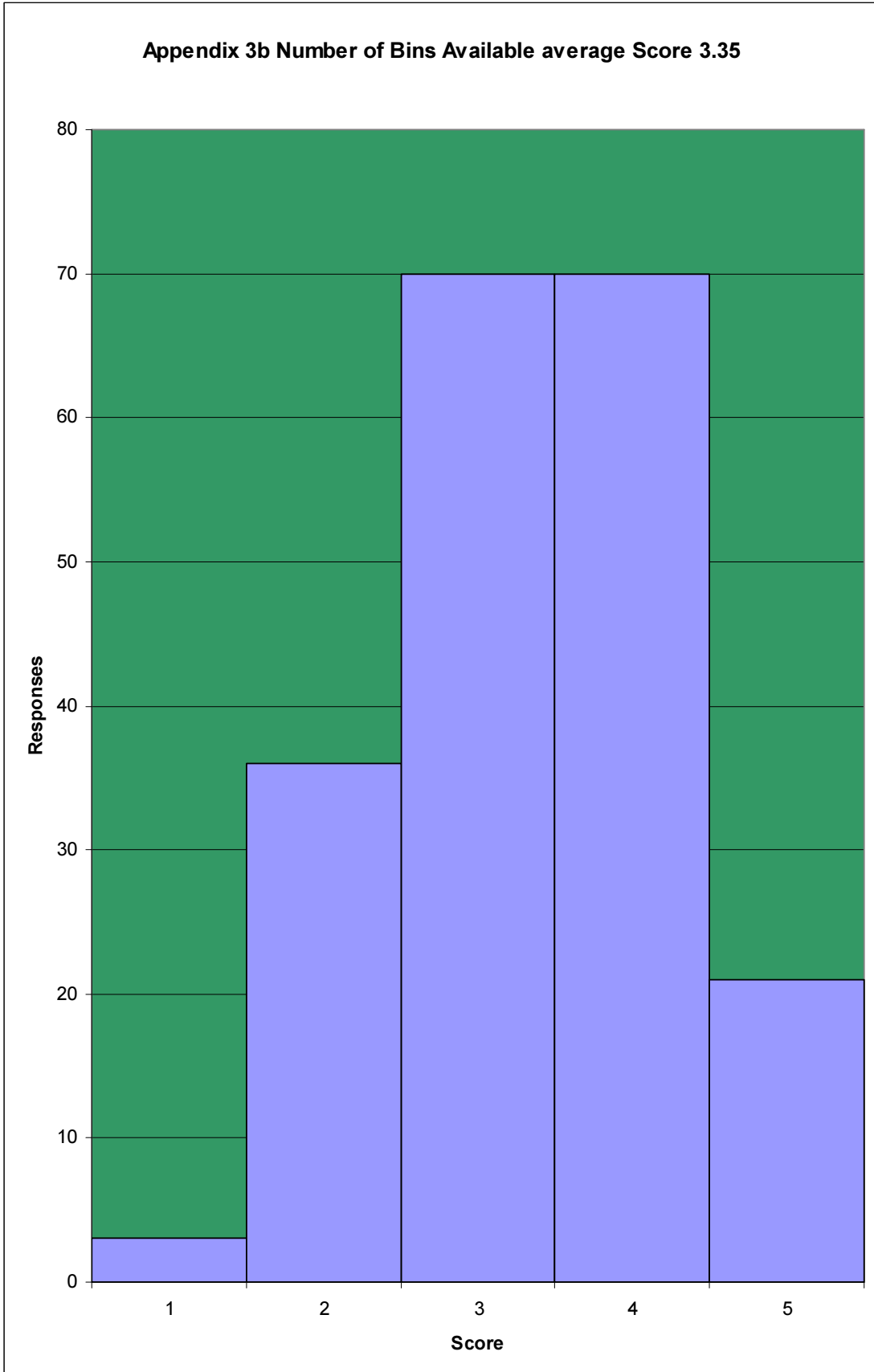




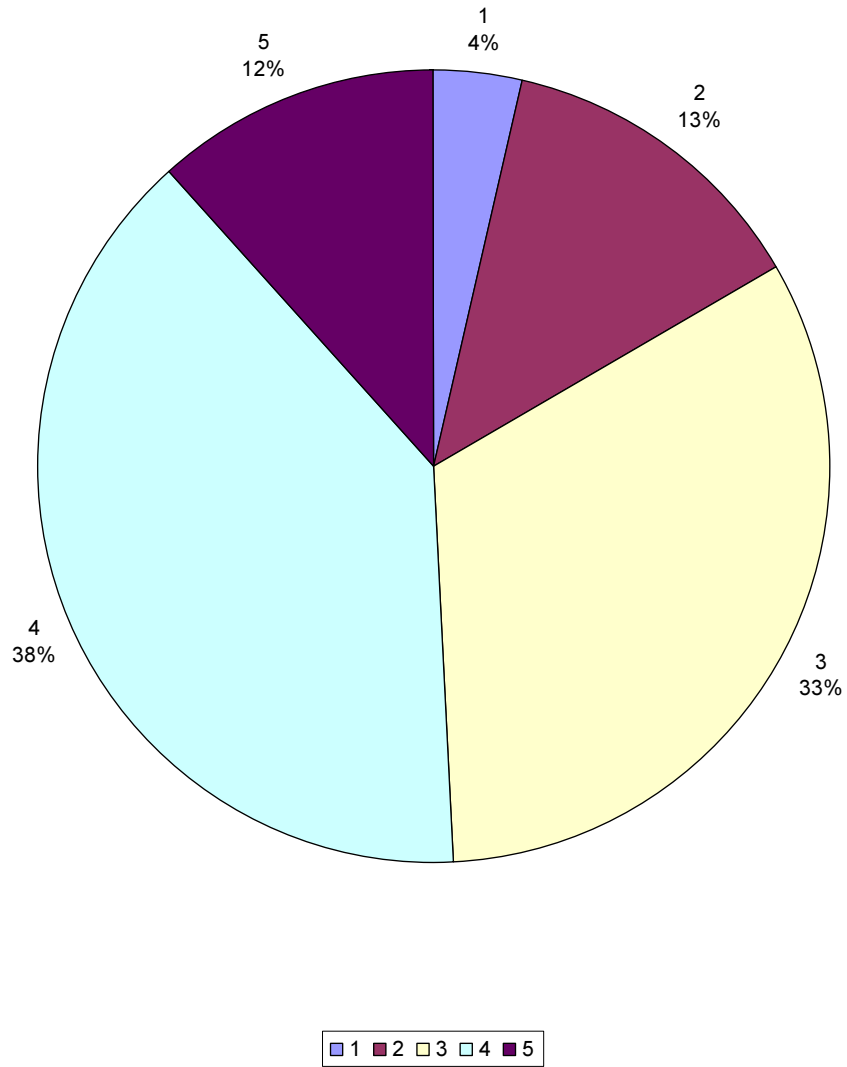


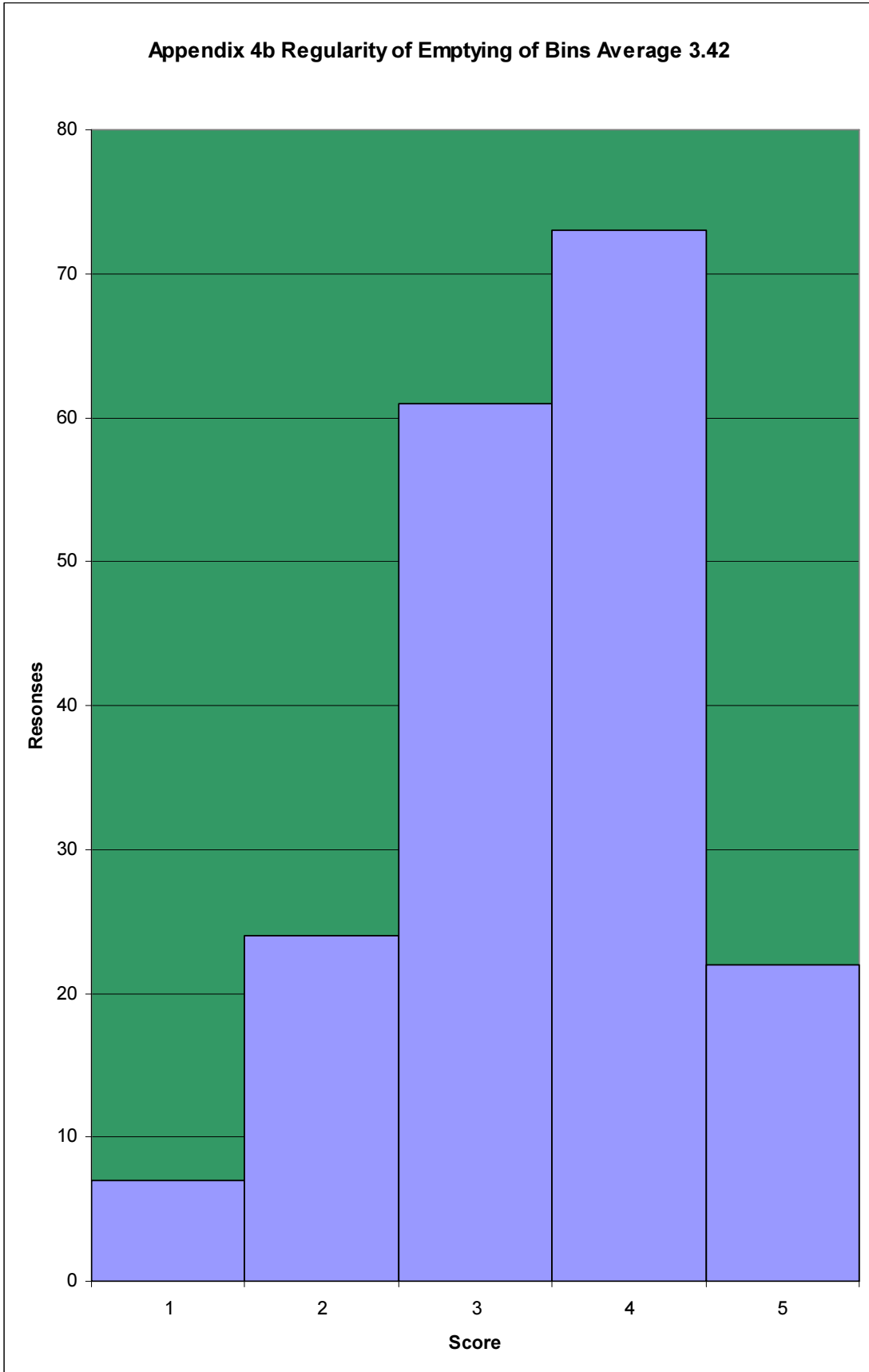
Appendix 3a Number of Bins Available Average Score 3.35



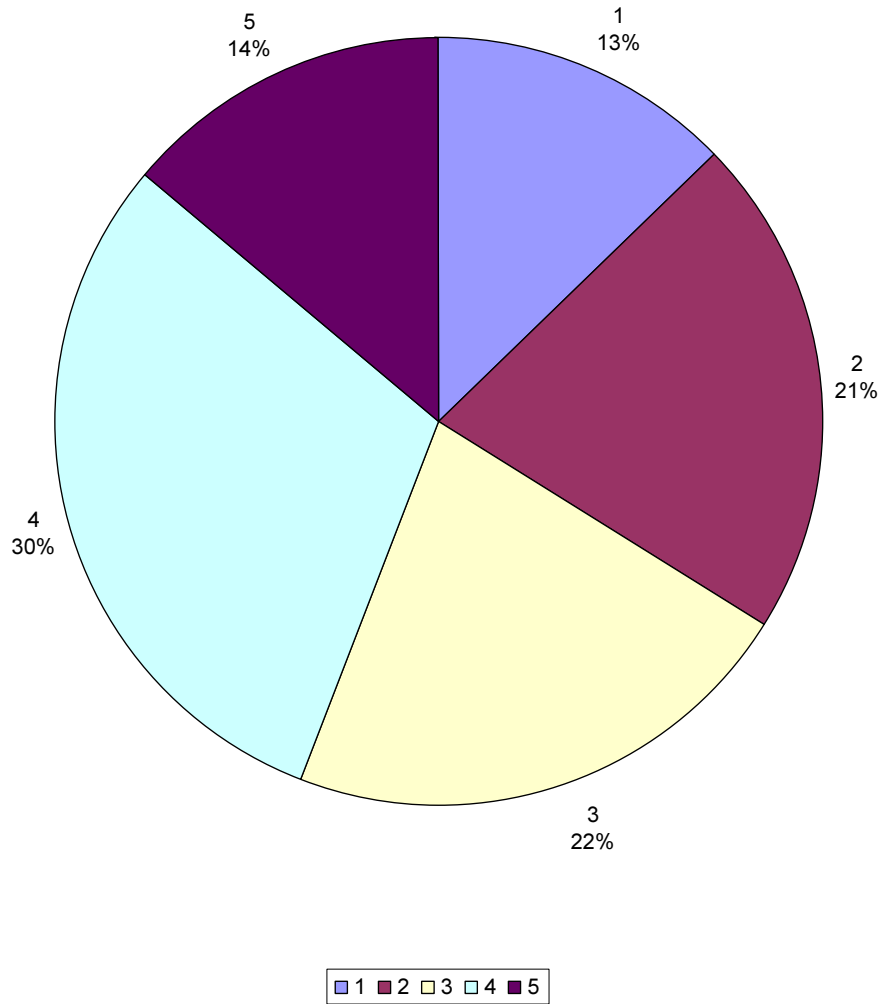


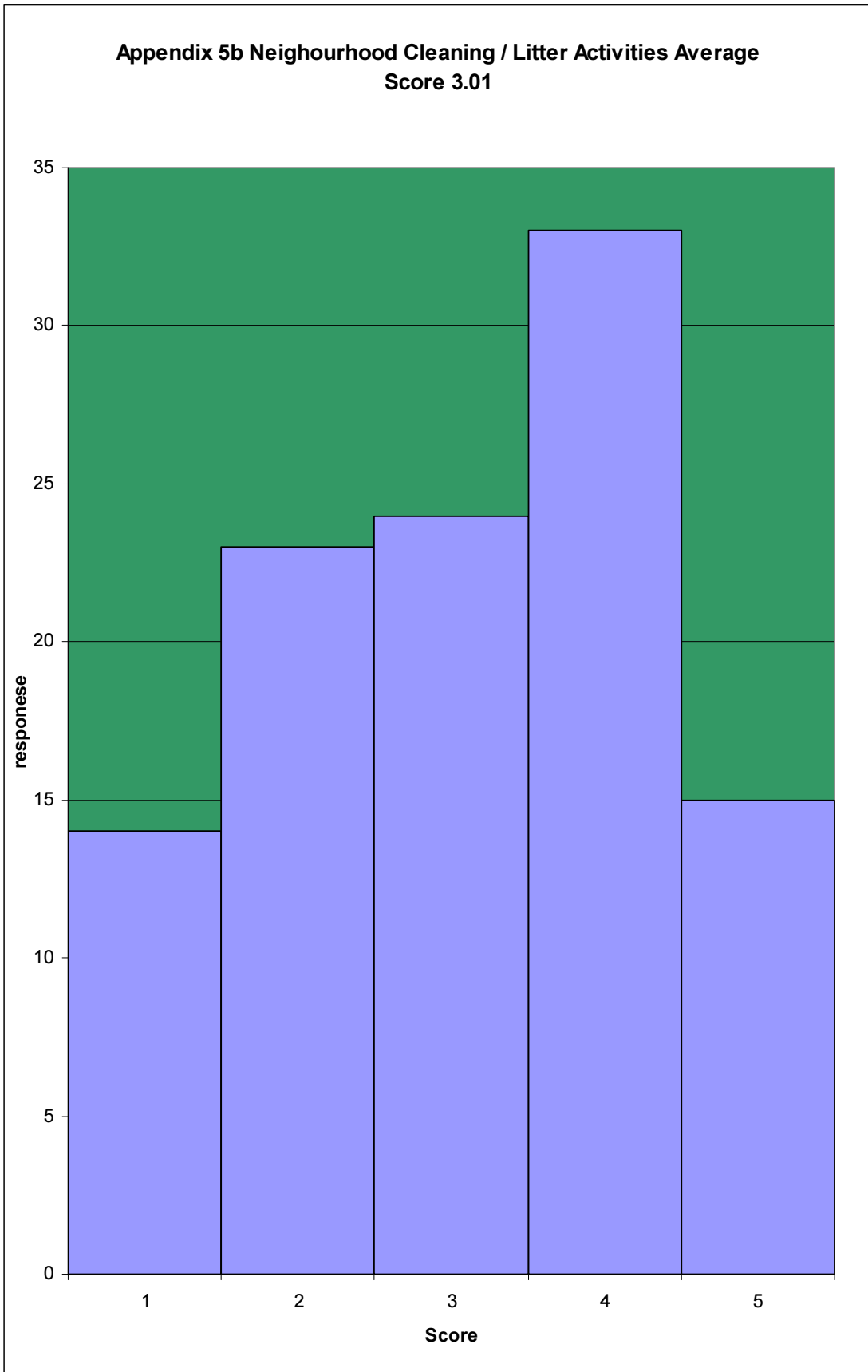
**Appendix 4a Regularity of Emptying of Bins Average Score 3.42**





**Appendix 5a Neighbourhood Cleaning / Litter Activities**  
**Average Score 3.01**





## APPENDIX 6

Do you live in Cheltenham?	If no, where is your main residence?	What is your general impression of the town centre?	How do you rate the cleanliness of Cheltenham town centre?	How do you view the number of litter bins available?	What is your view on the regularity of the emptying of the bins?	If you live outside the town centre how would you rate the litter collection and street cleaning activities in your neighbourhood?	How would you rate the councils response in dealing with fly tipping?	What improvements would you like to see in the town centre?	Any other comments?
1 yes		4	3	4	4	5	3	Areas other than the Promenade, High Street rated 1	
2 yes		4	5	3	4	5	not seen any		GOLDEN Valley area 2 & P.E.W 4 Would like to see litter picked up before they mow the grass
3 yes		4	2	3		2		Like to see rents deduced so all the shops are occupied	Benhall needs a good clean
4 No	Tewkesbury	3	3	2	4				Town Centre - not safe at night
5 yes		3	4	5	5	5	2 (Redding's Area)		Enough bins but people should be made to use them
6 yes		1	0	4	4				I'd like to see litter wardens paid on commission
7 No	Swansea	3	3	3	3				Only a visitor so don't have a strong opinion on the subject
8 No	Hucclecote Gloucester	4	4	4	5				
9 yes		2	2	2	2	2		Regent Street gets messy sometimes - needs cleaning more often	
10 yes		3	2	2	2	4		Its good in morning, but gets quite bad - needs cleaning more often	
11 yes		3	2	2	3	2		Needs Power washing all streets more regularly	Business in Bath Road and that never gets cleaned Tennyson Road area - vomit in Bus Shelter never gets cleaned up also Dog mess
12 No	Woodmancote	3	3	4	3				
13 No	Lincolnshire	4	4	3	3				Nice and Clean
14 yes		2	2	2	3			More cleaning needed High Street bad on Sundays	St Marks needs cleaning
15 No	Manchester	5	4	4	4				
16 yes		5	4	3	3				Shoot - the Parish Council I hate them
17 No	Forest of Dean	3	2	3	5			More presence in the evenings	Early morning clean is really good
18 yes		4	4	4	4	4		More Cigarette containers on Posts needed works in other town i.e. Exeter	
19 yes		3	3	3	3	4			
20 yes		3	3	3	3	3		Town's quite reasonable	lots of weeds in pavements outside or property Fletchers Drive
21 No	USA	5	5	5	5				Nice clean Town
22 No	Coventry	4	4	4	4				Litter bins - what we've seen there are plenty
23 yes		3	2	2	1			1 - He sweeps his own area never see anyone cleaning area drains at Church Road full of rubbish	
24 No	Overbury	4	4	2	3			Sort out the High Street it is not architecturally in keeping with the rest of the Town	
25 yes		4	4	4	4				
26 No	Durseley	4	4	3	3				Chewing gun - it's a big problem

27	yes		4	4	4	4	4	4	4	4 (Bishops Cleeve) 2 - London Road leafs & dirt on pathways not cleaned		There's always trolleys being thrown in the stream by Tesco's. Tesco's refuse to pull them out due to Health & Safety (not sure if this is in Cheltenham or Tewkesbury B. Councils area)			Bus shelter bins needed also not enough dog bins and they need more frequently emptied Enjoy shopping here in Cheltenham
28	yes		4	4	3										
29	No	Stroud	4	4	4	4	4	4	4				Remove gum from pavements		
30	yes		3	3	4	4	4	4	4	2 very poor in areas		3	Litter patrols at weekends		Council Estates (such as Hesters Way) get litter picked up daily. The area where I live is lucky to get once a week. The subway at Arle Court is frequently littered with Fast Food cartons
31	No	Bourton on Water	2	2	3	3	3	3	3						Town gets worse they time I visit
32	yes		3 1/2	4	5	4	4	4	5	4 Bin men do excellent job - weeds in gutters		1 1/2			Cut down town traffic and parking side streets
33	yes			2	3	3	3	3	3			3			
34	No	Bromsgrove	4	4	4	4	4	4	4						Visit Cheltenham once a month a nice place to shop
35	yes		3	3	3	3	3	3	3						
36	yes		4	4	4	4	4	4	4						
37	No	Churchdown	5	5	5	5	5	5	5	4 5 never see any		5	None - already a nice Town		Very good place
38	yes		3	2	2	2	2	2	4	1 - Pates Avenue don't see street cleaners	Problem with neighbours leaving old sofa's in garden lowers the area				Don't like CBH allowing people to rib up lawns and putting gravel down. Kids using the gravel as weapons
39	yes		4	4	3	3	3	3	4			3			Improvements in Springbank with dealing with fly tipping and street cleaning
40	yes		4	4	4	4	4	4	4	2 - Better in centre than Wymans brook					More bins in suburbs and more doggie bags
41	yes			4	4	4	4	4	4	1 - own area poor	2 - not very good				Gardeners Lane/Swindon Road area very bad lots of litter also off Windridge Road quite bad
42	yes		2.2	2.5	4	4	4	4	3		3	3	More cleaners in Town Centre		Gutters, leafs removed more frequently weeds need doing more often more cleaners in Town Centre
43	yes		2	2	2	2	2	2	2						Stop cyclists in pedestrian areas, more regular sweeping in the leckhampton clean up after cutting grass and landscaping.
44	yes		5	5	3	3	3	3	5			5	More benches and bins at bus stops		
45	No	Winchcombe	2	2	4	4	4	4	2			3			Public don't use the bins
46	yes		4	1	3	3	3	3	3	13 - Landsdown area (Flat)		3			
47	No	Tewkesbury	3	4	4	4	4	4	5						
48	yes		4	4	4	4	4	4	4	4 - Both good			Lower High Street could be better		Generally satisfied
49	No	Tewkesbury	4	4	4	4	4	4	4				Lower High Street bit grubby could be brought up to level of rest of the Town Centre which is very good		
50	yes		4	4	3	3	3	3	3	4 - St Marks					
51	No	Gloucester	3	3	3	3	3	3	4						Pretty satisfied
52	yes		3	3	3	3	3	3	2 3 - drains need doing more				Town Centre needs sweeping/cleaning more towards weekends		



53	yes			4	4	4	4	4	4	4	4	4	4	3 - Upper Park Street			To enforce people to pick up litter	Good to see the jet washers being used
54	yes			4	4	4	4	4	4	5	4	4	4			4	The problems are people using pubs & clubs they leave loads of mess ie vomit and using shop doorways as toilet	
55	yes			4	4	4	4	4	4	4	4	4	4	5 - Tivoli		4	The evenings the town is a mess	
56	yes			3	3	5	5	5	5	5	2.5	4	5			4	More recycling of plastics, weekly collections, sporadic cleaning of Alstone lane & Wharfdale Square	
57	yes			1.5	1.5	2	2	2	2	2	4	4	4	No cleaning in area - Montpellier/Lansdown		4	More cleaning in own area Montpellier/lansdown	
58	No	Tewkesbury		5	5	5	5	5	5	4								
59	No	Gloucester		4	4	5	5	5	5	4							Better than Gloucester	
60	yes			4	4	4	4	4	4	3							Drains need doing more around Hewlett Road	
61	No	Bristol		4	4	2.5	2	2	2									
62	yes			1	1	3	3	3	3	1				1 - Grosvenor Place South drains don't get cleaned & human waste in alleyways				
63	yes			3	3	2	2	2	2	1								
64	yes			3	3	2	2	2	2	3				Drains need doing in Leckhampton		3	Drains need doing in Leckhampton - Upper Nonwood Street	
65	yes			1	1	3	3	3	3	1								
66	No	Bishops Cleeve		5	5	4	4	4	4	5				Better than own area			Better than Bishops Cleeve	
67	yes			4	4	4	4	4	4	4				better in centre			Refuse collection in Springbank an issue	
68	yes			2	2	3	3	3	3	3				4 - Pittville			Food waste from The Cleavelands - the large bin isn't being emptied we have to ring everthime to get them back to empty	
69	yes			1	1	3	3	3	3	3				3 3 - pretty good in own area				
70	yes			4	4	4	4	4	4	4				5 - Pittville				
71	No	Rugby		4	4	4	4	4	4								Nice town to visit	
72	yes			2	1	3	3	3	3	3								
73	No	Bisley, Stroud		4	4	3	3	3	3	4								
74	No	Cirencester		4	4	4	4	4	4	4								
75	yes			4	4	3	3	3	3	3				Centre better than Tivoli		5	As good as Cirencester	
76	yes			1	1	2	2	2	2	2							More cleaning in St Paul's needed badly needs better machines	
77	yes			3	3	3	3	3	3	2				Own area poor - C/K		3	Ryeworth Road - drains need cleaning a lot more often	

78	No	Exeter	1	2	2							Not enough bins More bins and empty more on weekends	Mucky gum on pavements wouldn't come again
79	yes		4	4	3	3	4 own area fine			5			
80	No	Gloucester	4	4	2	4					4	4	Cleaner than Gloucester not as good as York
81	yes		4	4	4	4	5 - Prestbury			4			
82	yes		3	2	3	2	0 - Reddings						
83	yes		3	3	2	4	2 - Marsh Lane			3	3	3	Estates need cleaning. Car parking a problem for cleaning
84	No	Gloucester	3	3	4	5							
85	yes		3.5	3.5	5	4			3.5				
86	yes		4	4	3	3							
87	yes		4	3	4	4			4				
88	No	Gloucester	5	5	4	4		Cheltenham streets are much cleaner than Gloucester					We come to Cheltenham shopping because its clean not like Gloucester
89	yes		4	4	4	4			1	1			Needs more cleaning in The reddings esp. doggy poo and litter in hedges
90	yes		3	3	4	5			4	4			A lot of shop rubbish, Lower High St need cleaning up St marks weeds really bad. Not enough street cleaners in our area. Don't send money on flowers - spend it on cleaning. Not happy about spending loads of money on Imperial Gardens when the council say there's no money for cleaning
91	yes		4	4	2	3			1				
92	yes		5	5	5	5	3 - London Road area - parked cars are a problem with cleaning area						
93	No	Nailsea	3	3	3	3							Need bus shelter end of Chas Avenue
94	yes		5	5	4	4		5 - Race Course area		5			
95	yes		3	0	2	3			1	1			Hatherley fly tipping in the alleyways also not enough weed clearing
96	No	Forest of Dean	5	4	4	4							Like visiting Cheltenham as its nicer than Gloucester
97	yes		4	4	4	4			3				
98	yes		4	4	3	3			4	3	3	3	More bins for cigarette ends More bins for recycling instead 3 of bins for litter
99	yes		4	3.5	3	5		1 - Hatherley 3 - Prestbury					
100	yes		3	3	4	3		3 - Benhall area - problem with GCHQ people parking on our street. The drain cleaner couldn't get in. Please sort this out.					
101	yes		3	3	4	4							first thing in the morning after people have been out, the Town Centre is a bit grim
102	yes		3	3	2	3		2 - Fiddlers Green					
103	No	Stroud	5	5	3	3							
104	No	Tewkesbury	4	4	3	3							
105	yes		4	4	4	4		2 3 - Prestbury		3			More recycling bins and more info with them
106	yes		4	4	3	3		4 - Leckhampton			2 - fly tipping in Winchcombe Street		
107	No	Somerset	5	5	3	3							Much cleaner than Taunton
108	yes		4	5	4	4		4 - St Marks		4			
109	No	Swindon	5	5	3	3							
110	yes		3	3	3	3		3 3 - Westal Green		3			

111	yes			3	4	3	3	3 - Fernleigh Crescent weeds in gutters		3			Recycling loaders drop litter and glass when collecting and they don't pick it up. They leave the bins and box's on the path they don't return them to where they got them.
112	yes			2	2	4	4	4 3 - Greatfield Lane		3			The problem is people making the town untidy by dropping litter. There should be enforcement officers on the streets
113	No	Tewkesbury		4	4	4	4	Tewkesbury provide excellent service					Subway in Wymans Brook doesn't get cleaned graffiti on walls. No problem with refuse would like to see more doggie bins litter outside the shops and pub a problem never gets sweep.
114	yes			3	3	2	2	2 - Wymans brook - haven't seen a sweeper for over 18 months 1 - Clarington Mews Pittville - Residents sweeps the area as it never gets cleaned by council 4 5 4 Bibury Road	2 - Gardeners Lane seems to be a spot for fly tipping	4			Wellesley Road no litter collections done by CBC residents do it. CBC are very good in responding to requests.
115	yes			4	3	4	4						Please put out more bins when there are events in the town/parks etc.
116	yes			4	4	5	5						live in St Stephens Road opp. St Stephens Close haven't seen a road sweeper in two years, drains full water cannot drain away. Phoned many times nothing ever yets done.
117	No	Churchdown		5	5	2	2						
118	yes			4	4	3	3						
119	yes			3	3	2	2	5 - Prestbury					
120	yes			3	4	4	4	2 2 - St Stephens Road		3			
121	No	Pershore		4	4	4	4				A lovely town		
122	No	South Wales		4	4	3	3						
123	yes			4	4	3	3						
124	yes			4	4	3	3	4 2 - top end of P.E.W.					
125	No	Gloucester		5	5	5	5						
126	yes			1	1	2	2	4 2 - Montpellier Drive		2			
127	yes			3	2	4	4			2	High Street from top to bottom a disgrace		Bins - there are plenty of bins it's the people who don't use them let see enforcement. Bins need empty more in Parks.
128	No	Moreton in Marsh		4	4	5	4						
129	No	Leonard Stanley		4	4	4	4						
130	yes			3	3	4	4	2 - Townsend Street disgrace residents have to pick up litter no road sweeping done	2 - High St /Honeyborne line always fly tipping				More dog bins needed No cyclist in Town Centre
131	yes			3	2	2	2			1	Better traffic control & parking more clean toilets less chewing gum mess		Bo attention paid by council to residents living in the area outside of Hesters Way St Paul's or Whaddon it seems we count for nothing except for paying council tax
132	No	Gloucester		4	4	4	4	0 Abominable - dreadful!					More weeding please top Hales Road & Oak manor Drive Weed spraying would be good too.
133	yes			3	3	4	3			2	More dog bins in Town Centre More cleaning after Friday & Saturday nights		
134	yes			3	3	5	3			1			
135	No			3	3	3	3						
136	No	Bredon		4	4	4	4						
137	yes			4	4	2	3			1	Lower High Street needs more cleaning More litter bins and more sweeping		
138	yes			3	3	2	2						
139	yes			3	3	3	3						Town looks untidy because of all the closed shops
140	yes			2	2	3	3						Town Centre used to be lovely - now its really down & Grotty

141	No	Gloucester	4	4	3	3	3	3	3			Golden Valley is a mess - it being the gateway to Cheltenham - it looks bad for Cheltenham
142	yes		3	3	3	3	3	3	3	3	2 - Prestbury	Gullies on Prestbury Road past Fox & Hounds need cleaning very blocked and always has a big puddle when's its been raining
143	No	Worcester	3	3	5	5	5	5	5	5	5 - Lansdown	You do a good Job!
144	yes		5	5	5	5	5	5	5	5	5 - Lansdown	More bins outside fast food places please. Wymans Brook - Swindon Road Bridge area really messy/dirty. Animal Shelter fly tipping
145	yes	Holland	4	4	1	2	2	2	2	2	2 - Wymans Brrok	Nice place
146	yes		4	4								Never see any litter pickers or sweeping. Arle Stores litter very bad. Need to see enforcement officers in residential areas of Arle
147	yes		4	4	4	4	4	4	4	4	4 - Grevil Road	Business address Hewlett Road - quite a bit of litter and car parking a problem
148	yes		3	3	3	2	2	2	2	2	Private Road C/K	Always looks good
149	No	Cirencester	4	4	4	4	4	4	4	4		Car Parking in St Luke's just changed to pay & Display great improvement
150	yes		4	4	4	4	4	4	4	4	4 - St Luke's	
151	No	Gloucester	3	3	3	4	4	4	4	4		
152	No	Somerset	5	5	4	4	4	4	4	4		
153	yes		4	4	3	3	3	3	3	3	3 - Wymans Brook	Better recycling facilities in Town
154	yes		4	4	4	4	4	4	4	4	4 - Arle Road	
155	yes		4	4	4	4	4	4	4	4	4 - Sherborne Street	Problem last two weeks with refuse collection from flats
156	No	Helston Cornwall	5	5	4	4	4	4	4	4		First visit very nice place
157	No	Winchombe	4	4	2	4	4	4	4	4		
158	yes		4	4	3	3	3	3	3	3		Litter bins in Prestbury (bottom of new barn lane) often overflowing. More cleaning of gutters please.
159	yes		1	1	2	1	1	1	1	1	1 - Prestbury it better	More regular cleaning of gutters, 1 more bins
160	yes		3	3	3	3	3	3	3	3	3 - East End Road C/K	More order, more enforcement. Town has got much worse, rapidly declining.
161	yes		4	4	3	3	3	3	3	3	3 - Cold Pool Lane	Would like to see people stopped to pick up their litter they drop Embarrass them.
162	yes		4	4	4	4	4	4	4	4	4 - Exmouth Street	Bath Road ok but side road off are bad not cleaned due problem with car parking. A lot of litter by Cop also at the rear of the property. Fast Food packaging a problem. Weeds in gutters Francis Street area.
163	yes		2	2	3	3	3	3	3	3	3 - Warden Hill not as good as centre	More power washing of streets, Lower High Street very dirty needs cleaning more often.
164	yes		4	4	3	4	4	4	4	4	4 - Pretty good	More bins in Lower High Street
165	yes		4	4	3	3	3	3	3	3	3 - Charlton Kings is better	More bins in Lower High Street and visible enforcement
166	No	Gloucester	4	4	5	5	5	5	5	5		St marys Church bad in the mornings with cans cigarette ends. More enforcement at busy times Lunchtimes & evenings.

167	yes		3		3		3		3	3	4	2 - fly tipping on Cold Pool Lane	Recycling Centre need to be emptied more at Bank Holidays and School holidays as they get full and the rubbish/recycling gets left at side. Old Pats recycling need a bin for tins/metal.
168	yes		3		3		3		3	4	5 - Excellent, love new recycling system	Would like more community officers to monitor litter unruly behaviour in evenings and weekends.	The town centre is till prone to drunk & disorderly behaviour at nights & weekends which lowers the town image and makes locals not wanting to go out. Maybe a stronger policing of public houses so they don't serve drinks to drunks. More bins required in Lower High Street.
169	No	Warwick/Far East	2		2.5		4						Why do you charge for domestic furniture to be collected as people will only fly tip it.
170	yes		3		3		3		4	4	3 4 - Benhall is clean	Lower High Street cleaner	
171	yes		1		1		1		1	1	1 1 - very poor in all areas	Needs to be cleaned more often	
172	No	Peak District	5		4		4		4			More public toilets would be good	
173	yes		3		4		3		4	4	2 - Westdown Gardens	Sunday mornings need a early clean up as shop doorways are full of vomit	Leighton Rd residents using litter bins for there domestic rubbish. Westdown Gdns haven't seen a street cleaner for 2 years. Street parking a problem people residents from Hales Road park in Westdown gardens stopping the street sweeper cleaning.
174	No	Hampshire	5		5		5					Beautiful town	A lovely place to visit you are lucky to live in such a nice town
175	No	Churchdown	4		2		4		2				Tealy nice town centre. I like it a lot.
176	yes		5		3		5		3	2			Drains needing cleaning on Eldorado Crescent - not impressed by the litter cleaning vehicles - they just move the litter around.. Also leaves are a problem in Autumn/Winter on my street they make the pavements slippery and a hazardous to the elderly.
177	yes		4		4		4		5	4			Evesham Road binmen leave rubbish as they go along
178	No	Stonehouse	5		5		4		5				
179	yes		4		3		4		3	3		More street celaning at Lower High Street also the litter bins need emptying more often	
180	yes		3		2		3		5		we live a private road and have no street cleaning	More litter bins	
181	yes		4		3		4		4	5			
182	No	Gloucester	4		4		4		4				
183	yes		4		2		4		3	4		More trees would be nice	Top of College Road is covered with cigarette ends more bins would be good
184	yes		2		1		2		1	1	1 - Kingsmead Close/Kingsmead Road street cleaning	Cheltenham is a disgrace	Kingsmead area residents have a problem with Baylis Garage employees and customers parking in road and side roads.
185	No	Winchcombe	4		5		4		5			Car Parking to expensive driving people to shop outside town	
186	yes		4		2		4		2	3			emptying of bins Sundays are bad
187	yes		5		3		5		3	4			Pitville park bins need emptying more often
188	yes		4		3		4		4			More bins out on a Friday/Saturday night	Union Street drains need cleaning. Roads really good. We should get takeways & fast food shops to pay for extra cleaning outside their shops
189	No	Swindon	5		4		5		5				
190	yes		3		3		3		3				
191	No	Gloucester	4		4		4		4	4	4 - slightly better than Gloucester	Very nice town	
192	yes		3		2		3		3	4		Get the shops to keep their rubbish out of the way - stop dumping bags outside the shops	Bins in Pitville Park needs emptying more often
193	yes		4		4		4		4	5			Very nice town
194	yes		4		4		4		4	4		Very satisfied, lovely town.	

195	No	USA	4	4	4	4	4	4				A lovely town to visit and nice and clean
196	No	Tewkesbury	4	4	4	4	4	4				Pretty good, but not as clean as Tewkesbury
197	yes		3	3	2	2	2	2	2	3 - Tivoli ok apart from students		Need to educate people not to drop litter more bins needed across town
198	yes		2	2	2	2	2	2	2	3 - Tivoli Road		
199	yes		3	3	4	4	4	4	4	2 - Wymans brook - dirty	3	Whole town needs cleaning
200	yes		2	2	2	2	2	2	2			Centre needs cleaning more particularly around Lower High Street
201	yes		1	1	2	2	2	2	2	1 - Gloucester Place		Problems in Gloucester Place cleaning there is very inadequate

Item	Purpose	Outcome	What is required?	Lead Officer
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Meeting Date: 13 July 2011				
Chairs Briefing: 8 June 2011		Deadline for Papers: 1 July 2011		
Second annual review of the Gloucestershire Airport – Green Policy 2010-2011	Scrutiny	Review of the Green Policy	Report	Gill Morris, Climate Change and Sustainability Officer
Built Environment Commissioning Project	Scrutiny	Comment on draft report prior to Cabinet (26 July)	Report	Jane Griffiths, Director of Commissioning (in the absence of Grahame Lewis, Executive Director)
Street Cleansing Satisfaction	Scrutiny	To understand the current trend in customer satisfaction with the service and action being taken, if necessary, to address major concerns with performance	Discussion Paper	John Rees, Environmental Maintenance Manager
Meeting Date: 14 September 2011				
Chairs Briefing: 11 August 2011		Deadline for papers: 2 September 2011		
Cabinet Waste Working Group (CWWG)	Standing item	Consider issues being dealt with post implementation of the new scheme	Verbal update	CWWG representative
Joint Waste Services Commissioning Project (inc. Joint Waste Committee update)	Scrutiny	Consider and comment upon proposals to establish a LA Company with Cotswold Council in order to deliver their full range of waste and recycling prior to Cabinet (20 Sept)	Report	Rob Bell, Director of Operations

Item	Purpose	Outcome	What is required?	Lead Officer
Imperial and Montpellier Gardens	Scrutiny	Consider the proposed layout for the gardens post public consultation and prior to Cabinet (20 Sept)	DRAFT Cabinet report	Rob Bell, Director of Operations
New Homes Bonus	Scrutiny	Consider the proposed targets, monitoring and approach to minimising the number of long term properties in the town – making an optimum contribution to securing New Homes Bonus payments	Discussion paper	Mike Redman, Director of Built Environment
Flood Update	Update	Update to include details of the flood defence work in Whaddon	Discussion paper	Geoff Beer, Senior Engineer (Land Drainage)
North Place and Portland Street – tbc	Scrutiny	Tbc	Tbc	Jeremy Williamson, Managing Director – Cheltenham Development Task Force
<b>Meeting Date: 23 November 2011</b>				
<b>Chairs Briefing: 13 October 2011</b>				
<b>Deadline for papers: 11 November 2011</b>				
Budget consultation 2012-13	Scrutiny	Review interim budget proposals 2012-13 and comment	Discussion paper	Mark Sheldon, Director of Resources
Waste Strategy – post implementation	Scrutiny	Review the implementation of the new strategy and lessons learned	Report	Rob Bell, Director of Operations
Cheltenham Development Task Force	Update	Progress in the last 12 months and future plans	Presentation	Jeremy Williamson, Managing Director – Cheltenham Development Task Force



Item	Purpose	Outcome	What is required?	Lead Officer
Cheltenham Car Parking Strategy and related enforcement (Glos. County and CBC)	Update	Consider and agree draft strategy prior to Cabinet (tbc)	Report	Owen Parry, Head of Integrated Transport and Sustainability
<b>Meeting Date: 18 January 2012</b>				
<b>Chairs Briefing: 14 December 2011</b>				
<b>Deadline for papers: 6 January 2012</b>				
Budget proposals 2012-13	Scrutiny	Review final budget proposals 2012-13 prior to Council (10 February)	Discussion paper	Mark Sheldon, Director of Resources
<b>Meeting Date: 29 February 2012</b>				
<b>Chairs Briefing: 26 January 2012</b>				
<b>Deadline for papers: 17 February 2012</b>				
DRAFT Corporate Strategy 2012-13	Scrutiny	Review DRAFT strategy for 2012-13 prior to Cabinet (13 March)		Richard Gibson, Policy and Partnership Manager
<b>Meeting Date: 30 May 2012</b>				
<b>Chairs Briefing: tbc</b>				
<b>Deadline for papers: 18 May 2012</b>				
Flood Update	Update	Biannual update on flood prevention in Cheltenham	Discussion paper – tbc	Geoff Beer, Geoff Beer, Senior Engineer (Land Drainage)
<b>Meeting Date: 11 July 2012</b>				
<b>Deadline for papers: 29 June 2012</b>				
<b>Chairs Briefing: tbc</b>				
Third annual review of the Gloucestershire Airport – Green Policy	Scrutiny	Review of the Green Policy	Report	Gill Morris, Climate Change and Sustainability Officer
<b>Items to be added at a future date</b>				
Joint Core Strategy - developments	Update	Awaiting confirmation re: schedule of updates for 2011-12	tbc	Tracey Crews, Spatial Planning Manager

Item	Purpose	Outcome	What is required?	Lead Officer
Green Travel Plan	tbc	Awaiting confirmation re: relevance of item from Lead Officer	tbc	Owen Parry, Head of Integrated Transport and Sustainability
Paving slab repairs?	Tbc	Consider cost constraints of replacing paving slabs like for like?	Tbc	Tbc