

Overview & Scrutiny Committee

Monday, 29th October, 2018

8.30 pm

Attendees	
Councillors:	Chris Mason (Chair), Klara Sudbury (Vice-Chair), Sandra Holliday, John Payne, Paul Baker, Dilys Barrell, Iain Dobie, Jo Stafford, Dennis Parsons and Martin Horwood
Also in attendance:	Councillor Steve Jordan, Councillor Andrew McKinlay, Tim Atkins, Yvonne Hope and Louis Krog

Minutes

1. APOLOGIES

Councillor Wilkinson. Councillor Horwood was present as substitute.

2. DECLARATIONS OF INTEREST

There were no declarations of interest.

3. MINUTES OF THE LAST MEETING

Under minute 6, in the first paragraph the figure of £1 billion was corrected to £1 million.

The minutes were then approved and signed as a correct record.

The Chair advised that agenda item 4 'public and member questions, calls for actions and petitions' be moved to immediately before item 9, given that all the questions related to the Cheltenham Transport Plan.

4. CABINET BRIEFING

The Leader updated Members on the Gloucestershire 2050. Detailed reports had been delivered, as well as the final draft of a county wide concordat. A member seminar is scheduled for 12 November 2018. There is more work to do, but going forward this might be an issue the Overview and Scrutiny Committee would like to consider further, perhaps through the devolution working group.

The Leader also reported that he had met with Gloucestershire County Council regarding a potential light touch review of parking. There is currently no process for individual Members to comment as it is intended that there will be collective feedback. However, the Gloucestershire County Council survey form will be circulated to members.

5. FEEDBACK FROM OTHER SCRUTINY MEETINGS ATTENDED

Gloucestershire Health and Care Overview and Scrutiny Committee - Councillor Horwood reported he had requested that telecare be added to the workplan. One of the current main themes is an integrated approach to health and social care and the potential of having a single contract. Potential configurations are being considered, including the development of GP led integrated locality boards, based around GP surgeries, with Cheltenham and Winchcombe being one potential locality.

Councillor Horwood had fed back to the committee on current performance reporting, including a request that A&E performance data for Cheltenham be reported separately from Gloucester.

Formal approval for the merger of Together and Gloucestershire Care Services NHS Trust is planned for May/June 2019 with the formal merger thereafter. Councillor Horwood reported that there are currently no community beds in Cheltenham and he would continue to press the case for this.

Councillor Dobie report that the Health and Care Overview Scrutiny Committee will apologise for not bringing the changes in gastroenterology forward.

Policy and Crime Panel - Councillor Brownlee was unable to attend this meeting but his written update on the last Police and Crime Panel had been circulated with the agenda. Councillor Payne stated that he was interested that the Police and Crime Panel is considering a county wide Child Friendly Gloucestershire initiative but was concerned that this would cut across Gloucestershire County Council's children's services. Councillor Payne requested more information on what the Police and Crime Panel are planning on this.

6. UPDATES FROM SCRUTINY TASK GROUPS

There were no updates from scrutiny tasks groups. The urban gulls scrutiny task group will report back to the next meeting of this committee on 26 November 2018

7. REVIEW OF SCRUTINY WORKPLAN

Councillor Parsons requested that the subject of travellers and other unlawful occupants of council land be included in the workplan for the January meeting.

Councillor Baker suggested that Stagecoach be invited back to this committee.

The Democracy Officer would discuss the inclusion of these items on the workplan with the Chair and update the work plan accordingly for circulation with the agenda for the next meeting.

8. PUBLIC AND MEMBER QUESTIONS, CALLS FOR ACTIONS AND PETITIONS

A total of 15 questions had been received from the public and a total of 3 questions had been received from Members. The Chair explained he was unable to answer the questions as they were of a technical nature regarding the Cheltenham Transport Plan therefore he had requested officers to provide responses, which had been published before the meeting. Printed copies were also been made available at the meeting.

The Chair explained the process and said that he would be unable to answer any supplementary questions as he is not the Cabinet Member responsible for the portfolio under which the Cheltenham Transport Plan falls. Supplementary questions would be noted and responses will be emailed to questioners within five working days of this meeting.

A total of 15 questions had been received from the public and a total of 3 from members.

The full text of public and member written questions received by the deadline, the supplementary questions asked at the meeting and the responses are appended to these minutes.

9. CHELTENHAM TRANSPORT PLAN

The Chair invited Scott Tompkins, Lead Commissioner, Highways Authority, Councillor Nigel Moore, Cabinet Member for Environment and Planning and Fraser Reid, consultant, to present their update on the Cheltenham Transport Plan. The presentation is appended to these minutes.

Scott Tompkins talked through the presentation and highlighted the following particular points regarding phases 1-3 and the current phase 4 trial::

- Reminded Members of the full approval process in 2015, resulting in the implementation of the phased approach to the Cheltenham Transport Plan. Mr Tompkins would be happy to share the report to the Lead Cabinet Member as part of the approval process.
- Additional monitoring is taking place in locations which were being impacted
- Data from November 2015 is being used as the baseline as this is accepted to be 'neutral data' as there were no particular events or school holidays. This is using industry standard criteria for baseline data.
- Bath Road and Oriel Road were taken out of the planned phase 2 implementation so the impact of the current trial could be analysed
- Acknowledged that communication and signage at the start of the phase 4 trial needed to improve.
- Key data will be the September to December term time data. There has also been a change to signage and increased communication about the trial.

Members raised a number of questions and comments regarding phase 4 as follows:

- What weighting is given to peak traffic flows, not just the 24/7 traffic flow data collection. Mr Tompkins reported that the Traffic Regulation Committee will make the decisions.
- A Member congratulated Gloucestershire County Council on the successful implementation of phases 1-3 but that the phase 4 Boots

Corner trial had not started well due to inadequate and confusing signage which affected the public relations.

- Monitoring is critical to be able to properly and accurately assess traffic flow and air quality
- Particular attention was drawn by Members to increased traffic flow in Ambrose Street, St James' Square and St Georges' Street.

The Chair invited CBC's Head of Public Protection to respond to a number of Members' questions and comments regarding air quality monitoring, as follows:

In response to several Members' questions regarding the location of the air quality monitoring locations, the map showing the [locations was displayed](#) and pointed out the new air quality monitoring locations, represented by the blue triangles.

In response to a question regarding the validity and accuracy of the air quality monitoring data, particularly given the need to monitor particulates as well as NO2 levels. The Head of Public Protection confirmed that the air quality monitoring equipment and reporting was in accordance with Department of Environment, Food and Rural Affairs guidance.

A Member expressed disappointment that improving air quality was not the priority and felt that there is a lack of air quality monitoring in the most appropriate and relevant locations particularly where traffic flow is being impacted since the start of the Boots Corner trial. The Chair asked whether the locations of the new air quality monitoring locations should now be reviewed. The Head of Public Protection confirmed that the new air quality monitoring locations complemented existing monitoring locations and had been identified as part of traffic modelling to capture data where traffic flow was most likely to be impacted during the trial.

A member commented that they felt that funding for air quality monitoring is inadequate.

Further comments and questions were made as follows:

- A suggestion that the air quality monitoring location in St Georges' Road be moved as it is in a 'set back' and that air quality monitoring take place in Montpelier Road
- Traffic flow and air quality monitoring was requested in the straight part of St Lukes Road as it is critical that data is captured at the narrowest point of the road. Tim Atkins, Cheltenham Borough Council's managing director place and growth agreed to look at this to see what can be done.
- There are issues with accessing and leaving Rodney Road which can result in traffic backing up in the car park. Mr Tomkins said GCC would take a look at mitigating this.
- Can public/members continue to feed back after the end of the consultation period? Mr Tompkins explained that the trial was an 18-month experimental traffic regulation order with a six month consultation period. At the close of the consultation period, analysis would be done and reported to the Traffic Regulation Committee.

- What are the fines currently being collected being invested in? Mr Tompkins explained that there is a commitment to reinvest fines currently being collected as part of the Boots Corner trial in to Cheltenham Borough Council schemes such as cycle paths
- Possibility of a temporary solution for the public crossing Rodney Road - Mr Tompkins explained that he is aware of increased traffic in Rodney Road and that this will need to be addressed.
- Possibility of partial closure of Boots Corner ie. a day/evening - Mr Tompkins suggested that this would be very difficult to monitor, but could be looked at by the Traffic Regulation Committee.
- Confirmation sought that affected businesses are being consulted. Mr Tompkins reported that there is engagement with the Clarence Street/Clarence Parade traders and GCC has six questions from them, including regarding deliveries, which will be responded to. He also reported that steps are being taken to improve the Post Office Lane 'escape' route, for example a Traffic Regulation Order to manage parking restrictions. Mr Tompkins also reported that the plan is for Clarence Street/Clarence Parade to be two way following the outcome of the trial phase. The Chair requested that GCC provide timescales for responding to the six questions.
- The need for an holistic, realistic strategic approach to the mitigation and timescales for change. Mr Tompkins reported that the timescales for the mitigation scheme are not yet known as it depends on the outcome of the phase 4 trial.
- Recognition needed that we are not like other towns and cities who have undertaken similar traffic management solutions as our bus station is in town, we do not have sufficient park and ride options and a lack of cycling paths
- Changes to traffic light timings. Mr Tompkins reported that this is being done as much as possible. He was very well aware of the issues on Tewkesbury Road and that traffic signals were not effectively communicating at the moment.
- Commitment was sought that the crossing at Boots Corner will remain in place.
- The impact on disabled drivers is a concern, with the potential need for additional spaces for disabled drivers.

The Chair thanked Gloucestershire County Council colleagues for their presentation.

10. WHEELCHAIR ACCESSIBLE VEHICLE POLICY FOR HACKNEY CARRIAGES

The Chair introduced this item as a follow up to the resolutions agreed at the Overview and Scrutiny call in which was heard on 28 March 2018.

The Chair invited the Cabinet Member Development and Safety and the Business Support and Licensing Team Leader to introduce the information/discussion paper which had been circulated with the agenda. The Licensing Team Leader highlighted the following points and invited questions:

- The new taxi and private hire licensing policy, approved by Cabinet on 6 March 2018, states that all licensed Hackney Carriage vehicles are to be wheelchair accessible by 2021.
- The Cabinet decision was supported by the Overview and Scrutiny call in on 28 March 2018 with the caveat that further constructive consultation take place with taxi drivers regarding appropriate mitigation issues
- Four meetings have taken place between offices and members of the local taxi association. It proved challenging to find any middle ground for discussion given the taxi drivers' strength of feeling.
- It was agreed that a number of practical issues, including the proposed specification for wheelchair accessible vehicles, would be subject to Cabinet approval in November, as detailed in the information/discussion paper.

Members raised the following questions and issues:

- Is the policy we are pursuing in line with neighbouring authorities? It was confirmed that no other local authority within Gloucestershire is applying the same policy
- In response to a question regarding Hackney Carriage vehicles licensed elsewhere, the Licensing Team Leader explained that in this case they would only be able to operate as a private hire vehicle in Cheltenham
- A member asked if a response had been received from Alex Chalk MP and Laurence Robertson MP requesting them to raise the matter with government and to ask when the minister would be clarifying government policy on this issue. No response had been received; the Chair requested that the Democratic Services officer follow up on this.
- In response to a question regarding taxi provision for the frail elderly, The Cabinet Member Development and Safety stated that Government research indicated that the majority who benefit from wheelchair accessible vehicles is the frail elderly

The Chair asked whether it is clear that there is a need for all Hackney Carriages to be wheelchair accessible and whether the relevant legislation covering this is the Equality Act 2010. In response, the Cabinet Member

Development and Safety stated that there is no national requirement but that this council has taken the decision to have wheelchair accessible vehicles by 2021.

The Chair invited Gary Knight, Chairman of the Cheltenham Hackney Carriage Association to respond. Mr Knight emphasised that there is no government legislation which compels all Hackney Carriages to be wheelchair accessible and that drivers remain aggrieved that this is being implemented by the Council. Mr Knight also outlined the cost implications of licensed Hackney Carriage drivers to change to private hire. He also stressed that his Association feel strongly that there is no requirement for 100% of Hackney Carriages to be wheelchair accessible as there is no demonstrable need for this, particularly as Cheltenham currently has the highest proportion of wheelchair accessible vehicles in the county.

Mr Knight stated that S160, S161 and S164 of the Equalities Act 2010 are prospective and therefore not currently legislatively actionable by the council. Mr Knight emphasised that it is important that the council is fully aware of this.

Following further discussion, the Chair closed the item by expressing his genuine hope that constructive discussions will continue between the council and the members of the Cheltenham Hackney Carriage Association.

11. PUBLICA ANNUAL REPORT

The Chair welcomed David Brooks, Chair of Publica and David Neudegg, Managing Director to the meeting.

Mr Neudegg talked through the annual performance report prepared for the committee and his presentation, which is appended to these minutes. He highlighted the follow particular points:

- Publica anticipate delivering slightly lower costs this year, and in future years.
- There is a focus on opportunities presented by the transformation program and digital technology, for example improved service around missed bin collections
- Opportunities to share ideas from other councils

During discussion on the Publica annual report, the following questions and issues were raised by Members:

- Not clear from report what services Publica provide to the council. Mr Neudegg confirmed that HR, finance and ICT services are provided.
- It would be helpful to have measures against which to compare outcomes

- Suggestion that a client satisfaction survey be undertaken – what process is currently in place to ensure service key performance indicators are being met? Mr Neudegg confirmed that there is a service level agreement in place and a new client relationship manager has recently been recruited. Regular meetings take place to review performance and they are looking at better ways of getting feedback from their clients.
- Request for update on the communication plan - Mr Neudegg confirmed that a new Communications Director is in place and that the communications strategy will be available this month.
- Request for more narrative to provide perspective and context
- Request for feedback, particularly on HR issues. Mr Neudegg advised that data is provided to the council's leadership team and stressed that although Publica provide the service, officers provide the operational management
- Data is required to better understand targets and benchmarking

The Chair was particularly keen to understand more about possible commercial opportunities which CBC could be contributing to and a clearer picture on the future plans for Publica. In response, Mr Neudegg stated that Publica's broad approach is to select new partners rather than sell services.

In conclusion, a member emphasised that the public is entitled to be clear on Publica's performance. This was acknowledged by Mr Neudegg.

The Chair thanked Mr Neudegg and Mr Brooks for attending the meeting.

12. CHELTENHAM CREMATORIUM

Councillor Chris Coleman, Cabinet Member Clean and Green, updated Members on Cheltenham Crematorium following the recent briefing note and media release. Councillor Coleman reported that all commitments to booked cremations had been met and that from now until the new cremators are operational, the crematorium will be used for services only. Councillor Coleman stressed that the decision to shut down the cremators was taken with a very heavy heart, but that it will be for as short a period as was possible.

In response to a number of questions from Members, Yvonne Hope, the Head of Public Protection explained in detail the process for cremations during the period of the shut down. Ms Hope confirmed that the installation of the new facilities is going according to plan and that the crematorium will be fully operational in the spring of next year.

Councillor Coleman assured Members that the council is working very closely with funeral directors and neighbouring authorities. Councillor Coleman also wished to put on record his thanks to all the staff involved who have taken this difficult period very personally and continue to provide a remarkable service to families. This was echoed by Members of the committee who recognise the compassionate service they provide.

13. DATE OF NEXT MEETING

The date of the next meeting is Monday 26 November 2018.

Chris Mason
Chairman

This page is intentionally left blank

29 October 2018

Public Questions (15 in total)

1.	Question from James Allen to Chair of Overview and Scrutiny
	Why are all animals equal but some are more equal than others? Referring to buses and taxis using boots corner!
	Response from Chair of Overview and Scrutiny
	<p>The initial ambition for the experimental traffic order was to remove all traffic and fully pedestrianise the space but this was not feasible as it would have prevented key bus routes being able to service the town centre, and as buses along with pedestrians and cyclists make up the bulk of town centre visitation, this would have adversely impacted upon the vibrancy of the town centre. The exemption for taxis was to ensure that access for all was maintained.</p> <p>Both of these forms of transport can also cater for many individuals with disabilities eg all Stagecoach buses serving Cheltenham centre are low floor.</p> <p>The removal of through traffic from a town centre is not revolutionary, and has been delivered in Gloucester, Worcester, Bath and Oxford.</p> <p>The aim is to encourage modal shift ie for individuals to consider other forms of transport where they have the choice and also to support the vibrancy of the town centre; both government objectives. Equally delivery of the Cheltenham Transport Plan is an agreed objective of CBC & GCC and reflected in their adopted Local Transport Plan 3.</p>
2.	Question from James Allen to Chair of Overview and Scrutiny
	Have the council not noticed all the housing development north of city centre - New Barn Lane/ Bishops Cleeve/Gothington. Boots corner traffic flows did not incorporate these, can this be adjusted retrospectively and then reopen Boots Corner
	Response from Chair of Overview and Scrutiny
	<p>The traffic flows were predicted until 2026 in the original traffic modelling and made assumptions about housing growth in line with DfT guidance. It did include JCS projections but Boots Corner is in many ways unrelated as the challenges of the A4019 corridor are evident now and schemes such as NW Cheltenham will provide mitigation including public transport access to unlock the challenge. The other housing growth that you cite has not impacted on southward journeys as access to Boots Corner from the north has been restricted for many decades and the key pinchpoints generally for commuters are issues such as restricted access at J10 which causes traffic to seek access either via J9 at Tewkesbury or J11 which is why GCC and partners are seeking funding to improve J10. Meanwhile GCC and CBC have secured £22m to tackle the challenges on the A40 around Arle Court. Delivery of these schemes will improve access from and to the north of Cheltenham and obviate the need for cars to pass through Boots Corner and effectively sever the High Street in two. Both GCC and CBC will be considering the traffic network data and economic impact of the trial respectively over the coming months and it is anticipated that a formal decision will be made by in early 2019.</p>

3.	Question from Janice Brazier to Chair of Overview and Scrutiny
	<p>Please identify who will be making the decisions on the success of the initial trial and determining what changes will be made for the next phase of the trial. I understand that one plan was to determine the data and feedback in November and make a decision in mid December. However this would miss the peak traffic in the town associated with Christmas shopping, and only cover a greatly truncated trial period. In reality thousands of cars were still passing through Boots Corner per day until around or after the 10th August when ANPR cameras were installed and fines started. Given that this is six weeks after the supposed start of the scheme are we to be assured that any decision will be pushed back accordingly, given this greatly shortened data collection period in an 18 month trial, this also has the benefit of considering the peak flows over the Christmas period, if this is not to be the case can the scrutiny committee please outline why.</p>
	Response from Chair of Overview and Scrutiny
	<p>The process for determining the success of the trial will be by CBC and GCC. CBC will consider the economic impact on the town centre against the original analysis submitted when the Local Sustainable Transport Fund bid was successful in 2012. GCC will consider in detail the traffic impacts associated with the trial.</p> <p>I am unsure where these dates came from as my understanding is that the trial would need to run for a minimum 6 months in order for reliable traffic data to be established. That would take the trial to the end of December 2018 before any conclusions can be drawn, so the impacts of the Christmas period will be considered.</p>
4.	Question from Janice Brazier to Overview and Scrutiny
	<p>Please outline how accident statistics will be included in the consideration of the 'success' of this scheme. I am particularly interested in how long it takes for an accident to be included in the figures from when it occurred, will the scrutiny committee please ensure that sufficient time is allowed to include accident statistics before any decision is to be made.</p>
	Response from Chair of Overview and Scrutiny
	<p>Accident statistics are compiled by the local constabulary and you are correct that there is a time delay from collection to publication. I will ask GCC colleagues to take note of your request.</p>
5.	Question from Chun Kong to Chair of Overview and Scrutiny
	<p>In 2008 GCC threw out the attempt from CBC to close Boots Corner based on the anticipated congestion and the danger from the increased traffic in St James's Sq and in particular to St Gregory's School collection and drop off. From what I can see nothing has changed except that the traffic model, which highlighted these dangers has been dropped in favour of one that does not. So the known problems were in this way removed from sight and scrutiny. We now have the reality of the change and we can clearly see the predictions of the original traffic model which caused the scheme to be thrown out coming through. Given the intentional nature of this deception and the increased danger to the public, which is fully understood by the officers and members in CBC, <u>who will be held responsible for any accidents which occur in these streets?</u> I certainly do not agree to and will take action to prevent my business rates being used to contribute to the defence of the people who have performed this intentional act.</p>
	Response from Chair of Overview and Scrutiny
	<p>Prior to the current scheme being implemented I believe that various options were explored but none produced credible results as they utilised a software package known as Saturn which is not appropriate</p>

	<p>for street level simulation. .Although a feasibility study undertaken there were never any formal processes in 2008 so the County did not throw out the scheme. The County was at that time engaged with CBC on exploring options which eventually led to the development of what modelling work would need to be done in order to support the development of a scheme that could be taken forward. This was why a Paramics micro-simulation model was introduced and developed as it has much greater modelling flexibility and can deal with the complexities of the urban grain in Cheltenham. That modelling produced results that were deployed in the successful Local Sustainable Transport Fund bid to the Dept for Transport in 2012 and clearly met the criteria of central government. One aim is to reduce traffic speeds as has been demonstrated in phase 1 on Albion Street.</p> <p>There has been no attempt to hide data as suggested in the question. Indeed the modelling work and potential for increased traffic on St. James was one of the main topics at the public traffic regulation order committee meeting and one of the main points the committee considered. The committee recommended a phased delivery approach so that traffic impacts could be monitored. An increase in traffic volumes is does not directly correlate to an increase in traffic accidents. The traffic regulation order committee will also consider all traffic data and accident data before making any decision as to if the scheme is extended or made permanent.</p>
6.	<p>Question from Adam Lillywhite to Chair of Overview and Scrutiny</p>
	<p>The GCC cabinet decision of 15 July 2018 clearly outlines the three options for trial. Timed closure of Boots Corner, the road restricted to a single lane and then total closure, the outcome of these three options are to be reported back to the TRO Committee for a decision. This was agreed through two full democratic meetings, even though both were influenced by Task Force members when it appeared that the scheme would not get given the go ahead, the first involved the committee being taken offstage during a public meeting, to determine a trial that was acceptable, the second, by a behind the scenes letter from the task force outlining the importance of the scheme to it. Clear interference in an otherwise democratic process by the supposedly advisory body sponsored by CBC. However having reached this point the public are entitled to be able to rely upon those responsible to implement the decision in good faith and without changes, as this would undermine the process undergone to reach it. However GCC have accepted requests which fundamentally undermine the decision taken and therefore the process that has underpinned that decision. This has removed two of the options for trial. Will the scrutiny Committee please establish the reason for the removal of these options and outline how this can be justified in the democratic process when residents and Businesses of the town were expressly given the reassurances of these trial options as a condition of the trial being allowed by the leader of GCC and the head of the TRO committee.</p>
	<p>Response from Chair of Overview and Scrutiny</p>
	<p>The full GCC cabinet decision of 22/07/15 is noted below</p> <p>CABINET RESOLVED to: -</p> <p>1 <i>Accept the recommendations from the Traffic Regulation Committee made on 15 January 2015 relating to the inner-ring road changes, with the exception of the Boots Corner proposed trial;</i></p> <p>a) <i>Make those elements of the traffic regulation orders relating to the Cheltenham Transport Plan, as detailed on the Traffic Regulation Order Proposed Restriction Changes Schedule at Appendix B of the decision report; and</i></p> <p>b) <i>Defer a decision on the elements of the traffic regulation orders relating to Boots Corner.</i></p> <p>2 <i>Authorise the Commissioning Director: Communities and Infrastructure to implement the scheme through the following phased approach:</i></p> <p><i>Albion Street – October 2015 to February 2016</i></p>

c) *Royal Well – Summer 2016*

d) *Contingent on the successful implementation of the other schemes, a Boot's Corner experimental order and trail scheme – Spring 2017*

This is what GCC as highways authority have delivered albeit with some slippage on the timetable. What is being quoted is simply options in the background paper not an explicit decision. The authority over which option to implement was delegated to the Commissioning Director: Communities and Infrastructure and all changes or delays in the implementation process have been approved by the Lead Cabinet Member. The Lead Cabinet Member has been kept updated on the scheme throughout the implementation.

7.	<p>Question from Adam Lillywhite to Chair of Overview and Scrutiny</p>
	<p>To date we have been told that the changes in the first three phases of the Cheltenham Transport Plan have been successful and that mitigation has occurred to resolve any problems. Yet it has not resolved the issues that traders have raised and neither has it resolved the issues from the second phase which is the entry into Rodney rd. There are terrible queues here whenever the town gets busy, sometimes backing up into Bath Rd and even backing traffic up along the North side of Imperial square to the Promenade, stopping the traffic turning right out of imperial square and heading to St George's rd, this is gridlock in the true sense of the word.</p> <p>My understanding is that the people making and influencing and making the decision on the 'success' of the scheme, are members of the Task Force. The group which is promoting the scheme and has ensured that it has gone to trial rather than been thrown out and have now reduced the options of trial from 3 to 1. Can the Scrutiny committee please outline who has made the decisions on the success of the phases to date and who will in the future. As it is clearly not true that the mitigation for phase 2 has worked. Can the scrutiny committee please determine exactly who will be making the decision on phase 4, who is informing this decision and what is to be done to ensure that they are impartial, and not members of the Task Force, the group that is responsible for forcing this scheme through to date. This scheme that would have been thrown out again in a strictly democratic process, it is a process and has already been so fundamentally undermined by their removal of the full range of trial options that were conditional on it progression.</p>
	<p>Response from Chair of Overview and Scrutiny</p>
	<p>The purpose of the O&S committee is to hear from the GCC team how each phase of the Cheltenham Transport Plan has been considered and how any mitigating actions have been implemented. I am aware that the traffic lights at the Quadrangle junction took a while to bed-in but I believe that they are working effectively now.</p> <p>The Cheltenham Development Task Force is purely an advisory body so it has had no role in determining the GCC decision to progress each phase, which has been based entirely upon its merits and determined by the highways authority, in line with the authority given by the GCC cabinet decision of 22/07/15.</p> <p>The process for determining the success of the trial will be by CBC and GCC. CBC will consider the economic impact on the town centre against the original analysis submitted when the Local Sustainable Transport Fund bid was successful in 2011. GCC will consider in detail the traffic impacts associated with the trial. GCC is following a democratic and statutory legal process for the traffic regulation orders which has included public consultation and a public meeting. The TRO committee further demonstrated their commitment to this process when it listened to public comment.</p>
8.	<p>Question from Jon Howe to Chair of Overview and Scrutiny</p>
	<p>I would like to ask about the council's plans for the future of Cheltenham town centre, I was surprised during our recent meeting with Councillor McKinlay that apparently there is no long term plan for the town. I cannot believe that this is the case, GCC stated that they only supported the Boot Corner closure as it was part of the town regeneration plans. Can you please outline why consultation response process to this experimental TRO is not being well publicised to the residents and businesses of the town and they are not at this stage being made aware of the bus lane that is planned to go straight across the front of the Boots store and in so doing displacing the existing pedestrian crossing. Please outline why the public have not been made aware of this situation or the reality of the plan, or positively encouraged to respond to this major and fundamental change to our town, they are still being sold the idea of a 'world class' public square which will just not be the case.</p>

	<p>Response from Chair of Overview and Scrutiny</p>
	<p>The Council's strategy is embodied in the Place Strategy that was endorsed by CBC full council in March 2018.</p> <p>It is correct to state that The Cheltenham Transport Plan whilst delivered by GCC as the highways authority reflected an ambition to protect the High Street / Town Centre. However it is also fair to note that the plan is shared by GCC and its delivery is noted in the Local Transport Plan 3 objectives 2015 - 2020 and also in the full report to GCC cabinet on 22/07/15 – see below <i>The proposed scheme is in line with the County's LTP3 policy objectives to promote sustainable travel by commuters</i></p> <p>Options for bus movements in the vicinity of Boots Corner were explored but no decision made. Following public consultation of the traffic regulation orders it was determined to retain the pelican crossing between Boots and Primark so the option for alternative bus movements closed off.</p>
9.	<p>Question from Jon Howe to Chair of Overview and Scrutiny</p>
	<p>Can you please investigate what powers Andrew North and Jeremy Williamson had to make assurances to the developers of the brewery scheme phase 2 that Boots Corner would be closed so increasing their footfall, these can be seen from both the letters sent to the Local Transport sustainability fund (LTSF) to leverage the funding. Please supply the documentation outlining these conditions, if this is not produced why were the LTSF funding body mis-led in this way.</p>
	<p>Response from Chair of Overview and Scrutiny</p>
	<p>No assurances were made, as neither individual had the ability to offer such an assurance. Gloucestershire County Council is the highways authority and the only body able to implement the proposals embodied in the Cheltenham Transport Plan. The owners of the Brewery scheme fully understood, that, whilst CBC was supportive of the ambition to re-connect the High Street, it was not in their powers to do so, which is why no such documentation of "conditions" exist.</p>
10.	<p>Question from Helen Aubrey to Chair of Overview and Scrutiny</p>
	<p>Given that the CTP Phase 4 Boots Corner trial is not one that would be supported on Transport or air pollution grounds, could you please outline the specific parameters to be considered and the balances weighed in determining if this scheme is a success and what criteria need to be met for the scheme to go forward in this or a modified form, or reverted.</p>
	<p>Response from Chair of Overview and Scrutiny</p>
	<p>Your question assumes that the traffic and pollution monitoring will not support the trial. As neither of these sets of data is currently available it would be presumptive for me to respond, although such data will inform any consideration by GCC as the highways authority.</p>
11.	<p>Question from Helen Aubrey to Chair of Overview and Scrutiny</p>
	<p>The CTP Phase 4 Boots Corner Trial seems to be very heavily weighted in favour of the opinion of large chain, high street retailers and is undermining the investment, energy and aspiration of a great many independent businesses in the town. It is the independent businesses in Cheltenham which make our town centre unique, yet when we band together to make a substantive objection we are barely paid lip service and no action has been taken. The fundamental principles of this scheme which were supposed to be being trialled, the timed closure and the restriction to a single lane have now seem to have been taken off of the schedule too. Can you please outline how democracy can be re-introduced into this process.</p>

	<p>Response from Chair of Overview and ScrPage 18</p>
	<p>The funding secured from central government was primarily about encouraging modal shift away from private motor vehicles towards more sustainable modes of transport (walking, cycling and public transport) although in the case of Cheltenham had the added bonus of reducing the severance of the High Street and at the same time supporting the town centre. All in line with government policy.</p> <p>There is no differentiation between large and small businesses who all make decisions in their own rights eg Monty Smith moving to Bennington Street and now opposite Urban Outfitters. Equally the footfall data recently released by the Brewery Quarter and by CBC directly relating to Boots Corner would suggest that all businesses in the town centre should benefit in the long term. The number of new openings in the town since the phased implementation of the trial in 2016 would suggest that Cheltenham is attracting significant investment. If your reference is to the Clarence Street traders, it should be noted that they have not all opposed the scheme and those that have, have been met and options for mitigation of their concerns explored. That dialogue is continuing and I believe that there are actions instructed but awaiting delivery.</p>
12.	<p>Question from Mary Nelson to Chair of Overview and Scrutiny</p>
	<p>How much extra monitoring is currently being undertaken to measure the air pollution in areas affected by the increased traffic which has been displaced by the inner ring road closure at Boots Corner, and can all the information relating to this monitoring, including maps showing the locations of the diffusion tubes and/or the real time monitors, and the results, be made easily available to the public via CBC's website with immediate effect?</p>
	<p>Response from Chair of Overview and Scrutiny</p>
	<p>The current air pollution monitoring is clearly visible on the CBC website https://maps.glosdistricts.org/map/Aurora.svc/run?script=/Aurora/CBC+Air+Quality.AuroraScript%24&no%20cache=769124778&resize=always</p>
13.	<p>Question from Mary Nelson to Chair of Overview and Scrutiny</p>
	<p>Some people have expressed a view that Boots Corner should be totally free of all traffic, with no buses or taxis. Can you please confirm and make it clear to the public that CBC and GCC are still intending to permit a new bus lane, bringing buses from Pittville Street across in front of Boots shop, thereby creating even more bus movements through Boots Corner, <u>but that this will never be trialled</u>, as the intention is to implement this new bus lane <u>only after the trial period is over</u>?</p>
	<p>Response from Chair of Overview and Scrutiny</p>
	<p>The option to make Boots Corner entirely traffic free was modelled but rejected as it impeded the delivery of people from the bus network. Given that 70% of all people in the town centre use sustainable modes of travel – walking, cycling or public transport – it is imperative that those routes were kept open. The exemption for taxis was to ensure that access for all was maintained.</p> <p>Options for bus movements in the vicinity of Boots Corner were explored but no decision made. Following public consultation of the traffic regulation orders it was determined to retain the pelican crossing between Boots and Primark so the option for alternative bus movements closed off.</p>
14.	<p>Question from Peter Sayers to Chair of Overview and Scrutiny</p>
	<p>The consultation on the Experimental TRO to close the South North route through Boots Corner has been running for four months. Please may I ask what are the total quantities of respondents so far and the percentages of those respondents who are in favour of the trial and those against?</p>

Response from Chair of Overview and Scrutiny

As the consultation period is set for 6 months, no data will be available until after that date.

15. Question from Peter Sayers to Cabinet Member

Due to the failure to provide alternate signposted routes for the now prohibited vehicles through Boots Corner, traffic was asked to 'find its way'. This has resulted in a number of congested areas or hot spots in residential streets. What plans are there to monitor the increases in particulate pollution and noxious gas pollution in these areas?

Response from Chair of Overview and Scrutiny

The current air pollution monitoring is clearly visible on the CBC website
<https://maps.glosdistricts.org/map/Aurora.svc/run?script=/Aurora/CBC+Air+Quality.AuroraScript%24&no%20cache=769124778&resize=always>

This page is intentionally left blank

Overview and Scrutiny Committee

29 October 2018

Member Questions (1 in total)

1.	Question from Councillor David Willingham to Chair of Overview and Scrutiny
	<p>Will Gloucestershire County Council agree to review the timing and sequencing of the traffic lights at the junction of B4633 Gloucester Road with A4019 Tewkesbury Road, so that traffic from Gloucester Road gets longer than 15 seconds of green light time (compared to Tewkesbury Road which seems to get 105 seconds of green light time)?</p>
	Response from Chair of Overview and Scrutiny
	<p>The traffic data being collected and analysed by GCC will determine any interventions necessary. GCC always made it clear that this phase of the Transport Plan would take time to bed-in and consequently it would take several months in order to establish a full picture.</p> <p>I believe that minor changes have been made to certain lights where early indications identified challenges.</p> <p>My understanding is that significant changes to junctions would require the trial to be restarted ie the 6 month clock to be re-set at zero. The County Council is already looking into a long term plan for the A4019 corridor as it is currently congested (with or without a Boots restriction) and needs a plan for how we improve the traffic signals, possible looking to remove some signals and how we get the best out of public transport access into the town centre from the Northwest of Cheltenham.</p>
2.	Question from Councillor David Willingham to Chair of Overview and Scrutiny
	<p>The traffic data being collected and analysed by GCC will determine any interventions necessary. GCC always made it clear that this phase of the Transport Plan would take time to bed-in and consequently it would take several months in order to establish a full picture.</p> <p>I believe that minor changes have been made to certain lights where early indications identified challenges.</p> <p>My understanding is that significant changes to junctions would require the trial to be restarted ie the 6 month clock to be re-set at zero.</p>
	Response from Chair of Overview and Scrutiny
	<p>The need for sets of traffic lights to communicate with each other has been noted for some time. There are several instances in the town where traffic lights are in close proximity but on independent timings and software that precludes them “talking” to each other. I believe that GCC are exploring what possible interventions might be achievable. GCC is looking at a long term investment plan for improving traffic signals systems both in Cheltenham and Gloucester given the age of the equipment as well as future predicted traffic growth.</p>

3.	Question from Councillor David Willingham to Chair of Overview and Scrutiny
	I have been contacted by a constituent who is concerned that BT Openreach are failing to provide high-speed fibre broadband to areas that are predominantly social housing. Noting that Overview and Scrutiny has previously looked at issues associated with broadband, would the committee be willing to take another look at this to investigate whether there is socio-economic exclusion in this provision, and whether the council can act to tackle this?
	Response from the Chair of Overview and Scrutiny
	I shall take this issue to the next Chair's Briefing of Overview and Scrutiny for to consider adding to the workplan

Cheltenham Transport Plan

Phases 1, 2 & 3

Overview

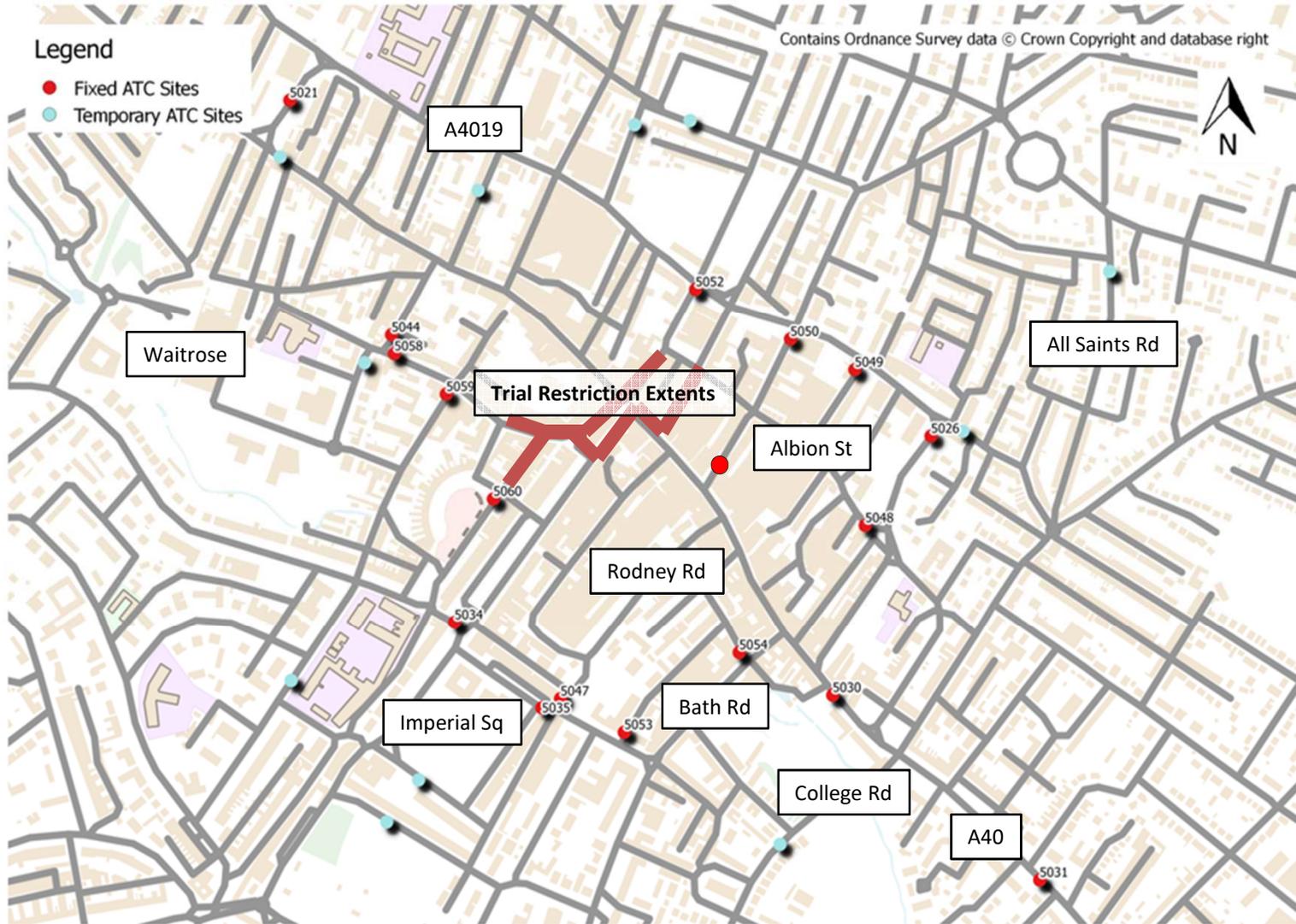
Overview

- Implementation of CTP in phased approach approved in 2015.
- Analysis of traffic flows, public feedback and engineering safety assessments undertaken after completion of each Phase
- Report produced and discussed with Lead Cabinet Member.

Traffic Flow Monitoring Overview

- 27 Sites across the town. Mixture of fixed counters & temporary RADAR counters.
- Sites on main roads and minor roads which may experience changes in flow / had been flagged by public.
- Baseline data collected November 2015
- Average 24 hour two-way flow used as baseline position as scheme is in place 24/7

Monitoring Site Map



Phase 1 – Albion Street

- September 2016
- 28 sites in use
- 24 of 28 sites showed no increase in flow
- Remaining four sites showed minor growth broadly in line with expected background growth of 1.7%.
- No safety issues

Phase 2 – Imperial Square

- May 2017
- Bath & Oriel Road taken out of scheme
- A few sites showed growth less than background growth of 3.32%
- 3 sites showed growth above background growth but not significant
- Remaining sites showed no changes in traffic volumes
- No safety concerns
- Some congestion issues at peak time with Regent Arcade car park – (traffic signal mitigation measures put in place)

Phase 3 – Royal Well

- February / March 2018. Snow affected data removed
- Five sites had less than background growth of 4.4%
- 3 sites showed growth above background but not considered significant
- Remaining sites showed no increase in flow

Phase 4 – Update Boots Corner

- In place since 28th June
- Increased signage and traffic management put in place in August.
- Monitoring undertaken during first few weeks of trial. Monitoring repeated during September, following start of new school year. Data has just been received and is currently being reviewed.
- Key data will be the September to December term time data

29 October 2018

Public Questions (15 in total) received by the deadline before the meeting. In addition, 10 supplementary questions were asked at the meeting

1.	Question from James Allen to Chair of Overview and Scrutiny
	<p>Why are all animals equal but some are more equal than others? Referring to buses and taxis using boots corner!</p>
	Response from Chair of Overview and Scrutiny
	<p>The initial ambition for the experimental traffic order was to remove all traffic and fully pedestrianise the space but this was not feasible as it would have prevented key bus routes being able to service the town centre, and as buses along with pedestrians and cyclists make up the bulk of town centre visitation, this would have adversely impacted upon the vibrancy of the town centre. The exemption for taxis was to ensure that access for all was maintained. Both of these forms of transport can also cater for many individuals with disabilities eg all Stagecoach buses serving Cheltenham centre are low floor.</p> <p>The removal of through traffic from a town centre is not revolutionary, and has been delivered in Gloucester, Worcester, Bath and Oxford.</p> <p>The aim is to encourage modal shift ie for individuals to consider other forms of transport where they have the choice and also to support the vibrancy of the town centre; both government objectives. Equally delivery of the Cheltenham Transport Plan is an agreed objective of Cheltenham Borough Council (CBC) and Gloucestershire County Council (GCC) and reflected in their adopted Local Transport Plan 3.</p>
2.	Question from James Allen to Chair of Overview and Scrutiny
	<p>Have the council not noticed all the housing development north of city centre - New Barn Lane/ Bishops Cleeve/Gothingington. Boots Corner traffic flows did not incorporate these, can this be adjusted retrospectively and then reopen Boots Corner</p>
	Response from Chair of Overview and Scrutiny
	<p>The traffic flows were predicted until 2026 in the original traffic modelling and made assumptions about housing growth in line with Department for Transport (DfT) guidance. It did include Joint Core Strategy projections but Boots Corner is in many ways unrelated as the challenges of the A4019 corridor are evident now and schemes such as NW Cheltenham will provide mitigation including public transport access to unlock the challenge.</p> <p>The other housing growth that you cite has not impacted on southward journeys as access to Boots Corner from the north has been restricted for many decades and the key pinchpoints generally for commuters are issues such as restricted access at J10 which causes traffic to seek access either via J9 at Tewkesbury or J11 which is why GCC and partners are seeking funding to improve J10.</p> <p>Meanwhile GCC and CBC have secured £22m to tackle the challenges on the A40 around Arle Court. Delivery of these schemes will improve access from and to the north of Cheltenham and obviate the need for cars to pass through Boots Corner and effectively sever the High Street in two.</p>

	<p>Both GCC and CBC will be considering the Page 32k data and economic impact of the trial respectively over the coming months and it is anticipated that a formal decision will be made by in early 2019.</p>
3.	Question from Janice Brazier to Chair of Overview and Scrutiny
	<p>Please identify who will be making the decisions on the success of the initial trial and determining what changes will be made for the next phase of the trial. I understand that one plan was to determine the data and feedback in November and make a decision in mid December. However this would miss the peak traffic in the town associated with Christmas shopping, and only cover a greatly truncated trial period. In reality thousands of cars were still passing through Boots Corner per day until around or after the 10th August when ANPR cameras were installed and fines started. Given that this is six weeks after the supposed start of the scheme are we to be assured that any decision will be pushed back accordingly, given this greatly shortened data collection period in an 18 month trial, this also has the benefit of considering the peak flows over the Christmas period, if this is not to be the case can the scrutiny committee please outline why.</p>
	Response from Chair of Overview and Scrutiny
	<p>The process for determining the success of the trial will be by CBC and GCC. CBC will consider the economic impact on the town centre against the original analysis submitted when the Local Sustainable Transport Fund (LSTF) bid was successful in 2012. GCC will consider in detail the traffic impacts associated with the trial.</p> <p>I am unsure where these dates came from as my understanding is that the trial would need to run for a minimum 6 months in order for reliable traffic data to be established. That would take the trial to the end of December 2018 before any conclusions can be drawn, so the impacts of the Christmas period will be considered.</p>
4.	Question from Janice Brazier to Overview and Scrutiny
	<p>Please outline how accident statistics will be included in the consideration of the ‘success’ of this scheme. I am particularly interested in how long it takes for an accident to be included in the figures from when it occurred, will the scrutiny committee please ensure that sufficient time is allowed to include accident statistics before any decision is to be made.</p>
	Response from Chair of Overview and Scrutiny
	<p>Accident statistics are compiled by the local constabulary and you are correct that there is a time delay from collection to publication. I will ask GCC colleagues to take note of your request.</p>
5.	Question from Chun Kong to Chair of Overview and Scrutiny
	<p>In 2008 GCC threw out the attempt from CBC to close Boots Corner based on the anticipated congestion and the danger from the increased traffic in St James's Sq and in particular to St Gregory's School collection and drop off. From what I can see nothing has changed except that the traffic model, which highlighted these dangers has been dropped in favour of one that does not. So the known problems were in this way removed from sight and scrutiny. We now have the reality of the change and we can clearly see the predictions of the original traffic model which caused the scheme to be thrown out coming through. Given the intentional nature of this deception and the increased danger to the public, which is fully understood by the officers and members in CBC, <u>who will be held responsible for any accidents which occur in these streets?</u> I certainly do not agree to and will take action to prevent my business rates being used to contribute to the defence of the people who have performed this intentional act.</p>

	Response from Chair of Overview and Scrutiny
	<p>Prior to the current scheme being implemented I believe that various options were explored but none produced credible results as they utilised a software package known as Saturn which is not appropriate for street level simulation. Although a feasibility study was undertaken there were never any formal processes in 2008 so GCC did not throw out the scheme. Gloucestershire County Council (GCC) was at that time engaged with CBC on exploring options which eventually led to the development of what modelling work would need to be done in order to support the development of a scheme that could be taken forward. This was why a Paramics micro-simulation model was introduced and developed as it has much greater modelling flexibility and can deal with the complexities of the urban grain in Cheltenham. That modelling produced results that were deployed in the successful Local Sustainable Transport Fund (LSTF) bid to the Department for Transport (DfT) in 2012 and clearly met the criteria of central government. One aim is to reduce traffic speeds as has been demonstrated in phase 1 on Albion Street.</p> <p>There has been no attempt to hide data as suggested in the question. Indeed the modelling work and potential for increased traffic on St. James was one of the main topics at the public Traffic Order Regulation (TRO) committee meeting and one of the main points the committee considered. The committee recommended a phased delivery approach so that traffic impacts could be monitored. An increase in traffic volumes is does not directly correlate to an increase in traffic accidents. The traffic regulation order committee will also consider all traffic data and accident data before making any decision as to if the scheme is extended or made permanent.</p>
	Supplementary question asked at O&S on 29.10.2018 (summarised - from meeting notes)
	<p>I believe this is an ill conceived, unimaginative and confusing scheme resulting in impact on local businesses which are being affected, including a drop in income.</p> <p>How soon can the Boots Corner element of the Cheltenham Transport Plan be reviewed and subsequently dropped?</p>
	Response to supplementary question
	The scheme will be undertaken for a 6 month minimum period and then reviewed.
	6. Question from Adam Lillywhite to Chair of Overview and Scrutiny
	<p>The GCC cabinet decision of 15 July 2018 clearly outlines the three options for trial. Timed closure of Boots Corner, the road restricted to a single lane and then total closure, the outcome of these three options are to be reported back to the TRO Committee for a decision. This was agreed through two full democratic meetings, even though both were influenced by Task Force members when it appeared that the scheme would not get given the go ahead, the first involved the committee being taken offstage during a public meeting, to determine a trial that was acceptable, the second, by a behind the scenes letter from the task force outlining the importance of the scheme to it. Clear interference in an otherwise democratic process by the supposedly advisory body sponsored by CBC. However having reached this point the public are entitled to be able to rely upon those responsible to implement the decision in good faith and without changes, as this would undermine the process undergone to reach it. However GCC have accepted requests which fundamentally undermine the decision taken and therefore the process that has underpinned that decision. This has removed two of the options for trial. Will the scrutiny Committee please establish the reason for the removal of these options and outline how this can be justified in the democratic process when residents and Businesses of the town were expressly given the reassurances of these trial options as a condition of the trial being allowed by the leader of GCC and the head of the TRO committee.</p>

The full GCC cabinet decision of 22/07/15 is noted below

CABINET RESOLVED to: -

- 1 *Accept the recommendations from the Traffic Regulation Committee made on 15 January 2015 relating to the inner-ring road changes, with the exception of the Boots Corner proposed trial;*
 - a) *Make those elements of the traffic regulation orders relating to the Cheltenham Transport Plan, as detailed on the Traffic Regulation Order Proposed Restriction Changes Schedule at Appendix B of the decision report; and*
 - b) *Defer a decision on the elements of the traffic regulation orders relating to Boots Corner.*
- 2 *Authorise the Commissioning Director: Communities and Infrastructure to implement the scheme through the following phased approach:*
 - Albion Street – October 2015 to February 2016*
 - Imperial Square and Oriol Road – April to July 2016*
 - c) *Royal Well – Summer 2016*
 - d) *Contingent on the successful implementation of the other schemes, a Boot’s Corner experimental order and trail scheme – Spring 2017*

This is what GCC as highways authority have delivered albeit with some slippage on the timetable. What is being quoted is simply options in the background paper not an explicit decision. The authority over which option to implement was delegated to the Commissioning Director: Communities and Infrastructure and all changes or delays in the implementation process have been approved by the Lead Cabinet Member. The Lead Cabinet Member has been kept updated on the scheme throughout the implementation.

Supplementary question asked at O&S on 29.10.2018 *(provided in full after the meeting by Mr Lillywhite)*

The only reason that a trial was allowed was from the pleading by people in this room with the GCC Cabinet and the promise of three trials. Yet now these three trials have been reduced to one. Given that these two dropped options offer probably the most feasible compromise.

Who will be determining the success of these changes, are the people responsible for the removal of these options, the ones who have repeatedly ensured the trial of this scheme when it was about to be abandoned,

If so how can they be considered impartial?

Response to supplementary question

The process for determining the success of the trial will be by CBC and GCC. CBC will consider the economic impact on the town centre against the original analysis submitted when the Local Sustainable Transport Fund bid was successful in 2012. GCC will consider in detail the traffic impacts associated with the trial.

The cross party TRO committee will consider the trial and make recommendations to GCC cabinet as the democratically elected body to make decisions on such matters.

7. Question from Adam Lillywhite to Chair of Overview and Scrutiny
<p>To date we have been told that the changes in the first three phases of the Cheltenham Transport Plan have been successful and that mitigation has occurred to resolve any problems. Yet it has not resolved the issues that traders have raised and neither has it resolved the issues from the second phase which is the entry into Rodney rd. There are terrible queues here whenever the town gets busy, sometimes backing up into Bath Rd and even backing traffic up along the North side of Imperial square to the Promenade, stopping the traffic turning right out of imperial square and heading to St George's rd, this is gridlock in the true sense of the word.</p> <p>My understanding is that the people making and influencing and making the decision on the 'success' of the scheme, are members of the Task Force. The group which is promoting the scheme and has ensured that it has gone to trial rather than been thrown out and have now reduced the options of trial from 3 to 1. Can the Scrutiny committee please outline who has made the decisions on the success of the phases to date and who will in the future. As it is clearly not true that the mitigation for phase 2 has worked. Can the scrutiny committee please determine exactly who will be making the decision on phase 4, who is informing this decision and what is to be done to ensure that they are impartial, and not members of the Task Force, the group that is responsible for forcing this scheme through to date. This scheme that would have been thrown out again in a strictly democratic process, it is a process and has already been so fundamentally undermined by their removal of the full range of trial options that were conditional on it progression.</p>
Response from Chair of Overview and Scrutiny
<p>The purpose of the O&S committee is to hear from the GCC team how each phase of the Cheltenham Transport Plan has been considered and how any mitigating actions have been implemented. I am aware that the traffic lights at the Quadrangle junction took a while to bed-in but I believe that they are working effectively now.</p> <p>The Cheltenham Development Task Force is purely an advisory body so it has had no role in determining the GCC decision to progress each phase, which has been based entirely upon its merits and determined by the highways authority, in line with the authority given by the GCC cabinet decision of 22 July 2015.</p> <p>The process for determining the success of the trial will be by CBC and GCC. CBC will consider the economic impact on the town centre against the original analysis submitted when the Local Sustainable Transport Fund bid was successful in 2011. GCC will consider in detail the traffic impacts associated with the trial. GCC is following a democratic and statutory legal process for the traffic regulation orders which has included public consultation and a public meeting. The TRO committee further demonstrated their commitment to this process when it listened to public comment.</p>
Supplementary question asked at O&S on 29.10.2018 <i>(provided in full after the meeting by Mr Lillywhite)</i>
<p>In recent weeks I have seen three different answers to this question," who will be making the decision on the outcome of phase 4" Can the Scrutiny committee please determine which is correct,</p> <ul style="list-style-type: none"> • The GC Council was asked to pursue the scheme by CBC but the GCC as the highway authority will assess the outcome of the scheme and make a determination based on what is best for the operation of the highway network. • CBC have requested this plan based on a regeneration led scheme, "this project is not something that we would have pursued from a transport perspective", this also states "CBC told us it is crucial for the regeneration of the town." • This latest response states that CBC will also be judging it based on economic impact.

	<p>Can it be confirmed by the scrutiny committee Page 36 scheme will be determined based purely on what is best for the operation of the highway network. Or will the fear of being accused of 'blocking' CBCs intransigent regeneration scheme over-ride allowing the further intervention of CBC on 'Economic' grounds.</p>
	<p>Response to supplementary question</p>
	<p>The process for determining the success of the trial will be by CBC and GCC. CBC will consider the economic impact on the town centre against the original analysis submitted when the Local Sustainable Transport Fund bid was successful in 2012. GCC will consider in detail the traffic impacts associated with the trial.</p> <p>Both elements were material considerations by government when determining to award the original Local Sustainable Transport Fund (LSTF) funding so it is only appropriate that both elements be considered when considering the outcomes.</p>
8.	Question from Jon Howe to Chair of Overview and Scrutiny
	<p>I would like to ask about the council's plans for the future of Cheltenham town centre, I was surprised during our recent meeting with Councillor McKinlay that apparently there is no long term plan for the town. I cannot believe that this is the case, GCC stated that they only supported the Boot Corner closure as it was part of the town regeneration plans. Can you please outline why consultation response process to this experimental TRO is not being well publicised to the residents and businesses of the town and they are not at this stage being made aware of the bus lane that is planned to go straight across the front of the Boots store and in so doing displacing the existing pedestrian crossing. Please outline why the public have not been made aware of this situation or the reality of the plan, or positively encouraged to respond to this major and fundamental change to our town, they are still being sold the idea of a 'world class' public square which will just not be the case.</p>
	Response from Chair of Overview and Scrutiny
	<p>The Council's strategy is embodied in the Place Strategy that was endorsed by CBC full council in March 2018.</p> <p>It is correct to state that the Cheltenham Transport Plan whilst delivered by GCC as the highways authority reflected an ambition to protect the High Street / Town Centre. However it is also fair to note that the plan is shared by GCC and its delivery is noted in the Local Transport Plan 3 objectives 2015 - 2020 and also in the full report to GCC cabinet on 22/07/15 – see below</p> <p><i>The proposed scheme is in line with the County's LTP3 policy objectives to promote sustainable travel by commuters</i></p> <p>Options for bus movements in the vicinity of Boots Corner were explored but no decision made. Following public consultation of the traffic regulation orders it was determined to retain the pelican crossing between Boots and Primark so the option for alternative bus movements closed off.</p>
9.	Question from Jon Howe to Chair of Overview and Scrutiny
	<p>Can you please investigate what powers Andrew North and Jeremy Williamson had to make assurances to the developers of the brewery scheme phase 2 that Boots Corner would be closed so increasing their footfall, these can be seen from both the letters sent to the Local Transport sustainability fund (LTSF) to leverage the funding. Please supply the documentation outlining these conditions, if this is not produced why were the LTSF funding body mis-led in this way.</p>

	Response from Chair of Overview and ScrPage 37
	<p>No assurances were made, as neither individual had the ability to offer such an assurance. Gloucestershire County Council is the highways authority and the only body able to implement the proposals embodied in the Cheltenham Transport Plan (CTP). The owners of the Brewery scheme fully understood, that, whilst CBC was supportive of the ambition to re-connect the High Street, it was not in their powers to do so, which is why no such documentation of “conditions” exist.</p>
	Supplementary question asked at O&S on 29.10.2018 (summarised - from meeting notes)
	<p>As seen in a copy of a letter from February 2012, Cheltenham Borough Council received £10,000 from the owners of the Brewery site. Can you confirm that this payment was made with ‘no strings attached’</p>
	Response to supplementary question
	<p>No strings were attached, other than the monies had to be used towards a trial of traffic light removal at the St Margaret’s Road/Monson Avenue/Henrietta Street junction.</p> <p>This funding was passed to GCC as the highways authority as a contribution to that trial programme and a trail was undertaken in 2012.</p>
10.	Question from Helen Aubrey to Chair of Overview and Scrutiny
	<p>Given that the CTP Phase 4 Boots Corner trial is not one that would be supported on Transport or air pollution grounds, could you please outline the specific parameters to be considered and the balances weighed in determining if this scheme is a success and what criteria need to be met for the scheme to go forward in this or a modified form, or reverted.</p>
	Response from Chair of Overview and Scrutiny
	<p>Your question assumes that the traffic and pollution monitoring will not support the trial. As neither of these sets of data is currently available it would be presumptive for me to respond, although such data will inform any consideration by GCC as the highways authority.</p>
	Supplementary question asked at O&S on 29.10.2018 (summarised – taken from meeting notes)
	<p>Given the consequent traffic congestion since the start of the Boots Corner trial, what is the council hoping to achieve with this trial and what are the criteria for success or failure?</p>
	<p>The criteria for success fall into two areas (i) the economic impact upon the town against the measures anticipated in the original LSTF bid (ii) the wider traffic impact including evidence of modal shift and air quality monitoring.</p>
11.	Question from Helen Aubrey to Chair of Overview and Scrutiny
	<p>The CTP Phase 4 Boots Corner Trial seems to be very heavily weighted in favour of the opinion of large chain, high street retailers and is undermining the investment, energy and aspiration of a great many independent businesses in the town. It is the independent businesses in Cheltenham which make our town centre unique, yet when we band together to make a substantive objection we are barely paid lip service and no action has been taken. The fundamental principles of this scheme which were supposed to be being trialled, the timed closure and the restriction to a single lane have now seem to have been taken off of the schedule too. Can you please outline how democracy can be re-introduced into this process.</p>

	<p>Response from Chair of Overview and ScrPage 38</p> <p>The funding secured from central government was primarily about encouraging modal shift away from private motor vehicles towards more sustainable modes of transport (walking, cycling and public transport) although in the case of Cheltenham had the added bonus of reducing the severance of the High Street and at the same time supporting the town centre. All in line with government policy.</p> <p>There is no differentiation between large and small businesses who all make decisions in their own rights eg Monty Smith moving to Bennington Street and now opposite Urban Outfitters. Equally the footfall data recently released by the Brewery Quarter and by CBC directly relating to Boots Corner would suggest that all businesses in the town centre should benefit in the long term.</p> <p>The number of new openings in the town since the phased implementation of the trial in 2016 would suggest that Cheltenham is attracting significant investment. If your reference is to the Clarence Street traders, it should be noted that they have not all opposed the scheme and those that have, have been met and options for mitigation of their concerns explored. That dialogue is continuing and I believe that there are actions instructed but awaiting delivery.</p>
	<p>Supplementary question asked at O&S on 29.10.2018 (summarised – taken from meeting notes)</p>
	<p>Clarification on arrangements for supplier and customer deliveries, loading and unloading in Clarence Street/Clarence Parade, and the exit route through Post Office Lane, including whether different arrangements can be put in place for day time – say, 10am – 6pm.</p> <p>Please confirm current arrangements for deliveries, loading and unloading.</p> <p>GCC has confirmed that the no waiting signs and kerb blips have been instructed to be removed which will allow loading and unloading in this section between 6pm and 10am. In addition, GCC is now pursuing a no waiting TRO for Post Office Lane. Long term if the trail were to become permanent both Clarence Parade and Clarence Street would become two-way so this would better enable loading and unloading vehicle to exit the area without going through Boots Corner.</p>
<p>12. Question from Mary Nelson to Chair of Overview and Scrutiny</p>	<p>How much extra monitoring is currently being undertaken to measure the air pollution in areas affected by the increased traffic which has been displaced by the inner ring road closure at Boots Corner, and can all the information relating to this monitoring, including maps showing the locations of the diffusion tubes and/or the real time monitors, and the results, be made easily available to the public via CBC's website with immediate effect?</p>
<p>Response from Chair of Overview and Scrutiny</p>	<p>The current air pollution monitoring is clearly visible on the CBC website https://maps.glosdistricts.org/map/Aurora.svc/run?script=/Aurora/CBC+Air+Quality.AuroraScript%24&no%20cache=769124778&resize=always</p>
<p>Supplementary question asked at O&S on 29.10.2018 (provided in full after the meeting by Ms Nelson)</p>	<p>I clicked on the link you provided in your answer and all the data available is for 2017, and gives only the average N02 figure for that year, so this is not up-to-date information. If there are new monitoring locations, then this information should have been highlighted in your response.</p> <p>CBC is one of a number of local authorities with some areas that exceed nitrogen dioxide limits.</p>

<p>The government requires these authorities to Page 39 In DEFRA’s Air Quality Plan for tackling Nitrogen dioxide in the South West dated July 2017, CBC pledged 20 different actions to bring down the NO2 levels in the borough. One of these actions states:</p> <p><i>“An Air Quality Policy will be adopted as part of the emerging Cheltenham Local Plan.”</i></p> <p>However CBC’s Revised Local Plan was Submitted to the government’s Inspectorate on the 3rd October, but it did <u>not</u> contain an Air Quality Policy, despite several responders objecting to this omission.</p> <p>Why have CBC reneged on their pledge to include an Air Quality Policy in their revised Local Plan, especially given that they had so many objections to the Cheltenham Transport Plan saying that the closure of the Inner Ring road through Boots Corner would increase NO2 levels in residential areas?</p>
<p>Response to supplementary question</p>
<p>The map shows levels from 2013-2017, as indicated on the key to the left of the screen, and new monitoring points are indicated in blue. We report annual levels, as required by DEFRA, and these are shown on the map referenced. More detailed results are available, covering 2008 – 2017, here: https://www.cheltenham.gov.uk/downloads/download/692/no2_monitoring_data</p> <p>2018 diffusion tube data will not be published until bias correction has taken place, using the full data set. This will be completed by end of January 2019. NB “bias correction” refers to the precision of the NOx tubes and their laboratory analysis, and generally involves a correction of +/- 3% approx.</p> <p>The Cheltenham Plan does not contain any specific policies on air quality because the JCS already covers this in SD3 and INF1. These policies require applicants to assess any potential impacts on air quality. Several other policies in the Joint Core Strategy (JCS) and Cheltenham Plan focus development into the most accessible areas and require proposals to increase the use of sustainable modes of transport</p>
<p>13. Question from Mary Nelson to Chair of Overview and Scrutiny</p>
<p>Some people have expressed a view that Boots Corner should be totally free of all traffic, with no buses or taxis. Can you please confirm and make it clear to the public that CBC and GCC are still intending to permit a new bus lane, bringing buses from Pittville Street across in front of Boots shop, thereby creating even more bus movements through Boots Corner, <u>but that this will never be trialled</u>, as the intention is to implement this new bus lane <u>only after the trial period is over</u>?</p>
<p>Response from Chair of O&S meeting</p>
<p>The option to make Boots Corner entirely traffic free was modelled but rejected as it impeded the delivery of people from the bus network. Given that 70% of all people in the town centre use sustainable modes of travel – walking, cycling or public transport – it is imperative that those routes were kept open. The exemption for taxis was to ensure that access for all was maintained.</p> <p>Options for bus movements in the vicinity of Boots Corner were explored but no decision made. Following public consultation of the traffic regulation orders it was determined to retain the pelican crossing between Boots and Primark so the option for alternative bus movements closed off.</p>
<p>Supplementary question asked at O&S on 29.10.2018 (provided in full after the meeting by Ms Nelson)</p>
<p>I note the reply given to my question states that <i>“the option for alternative bus movements closed off”</i>.</p>

	<p>I emailed Cllr. McKinlay at the end of September it was still CBC's intention to implement the new bus lane in front of Boots shop, he replied as follows:</p> <p><i>"The intention is for buses to travel across the front of Boots once the full scheme is implemented. This aspect of the scheme can't be trialled at present due to the existing road lay out, hence buses still going round Martins during the trial.</i></p> <p><i>In the long term this will mean that no traffic will be routed round Martins apart from delivery vehicles."</i></p> <p>This indicates that CBC <u>is</u> intending to implement this new bus lane in front of Boots, so can a GCC officer confirm tonight that Cllr McKinlay's statement is incorrect, and that the new bus lane will <u>never</u> be implemented because there will always be a need for a pedestrian crossing at Boots Corner for safety reasons?</p>
	Response to supplementary question
	<p>I can only repeat the statement made above. Options for bus movements in the vicinity of Boots Corner were explored but no decision made. Following public consultation of the traffic regulation orders it was determined to retain the pelican crossing between Boots and Primark so the option for alternative bus movements is closed off. Should the scheme be made permanent the crossing will be retained and bus movements will be as they are currently during the trial.</p>
14.	Question from Peter Sayers to Chair of Overview and Scrutiny
	<p>The consultation on the Experimental TRO to close the South North route through Boots Corner has been running for four months. Please may I ask what are the total quantities of respondents so far and the percentages of those respondents who are in favour of the trial and those against?</p>
	Response from Chair of Overview and Scrutiny
	As the consultation period is set for 6 months, no data will be available until after that date.
	Supplementary question to O&S on 29.10.2018 (summarised – taken from meeting notes)
	<p>The Council need to make the consultation end date and duration far clearer to the public. When will the results of the consultation be made available to the public?</p>
	Response to supplementary question
	<p>The consultation is scheduled to run for 6 months from inception taking us to 28 December 2018. Then there will be a period to consider the data and responses to the trial.</p> <p>CBC plan to consider the economic issues in January 2019 and GCC will take a report to the TRO committee some time in the new year.</p>
15.	Question from Peter Sayers to Cabinet Member
	<p>Due to the failure to provide alternate signposted routes for the now prohibited vehicles through Boots Corner, traffic was asked to 'find its way'. This has resulted in a number of congested areas or hot spots in residential streets. What plans are there to monitor the increases in particulate pollution and noxious gas pollution in these areas?</p>
	Response from Chair of Overview and Scrutiny

	<p>The current air pollution monitoring is clearly Page 41 CBC website https://maps.glosdistricts.org/map/Aurora.svc/run?script=/Aurora/CBC+Air+Quality.AuroraScript%24&no%20cache=769124778&resize=always</p>
	<p>Supplementary question asked at O&S on 29.10.2018 (summarised – from meeting notes)</p>
	<p>Are members of Overview and Scrutiny happy with the pollution monitoring currently being undertaken? Are they satisfied that the correct monitors are being used? Are they happy with the type and location of the monitors?</p>
	<p>Response to supplementary question</p>
	<p>Given the commitment to certain additional monitoring points by CBC I believe that the O&S committee has listened to public concerns and influenced the outcome.</p> <p>Overview and Scrutiny are probably not qualified to judge whether the nature of the monitoring is appropriate but are confident in the ability of the relevant staff to ensure that the monitoring is appropriate to the location</p>

This page is intentionally left blank

PUBLICA

CBC Overview and Scrutiny Meeting

October 2018

Business Plan Vision - To be “visibly better” by 2020

- We know that the internet and mobile technologies provide great opportunities with:
 - 24/7 access to services
 - On the go access
 - Communication updates straight to your phone
 - Availability to easy payment methods
- This is leading to some organisations enhancing the customer experience including:
 - Better first point of contact
 - Queries answered at the point of contact
 - Providing information before someone needs to ask for it

PUBLICA

Working with CBC on Transformation

- Developed close working links between Publica's Transformation team and CBC's team
- Procured new IT "platform" upon which digital services can be built
- Providing specialist advice to support the new Director to develop a Transformation Plan for Cheltenham
- Developing a joint proposal (with WODC, CDC and Ubico) to improve missed bin collection service
- Building new customer services capabilities

PUBLICA

3

PUBLICA

Future ambitions

WHAT ARE THE BIG TICKET ITEMS

- Internal improvements – planned annual savings of £1.7m by 2020
- Potential to look at:
 - Further efficiencies post 2020
 - Supporting councils to increase existing commercial opportunities
 - Working with councils to introduce new income streams
 - Services to other bodies and individuals
 - New products for delivery into the local government and wider public sector

PUBLICA

Timeframes

- 2018/19 focus is on doing the day job well & transformation
- Awareness raising during 2018/19
- Opportunistic approach through 2018/19
- Review again – August 2019
- Develop a proven model by March 2020

PUBLICA

6

Questions?

PUBLICA

7