



CHELTENHAM

BOROUGH COUNCIL

Notice of a meeting of Overview & Scrutiny Committee

Monday 29 October 2018
6.00pm
Pittville Room - Municipal Offices

Membership	
Councillors:	Chris Mason (Chair), Klara Sudbury (Vice-Chair), Sandra Holliday, John Payne, Paul Baker, Max Wilkinson, Dilys Barrell, Iain Dobie, Jo Stafford and Dennis Parsons

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

Agenda

1.		APOLOGIES	
2.		DECLARATIONS OF INTEREST	
3.		MINUTES OF THE LAST MEETING To approve the minutes of the last meeting held on 10 September 2018	(Pages 3 - 10)
4.		PUBLIC AND MEMBER QUESTIONS, CALLS FOR ACTIONS AND PETITIONS	
5.	6.05pm	CABINET BRIEFING An update from the Cabinet on key issues for Cabinet Members which may be of interest to Overview and Scrutiny and may inform the O&S workplan.	
6.	6.10pm	FEEDBACK FROM OTHER SCRUTINY MEETINGS ATTENDED Gloucestershire Health and Care O&S Committee on 11 September 2018 – brief update from Councillor Horwood Police and Crime Panel on 14 September 2018 – brief update from Councillor Brownsteen There have been no meetings of the Gloucestershire Economic Growth O&S Committee since the last O&S meeting on 10 September 2018.	(Pages 11 - 12)

7.	6.20pm	UPDATES FROM SCRUTINY TASK GROUPS	
8.	6.25pm	REVIEW OF SCRUTINY WORKPLAN Review of the scrutiny workplan and prioritisation of any new items	(Pages 13 - 18)
9.	6.30pm	CHELTENHAM TRANSPORT PLAN Scott Tompkins, Lead Commissioner Highway Authority, Gloucestershire County Council (GCC) will attend to give a presentation followed by a Q&A session. GCC Cabinet Member Councillor Nigel Moor, CBC Cabinet Member Development and Safety Andrew McKinlay and GCC officer Fraser Reid will be in attendance to answer any relevant questions	
10.	7.30pm	WHEELCHAIR ACCESSIBLE VEHICLE POLICY FOR HACKNEY CARRIAGES An information/discussion paper on the consultation. The Cabinet Member Development and Safety Councillor McKinlay and Gary Knight, Chairman of the Cheltenham Hackney Carriage Association will be in attendance.	(Pages 19 - 22)
11.	8.00pm	PUBLICA ANNUAL REPORT Review the annual report of Publica. David Neudegg, Publica Managing Director and Dave Brooks Chair of Publica, will be in attendance to present the report and answer any questions.	(Pages 23 - 36)
12.	8.20pm	CHELTENHAM CREMATORIUM Verbal update on the cremators and the plan between now and opening of the new facilities. Yvonne Hope, Head of Public Protection will be in attendance to answer questions.	
13.		DATE OF NEXT MEETING Date of next meeting 26 November 2018	

Contact Officer: Pauline Hartree, 01242 775153
Email: democratic.services@cheltenham.gov.uk

Overview & Scrutiny Committee**Monday, 10th September, 2018****6.00 - 8.30 pm**

Attendees	
Councillors:	, Klara Sudbury (Vice-Chair), John Payne, Paul Baker, Max Wilkinson, Dilys Barrell, Iain Dobie, Jo Stafford, Dennis Parsons and Tim Harman (Reserve)
Also in attendance:	Councillor David Willingham, Councillor Peter Jeffries, Councillor Paul McCloskey, Councillor Andrew McKinlay and Mike Redman

Minutes**1. APOLOGIES**

Councillor Mason. Councillor Harman was present as substitute. In the absence of the Chair Councillor Sudbury (as Vice-Chair) chaired the meeting.

2. DECLARATIONS OF INTEREST

Councillor Harman declared an interest in agenda item 12 as a County Council Cabinet Member. He would therefore leave the room for this item and not participate in the debate.

3. MINUTES OF THE LAST MEETING

Councillor Sudbury wished to correct the reference under minute 6 from "16 days of action" and amend to read "16 days of activism".

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

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

None.

5. MATTERS REFERRED TO COMMITTEE

There were none.

6. CABINET BRIEFING

The Leader wished to put on record his thanks to Councillor Mason for having waived call in on a potential Leader decision for a bid to the HRA fund of £1 billion which aimed to target affordability issues with regard to housing. The deadline however had now been extended to 30 September.

The Leader informed that the Gloucestershire Economic Growth Joint Committee had met last week and discussed business rates. He reminded Members that CBC was currently in a business rates pilot pooling system which provided financial advantages. The Government was not proposing to repeat the no detriment clause. There was a huge NHS legal case against 48 local

authorities regarding the NHS claiming charitable status. The NHS provided £1.5 billion of local government funding via business rates.

The Leader then informed Members about Gloucestershire 2050. Two detailed documents were expected, firstly the formal consultation feedback and secondly the delivery options paper. Leadership Gloucestershire was due to meet on 11 October and it had been suggested a county wide concordat could be brought to this meeting but this was felt to be an unrealistic timescale. It was important for CBC to consider how they wish to be involved in the process.

When asked what the concordat meant for Cheltenham in practical terms, the Leader said this was an agreement to take forward 2050. In his personal opinion there had been a useful discussion with good feedback particularly relating to the transport proposals. In terms of delivery consideration would be given to building on what existed currently i.e. the JCS process. In response to a question the Leader agreed that an event of some type would be organised, options for which would be discussed at the 11 October Leadership Gloucestershire meeting. He highlighted the importance of Council having the opportunity to endorse the way forward before Cheltenham committed itself.

A Member suggested that the Budget Scrutiny Working Group consider the business rates issue in more detail. The Leader said that this could come forward in the next financial year. The Local Government Association was defending the legal case on behalf of the local authorities.

7. UPDATES FROM SCRUTINY TASK GROUPS

The chair of the scrutiny task group, Councillor Sudbury, updated the committee on the work of the group to date. This included considering best practice of controlling gulls by other local authorities, a site visit to Swindon Road depot and organising a drop in event on 10 October between 4-7pm in order for the group to receive feedback from both residents and businesses as to where the gull issues were. Cheltenham had identified 148 nests on commercial properties and had oiled 433 eggs this year. She highlighted the 2-3 week short window for oiling and the difficulties associated with that. She informed the committee that the group would also be looking into preventing easy access to food sources, local planning policy, educating the public and investigating powers to force property owners to gull-proof their properties among other things.

Members made the following comments :

- Seagull experts and the pest control officer would be present at the drop-in session, which would be open to all Members to attend.
- The group would meet directly with Ubico.
- Members asked whether the group could look into who was legally responsible for gulls? Also, the public health issue relating to gulls should be investigated and whether the county council also had a role and whether there could be a wider strategy across the county
- The chair clarified that egg oiling was a discretionary service and the council was not obliged to control them. A gull laid 2-3 eggs per year and lived for 30 years. Doing something was better than doing nothing.
- One Member suggested that perhaps there was a need to accept that having looked at the issue for over 10 years within the urban gull forum, there were no easy, effective solution. The hypothesis in the strategy

presupposed that perhaps there was. Members recognised that the gull problem would not be eliminated. They recognised that the council already appeared to be doing what it could in order to reduce the core population.

- In response to a question the Chair advised that the working group did meet in private; this could more helpfully address those operational issues specific to the council and respect any sensitivities around neighbourhoods. The gull scrutiny task group was, in any case, engaging with the public more widely and its work was therefore transparent.

RESOLVED

To agree the one page strategy

8. NEW SCRUTINY REGISTRATION FORMS

Members considered the scrutiny topic registration form submitted by Councillor Parsons regarding travellers and other unlawful occupants of council land. Councillor Parsons explained that there were many sites in the town such as Pittville Park, Portland Street car park, Prince of Wales Stadium and the Racecourse which received regular visits from travellers. These visits sterilised the parks and residents were concerned about dog walking in public parks when such groups were here, often with large numbers of dogs. This activity was unlawful and represented a civil offence and the process for dealing with encampments was a longwinded and costly process. He proposed that a scrutiny review could undertake some research to see if there was anything which could be done to mitigate the worst effects and what the council could do to protect some of the more vulnerable council owned sites.

The Director Environment was invited to address the committee. He explained that the council did experience periodic issues with travellers both on council owned and private land in the borough. On its own land CBC could take legal action if travellers were staying for a considerable time. In reality travellers came for a specific event, generally in the summer, and had left by the time the legal process had commenced. He acknowledged that such encampments created significant environmental issues such as littering. Whilst the council aimed to protect its open spaces it would be difficult to do this without constraining access to them and any such measures would detract from those spaces.

He also wished to point out that supporting such a scrutiny review would require resource and these were already limited due to the number of ongoing significant projects.

Members made the following points on the proposed scrutiny task group :

- The council had a duty of care to the children of travellers who were often disadvantaged; there was therefore a need for a more holistic approach bearing in mind the council's welfare and safeguarding responsibilities. The Gloucestershire Traveller Accommodation Assessment identified the needs of the area and scrutiny could potentially play a role in looking at any actions taken.

- A briefing session for Members would be useful to see what options were available to the council as these were complex. The County Council had a statutory duty to provide permanent sites for travellers and provide schooling for traveller children.
- Some Members agreed that officers were already adhering to best practice and recognised the pressures on their time.
- Traveller groups causing antisocial behaviour-the LGA had a large resource of information which could be drawn on
- It was proposed that a different model of scrutiny be adopted for the purposes of this investigation i.e. an in depth day long scrutiny seminar to hear evidence and make recommendations. Members supported this proposal. Cllr Parsons was happy to withdraw his proposal for a scrutiny task group and supported this option.

9. REVIEW OF SCRUTINY WORKPLAN

Members agreed that it would be useful to invite Ubico to attend Overview and Scrutiny on an annual basis.

10. SCRUTINY ANNUAL REPORT TO COUNCIL

The Chair invited the former Chair of O&S, Councillor Harman, to present the report. He believed that the overview and scrutiny process had worked well, with some thorough investigations with limited resources. Not only had O&S held the administration to account but it had also considered the issues affecting the town and to that end had invited various organisations to present to the committee.

Members considered the report and made the following comments :

- It was noted that there were currently very few scrutiny task groups in operation and it was proposed that the Peer Review Team look into this;
- it was also noted that there were a significant number of cabinet member working groups and this appeared to be an imbalance particularly if scrutiny was to be effective

In response to these comments the Leader said that the principle behind cabinet member working groups was to develop new policy and he gave the example of the cabinet member working group on the cemetery and crematorium which was cross party and which was a Cabinet Member led process. A Member added that the finite amount of resource for these groups was perhaps to the detriment of scrutiny.

RESOLVED

To approve the scrutiny annual report 2017-2018

11. FEEDBACK FROM OTHER SCRUTINY MEETINGS ATTENDED

Gloucestershire Health and Care O&S Committee- Cllr Horwood had not been able to attend the meeting but would report back on the committee meeting due to be held on 11 September.

Gloucestershire Economic Growth O&S Committee- Cllr McCloskey would circulate his update subsequent to the meeting but informed Members that Dr

Matthew Andrew from Gloucestershire University had updated the committee and explained that the university was involved in a national project looking at how universities could become more engaged in their communities, develop closer working relationships, and provide leadership for the locality. The Gloucestershire 2050 vision fitted therefore into this national agenda. The feedback from the big conversation was being analysed and a report summarising the feedback was due to be published next month. A second, academic report would lead to a concordat. It would consider the Vision for 2050 and at the sort of delivery vehicles currently in existence to actually implement some of the ideas within Vision 2050. The idea of a new international airport was not supported although the real question – would we like a 2050 airport using robot drones, electric planes and all the new technology that we haven't invented yet. In terms of the Super City: there had been a clear sense that nothing should be done to dilute the two separate identities. However people were keen to see far better working together between the two urban centres.

Cllr McCloskey noted that the provision of electric charging points was on the workplan for the committee. In terms of a Cotswold national park he informed Members that the Secretary of State was currently undertaking a national review of national parks.

Councillor Brownstein was not in attendance to provide an update on the Police and Crime Panel.

12. PARKING STRATEGY IN CHELTENHAM

Philip Williams, Lead Commissioner Community Infrastructure, Gloucestershire County Council, gave Members a presentation on parking which is attached as an appendix to these minutes. He also circulated responses to the ward related questions posed in advance by Members and these are also attached as an appendix to the minutes.

The Chair invited Mr Basckin, an Eldorado Crescent resident, to address the committee regarding the permit scheme currently in place to allow commuters to park for free in Eldorado Road, Christchurch Road and Queen's Road, in a trial while the train station's car park was being revamped. He expressed his concern that residents would no longer have residents' parking and that there was little engagement from the county council.

Mr Williams explained that the Cheltenham Spa improvements represented a major investment in upgrading car parking and other facilities at the station. The county council would be engaging local residents more fully in the conversation.

The Cabinet Member Environment and Planning, County Councillor Moor highlighted the issues with parking at the train station in Cheltenham. Parking represented a very controversial issue, but there was no lack of commitment from the county to address them. Meetings would be taking place with the Leader and other district council leaders about keeping parking manageable.

In terms of the town's Arle Court Park and Ride, Mr Williams said that there was no easy solution to stop employees from local businesses parking for free there. This was a cause for concern for residents and commuters due to the resulting lack of availability of spaces. It was clear that this was damaging the intended purpose of park and ride. Mr Williams explained however, that discussions had

been taking place with parking and transport technology companies and one idea had been suggested in which users of the car park would be required to enter their car registration on a machine which would issue a ticket to validate the vehicle. He highlighted that park and ride-both at the racecourse and Arle Court was a JCS commitment to enhance public transport with a target of 10% reduction in journeys made by car. Investment had been made in the Stagecoach service aimed at fast and frequent services from Arle Court to the town centre. He then highlighted that an air quality task group had been set up at county level to try and address issues at source as part of the Government air quality strategy

The following issues were raised by Members :

- Inadequate parking at GCHQ meant that staff were parking in residential areas causing “parking wars”
- St Peters - between the railway station and the West End - disappointed with answers and residents angry. A Member explained that there had been more than one piece of correspondence on the issues and cited at least five occasions when he had corresponded with the county. Residents were concerned with the displacement of parking in the Waitrose area and station area into St Marks. It was suggested that a public meeting should be held to listen to residents’ concerns.
- Whilst he was aware that the process took some time, a commitment was sought that adjustments be made to the TRO process in the existing areas in St Peters. Members of the public had attended the O&S meeting in April demonstrating the level of public concern.
- Reference to the strategy,-,doesn’t feel in Cheltenham that there is a strategy,-,parking zones were causing much angst. How could these problems be overcome in the future?
- A Member referred to the point made by Mr Williams on electric vehicles and the potential to reduce the cost those drivers paid for parking generally. This could cause equality issues, since those drivers were generally wealthier, yet parking permit zones were being introduced into more affluent areas.

Mr Williams explained that ideally there would be one big scheme, however parking schemes came at a significant cost and it was necessary to implement them where the problem was most acute. The time it took to introduce zones takes significant resource. Looking more analytically, in the town centre parking was highly controlled, yet further out there was more of a balance in favour of residents. The hospital and GCHQ distorted the picture, but the intention was to use funding creatively to manage traffic and parking at source as the issues could not be solved by looking at displacement.

Further issues raised by Members were as follows :

- The issue of business parking permits being sold, particularly in St Lukes and used all day by commuters was raised as it was having an impact on residents’ parking and causing issues for the most vulnerable. A review of the business permit scheme would be welcome. Mr Williams explained that a change was proposed from paper to electronic permits to enable the scheme to be enforced.

- Was there a post implementation review of each phase as it was introduced? In response, Mr Williams explained that more post implementation work should be done, but currently the team monitored the problems by the level of correspondence received. The level of review had to be kept manageable and it was important to see the scale of the changes proposed in order to identify the best approach. The Leader of CBC and of other district councils formed part of the process.
- Visitor vouchers - Mr Williams explained that the right number varied according to location and it was not necessarily easy to get it right for the whole town. The visitor voucher scheme was changed 7 years ago and the policy limited the number to 50 per household. In order to review the policy again, there would need to be an understanding of the number and duration of visitor vouchers and review if a consistent number should be applied to all residential parking zones. He highlighted however, that parking and demand on the use of the road would change over 10 years and this may provide a better opportunity to review and consider requests. It was a question of managing expectations.
- TRO process - a Member commented that this was limited, expensive and inflexible once the TRO was in place. He made reference to the TRO in force during race week, where parking had been at a dangerous level. In his view, there should be a more flexible approach and where traffic conditions changed, road conditions should change. In response, Mr Williams acknowledged that it was a cumbersome process, but that it was legally prescribed. He had challenged his staff about the flexibility that could be offered.
- Members commended the helpful, prompt responses to emails received from the parking team at GCC.
- Parking issues around GCHQ and strategic JCS development plans in west and north-west Cheltenham.
- Parking and strategic travel plans. In response Mr Williams explained that he and the Director of Planning, Tracey Crews, had met with GCHQ to reinvigorate joint working to coordinate planning related and operational management of parking. He informed that County Council highways, the developer at West Cheltenham and the borough council were coordinating transport infrastructure informed by the work of the JCS in terms of strategic parameters and modelling. Ensuring high strategic level discussions would inform delivery on the ground. A review of the local transport strategy would commence in the next few months.

Mr Williams referred to the county council strategic priorities in its Medium Term Financial Strategy and highlighted that there were finite resources. It was therefore necessary to be strict where time and money was spent. The criteria were how deliverable would a scheme be and was there a consensus? The focus had to be in places with most demand and where managing parking issues would benefit people and help the economy of the town, as well as keeping roads moving and encouraging sustainable transport. He recognised the issues and the tensions, but improving something which was largely right was at the opportunity cost of doing nothing in an area with an untackled problem.

Mr Williams undertook to provide full responses to the more strategic questions and circulate to all Members subsequent to the meeting.

**13. LOCAL GOVERNMENT ACT 1972 - EXEMPT INFORMATION
RESOLVED THAT**

“in accordance with Section 100A(4) Local Government Act 1972 the public be excluded from the meeting for the remaining agenda items as it is likely that, in view of the nature of the business to be transacted or the nature of the proceedings, if members of the public are present there will be disclosed to them exempt information as defined in paragraph 1 and 3, Part (1) Schedule (12A) Local Government Act 1972, namely:

Paragraph 1; Information relating to any individual

Paragraph 3; Information relating to the financial or business affairs of any particular person (including the authority holding that information)

**14. EXEMPT MINUTES OF THE LAST MEETING
RESOLVED THAT**

The exempt minutes of the meeting held on 25 June were approved and signed as a correct record.

**15. DATE OF NEXT MEETING
29 October 2018**

Chairman

PCP Report for O&S – Monday 29th October

Date of meeting: Friday 14th September 2018

Summary

The meeting contained two standard agenda items and two other items. The main item I wish to bring to the attention of O&S is the proposal for the Child Friendly Gloucestershire initiative, and how that fits in with CBC's upcoming work next year on child poverty.

This meeting fell on the same day as an event I was required to attend for my job. As such I attended the first one and a half hours.

Standard item: Chief Executive's Report

The Chief Executive's report received reasonable scrutiny. Most of the ensuing conversation focused around safe driving and the introduction of dash cams. The constabulary is presently not operationally able to process the amount of evidence that dash cams would generate. However the aim is to be ready in twelve months' time. Members raised questions about the possibility that the introduction of dash cam evidence would create a two-tier justice system, wherein incidents recorded on camera would be investigated over incidents without that same level of evidence. The OPCC are aware of this issue, but recognise that even the presence of cameras – as is the case with worn body cams – could be enough to reduce the chances of crimes happening in the first place.

Other road and vehicle queries were raised, including rural policing and all-terrain vehicles, in an otherwise straightforward conversation in which members broadly accepted the contents of this report.

Non-standard item: Child Friendly Gloucestershire

OPCC staff presented their proposal for a county-wide initiative aimed at making Gloucestershire a place designed to enable children to thrive and be safe.

The background to this is the recent damning Ofsted report into GCC's children services. The Police and Crime Commissioner felt it was important to be involved in improving life for the county's children, under the Crime element of his remit. The proposal, which is based on the hugely successful Child Friendly Leeds initiative, can be found on the GCC website at:

<http://glostext.gloucestershire.gov.uk/ieListDocuments.aspx?CId=650&MIId=8728&Ver=4>

This is an important and exciting proposal, which could make substantial changes to the lives of young people in our county. CBC officers are presently preparing work to tackle child poverty in our district, and there will be a member seminar on this subject on Wednesday 7th November. I strongly encourage all members to familiarise themselves with the PCC proposal and to then attend this seminar, so that we are all working towards this important goal in 2019.

Non-standard item: Criminal Justice

I was not present for this section of the meeting.

Standard item: Police and Crime Plan Priorities Highlight Report

I was not present for this section of the meeting.

Cllr Jonny Brownsteen

This page is intentionally left blank

Item	Outcome	What is required?	Report Author/Presenter
------	---------	-------------------	-------------------------

Meeting date: 29 October 2018 (report deadline: 17 October)

CTP	Review the implementation of Phases 1-3 and resultant changes made to enable phase 4 Update on phase 4 <i>(as agreed at June O&S meeting)</i>	Presentation followed by Q&A	Scott Tompkins Lead Commissioner Highway Authority (<i>confirmed</i>) Councillor Nigel Moor, GCC Cabinet Member (<i>confirmed</i>) Fraser Reid Consultant (<i>confirmed</i>)
Taxi policy	Update on the consultation	Report and questions	Louis Krog
Publica Annual Report	Review the annual report (and performance) of Publica	Discussion	Dave Brooks (Chair) and David Neudegg (MD)) <i>(confirmed)</i>
Crematorium	Update	Briefing note	Yvonne Hope, Head of Public Protection (<i>confirmed</i>)

Meeting date: 26 November 2018 (report deadline: 14 November)

Leisure@ Redevelopment	Update requested by O&S on review of lessons learnt	Report	Jane Stovell Cabinet Member Healthy Lifestyles
Urban Gulls scrutiny task group	Report of the task group to endorse and recommend to Cabinet	Decision	Sophie McGough Chair of STG Cllr Sudbury
Events	Update on events following previous scrutiny task group and mitigation measures and update on the commercial expansion of events project and how the strategy will deal with some of these issues raised by O&S <i>(requested by O&S at the June meeting)</i>	Report	Louis Krog/Jane Stovell
Cycling and walking scrutiny task group	Update following the recommendations from the cycling and walking scrutiny task	Briefing note	Councillor Max Wilkinson

O&S Committee 2018/19 work plan

Item	Outcome	What is required?	Report Author/Presenter
	group		
Railway station scrutiny task group	Update from the railway scrutiny task group	Briefing note	Jeremy Williamson
Corporate Planning	Wider member input into operating context, organisational purpose, priority actions, performance framework	Report	Richard Gibson
Quarter 2 performance	Consider performance and comment as necessary	Discussion	Richard Gibson
Meeting date: 14 January 2019 (report deadline: 02 January 2019)			
Draft Corporate Plan	Consultation on the draft Corporate Plan and comment as necessary	Report	Richard Gibson
Budget proposals (2019-2020)	Consider views of the BSWG on the budget proposals for the coming year	Discussion	Chair of BSWG
Meeting date: 11 February 2019 (report deadline: 30 January 2019)			
Draft Corporate Strategy	Consider the draft Corporate Strategy and comment as necessary	Discussion	Richard Gibson
Ubico annual report	Review Ubico's annual report and performance	Report and presentation	
Meeting date: 1 April 2019 (report deadline: 20 March 2019)			
Meeting date: 3 June 2019 (report deadline: 22 May 2019)			
End of year performance	Consider performance and comment as necessary	Discussion	Richard Gibson

Item	Outcome	What is required?	Report Author/Presenter
------	---------	-------------------	-------------------------

Meeting date: 1 July 2019 (report deadline: 19 June 2019)			

Items for future meetings (a date to be established)			
Public Health improvements	Update on public health issues	Presentation and questions	Director of Public Health Richard Gibson to arrange
North Place	Further update as necessary	Ongoing	Tim Atkins
Cheltenham Spa Railway Station STG	Review progress against recommendations 12 months on	12 months on from Cabinet response (not yet scheduled on forward plan)	
Cycling and Walking STG recommendations	Review progress (further update will be delayed until further progress has been achieved in this area)	2018	TBC
Gloucestershire Airport Ltd	An update on the governance review and chance to meet the Board	2018	Tbc
Indices of Deprivation (work ongoing)	Raised as a possible STG. The committee have heard from CBH on the Masterplan and the Communities Partnership on their work and now need to decide if and how they want to scrutinise this issue	Tbc	CBH / Communities Partnership
Police and Crime Commissioner	Invite the P&CC along to give an overview of performance and highlight any issues	Tbc	Martin Surl, P&CC

O&S Committee 2018/19 work plan

Item	Outcome	What is required?	Report Author/Presenter
------	---------	-------------------	-------------------------

CBH Masterplan	A member seminar arranged at the request of the O&S Committee (DSU to make necessary arrangements and to communicate to members nearer the time)	11 October 2019	Paul Stephenson and Peter Hatch (CBH)
----------------	---	-----------------	---------------------------------------

Annual Items		
Budget proposals (for coming year)	January	Chair, Budget Scrutiny Working Group
Draft Corporate Strategy	February	Richard Gibson, Strategy and Engagement Manager
End of year performance review	June	Richard Gibson, Strategy and Engagement Manager
Scrutiny annual report	September	Democracy Officer
Publica Annual Report	October	Dave Brooks (Chair) and David Neudegg (MD)
Quarter 2 performance review	November	Richard Gibson, Strategy and Engagement Manager
Outstanding Actions from previous meetings		
EOY Performance – circulate more info on ENV7 Collaborative working with GCC	25 June	Tim Atkins/Richard Gibson

O&S Committee 2018/19 work plan

Item	Outcome	What is required?	Report Author/Presenter

This page is intentionally left blank

Information/Discussion Paper

Overview & Scrutiny Committee - 29th October 2018

Feedback on WAV Taxi Policy Implementation

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. Introduction

1.1 On the 6th of March 2018, Cabinet approved the adoption of a new licensing policy in respect of taxi and private hire licensing in Cheltenham.

1.2 The Cabinet decision was subject of an Overview & Scrutiny (“O&S”) call-in review which was heard on the 28th of March 2018. The O&S Committee resolved unanimously to:

1. Support the decision made by Cabinet on 6 March 2018 regarding the review of taxi and private hire licensing policy without qualification;
2. Note that there will be further consultation with the taxi drivers on appropriate mitigation issues and request that these be in a spirit of constructive dialogue;
3. Request the Chair to send a letter to Alex Chalk MP and Laurence Robertson MP requesting them to raise the matter with government and ask when the minister would be clarifying government policy on this issue; and
4. Request a report is brought back to O&S in the Autumn 2018 on the results of the consultation in 2 above.

1.3 This briefing note is to update Members on the progress and outcome of resolution 2 above as requested.

2. Progress and Outcome

2.1 Following the outcome of the O&S call-in meeting, a number of meetings were scheduled to discuss the implementation of the policy and any mitigation measures to be proposed.

2.2 In total 4 meetings were held between officers and committee members of the local taxi association.

2.3 It is fair to say that the meetings between officers and the trade representatives were challenging and difficult. The trade representatives continued to raise objections in relation to the adoption of the revised taxi policy as a whole on a number of grounds. On the other hand, officers were of the view that their remit was to discuss the implementation of the policy that had already been adopted and subsequently endorsed, without qualification, by the O&S committee.

2.4 The trade representatives were primarily of the view that the new policy requirement that

Page 20

all licensed Hackney Carriage vehicles are to be wheelchair accessible by 2021 (“the WAV policy”) was a disproportionate and retrograde step. Their view was that the council should instead focus on implementing an electric and ultra-low emission vehicle policy to safeguard the future of the trade and their investment.

2.5 As previously stated however, officers were clear on their remit which was limited to the policy that was adopted and subsequently endorsed by O&S.

2.6 It was evident from the start, and throughout the meetings, that the trade representatives and officers were approaching the meetings from very different places which made meaningful progress on issues and “constructive dialogue” difficult to achieve.

2.7 Notwithstanding this however, a number of practical issues were agreed or put forward by the trade:

- a. The council will not mandate that any currently licensed hackney carriage vehicle be replaced – provided it remains safe, suitable and in good condition – until a specification has been agreed.
- b. Clarification on the implementation date was agreed as December 2021 to take into account the time that has elapsed on the policy implementation discussions and agreement of the vehicle specification.
- c. The trade representatives have also requested that the council consider waiving new licence fees for proprietors who will be required to change the vehicles.
- d. The trade representatives have requested that the council abandon the rule that all hackney carriage vehicles be silver in colour as this places an additional restriction on choice for them.

2.8 These will be subject to Cabinet approval in November.

2.9 Officers were aware that the trade was seeking clarification on the specific vehicle requirements that the council will accept as suitable wheelchair accessible vehicles (“WAV”). Feedback through the trade representatives and the wider trade generally was that they did not want to spend money on a new WAV for it then not to be a compliant vehicle.

2.10 As a consequence, a consultation was launched in September 2018 on a proposed specification for WAVs. This consultation has now ended and a report will be taken to Cabinet in November for it to agree the specification.

2.11 It is clear from the consultation feedback that sections of the public hire trade continue to oppose the WAV policy. These issues will be highlighted to Cabinet in November.

Background Papers	Reports and minutes from Call-in, Overview & Scrutiny Committee, Wednesday, 28th March, 2018 6.00 pm
Contact Officer	Louis Krog, licensing@cheltenham.gov.uk , 01242262626
Accountability	Councillor Andrew McKinlay

Scrutiny Function

This page is intentionally left blank

PUBLICICA

Delivering great services locally

CBC: ANNUAL PERFORMANCE REPORT October 2018

INTRODUCTION

The Publica Business Plan 2018-19 - Preparing for the Future, clearly sets out our aims to:

- **Be a great service provider**
- **Be a great place to work**
- **Support our member councils deliver their ambitions**
- **Be a growing and improving company**

In achieving these aims we've identified a number of priorities and this performance report gives a visual representation to show how, at a glance, we're doing against these priorities to:

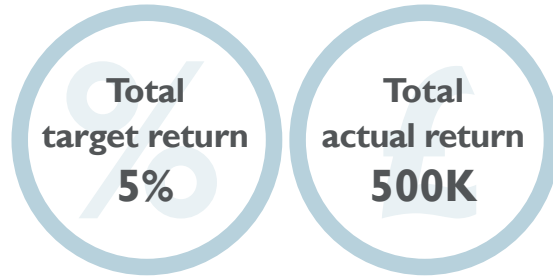
- Exceed the minimum business case financial targets
- Do the 'day job' really well
- Transform service delivery
- Develop Publica people

This first performance report covers the first five months of operating. Future reports will be presented on a quarterly basis.

FINANCIAL PERFORMANCE: November - March (core contract excluding transformation costs)

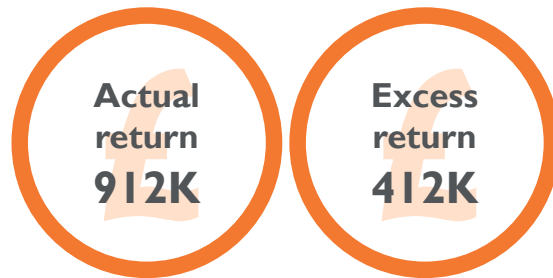
TARGET

(Savings target plus markup)



ACTUAL

(Attributed back to partner based on source)



KEY REASONS:

One company, pensions savings and vacancies:

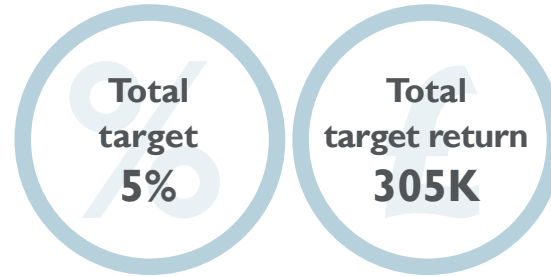
- Cheltenham £16k (8%)
- Cotswold £188k (11%)
- Forest £49k (7%)
- West £159k (10%)

Some of these repeatable and built into 2018-19 savings.

FINANCIAL PERFORMANCE: April - June 2018: Quarter I (core contract)

TARGET

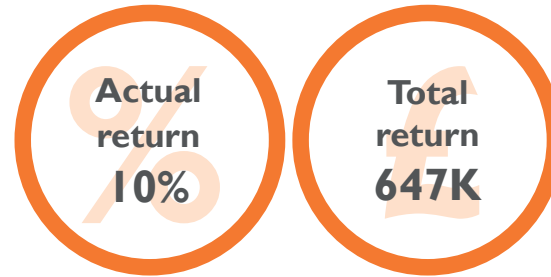
(Savings target plus markup)



KEY REASONS:

- Pensions savings £85k
- Other staff costs £155k
- Equipment / office £40k

ACTUAL



HOW IS PUBLICA PERFORMING FOR CBC: April 2017 - March 2018

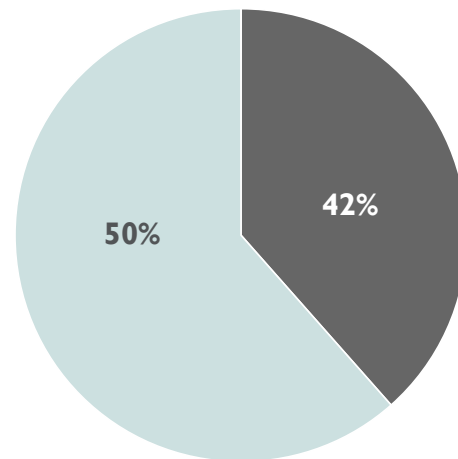
KEY PERFORMANCE INDICATORS

Number of core indicators achieving target:



Summary of key tasks




- 😊 Completed (5)
- 😊 On target (8)

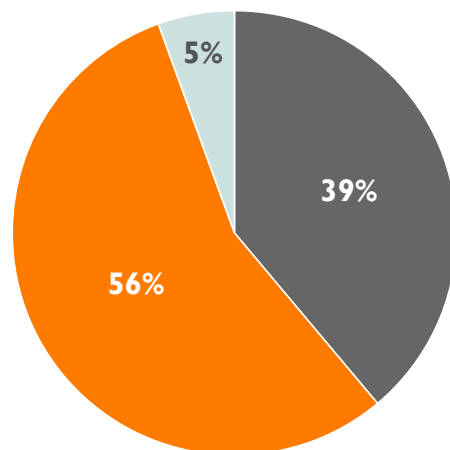


BUSINESS PLAN TASK TRACKER: May 2018




The Publica Business Plan 2018-19 identified a total of 18 key tasks:

Summary of task status




-  Tasks completed (7)
-  Tasks on-track (10)
-  Tasks off-target (1)









GREAT SERVICES

Key task	Business Plan Priority	Transformation / BAU	Lead	Due date	Progress	Status
To establish core digital capabilities required to transform all services	Transform service delivery and exceed service expectations	Transformation	Bill Oddy, Sarah Turner	March 2019	Proposals to be considered by the Publica Board in May 18	
To establish an ongoing and prioritised rolling programme of service transformation reviews	Transform service delivery and exceed service expectations	Transformation	Bill Oddy	May 2018	Report containing roadmap considered by the Publica Board in April 18. Further work to establish a plan during April/May 18	
Embed and build on 'Total Reward' approach	Develop Publica people	Embed: BAU Build: Transformation	Embed: Phil Martin, Helen Chamberlain Build: Bill Oddy, Phil Martin	Tbc	To be contained in the Organisational Design transformation workstream	




GREAT PEOPLE

Key task	Business Plan Priority	Transformation / BAU	Lead	Due date	Progress	Status
Introduce a flexible benefits scheme for April 2018	Develop Publica people	Transformation	Andy Barge	April 2018	Staff benefits platform launched in April 18	
Introduce Publica People Recognition scheme linked to the Publica Way by April 2018	Develop Publica people	Transformation	Andy Barge	March 2018	Staff recognition scheme launched in march 2018	
Complete establishment of formal employee consultation and negotiation arrangements by April 2018	Develop Publica people	Transformation	Bill Oddy / Phil Martin	April 2018	All staff transferred to Publica in November 2017	
Consult with employees and Unions on a new organisational design framework with a view to implementation by March 2019	Develop Publica people	Transformation	Bill Oddy / Phil Martin	Tbc	To be contained in the Organisational Design transformation workstream	
Consult and agree new pay and grading arrangements and revisions to Terms and Conditions by March 2019	Develop Publica people	Transformation	Bill Oddy / Phil Martin	March 2019	To be contained in the Organisational Design transformation workstream	
Develop a detailed process for the commissioning of individual services, based on the Commissioning Framework, in preparation for a rolling review of how all services are provided from April 2019 onwards	Exceed the minimum business case financial targets	BAU	Claire Locke	March 2018	Completed project as part of the Publica set Up	

SUPPORTING COUNCILS & CLIENTS

Key task	Business Plan Priority	Transformation / BAU	Lead	Due date	Progress	Status
Establish robust support services for councillors, including PA support, access to officers, training and development, and opportunities to share examples of best practice, based on detailed user needs research	Transform service delivery and exceed service expectations	Transformation	Andy Barge	Tbc	To be developed as part of the communications and engagement transformation workstream	
Undertake a detailed review of council strategies/plans and corporate priorities in preparation for councils following District Elections in 2019/2020	Transform service delivery and exceed service expectations	BAU	Andy Barge	Tbc	To be scheduled	
Review the new format Service Delivery Plans and Performance Information in Q3 for any changes to be made for implementation in April 2019	To do the 'day job' really well	BAU	Claire Locke	Tbc	To be scheduled	
Agree communication and liaison plans with each council and client	To do the 'day job' really well	Transformation	Andy Barge	Tbc	To be developed as part of the communications and engagement transformation workstream	
Review liaison arrangements between Publica and councils and make recommendations for improvement by December 2018	Transform service delivery and exceed service expectations	Transformation	Andy Barge	Dec 2018	To be developed as part of the communications and engagement transformation workstream	
Develop a Transformation Programme Plan by April 2018	Transform service delivery and exceed service expectations	Transformation	Bill Oddy	May 2018	Report containing roadmap considered by the Publica Board in April 18. Further work to establish a plan during April/May 18	

IMPROVING & GROWING COMPANY

Key task	Business Plan Priority	Transformation / BAU	Lead	Due date	Progress	Status
Establish a Transformation Lead and Core Team by April 2018	Transform service delivery and exceed service expectations	Transformation	Bill Oddy	April 2018	Frank Wilson appointed as the Transformation Director / Bill Oddy appointed as the Group Manager responsible for transformation	
Establish key specialists to support the programme by April 2018	Transform service delivery and exceed service expectations	Transformation	Bill Oddy	April 2018	Methods / satori Lab / Innecto appointed by March 2018	
Develop a Communication Plan by April 2018	Transform service delivery and exceed service expectations	BAU	Andy Barge	April 2018	Will be completed by new Head of Communications & Marketing when appointed in May 2018	

SICKNESS ABSENCE

Average number of days lost per FTE:



Since going live
59%
of staff have had no sickness absence.

Total number of days lost per FTE:



LEAVERS

- Headcount 608
- Number of leavers 26 (4.28%)



Page 32



CHELTENHAM BOROUGH COUNCIL QI UPDATE

KEY PERFORMANCE INDICATORS

Ongoing – support provided when required.

Indicator	QI Outturn	QI Target	RAG Status
The percentage of invoices for commercial goods and services paid by the authority within 30 days of receipt or within the agreed payment terms	97.73%	90%	Green
Availability of network and servers from a central monitoring point	99.98%	99.9%	Green

Key task / projects

What	Why	How	When	Status
Replacement of existing telephony system	End of life	<ul style="list-style-type: none"> Roll out the telephony solution that is used across the partnership Configure and replace handset 	Q4 17/18 to Q1 18/19	Completed: All Cheltenham staff and buildings migrated across to the new Cisco solution on the 12 & 13 May 2018
Replacement of parking enforcement software	Existing system being de-supported October 2019	<ul style="list-style-type: none"> Assess the needs of the team / organisation Procure relevant solution Implement solution 	Q1 18/19 to Q3 19/20	Ongoing: data migration exercise scoped, new hand mobile devices and printers identified. Planned go-live 5 December
Implementation of CIL module	To meet Council's operational needs in regards managing CIL	<ul style="list-style-type: none"> Implement new Idox module / compatible system 	Q1 18/19 to Q2 18/19	Ongoing: A new system has been purchase and is currently in the test environment. Work will continue around the understanding of the CIL legislation and configuration of the system. ICT currently looking at the integration requirements between the new CIL system and Business World

What	Why	How	When	Status
Device strategy implementation	PCs and IGel solution becoming end of life in the next 18 months	<ul style="list-style-type: none"> • Work with the Council to carry out a prioritisation exercise • Roll out agreed devices 	Q1 18/19 to Q4 19/20	Ongoing: This has been incorporated into the 'Smart Working' project, the team are working closely with the project manager and a roll out schedule for new laptops has been agreed and is in the process of being rolled out
Review collaborative IT platform (replacement for Huddle)	Costs are thought not to reflect VFM	<ul style="list-style-type: none"> • Assess the needs of the team / organisation • Recommend options / outline associated costs 	Q1 18/19	Completed: Following the review a decision was made to move to a different platform and support provided to do this
Support the digitisation of green space project	Corporate priority / plan	<ul style="list-style-type: none"> • GIS Officers working with relevant Council teams to plot / map areas / assets 	Q1 18/19	Completed: Review of the different system options undertaken, a GIS layer created, and training provided to the appropriate officers within the Council to undertake the data capture exercise
Support the crematorium new build	Corporate priority / plan	<ul style="list-style-type: none"> • Work with the Council's property team and contractors to identify ICT provision • Programme in required work either internally or with external suppliers • Financial support for the project - representation on project team, monitoring of budget and contract variations 	Q1 18/19 to Q2 19/20	Ongoing: ICT / finance teams have worked closely with the officer to ensure the project progresses as planned
Support the town hall redevelopment and associated project activity - joint project in partnership with The Cheltenham Trust	Sustain and grow economy and culture activity	Financial support for the project - preparation and assessment of business cases for redevelopment options	Q2 2017/18 to Q2 2018 / 19	Ongoing: Providing support when required

What	Why	How	When	Status
<p>Produce financial statements in line with new statutory deadline of 31 May</p> <p>Normally business as usual but as this is the first year have included as a key task</p>	<p>Statutory requirement for the Councils.</p> <p>Other client accounts feed into the Council accounts</p>	<ul style="list-style-type: none"> • Work to progress in line with Accounts plan - Chief Finance Officers to be updated on progress weekly • Annual Governance Statement to be reported to Audit Committees (or equivalent) April 2018 • Engagement with external auditor throughout process • Report to Audit Committees (or equivalent by end of July) 	<p>Q1 18/19 to Q2 18/19</p>	<p>Completed: Accounts closed within the new shorter timescale</p>
<p>Rationalisation of existing Assets including accommodation strategy and depot rationalisation</p>	<p>Sustain and grow economy & value for money</p>	<p>Financial support for the project – preparation and assessment of business cases for investment portfolio and economic opportunities</p>	<p>In accordance with Medium Term Financial Strategy</p>	<p>Ongoing: Providing support when required</p>
<p>Replacement of the payment / income management system</p>	<p>Contract ends July 2020</p>	<ul style="list-style-type: none"> • Assess the needs of the organisation and partners (CBH) • Carry out options appraisal and implement changes/new system as appropriate • Procure relevant solution (might be part of a joint procurement) • Implement solution 	<p>Q1 18/19 to Q3 19/20</p>	<p>Ongoing: Meetings have been held with partner Councils have been held and a joint specification has being created. Work is also underway in regards looking at the current finance system and incorporating the income management functionality into this. Additional meeting has been held with Business World regarding an income management module system as a possible replacement.</p>
<p>Support the Leisure phase one capital development scheme and associated project activity</p>	<p>Strong safe and healthy communities and economy</p>	<p>Financial support for the project - representation on Project team, monitoring of budget and contract variations</p>	<p>Q1 2018/19 to Q4 2018 /19</p>	<p>Ongoing: Providing support when required</p>
<p>Establish a new recruitment service that meets the needs of all Partners and Publica</p>	<p>Sustain and grow economy and value for money</p>	<p>Review the recruitment function, process and resource levels</p>	<p>Q1 18/19 to Q2 18/19</p>	<p>Completed: A new recruitment team have been established, bringing in 2 new recruitment co-ordinators to add capacity / skills along with the introduction of revised processes designed to support Managers and drive up success in attracting and recruiting new staff</p>

