



Notice of a meeting of Overview & Scrutiny Committee

Monday, 26 November 2018
6.00 pm
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 29 October 2018	(Pages 3 - 30)
4.		PUBLIC AND MEMBER QUESTIONS, CALLS FOR ACTIONS AND PETITIONS Questions must be received no later than 12 noon on Tuesday 20 November 2018	
5.	18:05	FEEDBACK FROM OTHER SCRUTINY MEETINGS ATTENDED Gloucestershire Health and Care O&S Committee on 13 November 2018 – update from Councillor Martin Horwood Gloucestershire Economic Growth O&S Committee on 31 October and 21 November 2018 - update from Councillor Paul McCloskey Police and Crime Panel meeting on 16 November 2018 - update from Councillor Brownsteen	
6.	18:15	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.	
7.	18:20	UPDATES FROM SCRUTINY TASK GROUPS Update from cycling and walking scrutiny task group – Councillor Max Wilkinson Update from railway station scrutiny task group – Jeremy Williamson, Managing Director, Cheltenham Development Task Force	(Pages 31 - 38)
8.	18:35	REVIEW OF SCRUTINY WORKPLAN Review of the workplan and prioritisation of any new items	(Pages 39 - 42)
9.	18:40	URBAN GULLS SCRUTINY TASK GROUP Report of the urban gulls scrutiny task group to endorse and recommend to Cabinet	(Pages 43 - 72)
10.	19:10	EVENTS Update on proposals of the commercial expansion of events Infrastructure project – process and engagement proposals	(Pages 73 - 76)
11.	19:20	CORPORATE PLANNING A presentation to gain member feedback on the corporate planning process including our strengths, weaknesses, opportunities and threats, our organisational purpose, and what our priority actions might be in the light of the LGA Peer Challenge	
12.	19:30	QUARTER 2 PERFORMANCE Discussion on quarter 2 performance	(Pages 77 - 88)
13.		DATE OF NEXT MEETING Date of next meeting is 14 January 2019	

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Overview & Scrutiny Committee

Monday, 29th October, 2018

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 2gether 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.

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

Cheltenham Transport Plan

Phases 1, 2 & 3

Overview

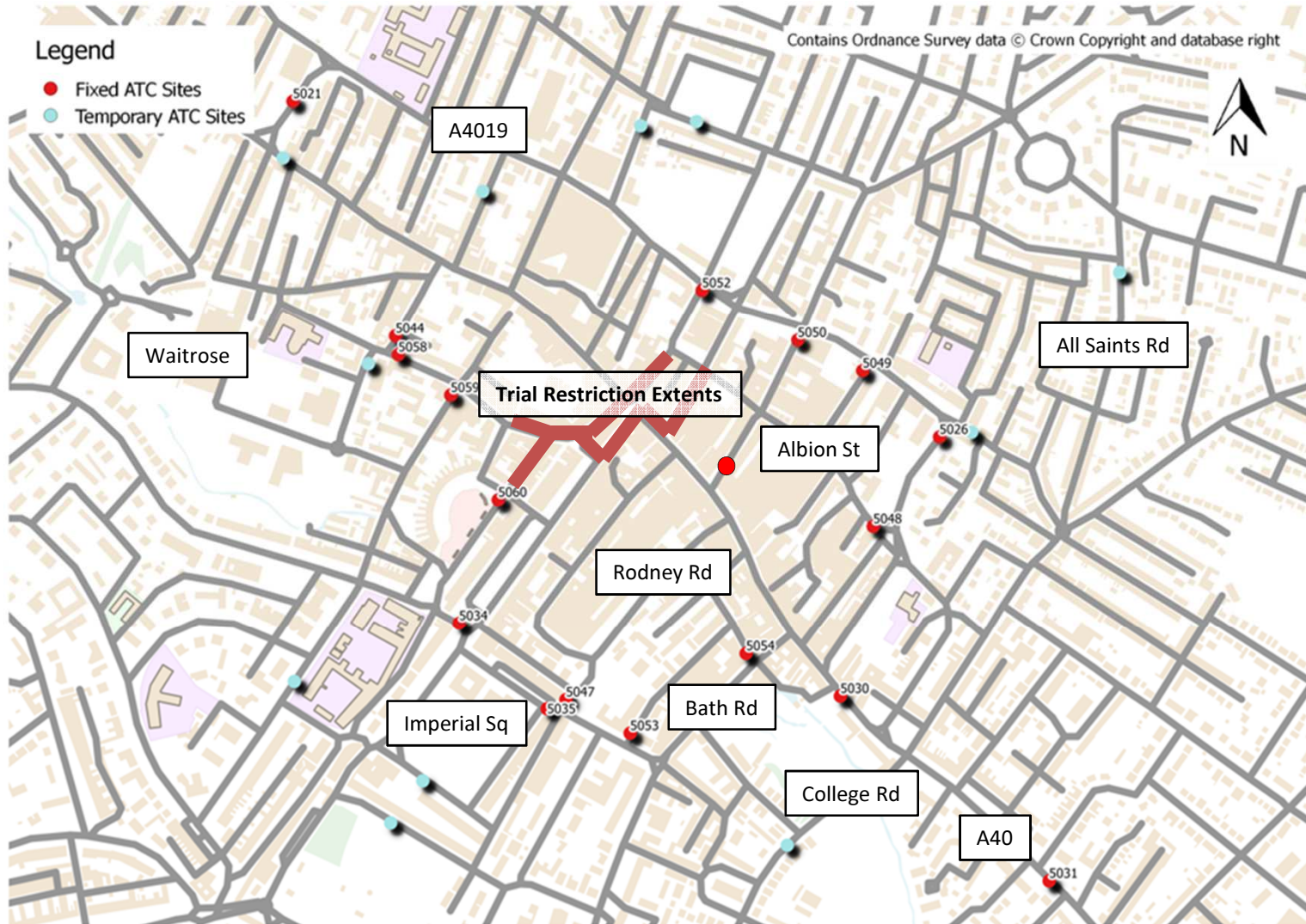
Overview

- 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
	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. 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
	Have the council not noticed all the housing development north of city centre - New Barn Lane/ Bishops Cleeve/Gotherington. 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 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>

	Both GCC and CBC will be considering the Page 20 k 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.
3.	Question from Janice Brazier to Chair of Overview and Scrutiny
	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 10 th 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.
	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
	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.
	Response from Chair of Overview and Scrutiny
	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.
5.	Question from Chun Kong to Chair of Overview and Scrutiny
	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.

	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>

	<div data-bbox="159 86 907 132" data-label="Page-Header"> <p>Response from Chair of Overview and ScrPage 22</p> </div> <div data-bbox="159 163 899 195" data-label="Text"> <p>The full GCC cabinet decision of 22/07/15 is noted below</p> </div> <div data-bbox="159 231 527 262" data-label="Section-Header"> <p>CABINET RESOLVED to: -</p> </div> <div data-bbox="159 264 1481 766" data-label="List-Group"> <ol style="list-style-type: none"> 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> <ol style="list-style-type: none"> 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> b) <i>Defer a decision on the elements of the traffic regulation orders relating to Boots Corner.</i> 2 <i>Authorise the Commissioning Director: Communities and Infrastructure to implement the scheme through the following phased approach:</i> <ol style="list-style-type: none"> <i>Albion Street – October 2015 to February 2016</i> <i>Imperial Square and Oriel Road – April to July 2016</i> c) <i>Royal Well – Summer 2016</i> d) <i>Contingent on the successful implementation of the other schemes, a Boot's Corner experimental order and trail scheme – Spring 2017</i> </div> <div data-bbox="159 808 1507 1005" data-label="Text"> <p>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.</p> </div> <div data-bbox="159 1041 1455 1075" data-label="Section-Header"> <p>Supplementary question asked at O&S on 29.10.2018 <i>(provided in full after the meeting by Mr Lillywhite)</i></p> </div> <div data-bbox="159 1110 1511 1209" data-label="Text"> <p>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.</p> </div> <div data-bbox="159 1245 1472 1341" data-label="Text"> <p>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,</p> </div> <div data-bbox="165 1377 735 1411" data-label="Text"> <p>If so how can they be considered impartial?</p> </div> <div data-bbox="159 1446 647 1478" data-label="Section-Header"> <p>Response to supplementary question</p> </div> <div data-bbox="159 1516 1498 1644" data-label="Text"> <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> </div> <div data-bbox="159 1682 1474 1749" data-label="Text"> <p>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.</p> </div>
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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 24 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>
	Response to supplementary question
	<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 25
	<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>

	Response from Chair of Overview and ScrPage 26
	<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>
	Supplementary question asked at O&S on 29.10.2018 (summarised – taken from meeting notes)
	<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 trial 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>
12.	Question from Mary Nelson to Chair of Overview and Scrutiny
	<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>
	Response from Chair of Overview and Scrutiny
	<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>
	Supplementary question asked at O&S on 29.10.2018 (provided in full after the meeting by Ms Nelson)
	<p>I clicked on the link you provided in your answer and all the data available is for 2017, and gives only the average NO2 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 27 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
	<p>As the consultation period is set for 6 months, no data will be available until after that date.</p>
	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 29 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 (<i>summarised – from meeting notes</i>)</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>

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Overview and Scrutiny Committee on 26 November 2018

Update/discussion Cycling and Walking Advisory Group

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

1 Why has this come to scrutiny?

A cycling and walking scrutiny task group was initiated in September 2014 to identify opportunities for improving provision for cycling and walking in Cheltenham. In January 2016 Cabinet made a series of resolutions based recommendations from the Cycling and Walking Scrutiny Task Group. This is an update on the work of the Cycling and Walking Advisory Group.

2 Update

The Cycling and Walking Advisory group met in July and discussed various issues which were of concern to members of the group. Those items included:

2.1 Refurbishment proposals for Cheltenham Spa railway station.

Concerns were raised about the proposals received from Network Rail. As a result a workshop was organised to discuss concerns about the effects these would have on cycling and walking. The workshop was held and feedback given on two occasions. We are currently awaiting the final proposals although preliminary site clearance including tree felling has started.

2.2 The, about to be launched, connectivity and modal shift strategy entitled – Connecting Cheltenham.

Systra have now been commissioned to carry out this work and will engage with the group as early intervention in the project was advised. A meeting is currently being arranged.

2.3 Cycle warning signage.

Notification was received from GCC Highways that they wanted to add cycle warning signage in the area of the Montpellier roundabout at the junction of Lansdown Road and Montpellier Walk. The group concluded that the signage would not be useful and would add to unnecessary street clutter. Conservation and Heritage also did not support it. The group advised GCC Highways accordingly.

2.3 Boots corner traffic restrictions and refurbishment update.

Since the meeting update the scheme has been mostly completed apart from some public art features. Feedback from the group indicates the new seating and cycle parking is being well used and the artificial lawn area is also proving very popular. The scheme will be reviewed towards the end of the year and is likely to continue a further twelve months. The removal of the pedestrian guard rails was in line with the walking and cycling group's aims.

2.4 Infrastructure funding

Cabinet previously endorsed the scrutiny group's ambitions to secure funding for cycling and walking infrastructure. This included the removal of unnecessary and unattractive guard rails, installation of new benches, and the realisation of the Cheltenham and Tewkesbury Cycling Campaign's wish list. The group was told that Community Infrastructure Levy was the most likely route to achieve this. We have been informed that a Community Infrastructure Levy board would set priorities. However, despite asking the question on several occasions, we have not yet received a clear answer on the process that might be followed. Clarification on this matter is requested.

Councillor Max Wilkinson and
Rhonda Tauman, Transport Projects Officer

November 2018

Briefing note for Overview and Scrutiny Committee on 26 November 2018

Update on Cheltenham Railway Station Responsible officer: Jeremy Williamson

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

1 Why has this come to scrutiny?

A railway station scrutiny task group was initiated in 2014. Overview and Scrutiny requested an annual update on the recommendations to cabinet from the task group.

2 Background

Improvements to Cheltenham Spa station has been an objective of CBC for several years following the huge surge in passenger growth and the paucity of the offer to meet passenger needs.

Most recent data from Office of Rail Regulation: Rail passenger journeys in Great Britain in 2018-19 Q1 increased to 429 million (3.1% rise compared to 2017-18 Q1). Estimates of station usage data based upon ticket sales data recorded in rail industry systems which is released annually rather than quarterly shows Cheltenham with 2016-17 data recorded as 2,352,712 entries and exits and 190,905 interchanges, totalling 2,543,617 passengers. For comparison Gloucester data was 1,435,698 and 68,390 respectively, totalling 1,504,088 passengers.

The challenge of improvement has been pursued jointly by Cabinet and the Cheltenham Development Task Force, plus interventions from the Cheltenham MP.

Significant progress was made on funding from the complex and silo based funding processes of the railway industry. Funding commitments for a forecourt upgrade secured from Gloucestershire LEP have been matched with funding secured by GWR from SCPF (Station Commercial Project Facility), DfT's Cycle-Rail Fund and Network Rail's Access for All programme. GWR are also contributing £500,000 from their Station Development Match Fund and have secured an additional £185,000 for environmental measures from the DfT. The latter will go into improvements such as motion sensitive LED downlighting in the car park and extra tree planting that will reduce impacts on nearby residents. However, progress for wider station improvements has been slow and hampered by wider rail industry woes such as the electrification programme cost over-run.

The Task Force and Cabinet are members of the Great Western Railway (GWR) stakeholder group. Progress has accelerated more recently following a GWR commitment to bring greater resource to delivery.

3 Update

The combined forecourt and car park upgrade plan is attached and works have clearly started in earnest. The current design reflected a best fit compromise following a design review workshop held

at CBC where concern was raised that the hierarchy of need was tilted towards cars rather than pedestrians, cyclists and public transport.

Initial assessments for interventions focussed upon the central bund as its contents and ecological value were unknown. Fortunately the bund was not contaminated as feared, and a programme to relocate all protected species began on 14th May 2018. Approximately 200 slowworms were relocated to the CBC Pilley Bridge nature reserve. This ecological clearance enabled works to begin on the removal of the bund on 3rd September 2018 and this phase is largely complete.

The forecourt works noted on the plan include removal of three panels to incorporate a new access staircase (due to height differences either side of the front wall) to reduce vehicle and pedestrian conflict at the front of the station. In addition the first three panels of the wall are being reduced to waist height to give better sight lines of the station. This work is scheduled to begin 11th February 2019 with main car park works beginning 18th February 2019 and the new cycle hubs due 17th April 2019 with allowances made to manage the races in March. Car park completion scheduled for 4th July 2019. It is hoped longer term that some public art can be incorporated into the design.

The cycle path link from the end of the Honeybourne Line to Lansdown Bridge is perceived by CBC and GCC as a key component of the package of works, however it has also proved the most complex, as it extends beyond the lease area of GWR and has necessitated complex negotiations with Network Rail. A plan in principle is being finalised after some aborted designs that were too costly or undeliverable due to factors outside of our control such as land ownership, reliance upon historic walls for structural stability etc. The current thinking but subject to further design that is anticipated to begin in January 2019 is for a cycle link south of the bridge off Shelbourne Road (essentially a 130m switchback ramp) and a pedestrian link north of the bridge (essentially a galvanised staircase from the bridge). This configuration would allow connectivity to the Stagecoach 94 (10 minute frequency) bus service and also cycle connectivity from the south. A wider ambition is to connect this cycle link to the railway with further works out to Arle Court (via Growth Deal 3 funding for the cyber park infrastructure) and beyond to Gloucester (via a Highways England funded cycle highway). The access around Lansdown bridge has been supported by Network Rail but 2 pinchpoints remain from the bridge to the station. These are at the Trimnasium and then the route from there to the station for pedestrians and cyclists. This is currently the focus of risk assessments and potential re-design (with support from GCC highways engineering team) and negotiations with Network Rail/GWR. Should a finalised design meet the necessary safety criteria then delivery could start in August/ September 2019; tying in with the Access for All project delivery. However this situation is fluid as requires an asset protection agreement with Network Rail which can be lengthy to secure.

A further complication raised by Network Rail is that before delivery can commence on Network Rail land they will be seeking a long term maintenance agreement with either CBC or GCC. My understanding is that both parties may resist this as the route is entirely upon Network Rail land, and Network Rail must have a role in promoting pedestrian and cycling access to stations.

Access for All funding was delayed due to national funding issues. It is understood that Network Rail will deliver the improvements (such as platform lifts) early in Control Period 6 (2019 - 2024). Network Rail funding triggers from April 2019 when they will start GRIP5 (final phase) design and tendering processes. They are working with GWR as franchise holder with a view to co-ordinating the various programmes and works. Given the processes noted works are likely to commence late summer/early autumn 2019, once a contractor has been appointed.

4 Funding

Funding for the car park and forecourt has been secured; confirmed by recent GWR signing of LEP funding agreement. Access for All will be funded by Network Rail direct. The cycle link remains a challenge. Some of the funding will be deployed as part of the forecourt upgrade with new cycle

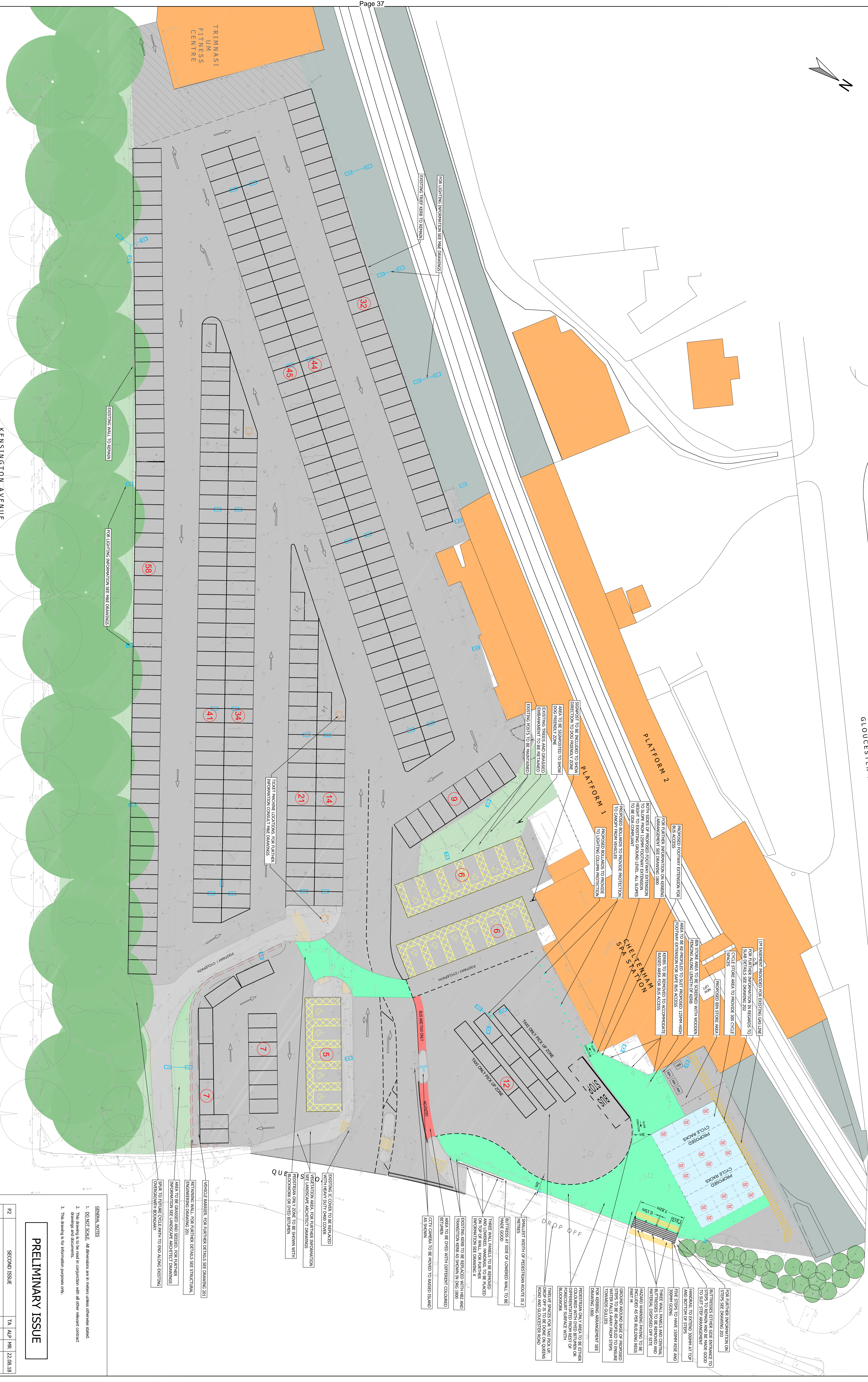
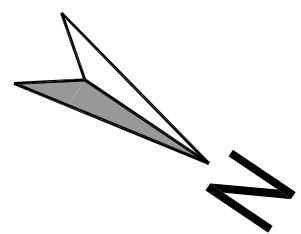
storage facilities, security etc. Final costs of the link are yet to be determined but any proposal to deploy a ramp over the retaining wall to avoid the Trimnasium pinchpoint will render the scheme unaffordable, hence the need to explore at grade solutions within the car park. It is unclear whether the existing funding pot will match the costs.

5 Other Issues

New rolling stock has started to be deployed and the new Hitachi inter-city express trains are becoming a regular feature on GWR routes. As you will be aware the doubling of the service to hourly through the day was planned for December 2018, but the whole timetable change was paused following a national review by Network Rail/DfT in the Spring of 2018. The earliest that such timetable improvements are likely to be implemented is May 2019 and GWR are pushing for that but concede that it could be as far off as December 2019.

Jeremy Williamson
November 2018

GLOUCESTER ROAD



- GENERAL NOTES
1. DO NOT SCALE. All dimensions are in meters unless otherwise stated.
 2. This drawing is to be read in conjunction with all other relevant contract drawings and documents.
 3. This drawing is for information purposes only.

PRELIMINARY ISSUE

REV	NO	Drawn	Date	Checked	Date	Approved	Date
P1	1	TA	19.07.18	ALP	19.07.18		
P2	2	TA	19.07.18	ALP	19.07.18		

Project No.	Office	Type	Drawing No.	Revision
A105549	28	C	1100	P1

WVG

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Client

GREAT WESTERN RAILWAY

Project

CHELTENHAM SPA RAILWAY STATION
PHASE 1 CAR PARK AND FORECOURT IMPROVEMENT WORKS

Drawing Title:

PROPOSED CAR PARK
GENERAL ARRANGEMENT

Scale @ A0

1:200

Drawn

TA

Date

19.07.18

Checked

ALP

Date

19.07.18

Approved

Date

Project No.

A105549

Office

28

Type

C

Drawing No.

1100

Revision

P1

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Overview and Scrutiny Committee 2018/2019 workplan

<i>Item</i>	<i>Outcome</i>	<i>What is required</i>	<i>Responsible officer</i>
Meeting date: 14 January 2019 (report deadline: 2 January 2019)			
Leisure@ redevelopment	Update on review of lessons learned	Report	Cabinet Member Healthy Lifestyles Jane Stovell, Project Manager
Draft Corporate Plan	Consultation on the draft Corporate Plan and comment as necessary	Report	Richard Gibson Strategy and Engagement Manager
Budget proposals (2019-2020)	Consider views of the Budget Scrutiny Working Group on the budget proposals for the coming year	Discussion	Councillor Matt Babbage 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	To be confirmed
Meeting date: 1 April 2019 (report deadline: 20 March 2019)			
Integrated Transport	To be confirmed	Report and presentation	Stagecoach Gloucestershire County Council LEP (all to be confirmed)
Meeting date: 3 June 2019 (report deadline: 22 May 2019)			
Gloucestershire Airport Ltd	Update on the governance review and opportunity to meet the board	To be confirmed	To be confirmed
End of year performance	Consider performance and comment as necessary	Discussion	Richard Gibson

Overview and Scrutiny Committee 2018/2019 workplan

<i>Item</i>	<i>Outcome</i>	<i>What is required</i>	<i>Responsible officer</i>
Meeting date: 1 July 2019 (report deadline: 19 June 2019)			
Indices of deprivation	Possibly themed around children and young people. Raised as a possible scrutiny task group. 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	To be confirmed	To be confirmed

Items for future meetings (a date to be established)			
Travellers and other unlawful occupants of council land	Possible in depth scrutiny seminar	To be confirmed	To be confirmed
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
Police and Crime Commissioner	Invite the P&CC along to give an overview of performance and highlight any issues	Tbc	Martin Surl, P&CC
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)

Overview and Scrutiny Committee 2018/2019 workplan

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

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Cheltenham Borough Council Overview & Scrutiny Committee

26th November 2018

Scrutiny Task Group Review – Urban Gulls Covering Report

Accountable Member	Councillor Klara Sudbury, Chair of Scrutiny Task Group
Accountable Officer	Sophie McGough, Democracy Officer
Executive Summary	<p>A review of Urban Gulls was initiated by the Overview and Scrutiny Committee in June 2018, following a high level of dissatisfaction about the Council's response to controlling the urban gull population in residential areas.</p> <p>Research suggests that the number of urban gull colonies has increased from 239 in 2000 to 473 in 2015, as a result of higher temperatures in towns allowing earlier breeding, street lighting allowing night time foraging, our refuse, on-street waste and landfill sites which provide an excellent food source and also buildings which provide safe nesting sites away from natural predators.</p> <p>The group considered the key problems caused by urban gulls including noise nuisance, potential health risk and damage to buildings from gull droppings, as well as the challenges in finding and treating their nests. The group considered a range of evidence and spoke to a number of key partners, including Ubico and the Cheltenham Business Improvement District (BID) as well as looking at best practice from Gloucester City and Bath & North East Somerset Councils. They also consulted with 64 local residents and business owners via an online survey and drop-in session to understand the extent of the problem. They concluded that key to addressing the issues was denying habitat, i.e. make successful nesting in Cheltenham less easy through treating more gulls eggs each year and encouraging businesses and residents to gull-proof their own properties, reducing access to food sources, including food waste, litter etc, and the need for Cheltenham Borough Council (CBC) to take a strategic lead, working alongside partners, residents and businesses to tackle the problem together.</p>
Recommendations	<p>That the Overview and Scrutiny Committee endorse the task group recommendations as set out in the task group report (and also outlined below)</p> <ol style="list-style-type: none"> 1) Increasing the budget available to control the Urban Gull population in the 2019-20 budget by £10k; 2) Creating a written Urban Gull Strategy, setting out CBC's approach to controlling the urban gull population; 3) The Leader of CBC to write to the Government to ask them to reconsider funding national research on urban gulls;

- 4) Establishing what powers the council has to enforce property owners to gull proof their property or treat nests on their property and ask Alex Chalk MP to press for any legal loopholes in these powers to be addressed at a national level;
- 5) Using part of the proposed increase in the urban gull budget to develop a media plan that will raise awareness of the issues around gulls;
- 6) Considering a community project which engages local universities, businesses and communities in research, similar to Bath and North East Somerset Council, to record the extent of the gull population in Cheltenham.
- 7) Purchase a drone to survey for nests subject to necessary regulations, any unplanned costs associated with this to be met from the proposed increase in the overall gulls budget.
- 8) Explore whether it is possible to seek an informal arrangement with Gloucestershire County Council to get roads temporarily closed more easily, to allow a more nimble approach to treating nests.
- 9) Recognising that in the short timescale available it will not be possible to find and treat every nest, CBC should take a more proactive approach to treating nests on residential properties. Where CBC cannot safely access the property to treat the nest, give information to property owners about private contractors who may be able to undertake this work.
- 10) Conduct a review of existing litter bins in Cheltenham to determine how many of Cheltenham's existing bins can be retro-fitted with gull-proof flaps, or changes to the aperture (opening). When litter bins are due to be replaced, they should be replaced with gull-proof bins and the Cabinet should consider whether 'Belly Bins' might be a value for money longer term investment.
- 11) Replace the food waste storage bins at the Swindon Road depot and ensure the 'spotting compound' is cleared frequently. Review if moving the food waste bins into the shed area makes a difference during the nesting season 2019.
- 12) Place a condition on any new planning consent for takeaways (in new buildings or change of use applications) that they must provide a gull-proof bin outside of the premises.
- 13) Place a condition on licensing permissions for mobile catering units that they have a gull-proof bin whilst trading.
- 14) Through the planning process seek to 'design out' opportunity sites for gulls to nest on new buildings, either by the design of roofs, or conditions seeking gull-proofing.
- 15) Produce a Supplementary Planning Document (as B&NES and Gloucester City Councils have) with advice on gull-proofing

buildings.

- 16) Work alongside the Cheltenham BID and other business organisations to consider the possibility of sponsorship of gull-proof litter bins
- 17) Work with the BID and other business organisations to encourage traders to present their waste correctly.
- 18) Receive feedback from Cheltenham BID on how effective the red and white chequer boards were.
- 19) CBC should produce an educational leaflet aimed at town centre and commercial businesses, to be distributed via email by the BID, as well as other interested business organisations around January time.

Financial implications	<p>There is a request to increase the Urban Gull budget by £10k for 2019/20. This would need to be approved through this paper and then included as a growth item in the 2019/20 Budget setting papers, for approval by full council in February 2019. It is assumed that this additional £10k will fund all of the other 19 recommendations set out above.</p> <p>Contact officer: Andrew.knott@cheltenham.gov.uk , Tel: 01242 264121</p>
Legal implications	<p>All species of gull are protected under the Wildlife and Countryside Act 1981.</p> <p>There are no provisions within current legislation to allow the control of birds for the purpose of relieving nuisance or damage to property. However, there is an established system of licensing to allow for the control of some wild birds.</p> <p>Further legal implications are highlighted in the Scrutiny Task Force Group Report.</p> <p>Contact officer: Vikki.fennell@teWKesbury.gov.uk Tel: 01684 272015</p>
HR implications (including learning and organisational development)	<p>The report highlights a number of options to reduce the impact of Gulls in Cheltenham. Capacity to implement will need to be monitored carefully and additional resources requested where necessary</p> <p>Contact officer: Julie McCarthy, HR Manager Publica Group limited working on behalf of Cheltenham BC. Tel 01242 264355 julie.mccarthy@publicagroup.uk</p>

Corporate and Community Plan implications	<p>Taking forward the recommendations will help improve the environment of Cheltenham and will improve residents' lives that are currently affected by urban gulls</p> <p>Contact officer: Richard.Gibson@cheltenham.gov.uk Tel: 01242 264280</p>
Environmental and climate change implications	<p>A number of the recommendations for controlling the urban gull population, particularly those around the provision of appropriate bins and managing trade waste will deliver a positive benefit for the local environment.</p> <p>Contact officer: gill.morris@cheltenham.gov.uk, 01242 264229</p>
Property/Asset Implications	<p>Urban Gull control is required to avoid damage and clean-up costs to property, notwithstanding the quiet enjoyment and healthy working environment of building occupiers and tenants alike.</p> <p>Contact officer: simon.hodges@cheltenham.gov.uk</p>

Report author	Contact officer: Sophie.mcgough@cheltenham.gov.uk , Tel: 01242 264130
Appendices	<ol style="list-style-type: none"> 1. Risk Assessment 2. Scrutiny Task Group Report and Appendices

The risk				Original risk score (impact x likelihood)			Managing risk				
Risk ref.	Risk description	Risk Owner	Date raised	Impact 1-5	Likelihood 1-6	Score	Control	Action	Deadline	Responsible officer	Transferred to risk register
	If nothing is done by Cheltenham Borough Council to control the urban gull population, it will grow exponentially.		13/11/2018	2	3	5	Reduce				
	Disturbance during the nesting season may negatively impact on local residents and visitor's experience of staying in our town.		13/11/2018	3	3	6	Reduce				
Explanatory notes Impact – an assessment of the impact if the risk occurs on a scale of 1-5 (1 being least impact and 5 being major or critical) Likelihood – how likely is it that the risk will occur on a scale of 1-6 (1 being almost impossible, 2 is very low, 3 is low, 4 significant, 5 high and 6 a very high probability) Control - Either: Reduce / Accept / Transfer to 3rd party / Close											

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URBAN GULLS

SCRUTINY TASK GROUP REPORT

November 2018



EXECUTIVE SUMMARY

A review of Urban Gulls was initiated by the Overview and Scrutiny Committee in June 2018, following a high level of dissatisfaction about the Council's response to controlling the urban gull population in residential areas.

Research suggests that the number of urban gull colonies has increased from 239 in 2000 to 473 in 2015, as a result of higher temperatures in towns allowing earlier breeding, street lighting allowing night time foraging, our refuse, on-street waste and landfill sites which provide an excellent food source and also buildings which provide safe nesting sites away from natural predators.

The group considered the key problems caused by urban gulls including noise nuisance, potential health risk and damage to buildings from gull droppings, as well as the challenges in finding and treating their nests. The group considered a range of evidence and spoke to a number of key partners, including Ubico and the Cheltenham Business Improvement District (BID) as well as looking at best practice from Gloucester City and Bath & North East Somerset Councils. They also consulted with 64 local residents and business owners via an online survey and drop-in session to understand the extent of the problem. They concluded that key to addressing the issues was denying habitat, i.e. make successful nesting in Cheltenham less easy through treating more gulls eggs each year and encouraging businesses and residents to gull-proof their own properties, reducing access to food sources, including food waste, litter etc, and the need for Cheltenham Borough Council (CBC) to take a strategic lead, working alongside partners, residents and businesses to tackle the problem together.

As such, the Task Group recommends:

A Strategic Approach

- 1) Increasing the budget available to control the Urban Gull population in the 2019-20 budget by £10k;
- 2) Creating a written Urban Gull Strategy, setting out CBC's approach to controlling the urban gull population;
- 3) The Leader of CBC to write to the Government to ask them to reconsider funding national research on urban gulls;
- 4) Establishing what powers the council has to enforce property owners to gull proof their property or treat nests on their property and ask Alex Chalk MP to press for any legal loopholes in these powers to be addressed at a national level;
- 5) Using part of the proposed increase in the urban gull budget to develop a media plan that will raise awareness of the issues around gulls;
- 6) Considering a community project which engages local universities, businesses and communities in research, similar to Bath and North East Somerset Council, to record the extent of the gull population in Cheltenham.

Increase the Number of Eggs Treated in Residential Areas;

- 7) Purchase a drone to survey for nests subject to necessary regulations, any unplanned costs associated with this to be met from the proposed increase in the overall gulls budget.
- 8) Explore whether it is possible to seek an informal arrangement with Gloucestershire County Council to get roads temporarily closed more easily, to allow a more nimble approach to treating nests.

- 9) Recognising that in the short timescale available it will not be possible to find and treat every nest, CBC should take a more proactive approach to treating nests on residential properties. Where CBC cannot safely access the property to treat the nest, give information to property owners about private contractors who may be able to undertake this work.

Effective Management of Waste

- 10) Conduct a review of existing litter bins in Cheltenham to determine how many of Cheltenham's existing bins can be retro-fitted with gull-proof flaps, or changes to the aperture (opening). When litter bins are due to be replaced, they should be replaced with gull-proof bins and the Cabinet should consider whether 'Belly Bins' might be a value for money longer term investment.
- 11) Replace the food waste storage bins at the Swindon Road depot and ensure the 'spotting compound' is cleared frequently. Review if moving the food waste bins into the shed area makes a difference during the nesting season 2019.

Planning and Licensing

- 12) Place a condition on any new planning consent for takeaways (in new buildings or change of use applications) that they must provide a gull-proof bin outside of the premises.
- 13) Place a condition on licensing permissions for mobile catering units that they have a gull-proof bin whilst trading.
- 14) Through the planning process seek to 'design out' opportunity sites for gulls to nest on new buildings, either by the design of roofs, or conditions seeking gull-proofing.
- 15) Produce a Supplementary Planning Document (as B&NES and Gloucester City Councils have) with advice on gull-proofing buildings.

Working with the Business Community

- 16) Work alongside the Cheltenham BID and other business organisations to consider the possibility of sponsorship of gull-proof litter bins
- 17) Work with the BID and other business organisations to encourage traders to present their waste correctly.
- 18) Receive feedback from Cheltenham BID on how effective the red and white chequer boards were.
- 19) CBC should produce an educational leaflet aimed at town centre and commercial businesses, to be distributed via email by the BID, as well as other interested business organisations around January time.

1. INTRODUCTION

- 1.1. A review of Urban Gulls was initiated by the Overview and Scrutiny Committee in June 2018 in response to a request by Councillors Sudbury, Harman, Seacome and Barrell. A high level of dissatisfaction about the Council's response to controlling the urban gull population in residential areas had been expressed to councillors and council officers by residents, as well as members of the Urban Gulls Forum.

“The mental torment of the screeching gulls is a nightmare. Even with windows closed we’re woken every night. Having an adverse effect on tourist income as residents are warning visitors not to come to Cheltenham because of the noise and mess. Needs to be seriously addressed now”.

- 1.2. The problems posed by gulls are no longer confined to seaside towns, as large colonies have now established themselves in the urban realm. The potential health risks, noise nuisance, building damage and scavenging are some of the key challenges local authorities face. As such, it was agreed that an evidence-based review of the current approach and potential solutions was needed.
- 1.3. This report sets out the findings and recommendations arising from the scrutiny review by the scrutiny task group.

2. MEMBERSHIP AND TERMS OF REFERENCE

- 2.1. Membership of the task group:

- Councillor Klara Sudbury (Chair)
- Councillor Diggory Seacome
- Councillor Tim Harman
- Councillor Dilys Barrell

- 2.2. Terms of reference agreed by the O&S committee:

- i. Reducing the availability of food sources – for example through public engagement and education;
- ii. Fully understanding the barriers/challenges in treating gull nests and considering options that would overcome those barriers/challenges;
- iii. Making properties less attractive as nesting sites; and
- iv. Identifying the availability of funding sources/incentives to assist with gull-proofing measures.

3. METHOD OF APPROACH

- 3.1. The task group met on 8 occasions where they considered the various issues around controlling the urban gull population in Cheltenham, including identifying and treating nests, preventing nesting from taking place and reducing food sources.
- 3.2. The group organised a drop-in session which took place at the Municipal Offices on the 10th October. The drop-in session was attended by local residents, members of the Urban Gulls Forum and businesses who shared their experiences of how they are affected by nesting gulls and what they think the council could do to better control the urban gull population in Cheltenham.



Members of the Urban Gulls Task Group at the drop-in session

- 3.3. The drop-in session consisted of a mapping exercise to determine the areas most affected and a survey which attendees were asked to complete (a copy of which is included at Appendix 2 of the report). This survey was also available for interested parties to fill in online and advertised via social media.



Attendees talking to members of the Gull Task Group at the drop-in event

- 3.4. At the drop in session, there were displays of effective gull-proofing measures that can be used on properties to prevent gulls being able to nest and two hawks were also brought along by their handlers to explain how they can be used to deter gulls from nesting. This is an option that has been used this year with success, paid for by local residents, in two roads in Park Ward, Cheltenham.
- 3.5. The group heard evidence from a range of people, namely,
- Mark Nelson, CBC Enforcement Manager;
 - Duncan Turner, CBC Community Protection Officer;
 - Representatives of Ubico;
 - The Cheltenham BID;
 - Alex Chalk MP;
 - The CBC Cabinet Member Andrew McKinlay; and
 - A CBC Planning Officer.
- 3.6. The task group considered a broad range of evidence including:
- The approaches to controlling Urban Gull populations taken by Bath and North East Somerset and Gloucester City Councils;
 - The law relating to the protection of birds and the statutory powers available to control the urban gull population;
 - Practical barriers to treating gull nests in Cheltenham;
 - CBC's current approach to egg oiling;
 - How food waste is stored and handled in Cheltenham by UBICO;
 - What legal powers were available to local councils to compel property owners to gull proof their properties or have nests treated;
 - Experience of CBC's previously offered subsidised gull-proofing measures;
 - The impact on members of the public and the concerns of local businesses affected by gulls.
- 3.7. Members of the task group would like to thank everyone who attended their meetings and contributed to the review and also thank those officers who provided support to the work of the group, particularly Mark Nelson and Duncan Turner.

4. THE EXTENT OF THE PROBLEM

- 4.1. As identified by the scrutiny task group, there is a considerable lack of research into the life-cycle and behaviour of gulls. However, studies from Brown and Grice (2005) highlight that from the period of 1976 – 1994 the population of urban nesting gulls in England increased at a rate of 17% per annum. An article in the Independent, 2015 states that 'research suggests the number of urban colonies has increased from 239 in 2000 to 473 in 2015'. Peter Rock suggests a possible trebling, or even quadrupling of numbers of gulls nesting on roofs since 2000. Conservatively, he suggests 25,000 in the Severn Estuary in 2015 (The Independent, 2015).
- 4.2. Studies suggest that the large influx of gulls to urban areas is a result of higher temperatures in towns allowing earlier breeding, street lighting allowing night time foraging, our refuse, on-street waste and landfill sites which provide an excellent food source and also buildings which provide safe nesting sites away from natural predators. In 2015, the government committed £250,000 in its budget to fund new research that would help tackle the problems that gulls are causing in cities and towns; however, following reprioritisation of Government funding in 2015 this research was scrapped. Several

universities, such as Middlesex University and the University of the West of England are now studying urban gull behaviour and papers about various aspects of the life of gulls are starting to appear.



- 4.3. Herring Gulls and Lesser Black-Backed Gulls nest in the residential areas of Cheltenham and on industrial units in the Kingsditch area. As established by the task group, Gulls have a long lifespan and are social creatures who like to nest in colonies, once a pair gains a foothold others follow. If they breed successfully, they will return year on year and problems caused by increasing gull populations can escalate rapidly. The Professional Pest Controller Magazine, September 2018, states that both Herring and Lesser black backed Gulls generally have a life span of about 30 years and reach sexual maturity at about 4 years old. However, according to Peter Rock (2005) pairs have been known to breed at 3 or even 2 years old and a breeding pair will lay 2-3 eggs per year.
- 4.4. The Pest Control Procedures Manual 2015, produced by the Chartered Institute of Environmental Health identified several key challenges faced as a result of urban gulls:
 - i. **Scavenging and Waste Spillage** – Gulls are attracted by food waste spillages.
 - ii. **Contaminated Objectionable Environment** – Gull droppings contaminate roads, pavements, street furniture, buildings and gardens.
 - iii. **Potential Health Risk** – Birds are known to carry salmonella, campylobacter and E coli bacteria species.
 - iv. **Building Damage and Additional Maintenance and Cleaning** – Buildings can be damaged by droppings and nest material, sometimes blocking gutters and drains causing further problems.
 - v. **Food Safety and Health** – Aerial droppings can contaminate food in different scenarios, including when food is unloaded at manufacturing sites, also bacteria can be introduced into the

food production process through contaminated internal drainage. Bacteria can be brought into the home by such things as footwear, buggies and bicycle tyres.

- vi. **Noise Nuisance** – Early morning first light awakenings (usually around 4:00am) can disrupt the sleep of residents and visitors staying in hotels. The Task Group was told about gull noise causing sleep disturbance by local residents, but found little specific academic research about this. However, in the “Summary of Adverse Effects of Noise Pollution” by Louis Hagler, MD, based on World Health Organisation Guidelines for Community Noise, it is stated that noise pollution is a major cause of sleep disturbance. Noise pollution during sleep causes increased blood pressure, increased heart rate, increased pulse amplitude, vasoconstriction, cardiac arrhythmias and increased body movement. Secondary effects are fatigue, depressed mood and well being, and decreased performance.
- vii. **Gull Attacks** – Attacks by aggressive and competing birds can take place, particularly when they are defending young and around food. The RSPB advises people to avoid areas where birds have chicks or eggs, but if this is not possible to have a hat or umbrella as birds swoop on the highest part of you!
- viii. **Reputational damage** – Because of the noise and other issues associated with large numbers of gulls, the reputation of towns and cities as nice places to live and visit can suffer. Also, the reputation of local councils can be harmed if people believe they are not doing enough to tackle the issue.

5. LEGAL POSITION IN RELATION TO URBAN GULLS

- 5.1. All species of gull are protected under the Wildlife and Countryside Act 1981 and the Wildlife (Northern Ireland) Order 1985. This means it is illegal to intentionally injure or kill any gull, or damage or destroy an active nest or its contents. It is recognised in law, however, that there will be circumstances where control measures are necessary.
- 5.2. Simple nuisance or minor damage to property are not legally sanctioned reasons to kill gulls. The UK administrations can issue licences, which permit nests to be destroyed or even birds to be killed, if there is no non-lethal solution and if it is done to prevent serious damage to agriculture, the spread of disease, to preserve public health and safety and air safety, or to conserve other wild birds (RSPB, 2018).

6. CURRENT SITUATION IN CHELTENHAM AND APPROACH OF THE BOROUGH COUNCIL TO CONTROLLING THE URBAN GULL POPULATION

- 6.1. In 2017/18, to introduce some sustainability to the year-on-year egg replacement programme, it was decided to introduce a small fee for egg replacement and to subsidise bird proofing, if residents decided to take this up. The result was that there was a drop-off in commercial premises that were willing to participate in the egg replacement programme and no residential owners took up the option of subsidised bird proofing. Residents demonstrated an unwillingness to undertake bird-proofing at their own expense, even at a subsidised rate and believed that these works should be funded by the Council.
- 6.2. Before the commencement of this year's gull nesting season, officers explained to the Urban Gulls Forum that, to get best use out of the available resources, commercial premises were to be targeted, which statistically had the greatest population of nesting gulls in Cheltenham. The charges, that reduced participation the previous year, were to be dropped in order that a full programme of commercial premises egg replacement could be carried-out, thereby maximising the impact on the gull population within the resources available. The anticipated reduction in gull population achieved by this approach would benefit residents, businesses and visitors alike.

- 6.3. This approach proved very successful and 408 eggs were treated in 137 nests on commercial premises. The Council was also fortunate to be able to use the resources of the fire authority, which helped with access to roofs to tackle the gull problem in the Tivoli area. The area was surveyed and 4 nests were identified, although only 2 nests were accessible containing 5 eggs, which were subsequently treated.
- 6.4. The current arrangements, whereby council resource is invested mainly in business areas such as Kingsditch and the town centre, are effective in reducing the overall gull population in the town, but are considered ineffective in dealing with problems in often densely populated residential areas.
- 6.5. With the assistance of Enforcement Manager Mark Nelson and Community Protection Officer Duncan Turner, the group identified a number of operational issues which create barriers to effectively treating large numbers of urban gull eggs, particularly in residential areas. These include:
- During the nesting season there is only a short period of time (2-3 weeks) to identify the nests and deal with the eggs;
 - The cherry pickers used for access to find nests and treat the eggs require time to set up and in some cases are unsuitable for particular streets;
 - Nests can often be well hidden and it is therefore difficult to locate them;
 - The fact that road closures are often needed to set the vehicle up;
 - Phone, power lines and trees can hinder the ability to reach nests;
 - Adverse weather conditions can make egg oiling difficult;
 - Nests are sometimes inaccessible to the operator of the cherry picker.

7. THE ROLE OF THE URBAN GULLS FORUM

- 7.1. The Urban Gulls Forum was established some years ago to bring together residents who had raised concerns about the nuisance caused by gulls. Residents attended meetings from areas most affected by the issue including Tivoli, Lansdown, St Luke's and Pittville. The group was attended by Council Members mainly from the areas affected including Cllrs Sudbury, Seacome, Mason and Harman. Mark Nelson, Duncan Turner and other Officers also attended when relevant.
- 7.2. The group put forward ideas from residents about ways of combating the Gulls Issue including the red and white squared chequer board used by one resident successfully to deter nesting and the need to promote gull proofing. Various views were discussed to raise public awareness of the issue and seek more support from CBC. Following a suggestion made at the Group, the Fire and Rescue Service responded to a request to deploy a Fire Snorkel to assist with egg treatments in Tivoli Street and Andover Road. The Fire and Rescue service have offered to help again in the future.
- 7.3. The ideas put forward by the group formed a basis for the recent drop-in session. A number of residents who have supported the group have expressed an interest in remaining involved with helping to improve the Gulls issue and they are a useful network.

8. OUR FINDINGS

The Approach of Bath and North East Somerset

- 8.1. Bath and North East Somerset (BaNES) is a unitary council which has been working with Middlesex University, the University of the West of England, schools and local residents to examine the gull issue. A written gull strategy has been produced for the period 2016-2019. The strategy includes posters on litter bins asking people not to feed the gulls, education and enforcement around correct

presentation of waste, a campaign urging the use of food recycling bins, a leaflet about preventing gulls nesting, door knocking, provision of reusable rubbish bags in certain areas and annual treatment of roofs on 7 council-owned buildings. The planning process is engaged to try to “design out” possible nesting sites. All these measures are intended to reduce the gull’s access to food, and to disrupt habitats. The group believe a similar urban gulls’ strategy should be devised for Cheltenham, outlining the councils approach and strategy for dealing with gulls.

- 8.2. There is an emphasis on creating a partnership between local people, businesses, tourist and public agencies, neighbouring councils and central government. Central government is to be urged to produce a national strategy to mitigate the problems caused by urban gulls (BaNES Council, 2015).

Recommendation - Produce an Urban Gull Strategy setting out Cheltenham Borough Council’s approach to controlling the urban gull population.

Recommendation - The Leader of Cheltenham Borough Council to write to the Government to ask them to reconsider funding national research on urban gulls.

Recommendation - Consider funding a community research project which engages local universities, businesses and communities in a research project, similar to BaNES Council to record the gull population in Cheltenham

Gloucester City Council

- 8.3. The task group made contact with Gloucester City Council to identify what steps they were taking to deal with the issue of urban gulls, following a report in Gloucestershire Live which stated that Gloucester had seen a 35% reduction in the number of nests and a 50% drop in the number of eggs collected by pest controllers (Gloucestershire Live, 2017).
- 8.4. Gloucester has been treating eggs in nests on roofs since 2001. An information leaflet about “preventing nesting on your roof” was produced in November 2016 and is available on the website. It is recommended that ideally, nesting sites should be “designed out” of buildings, or measures taken to deny access to potential nesting sites. Encouragement is given to designers to incorporate this idea when preparing planning applications.
- 8.5. Gloucester uses a private contractor to remove eggs and nests from businesses in the city centre and along Bristol road. Measures to deter gulls are undertaken at their landfill site and gull measures in the city are funded by income from the landfill site (Gloucester City Council, 2018).

Cabinet Member

- 8.6. Members of the Task Group met with the Cabinet Member, Cllr Andrew McKinlay, to discuss the progress of their work, outline the key issues considered so far and possible recommendations. Cllr McKinlay welcomed the holistic approach being taken by the task group and asked them to present a clear set of recommendations particularly in regard to any potential request for an increase in the budget for controlling the urban gull population. Cllr McKinlay indicated that there could be an additional £10,000 available to add to the existing gull budget, subject to a growth bid being submitted and supported.

Recommendation - Increase the budget available to control the Urban Gull population in the 2019-20 budget by £10k.

UBICO

- 8.7. The Task Group met with representatives from UBICO to discuss issues that had been raised about how food waste was handled at the depot. There were concerns that the lids to the bins containing the food waste were often left open and accessible to gulls between use and concerns that the ‘spotting

compound' (the area where the waste from litter bins is stored before it is transferred to Wingmoor Farm) was a potential food source for the gulls. UBICO confirmed that the food waste bins had been moved inside the warehouse and initial indications suggested that this had reduced the numbers of gulls in the area. UBICO advised that the mechanisms for closing the bins were extremely outdated and the deteriorated seals resulted in leachate discharge (liquid material that drains from land or stockpiled material and contains significantly elevated concentrations of undesirable material).

- 8.8. UBICO acknowledged that there were issues with the spotting compound and that this was now being emptied on a more regular basis. The task group were shown a video and a series of pictures of the food waste bins being stored inside the warehouse and the mechanism by which the waste was emptied into it. Members noted that moving towards the breeding season, the management of the site to reduce easy access to food for gulls was critical.



Belly bins can store more waste than traditional litter bins and are gull proof

Recommendation - Replace the food waste storage bins at the Swindon Road depot and ensure the 'spotting compound' is cleared frequently. Review if moving the food waste bins into the shed area has made a difference during the nesting season 2019.

- 8.9. Members also considered issues around public litter bins, as gulls are known to pull food waste from them. The group discussed the potential for gull proof litter bins to be introduced in the town centre and outside takeaways. It was suggested that a planning condition be applied to all new fast food businesses stating that they must have a gull-proof bin outside of their premises. It was agreed that litter bins that had reached the end of their life should be replaced with gull-proof bins.

Recommendation - Place a condition on planning consent for takeaways (in new buildings or change of use applications) that they must provide a gull-proof bin outside of the premises.

- 8.10. Bath, along with other towns and cities such as Worcester, has introduced hi-tech 'Belly Bins' to try to reduce the access gulls have to food waste. These larger bins are solar powered, compress litter, can store more waste and therefore need to be emptied less often. The bins open using a handle or a foot pedal, and are self-closing once litter has been deposited – making it impossible for gulls to pull any waste out of them. There are costs associated with these bins which can be bought as well as leased. There might also be savings if belly bins were considered as a replacement for existing town centre bins because they require less frequent emptying.
- 8.11. It was also established that gull-proof flaps could be installed on litter bins retrospectively although it was unclear if this was possible on the current models used in Cheltenham. Members also discussed the possibility of trialling hessian sacks for use on streets in Cheltenham which did not have space for

wheelie bins, the idea being that residents would place black bags inside of the hessian sacks when refuse was put out for collection so that gulls were not able to pull them apart.

Recommendation - Conduct a review of the existing bins in Cheltenham, to determine how many of Cheltenham's existing bins can be retro-fitted with gull-proof flaps or changes to the aperture (opening). When litter bins are due to be renewed, they are replaced with gull-proof bins and the Cabinet consider whether 'Belly Bins' might be a value for money longer term investment.

Cheltenham BID

- 8.12. The BID provided feedback on behalf of local businesses. The BID had identified that the state of the bins around the town centre was poor and the option of replacing them was being discussed with CBC. It was agreed that it would make sense to replace them with gull proof bins (although there is a need to be conscious of the fact that some of the current bins include a place to stub out cigarettes). It was suggested that the bins that were most scavenged by gulls be replaced first with gull-proof bins.
- 8.13. The BID reported that many of the town centre problems with gulls were caused by businesses failing to put their rubbish out on the right day, or at the right time, meaning there is a potential food source for the gulls. They advised that the BID was currently trying to address this, by working with businesses that do this most frequently. The intention to trial hessian sacks on commercial properties was discussed with the BID, which agreed to support the initiative. The group identified Montpellier as a potential location for the trial, due to the large number of food outlets located there.
- 8.14. The group also discussed the possibility of producing an educational leaflet aimed at town centre and commercial businesses. The BID agreed they would be happy to send it out to those on its distribution list around January time, before the nesting season.
- 8.15. The BID were also interested in the red and white painted chequer board, made and used at a residential property in Cheltenham to discourage gulls from nesting. The BID intended to find two businesses to trial the use of a similar red and white painted chequered board to see if it helped prevent nesting. Members of the Task Group welcomed this suggestion.



Red and white chequer board made by a local resident that has so far stopped gulls nesting on their property

Recommendation - Work with the BID and other business organisations to encourage traders to present their waste correctly.

Recommendation - Receive feedback from Cheltenham BID on how effective the red and white chequer boards were.

Recommendation - CBC to produce an educational leaflet aimed at town centre and commercial businesses, to be distributed via email by the BID, as well as other interested business organisations around January time.

Recommendation - Work alongside the Cheltenham BID and other business organisations to consider the possibility of sponsorship of gull-proof litter bins.

Recommendation - Support Cheltenham BID to find a location for businesses in Montpellier, or the town centre, to trial the use of hessian sacks to store bin bags for presenting at kerbside.

Planning Officer

- 8.16. The Chair of the Task Group met with a member of the planning team to discuss the issues around securing gull proofing to buildings or litter bins for takeaways through the planning process. This is a key issue the group wanted to consider, as both Bath and Gloucester have separately identified the need to take a 'design out' approach to make it more difficult for gulls to nest. This could be by correctly installing gull-proofing measures, but also by encouraging developers' to design their buildings in a 'gull unfriendly' way. As referred to previously, Gloucester City Council has produced a booklet with really valuable advice for developers and anyone interested in gull-proofing their property.
- 8.17. The Planning team advised that new food establishments tend to come about through the change of use of existing buildings, where the options to 'design in' gull-proofing measures are limited. Secure waste and recycling storage facilities are always sought on these types of applications which should limit gull activity. Buildings with large expanses of flat roof can attract nesting gulls they advised that they had attached conditions to schemes of that nature requiring gull-proofing measures. However, the planning department acknowledged that they would need to be careful that such conditions comply with the tests set out in the legislation so it would very much need to be dealt with on a case by case basis.

Recommendation - Place a condition on licensing permissions for mobile catering units that they have a gull-proof bin whilst trading.

Recommendation - Through the planning process seek to 'design out' opportunity sites for gulls to nest on new buildings, either by the design of roofs, or conditions seeking gull proofing.

Recommendation - Produce a Supplementary Planning Document (as BaNES and Gloucester City Councils have) with advice on gull proofing buildings.

Communications

- 8.18. The group established that a programme of education and awareness was key to addressing the problem long term. This would include offering advice on presenting waste correctly, to minimise scavenging and highlighting methods to prevent gulls nesting on roofs. As such, the Chair of the task group met with members of Cheltenham Borough's communication team and discussed the potential for devising a media plan that would raise awareness of the issues around gulls. This could include, for example, 'Feed the Bins not the Gulls' posters, paid for social media campaigns and leaflets. Gull-proofing would also be actively encouraged by providing suitable advice online and through educational material.

Recommendation - Use part of the increase in urban gull budget to develop a media plan that will raise awareness of the issues around gulls.

9. CONSULTATION RESPONSES

- 9.1. At the drop-in session, 20 surveys were completed by members of the public in attendance. It should be noted that some attendees at the drop-in were there as community or business representatives. The same survey was put online and advertised widely in Cheltenham through social media. In total, 64 survey responses were received.

The Task Group acknowledges that given the scale of the survey and response rate, the feedback is not scientific, but rather, provides a flavour of where there are issues as well as useful information on the impact that nesting gulls have on people's lives.

“The gull problem is a community one and has to be dealt with by communal actions for maximum effectiveness”.

- 9.2. As noted earlier in this report, finding gulls nests which are often sited in hidden locations is not easy. Reports of nests being present on a roof are not always correct; also, the nest must be found before the chicks hatch. As the cherry picker takes time to set up and put away and also often requires a road closure to set up, it has proved very difficult with current resources to identify nest sites in residential areas and treat many eggs. The use of a drone, owned by Cheltenham Borough Council and used by a member of CBC staff, would mean that larger areas can be covered more quickly to find nests and identify if CBC would be able to access it via the cherry picker to treat the eggs. The Task Group was therefore particularly interested to hear if members of the public would agree with the use of a drone to identify nest sites. The group also discussed the potential for making an informal arrangement with Gloucestershire County Council, to get roads temporarily closed more quickly, as the time constraints often prove difficult.

Recommendation - Purchase a drone to survey for nests, subject to necessary regulations, any ‘unplanned for’ costs associated with this to be met by the proposed increase in the overall gull budget.

Recommendation - Explore whether or not it is possible to seek an informal arrangement with Gloucestershire County Council to get roads temporarily closed more easily, to allow a more nimble approach to treating nests.

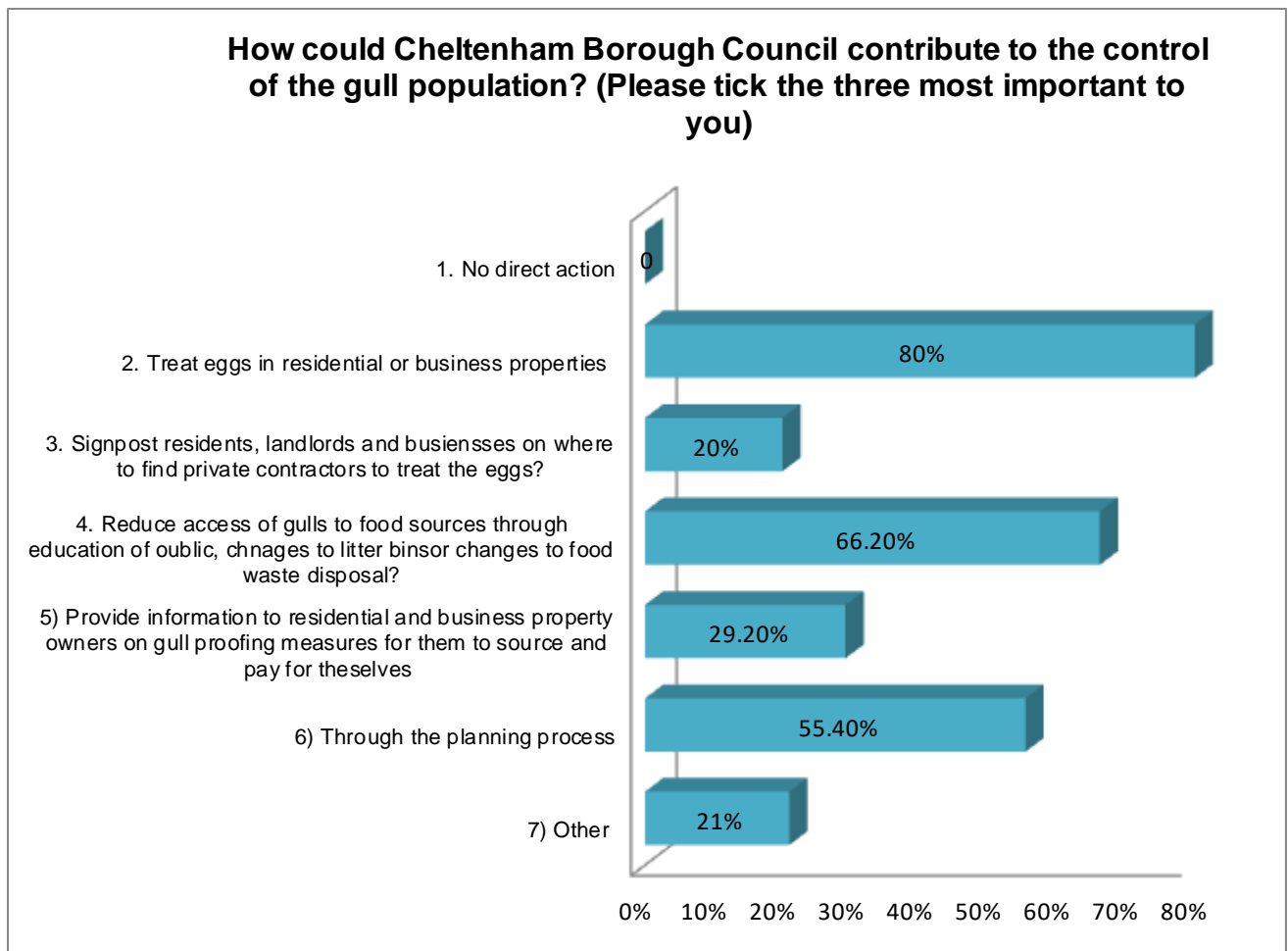
Recommendation - Recognising that in the short timescale available it will not be possible to find and treat every nest, CBC to take a more proactive approach to treating nests on residential properties. Where CBC cannot safely access the property to treat the nest, give information to property owners about private contractors who may be able to undertake the work



The use of a drone could help identify nest sites more effectively

- 9.3. Of those surveyed, 86% of respondents supported the suggested use of a drone owned and controlled by Cheltenham Borough Council, to more effectively identify nests. As far as the Task Group is aware, this is not an approach taken by other Local Authorities but if successful, could make it far more cost effective to find and treat nests in residential areas. The drone would not be equipped to treat the eggs, only to map where there are nests.

- 9.4. The feedback from the Task Group survey showed that 55.9% of the nests identified were located on private houses and 28.7% on a tenanted house/block of flats, 16.9% on industrial buildings and 3.4% on public buildings. Other areas were identified to have a gull problem including schools, playing fields, and balancing ponds on new housing developments.
- 9.5. From the mapping exercise and survey responses, it was apparent that in Cheltenham there are local areas where gulls tend to nest. There is no evidence to suggest the problems caused by gulls were town wide, rather in particular areas there are nest sites which cause noise disturbance or other problems for residents and businesses. The task group noted that this was in line with research which showed that gulls are social creatures that prefer to nest in colonies.
- 9.6. In response to the question “How could Cheltenham borough council contribute to the control of the gull population?” the following were the number of responses (it should be noted that respondents were able to tick the three options most important to them):



“The impact over the summer in 2018 was dreadful. The noise from the gulls woke us at first light every morning (approx. 4am). We could not sit in our gardens because of the racket they made. On occasions a baby gull would fall into a garden or into the road and the parents would act aggressively towards anyone nearby i.e. swooping and squawking. There was a lot of bird mess created on pavements and cars also.”

9.7. Nobody who completed the survey ticked the box suggesting that Cheltenham Borough Council should take no action. From this, it could be suggested that there is support for the council to take action to control the urban gull population, even though this is not a statutory service.

9.8. Further comments were made in response to this question:

- Fine people on the spot who drop food litter;
- Target specific hotspots;
- Fly hawks in the affected areas;
- Work on landlords to get them to engage with initiatives; and
- Pay for hawks to deter nesting.



A hawk used to deter gulls from nesting

9.9. The Task Group has been made aware, through the consultation process and elsewhere, of local residents who are working together to fund gull-proofing on their properties, egg treatment and the use of hawks to deter nesting. As previously mentioned, in Park Ward two streets paid for a hawk this year which was effective in preventing nesting in these streets, however, there is a suspicion that the gulls moved on and nested in streets nearby. There is another street in Park Ward where, following a very bad experience with nesting gulls this summer, residents worked together to pay for a private contractor to gull-proof their homes. In the Montpellier area, residents in two streets pay a private contractor to treat nests on properties affected. The Task Group welcomes this proactive approach

from local residents, but recognises that not all communities would be able to do this. We have had reports of absent landlords who are unwilling to gull-proof their properties, or to have nests treated. The Task Group is concerned that Local Authorities may not have enough legal powers to take action.

Recommendation - Establish what powers the council has to enforce property owners to gull-proof their property or treat nests on their property and ask Alex Chalk MP to press for any legal loopholes in these powers to be addressed at national level.

- 9.10. The Task Group considered the requests for CBC to use hawks as part of the strategy to deter gulls from nesting in Cheltenham. This is not an option the Task Group felt they could support, as the cost of this would be prohibitive. Similarly, if hawks are used in areas where nesting currently takes place, the gulls could simply move to places nearby. Thus, it would be a very expensive way to displace rather than solve the problem.
- 9.11. Concerns have been raised to the Task Group from inside CBC that there are residents who feed the gulls. Apart from one anecdotal report of a lady who used to feed the gulls in a park in Cheltenham, none of the evidence collected through the surveys, verbal feedback from residents and businesses, at the drop-in event, or discussions at meetings of the Urban Gulls Forum have identified this as an issue.

10. CONCLUSIONS

- 10.1. The impact on the mental well-being of people affected by the noise of the gulls during the nesting season is considerable, as expressed by people to the Task Group. There is also concern about the mess created by gulls and the risk of diseases being spread. As the visitor economy is significant in Cheltenham, with leisure and retail important as well as the hospitality sector, there is concern that the disturbance during the nesting season may be negatively impacting on visitor's experience of staying in our town.
- 10.2. If nothing is done by CBC to control the urban gull population, it could grow exponentially. This is because of the long life span of gulls, the relative safety of nesting in Cheltenham, plentiful food sources, the social nature of gulls, and the fact that each breeding pair can rear up to three chicks a year. This would be detrimental to the quality of life of local residents and could impact negatively on the visitor experience during the breeding season.
- 10.3. However, no single proven successful method for controlling the impact of urban gulls exists. The two common species of gull that nest in Cheltenham, the Lesser Black-backed and the Herring Gull have protected status. Therefore, any approach to controlling gulls must be both humane and approached from different angles to bring about improvements for residents, businesses and visitors. It would also be difficult to assess how successful any changes in current practice were, unless there was a regular up to date local survey of the gull population in Cheltenham.
- 10.4. The group acknowledged that because of financial and practical constraints, CBC is unlikely to be able to deal with this issue alone. Members of the Task Group therefore believe a partnership approach, with the Council taking a strategic role (but not working in isolation) to control the urban gulls population in Cheltenham, is the correct route to take.
- 10.5. As concluded by Bath and North East Somerset in their Urban Gull Strategy 2016-2019:

"In the absence of any statutory duty to act and the presence of diminishing budgets there is a need for a partnership approach involving local people, building or business owners, tourist and public agencies, neighbouring councils and central government."

10.6. Whilst the Task Group accept that controlling the urban gull population is a very difficult problem to tackle, Members believe there are ways that CBC can do things differently to improve on the current situation:

- Denying habitat, i.e. make successful nesting in Cheltenham less easy through treating more gulls' eggs each year and encouraging businesses and residents to gull-proof their own properties;
- Reducing access to food sources, including food waste, litter etc;
- For CBC to take a strategic lead, working alongside partners, residents and businesses to tackle the problem together.

11. PROGRESSING THE SCRUTINY RECOMMENDATIONS

11.1. In respect of the terms of reference set for us by the Overview and Scrutiny (O&S) committee, we feel confident that these have been met. As a task group, we feel it is important that we continue to monitor the situation with urban gulls and we would be happy to reconvene if the O&S committee feels it is appropriate.

11.2. In taking forward these recommendations, it is important to recognise that issues relating to urban gulls cannot be addressed by CBC alone. It is a national problem that requires Government intervention and a partnership approach to achieve the best outcomes for the people of Cheltenham. As such, the Council will be looking to partners to take forward these recommendations where appropriate.

11.3. The task group expects to report its findings and recommendations to the next appropriate meeting of the O&S Committee before taking the report to Cabinet. Assuming that our recommendations are accepted by Cabinet, the task group asks to be kept informed of any developments, and also believes that a review of the implementation of the recommendations should be conducted six months after being accepted by Cabinet.

Appendix 1



SCRUTINY REVIEW – ONE PAGE STRATEGY

FOR COMPLETION BY THE OVERVIEW AND SCRUTINY COMMITTEE	
Broad topic area	Urban Gulls
Specific topic area	Cheltenham Borough Council's approach to reducing the urban gull population.
Terms of Reference for the review	<ul style="list-style-type: none"> Reducing the availability of food sources – for example through public engagement and education Fully understand the barriers/challenges in treating gull nests and consider options that would overcome those barriers/challenges. Making properties less attractive as nesting sites; and The availability of funding sources/incentives to assist with gull-proofing measures.
Outcomes	<p>A comprehensive report on the issue, reported to O&S and to Cabinet, to help councillors as well as members of the public understand more about gulls and what the council can reasonably do to control and reduce the gull population.</p> <p>Deliver an evidence-based set of findings and recommendations, to enable the more effective control of the numbers of problem urban gulls in residential areas.</p>
How long should the review take?	The report of the working group should conclude in time to allow recommendations to feed into the Borough Council's budget process for 2019-20.
Recommendations to reported to:	CBC's Overview and Scrutiny Committee and Cabinet to inform any funding request through the budget setting process for 2019-20.
Membership:	Cllrs Diggory Seacome, Klara Sudbury, Dilys Barrell, Tim Harman (?)
FOR COMPLETION BY OFFICERS	
Officers experts and witnesses	Mark Nelson – Enforcement manager Duncan Turner – Pest control officer
Sponsoring officer	Mike Redman – Director of Environment
Facilitator	Sophie McGough – Democratic Services
FOR COMPLETION BY THE SCRUTINY TASK GROUP	
Are there any current issues with performance?	<ul style="list-style-type: none"> The current arrangements whereby council resource is invested mainly in business areas such as Kingsditch and the town centre are effective in reducing the overall gull population in the town, but are considered ineffective in dealing with problems in often densely populated, residential areas. The high level of dissatisfaction of many local residents has been expressed by emails to councillors and council officers in recent months, as well as feedback received about the council's response to the problem at meetings of the Urban Gulls Forum.

	<ul style="list-style-type: none"> • There have been barriers to getting properties bird-proofed, particularly in residential areas. • It is difficult and costly to identify nesting sites in residential areas. • The management of the operation of the civic amenity site at Swindon Road has been identified as an issue, providing a food source for the gull population • Bins provided around the town are generally not of a design which is gull-proof • Discarded takeaway food can be an issue in and around the town.
Other experts and witnesses	To be agreed
Other consultees	Members of the Urban Gull Forum Cheltenham BID Trader organisations Alex Chalk The Lido
Background information	Circulated
Suggested method of approach	To be agreed
How will we involve the public/media? Or at what stages	Various methods including through social media, drop in meeting etc.
Preferred timing for meetings	Fortnightly. Initial meeting proposed on 15 th August and 29 th August at 3 pm in the Montpellier room.

Appendix 2

Cheltenham Urban Gulls Survey

Thank you for completing this form. The information you provide will help members of Cheltenham Borough Council's Urban Gulls Task Group understand more about the issue in our town and how residents feel the problem can best be addressed. Please refer to the privacy statement overleaf to see how your information will be stored.

Name:

Address:

Email Address (optional):

1. Where, with as much information as you can provide, is the address or addresses of where urban gulls nest (if not applicable please say N/A)

.....
.....
.....
.....

2. On what type of building was the nest located?

Private House ☐

Tenanted House/Block of Flats ☐

Industrial Building ☐

Public Building (e.g. Library) ☐

Office Block ☐

Other (please specify) ☐

3. Would you support the use of a drone owned and controlled by Cheltenham Borough Council to more effectively identify nest sites in the area where you live and/or work?

Yes ☐

No ☐

Don't know ☐

4. How could Cheltenham borough council contribute to the control of the gull population? (please tick the 3 most important to you)

No direct action undertaken by the Council, it is not a mandatory service ☐

Treat eggs in residential or business properties where access to the nest is possible ☐

Signpost residents, landlords and businesses on where to find private contractors to treat the eggs ☐

Reduce access of gulls to food sources through education of public, changes to litter bins or changes to food waste disposal ☐

Provide information to residential and business property owners on gull proofing measures for them to source and pay for themselves ☐

Through the planning process, require developers to gull proof buildings likely to be attractive to gulls to nest on (such as industrial buildings or large blocks of flats) ☐

Any other suggestions (please specify)

.....

.....

.....

5. Do you have any further comments that you would like the Task Group to be aware of, for example the impact nesting urban gulls has on you or anything you think the group need to be aware of?

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Overview and Scrutiny Committee on 26 November 2018

Update/discussion on process for booking events

Responsible officer:	Tracey Crews
Contact officer:	Jane Stovell
	01242 264367
	jane.stovell@cheltenham.gov.uk

1 Why has this come to scrutiny?

At the O&S meeting on 25 June 2018 it was resolved that

The commercial expansion of events infrastructure project process improvements and engagement proposals continue to be developed by officers and shared with Overview and Scrutiny for feedback prior to being put forward to Cabinet for approval and the committee could then decide its next steps if any further work is needed.

Please be aware that delivery of the activity within this project has been delayed due to capacity issues and allocation of resources to other more time sensitive projects such as WW1.

2 Update

Officers have recently agreed a draft proposed process for booking an event on council owned sites. The process covers the requirements of the event organiser, officers and members and allows for community group engagement as members see fit.

The appendix to this briefing note is the high level DRAFT phase one of a two phase process covering point of enquiry by the event organiser, event consultation and safety advisory consultation. Phase two process has not been included as this covers the operational activity once phase one is complete.

There are four areas of proposed improvement that the project team have identified:

- Automation
- Stakeholder engagement
- Activity timeframes and ownership
- Information storage

2.1 Automation

The project team believes that a number of manual interventions within the process are able to be removed through the development of forms that automatically upload and share information provided by the event organiser at point of application. This form development will drive officer efficiency and reduce duplication and manual errors. System supported mechanisms will also enable the council to develop a more sophisticated charging matrix for site hire and services.

2.2 Stakeholder engagement

The process proposes to diarise event consultation group meetings in members' calendars and send out agenda, detailing event applications at least two weeks prior to the meeting, allowing members to both consider impact on their ward and whether they and any members of their ward community groups need to attend the meeting.

The process also proposes alternatives to attending the event consultation group. Options proposed could include submission of questions, and virtual attendance via conference call, facetime or skype.

2.3 Activity timeframes and ownership

The project team propose that, in order to improve the efficiency of the process from both a client and officer perspective, it is important to agree ownership and formulate timeframes for each of the process steps both to manage expectation from client perspective and to measure performance against targets.

2.4 Information storage

Finally the project team has proposed that the Green Space team are set up on the Uniform system, which is the database used by the Public Protection team. Use of one central database will assist in improving efficiency through the ability to manage and store information, to assign tasks to the correct owner in a timely manner and to develop reporting on key performance measures.

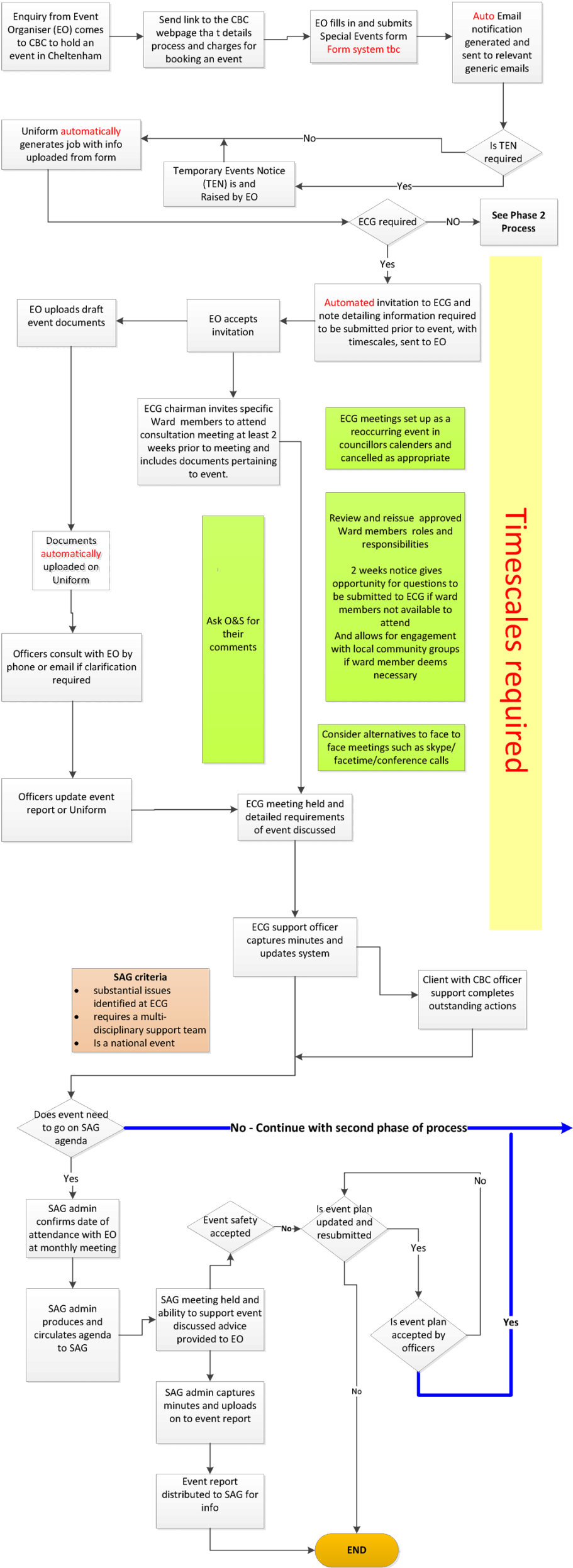
3 The project team would welcome comments from the Overview and Scrutiny committee on the event booking process proposals detailed to enable us to continue developing the process and associated supporting elements over the next few months.

Once the process detail has been established, a full end to end procedure, including system development, training requirements and promotion, can be launched.

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Redesign Proposal - Event Booking Process
Phase 1

Note – Phase 2 of process focuses on practicalities of interaction between Green Space team and Event organiser



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Information/Discussion Paper

Review of the council's performance at end of Quarter 2 (April to September 2018)

26 November 2018

Overview and Scrutiny Committee

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

1. Why has this come to scrutiny?

- 1.1** To review the corporate performance of the organisation at the end of quarter 2 (April to September 2018).
- 1.2** To make any comments and observations on the presentation of the performance information.
- 1.3** To make requests for further information where this might clarify understanding of corporate performance.

2. Background






- 2.1** The performance report takes information and data from our performance management system to provide elected members with an overview of how the council is performing. This enables elected members to input into discussions about how to resolve areas where there maybe performance concerns and also to recognise where performance is better than expected.
- 2.2** The report summarises how the council performed in regard to the published milestones, performance indicators and outcomes set out in the interim [2018-19 action plan](#) that was agreed by Council on 26th March 2018.
- 2.3** The performance report is attached as appendix A.

3. Q2 Performance Overview

- 3.1** In the 2018-19 interim action plan, we identified 90 milestones to track our progress. Out of these:
 - 61 (68%) are green and are on track to be delivered on time.
 - 24 (27%) are amber, there are some concerns about the deliverability of the project.
 - 5 (5%) are red and will not be complete by the end of the financial year.

- 3.2** The three red milestones are as follows:

Milestones		Status	Comments
Scrutiny Committee 26 November 2018			Q2 2017-18 Performance
		Page 1 of 2	Last updated 16 November 2018

West Cheltenham Pre Application engagement - Submission of outline application		The application is still progressing albeit very slowly. Target date for such is now April 2019.
West Cheltenham Pre Application engagement - Detailed application and determination		The application is still progressing albeit very slowly. Target date for such is now April 2019.
Review the Air Quality Management Area (AQMA) and associated Air Quality Action Plan (AQAP).		This has been deferred until FY 2019 – estimated summer/autumn. This is due to a staffing issue and remaining officer resource has had to be focused on other air quality priorities including monitoring the Cheltenham Transport Plan
Deliver a community cycling event in 2018 - Project initiation		Due to capacity issues in 2018, this activity rescheduled for 2019. Initial meeting with community based cycling groups to be held in December
Deliver a community cycling event in 2018 - Project initiation – delivery of event		

4. Next steps

- 4.1 The third quarter performance report will be available from end of January. The committee may therefore wish to have an update on Q3 performance at its meeting on 11 February 2019.

Background Papers	2018-19 Interim Corporate Strategy action plan, Report to Council, 26 th March 2018.
Contact Officer	Richard Gibson, Strategy and Engagement Manager. 01242 264280. richard.gibson@cheltenham.gov.uk
Accountability	Cllr. Steve Jordan, Leader of the Council

Appendix A: Quarter 2 Performance report (April 2018 – September 2018)

Businesses and their workforce thrive

Priority actions for CBC	Key milestones	dates	Lead Commissioner / Project Lead	R-A-G	Commentary
Bring forward the Cheltenham Plan – the local development plan for Cheltenham which will include policies to support growth and protect the environment and contribute to the delivery of the Place Strategy.	Cheltenham Plan Examination	May 2018	Tracey Crews		Cheltenham Plan submitted to Planning Inspectorate. Inspector allocated and awaiting programme for examination.
Facilitating the delivery of the UK cyber security centre.	Planning application receipt for UK Cyber Park	Expected June 2018	Tracey Crews		Planning application submission cannot be controlled by CBC. Transport modelling underway for West Cheltenham, further delays to modelling due to work needed to the model. First model outputs scheduled end October 2018. Gloucestershire County Council October 2017 agreed to act as promoter of Growth Deal 3 £22m transport funding. Clear programme in place to identify interventions for delivery against the £22m.
Devise a clear action plan for delivery of economic development.	Economic Development Action Plan considered by cabinet	July 2018	Tracey Crews		Draft document in circulation with key stakeholders. Shared with Place Governance Group and agreement with Leader on presentation to Cabinet following roundtable discussion with key stakeholders.
Direct engagement with Employment and Skills Board, schools, colleges and University to consider practical actions to support priorities of Cheltenham Place Strategy and Economic Development Action Plan.	Agreed priorities with Learning and Skills Board	Sept 2018	Tracey Crews		Meeting with Employment and Skills Board representative on 22 October 2017; common priorities around skills for young people. Using draft of economic development plan to more closely engage with LEP Employment and Skills Board
West Cheltenham Pre Application engagement.	Submission of outline application	June 2018	Tracey Crews		The application is still progressing albeit very slowly. Target date for such is now April 2019.
	Detailed application and determination	December 2018	Tracey Crews		The application is still progressing albeit very slowly. Target date for such is now April 2019.
Growth Deal 3 funding Agreed to enable suitable access and delivery of transport capacity to facilitate the opening up of West Cheltenham JCS Strategic allocation.	GCC formally assume promoter role Full Business case approved Construction commences	2020/21	Jeremy Williamson & Cliff Naylor		Funding has now been released by DfT and GCC Cabinet has agreed for CBC to take over as promoter of the scheme – this to be ratified by full council in December. Strong support also from LEP board.
Implement Phase 4 of Cheltenham Transport Plan – the trial closure of Boots corner and monitor the impact.	Boots Corner Trial starts	June 2018	Tim Atkins		Trial in progress, awaiting traffic monitoring data from GCC Other impacts also being assessed
Commission consultants to support delivery of a borough wide transport plan – Connecting Cheltenham, with a focus on modal shift, accessibility and bus connectivity.	Procurement	March 2018	Ken Dale		Consultants appointed – action complete Links with Staff Green Travel Plan
	Report to Cabinet	December 2018	Ken Dale		To be informed by consultant report. Awaiting consultants programme. Programme to be revised and new date identified for reporting to Cabinet.

Priority actions for CBC	Key milestones	dates	Lead Commissioner / Project Lead	R-A-G	Commentary
Keep the implementation of the car parking strategy under review.	Revised parking strategy action plan	September 2018	Mike Redman		Significant progress: Car parking prices reviewed and realigned, new traffic regulation order drafted, new contactless parking machines delivered and awaiting installation
	Regent Arcade system upgrade	September 2018	Mike Redman		System went live 3 rd October, 2018 – some teething issues, but generally functioning well.
Develop action plan and timetable for delivery of the Staff Green Travel Plan.	Phase 2 action plan agreed	March 2019	Mike Redman		Parking permit review in progress Other work currently on hold due to competing priorities
	Report to Exec Board	March 2019	Mike Redman		Subject to completion of action plan work and work prioritisation
Community Infrastructure Levy Examination and adoption.	Examination	May 2018	Tracey Crews		Examination concluded Summer 2018.
	Adoption	June 2018	Tracey Crews		Delayed due to impact of programme of CIL examination. Approved by Council 15 October 2018
Review of retailing across Gloucester, Cheltenham and Tewkesbury as part of the early review of the JCS.	Commission JCS retail review	March 2018	Jonathan Dibble		Procurement completed October 2018 although was originally delayed due to reprioritising of staff capacity within JCS team.
	Final version of retail evidence, including engagement and policy drafting	Spring 2019	Jonathan Dibble		Programme being redrafted now procurement complete.

People and communities thrive

Priority actions for CBC	Key milestones	dates	Lead Commissioner / Project Lead	R-A-G	Commentary
Commitment to working with Active Gloucestershire on delivering three Gloucestershire Moves projects in Cheltenham: <ul style="list-style-type: none"> Reducing risk from older people falling Primary school physical activity Development of walking/cycling support 	Review of year 1 approach to inform year 2	March 2019	Richard Gibson		2 liaison meetings held with Active Glos to plan for the delivery of these projects
Oakley health and wellbeing project as funding by the Gloucestershire Prevention and Self-Care Board.	Appointment of coordinator	April 2019	Richard Gibson		Coordinator now in post; she started on 20.8.18
	Implementation of projects	April 2019			Due to the delayed start of the coordinator, there has been a slower start to the delivery of projects
	Monitoring and evaluation	March 2019			On track
Provide Changing Places accessible toilet facilities for people with complex disabilities.	Secure funding for two changing places facilities	April 2018	Mark Sheldon		Funding secured
	Provide Changing Places facility at Pittville park	May 2018			Opened on 10 August, the new facility has been very well received by disability user groups
	Provide Changing Places facility at a town centre location	July 2018			Still considering location options for changing places toilet; looking to being a decision by end of Nov
Collective action to protect and improve Cheltenham's air quality.	Feasibility study to inform future air quality measures e.g. clean air zone (subject to Defra funding)	July 2018	Sarah Clark		Study completed. Feedback provided by DEFRA confirms that the study demonstrated the road link under Ministerial Direction is already in compliance.
	Review the Air Quality Management Area (AQMA) and associated Air Quality Action Plan (AQAP).	Oct 2018	Sarah Clark		This has been deferred until FY 2019 – estimated summer/autumn. This is due to a staffing issue and remaining officer resource has had to be focused on other air quality priorities including monitoring the Cheltenham Transport Plan
A review of options for a step-change in the pace of the delivery of housing (including housing that is affordable) and a collective approach to reducing homelessness.	Key delivery mechanism confirmed and funding approach agreed	Sept 2018	Tim Atkins		Funding package agreed at Council on 15.10.18; the funding will help CBH deliver c.500 new homes to meet needs in Cheltenham
Housing and homelessness strategy 2018-2023; key outcomes and priorities will be identified and delivery will be supported by a detailed action plan for the year ahead	Consultation	April – May 2018	Martin Stacy		Wide consultation undertaken and feed into final draft of the strategy
	Consideration by Cabinet	Summer 2018			Strategy approved by cabinet in July
Review of the Estates Regeneration approach in West Cheltenham.	Consideration by Cabinet	Nov 2018	Cliff Naylor/Martin Stacy		A potential masterplan of the area has now been submitted to Homes England, and this is being followed up with a briefing to Members via a Members Seminar on 11 th October, after which there will be further discussions on next steps
A review of the Severe Weather Protocol for rough sleepers	Initial discussions will be with district authority partners to consider whether county-wide alignment is possible	Dec 2018	Martin Stacy		Partners have agreed to adopt the Cheltenham Standard, which we piloted last winter. A deal has also been brokered to secure the use of YMCA premises in the event of SWEP being triggered.

Priority actions for CBC	Key milestones	dates	Lead Commissioner / Project Lead	R-A-G	Commentary
Explore opportunities to introduce contactless donation points to support homelessness charities.	Funding and terms agreed with facilitator/provider	Dec 2018	Martin Stacy		This is now with Planning for consideration.
Ensure that safeguarding is embedded across all areas of the council's business for staff and elected members including; recruitment, training and awareness-raising, service delivery, policy development, procurement and communications.	Adopting quality assurance safeguarding framework across all our service areas.	June 2018	Tracy Brown		Quality framework now adopted via the internal safeguarding officer group
Lead a partnership approach to safeguarding children and adults that will nurture and support those that are most vulnerable through strengths-based approaches.	Agreed partnership action plan for vulnerable young people	July 2018	Tracy Brown		All young people thrive group set up and has developed a broad action plan. Children's needs assessment received and being shared with partners and members. Plans emerging for a year of action in 2019
Solace Implementation and Review (a partnership between Cheltenham Borough Council, Gloucester City Council and Gloucestershire Constabulary to prevent and address high and medium antisocial behaviour with partners and communities, with a particular focus on vulnerability and risk).	Briefings to Members, partners, staff and communities	July 2018	Sarah Clark		Co-ordinated and consistent briefings and messaging were produced by Solace Team Leader and released across CBC, Gloucester City and the police. This was supported by press releases and public roadshows. The Solace Team Leader produces monthly written updates on Solace work in Cheltenham and Gloucester which are incorporated in CBC Leaders' Briefings.
	Public launch of Solace	July 2018	Sarah Clark		This took place in May across Cheltenham and Gloucester.
Town Centre security: Co-create a town centre multi-agency engagement team that uses strength-based approaches to prevent and reduce antisocial behaviour and low-level crime (subject to funding)	Approval of Action Plan and Performance Framework	Sept 2018	Sarah Clark		The project proposal has been modified several times to reflect feedback from CBC Executive Board, and partners. The project was approved by Exec Board in Sept 2018 (subject to funding arrangements, HR consultation etc.)
	Secure funding	Dec 2018	Mike Redman		Confirmation of funding has now been received from the following sources: <ul style="list-style-type: none"> - Cheltenham Business Improvement District - Cheltenham Borough Council - Late Night Levy Funding from the PCC has paid for Intensive Engagement training places for two CBC staff, and it is hoped that further training will be made available. Balance of required funding identified from income above target achieved within enforcement.
Town Centre CCTV	Town Centre CCTV upgrade to digital	March 2019	Louis Krog		The CCTV upgrade work is currently out to tender.

Priority actions for CBC	Key milestones	dates	Lead Commissioner / Project Lead	R-A-G	Commentary
Facilitate a range of community building and celebration events to promote inclusion and reduce incidents of hate related crime	Midsummer Fiesta	July 2018	Richard Gibson		Successfully held on 7 th July 2018
	World Mental Health Day	Oct 2018			The Heads Up Cheltenham team held a 'five steps to wellbeing' training session for Muni staff on 10.10.18, to highlight how we can all better take care of our mental and emotional wellbeing.
	Inter-faith	Nov 2018			Plans underway for the event on 14.11.18
	16 days of action	Nov 2018			Working with the county DASV coordinator to support 16 days of action planning along the theme of "Bystander Intervention and engaging with employers: 'What would you do?'"
	Holocaust Memorial Day 2018	Jan 2019			Plans underway for the event on 14.11.18
	International Women's Day	Mar 2019			Potential plans for a period poverty event to tie in with International Womens Day
Work through the Communities Partnership to facilitate delivery of projects in four communities;	Agreed action plan for the four geographic communities	November 2018	Richard Gibson / Tracy Brown		Action plans in development for: <ul style="list-style-type: none"> • Oakley to tie in with the health and wellbeing project • The Moors – to tie in the work on criminal gangs • Hesters Way – to link with the Intensive Engagement work • Monkscroft to tie in work on county lines
Work through the Communities Partnership to facilitate delivery of projects to support priority communities of interest that are at risk of vulnerability and harm;	Agreed action plan for the four communities of interest	November 2018	Richard Gibson / Tracy Brown		Action plans in development for: <ul style="list-style-type: none"> • Young people – via the all young people thrive group • Families – working with Locality to develop a new model for Inspiring families • Hate Crime – staff sessions held in October • Older people – via the new Know your patch network
Bring forward an article 4 direction for St. Pauls that will remove permitted development rights for the conversion of single dwellings into HMOs	Article 4 issued	March 2019	Tracey Crews		Currently identifying a resource to progress this piece of work and manage the regulatory framework. Plan still to seek council approval by March 19.

Culture and creativity thrive

Priority actions for CBC	Key milestones	dates	Lead Commissioner / Project Lead	R-A-G	Commentary
Develop a coordinated approach to our events programme including exploring commercial opportunities.	Undertake infrastructure improvements	Dec 2018	Tracey Crews		Due to other corporate priorities including planning for WWI activities together with capacity issues within the green team and Director of Planning, the events work stream has been delayed. The team are currently working on key objectives including; <ul style="list-style-type: none"> Stream lining process for event organisers to engage with CBC. Progress is being made with engagement of this online, but objective is to automate this process gazetteer of sites being mapped job evaluation completed for events officer role and path to recruitment being mapped out Events strategy in early drafting stage Engagement with Cheltenham Festivals and Cheltenham BID in progress
Organise a programme of events to mark the Centenary Commemorations of the end of World War 1.	Programme of events published	March 2018	Mark Sheldon		Launched as planned; the programme sets out 18 events and activities to be held in Cheltenham to commemorate the centenary of the end of WW1
	WW1 Website launched	April 2018			The new WW1 website cheltenhamremembers.org.uk was launched on 3 May 2018 and has proved highly popular with 1500 views in September.
	Partnership events	April-Nov 2018			The events to date have been really successful; planning is now underway for the centenary weekend events which will include the march with a hoped for 1290 participants, the remembrance Sunday event at the war memorial, a projection on the front of the Muni, lighting of a beacon in Montpellier Gardens and a concert at the Town Hall.
	War memorial Interpretation Board installed	May 2018			Boards installed
Deliver a community cycling event in 2018	Project initiation	May 2018 2019/20	Tracey Crews		Due to capacity issues in 2018, this activity rescheduled for 2019. Initial meeting with community based cycling groups to be held in December Pushed back to 2019/20
	Event	Sept 2018			Pushed back to 2019/20

Priority actions for CBC	Key milestones	dates	Lead Commissioner / Project Lead	R-A-G	Commentary
Develop a business case for a major cycling event for 2019	Bring forward the business case	Oct 2018	Tracey Crews		Following capacity issues arising in 2018, programme shifted to plan for community based events in 2019 and a major event in 2019. Engagement underway with potential providers for 2020 major cycling event.
Deliver the High Street East Public Realm project.	Delivery of phase 1	September 2018	Tracey Crews		Works planned to complete in November. Delays due to restricted access to site in early stages; sub-surface issues and design issues. Outstanding risk of rework due to cabling issues. Issues and risks being managed through Project Board.
	Agreement of funding & of delivery programme for phase 2	September 2018			Funding proposals being developed for discussion with GCC. Central Government suspension of shared space projects threatens further delay. Awaiting feedback from Cabinet in response to budget review and options for 2019.
Work towards more sustainable maintenance and planting practices.	Introduction of mixed public realm planting schemes (perennial & annual) to reflect new trends and sustainability	June 2018	Mark Sheldon		As agreed by cabinet in Dec 2017
Develop a new vision and masterplan for Cheltenham Town Hall.	Report to cabinet to gain agreement to a preferred option for the masterplan	July 2018	Mark Sheldon		Some delays in bringing forward a preferred option to cabinet. JCG is reviewing the options which range from minor improvements to major overhaul
Complete the Leisure-at redevelopment project to create a vibrant sport, fitness and play destination.	Complete Phase 1 redevelopment	May 2018	Mark Sheldon		The works were opened on 1 August, on schedule and slightly under budget
	Complete phase 2 (splash-pad) redevelopment	Aug 2018			
Deliver an agreed approach to events and experiences.	Review of delivery via Tourism Partnership	Sept 2018	Tim Atkins		This is linked to work underway in respect of events co-ordination and is ongoing. Progress being made on approach to experiences in context of key pillars of marketing Cheltenham (Heritage, Food & Drink, Shopping, Active, Rest & Recharge). Supported publication of Hidden Cheltenham trail.
Bring forward options for the governance and operating model for marketing, promotion and events in Cheltenham	Options paper to cabinet	Sept 2018	Tim Atkins		Best practice review continuing together with review of legal advice.
	Business model options and recommendations to Cabinet	July 2018			Date to be rescheduled in order to take account best practice from elsewhere. Programme for route to cabinet to be reviewed.
Undertake a review of the Tourist Information Centre.	Implementation of preferred option	March 2019	Tim Atkins		A preferred option has been identified, but needs further discussion before seeking cabinet approval. May not be taken forward in isolation but incorporated into overall strategy for future of Marketing Cheltenham. This is currently under discussion.

Cheltenham Borough Council contributes to a thriving Cheltenham and delivers excellent services to its customers

Priority actions for CBC	Key milestones	dates	Lead Commissioner / Project Lead	R-A-G	Commentary
Invest in Cheltenham's development to ensure long-term housing, employment and infrastructure needs are met. Ensure existing and new assets make a direct contribution towards service delivery, place-making and economic growth / regeneration.	Agreement to a revised Capital and Investment Strategy	Feb 2019	Paul Jones		On target
Undertake a LGA Peer Challenge.	Prepare self-assessment	Sept 2018	Pat Pratley		Plans underway for the peer review; the self-assessment will be submitted on 29 th October
	Peer Review Team on-site	Nov 2018			Plans on track for the peer review team
	Feedback	Dec 2018			On target
Deliver the organisational development programme to create a modern workplace with a sustainable future operating model. (Now known as the Modernisation Programme)	People strategy - development and approval	Dec 2018	Pat Pratley / Ann Wolstencroft		Draft completed.
	Customer & Digital strategy – development and approval	Dec 2018			Draft completed.
	Organisational design blueprint – development and approval	Dec 2018			Ongoing discovery work with Methods taking place.
	Conclude the review of the service management structure (phase 2)	March 2019			On going
	Introduce wellbeing champions across the council	Sept 2018			Progress being made through health and safety officer and safeguarding manager – plans to be brought forward by December
Develop the Better Business for All (BBfA) partnership which provides a holistic link between local businesses and the support and regulatory functions of the council and explore and implement sustainable service delivery options (eg consultancy).	Wider range of business support related services will be made available	Apr 2018	Sanjay Mistry		New BBfA support content added to CBC website. Regulatory services training portfolio designed and undergoing implementation. Potential new stream of income for CBC. Opportunities for commercial account management service for new businesses currently under evaluation.
	Review & evaluation of BBfA activities through partnership meetings	March 2019	Sanjay Mistry		Ongoing at both local and regional level.
Implement the Committee room sound system improvement project.	Report to cabinet on preferred option	April 2018	Rosalind Reeves		Cabinet in April agreed a budget of £66k to install a modernised sound system in the Council chamber and other committee rooms
	Implementation of preferred option	Sept 2018			Now installed
Ensure the council complies with the new General Data Protection Regulations (GDPR) coming into force in May 2018	Each service area to have developed and be implementing their actions plans	Mar 2019	Mark Sheldon		On target, each service has their own GDPR service plan, risks being managed through project team.

Priority actions for CBC	Key milestones	dates	Lead Commissioner / Project Lead	R-A-G	Commentary
Waste & Recycling Review: <ul style="list-style-type: none"> Further route optimisation/balancing Contract and Financial Management reviews Waste Management Policy update Analysis of operating processes - CBC/Ubico/JWT 	Production of Project Initiation Documentation	March 2019	Tim Atkins		Work streams are being taken forward within the context of the expected new waste and resources strategy. Resolution of the waste transfer issues with GCC is required before most of the work streams can be progressed however actions are being taken forward where possible.
Create place governance partnership and cultural partnership to help deliver the place vision. Continue support for the Communities Partnership.	New place and cultural partnerships in place	Sept 2018	Richard Gibson		New place governance group met for the first time in June.
The council will contribute to shaping the Gloucestershire 2050 Vision.	Facilitate a workshop with members	June 2018	Pat Pratley		Members' seminar held on 28 th June which then informed the debate at full council on 23 July.
Cemetery and Crematorium project.	Open Cheltenham's new crematorium	May 2019	Mike Redman		On target and within budget.
	Review options for the future use of the Victorian chapels and develop a plan for their future viability	Dec 2018	Mike Redman		On hold pending identification of suitable resource to progress this. Will hopefully still be complete by end of March 19.
Progress the Accommodation Strategy to ensure the council has fit for purpose office accommodation.	Progress update	March 2019	Mark Sheldon		Smart working deployment in progress: laptop roll-out and re-purposing of rooms underway.
Progress the ambitious plans for the re-development of the Municipal Offices.	Progress update	March 2019	Mark Sheldon		Plans for the Municipal Offices continue to be reviewed
Depot Rationalisation project.	Determine the masterplan for optimum use of site	March 2019	Mark Sheldon		Strategic discussions are taking place with regard to the possible relocation of UBICO within the next 3 years.
Determine the future of the Arle Nursery site.	Consider long term future & viability	July 2018	Mark Sheldon		Cabinet agreed to the disposal of the site. Property now progressing this.

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