



CHELTENHAM

BOROUGH COUNCIL

Notice of a meeting of Overview & Scrutiny Committee

Monday, 5 September 2022
6.00 pm
Council Chamber - Municipal Offices

Membership	
Councillors:	John Payne (Chair), Steve Harvey (Vice-Chair), Graham Beale, Nigel Britter, Jackie Chelin, Stephan Fifield, Tabi Joy, Louis Savage, Julian Tooke and Suzanne Williams

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

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The Chair will confirm this at the start of the meeting.

If you make a representation to the meeting, you will be deemed to have consented to be filmed and to the possible use of those images and sound recordings for broadcasting and/or training purposes.

Agenda

1.	APOLOGIES	
2.	DECLARATIONS OF INTEREST	
3.	MINUTES OF THE LAST MEETING Minutes of meeting held on 4 th July.	(Pages 5 - 10)
4.	PUBLIC AND MEMBER QUESTIONS, CALLS FOR ACTIONS AND PETITIONS	
5.	CABINET BRIEFING Briefing from Councillor Hay, Leader (if she has an update, or if O&S Members have questions for her) Objective: An update from the Cabinet on key issues for Cabinet Members which may be of interest to Overview and Scrutiny and may inform the work plan	

6.		MATTERS REFERRED TO COMMITTEE Matter referred from 18 th July Council (UNICEF child friendly status)	(Pages 11 - 12)
7.	6.05 pm	ANNUAL REPORT OF THE POLICE AND CRIME COMMISSIONER Objective: Consider the PCC's annual report Chris Nelson (Gloucestershire Police and Crime Commissioner)	(Pages 13 - 40)
8.	6.25 pm	CBH RESPONSIVE REPAIRS SERVICE Objective: What is working well and not so well, plans to improve and how is value for money demonstrated, with benchmarking with the social housing sector? Steve Slater (CBH Chief Executive) Emma Wall (CBH Executive Director Property & Communities)	(Pages 41 - 46)
9.	6.40 pm	SOCIAL HOUSING WHITE PAPER Objective: What preparation is being done to ensure compliance with reference risks? Has self-assessment against this been undertaken? Steve Slater (CBH Chief Executive) Emma Wall (CBH Executive Director Property & Communities)	(Pages 47 - 52)
10.	6.55 pm	AIR QUALITY MANAGEMENT PLAN AND GENERAL UPDATE Objective: Update on the AQMA's progress Gareth Jones (Senior Environmental Health Officer), Louis Krog (Head of Public Protection and DEPLO)	(Pages 53 - 58)
11.	7.15 pm	2021/22 ANNUAL REPORT Objective: Approval of the 2021/22 O&S Annual Report ahead of October Council Councillor Payne, Chair of Overview & Scrutiny	(Pages 59 - 72)
12.	7.25 pm	FEEDBACK FROM OTHER SCRUTINY MEETINGS ATTENDED Police and Crime Panel (1 st July) – update from Councillor Clucas Gloucestershire Health O&S Committee (12 th July) – update from Councillor Bamford Gloucestershire Economic Growth O&S Committee (21 st July) – update from Councillor Paul McCloskey (presentation attached for information)	(Pages 73 - 94)
13.		UPDATES FROM SCRUTINY TASK GROUPS	(Pages

		Update from Scrutiny Task Group on Tackling Multiple Deprivation – One Page Strategy attached for information Harry Mayo (Democracy Officer)	95 - 100)
14.		REVIEW OF SCRUTINY WORKPLAN	(Pages 101 - 106)
15.		DATE OF NEXT MEETING 3 rd October	
16.		LOCAL GOVERNMENT ACT 1972 - EXEMPT INFORMATION The committee is recommended to approve the following resolution:- “That in accordance with Section 100A(4) Local Government Act 1972 the public be excluded from the meeting for the remaining agenda items as it is likely that, in view of the nature of the business to be transacted or the nature of the proceedings, if members of the public are present there will be disclosed to them exempt information as defined in paragraph 3, Part (1) Schedule (12A) Local Government Act 1972, namely: Information relating to the financial or business affairs of any particular person (including the authority holding that information)”	
17.	7.30 pm	COUNTER FRAUD UNIT PARTNERSHIP Objective: Performance review, data and analysis Emma Cathcart (Head of Service, Counter Fraud Unit)	(Pages 107 - 112)
		Informal de-brief What went well? Can we identify opportunities for improvement or training needs?	

Contact Officer: Harry Mayo, Democracy Officer,
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Overview & Scrutiny Committee

Monday, 4th July, 2022

6.00 - 7.30 pm

Attendees	
Councillors:	John Payne (Chair), Steve Harvey (Vice-Chair), Graham Beale, Nigel Britter, Jackie Chelin, Tabi Joy, Louis Savage, Julian Tooke and Suzanne Williams
Also in attendance:	Bev Thomas, Harry Mayo, Darren Knight, Louis Krog, Bernadette Reed and Karen Watson

Minutes

1. APOLOGIES

Apologies were received from Cllr. Fifield.

2. DECLARATIONS OF INTEREST

There were none.

3. MINUTES OF THE LAST MEETING

The minutes of the 6th June meeting were approved and signed as a correct record.

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

There were none.

5. CABINET BRIEFING

The Leader had a number of issues to brief the committee on, but they were not yet in the public domain. The Chair agreed that they would work out how best to do this outside of the meeting.

The Leader added that she had attended the Local Government Association's annual conference last week, and through conversations with other councillors from around the country had learned of a number of good practices that could bring benefits to this council. This could form the basis of a future briefing.

6. MATTERS REFERRED TO COMMITTEE

There were none.

7. SOLACE

Bernadette Reed, Senior Environmental Health Officer, summarised her discussion paper, which sought to explain the structure and objectives of Solace

and gave an overview of its performance across the last year. Solace was a multi-agency team operating across Gloucestershire that primarily aimed to reduce repeat incidents of antisocial behaviour (ASB). CBC had signed up to the partnership in 2018, originally as a three year commitment, which was extended for another year due to Covid. In February 2022, its partners agreed to make it a permanent arrangement and to provide permanent funding.

Each council had a case officer (CBC's being Lisa Jones), a police officer and community support officer seconded from the police. Each team had an overarching team leader, with Cheltenham's having been recently recruited. They worked closely with officers whose portfolios overlapped with antisocial behaviour, including public protection, the neighbourhood team and environmental protection. The partnership was constantly evolving and seeking improvement, focusing on a number of shared priorities, the most important of which was cases that posed a high risk to the victim and had a high impact on people and the community. Part of their current work was building data to back up solid decision-making, and responding to the rise in cases since the end of lockdown, which was to be expected.

The team had various different powers which naturally differed from those afforded to the police and neighbourhood team. These powers were flexible to try and ensure the best possible outcomes, with enforcement only pursued out when there was persistent and continuing ASB, or when people refused to engage. The paper outlined the specific options and sanctions available to officers, though the majority of cases were dealt with through advice and engagement. They were also pursuing a number of civil injunctions and closure orders, and had recourse to use the Community Trigger if necessary.

At the moment, only Cheltenham and Gloucester were incorporated into Solace, but they were involved in positive conversations with other districts like Tewkesbury, the Forest of Dean and Cotswold District Council with regard to joining the partnership. Any further development of the partnership would be subject to the approval of the governance board.

One Member queried the number of unreported incidents. They had recently met with the Police and Crime Commissioner to discuss ASB, and noted that only 18 cases of public urination had been reported in Pittville Park in the last year, which was clearly an underestimate. They were also conscious of particular areas like hate crime where many cases were not reported. Which crime figures were being used to underpin their data? Another Member asked how extensive the data collected on perpetrators was. The Senior Environmental Health Officer responded that it was certainly a work in progress tackling a complicated overall picture, and not every incident would be captured, but their figures were based on police data. She would be happy to provide Members with the specific data they wanted captured

One Member asked how long the team leader role had been vacant before the new hire, and who had led the team in their absence. The Senior Environmental Health Officer responded that the previous team leader had left in February for a job at the council, and in the meantime she had led the team herself. The new team leader would be in post in six weeks' time.

One Member asked whether the figures regarding 999 calls encompassed all those made to Gloucestershire Constabulary or just those referred to Solace. The Senior Environmental Health Officer confirmed it was the latter.

One Member asked how Solace reached the repeat offenders in the town that councillors were familiar with. The Senior Environmental Health Officer stressed the importance of engaging and building relationships with them, and if necessary, the pursuit of ASBOs or injunctions to reduce the negative impact they had on the town.

One Member was concerned by the post-lockdown increase in ASB, and asked whether the resources at Solace's disposal were sufficient to deal with the issue. The Senior Environmental Health Officer acknowledged the scale of the issue, and emphasised that Solace sought to bridge the gap between the police and the council. In terms of resources, their dedicated and hard-working officers did well with what they had, though they could always do more with more.

Louis Krog (Head of Public Protection and DEPLO) added that the data in the report only reflected Solace casework, which comprised a small proportion of the total cases – many of which were dealt with through prosecution or not actioned at all. The second phase of Solace's organisational review would cover operational issues and give them a chance to look at how resources were allocated. He also emphasised that Solace did not work in isolation, and it might be helpful for Members to have a broader overview of how everything fed into it.

The Executive Director of Place and Communities stressed the value of joined-up processes like Solace in increasing organisational effectiveness.

The Chair thanked officers for their report and responses to Member questions, and for the work they were doing.

8. UBICO ANNUAL REPORT

Marvin Langston, Ubico Head of Operations, delivered a presentation recapping Ubico's progress over the last year. The key challenges faced had been the effects of self-isolation rules on day-to-day operational planning and a national shortage of drivers. Despite these issues, they had continued to operate as normal, avoiding any drop in kerbside or grounds maintenance and ensuring that CBC met all its waste and recycling statutory obligations.

In order to combat the driver shortage, they had worked to upskill existing staff, such as through the HGV fast-track, which ensured CBC had a high number of internally trained drivers. He credited the supervisory team at the Swindon Road depot in particular for this. They had also reconsidered Ubico's structure to build resilience, tweaking their apprenticeship routes to upskill staff. Retiring staff provided guidance and training to those who would take over their job afterwards, alongside getting formal qualifications.

He acknowledged that the number of missed bins had spiked at the start of the year, largely due to staffing issues caused by self-isolation, and new crews not knowing rounds. This trend had now dropped due to their constant focus. Food waste was the most difficult area, seeing a high turnover of staff. He highlighted that out of 6.7 million kerbside collections, 5,333 had been missed in total – a

success rate of 99.92, well above their target of 99%. They would continue to monitor this, with in-cab technology expected to improve the figure further.

The presentation further covered bin requests, yearly tonnages, household waste, garden waste subscriptions, grounds maintenance and overweight tickets. He was pleased with the work CBC was doing to increase recycling rates, with more containers leading directly to better figures. Annual tonnages had plateaued, but soft plastics collection was coming in which would boost this. Residents were clearly keen to recycle garden waste, while landscaping requests were on the increase. He noted that overweight tickets were a serious issue where they did occur, and were followed up with education for drivers as well as the threat of disciplinary action. Safety issues, such as the 'lasagne effect' where broken glass was covered by paper or other harmless materials, were closely monitored. Any employee could submit safety concerns which the management team investigated, using CCTV where necessary.

One Member thanked the officers for their presentation and Ubico staff for doing unpleasant and vital work. They were pleased with the presentation but noted that recycling rates had plateaued since March 2021, and asked what the strategy was to get this back up to 60% again. Karen Watson, Environmental Partnerships Manager, clarified that CBC was responsible for strategy and policy while Ubico was the service provider. The recycling rate had plateaued nationwide since last year, and they were involved in various projects including a bin audit and broadening public engagement and education in order to boost it. It was tough to increase engagement when their budget was limited, so they were trying to automate processes as much as possible. She stressed that recycling was central to their agenda, with Keep Britain Tidy being a recent example of this.

One Member noted that they had previously raised concerns about workers collecting bins on both sides of the road due to health and safety risks, and was pleased that this had been reduced. They noted that some residents now had three separate days for garden waste, general waste and recycling collection, which could pose difficulties for older residents who were not computer literate or could not access the internet. Was there some kind of central phone number they could call to find out the schedule? The Environmental Partnerships Manager responded that they understood that not all residents had internet access, so they did not rely solely on social media to update people, and instead worked with parish councils to get the key information out. The Member noted some areas of the town were unparished and as such might not have access to that either. Another Member asked about potentially simplifying recycling rotas, warning that complicated scheduled dissuaded recycling. The Environmental Partnerships Manager responded they were doing what they could to make it clear for residents. She would love to have all bins collected on the same day, but that would require significant extra resource.

One Member asked how missing collections were reported. The Environmental Partnerships Manager responded that collections were in something of a transition phase as they implemented new technology as part of their modernisation and green strategies. Crews operated at different times throughout the day, which Ubico tried to balance so the service was as resilient as possible and could respond to emergencies like vehicle breakdowns. They

were trying to minimise changes to the schedule, and only eight roads currently had bins collected on three different days. They were building calendars to make it as clear as possible for residents, and had previously intended to post a calendar to every household explaining the timetable but had to shelve this due to budget constraints. Many authorities changed their collection days week-on-week, but Ubico tried to keep it the same day wherever possible.

One Member asked how they could strengthen the link between capability and behaviour. The Ubico Head of Operations responded that education was key, as it only took one resident putting the wrong thing in their bin to contaminate a whole truck of recycling. Extra resource was always appreciated to help build capacity. The Environmental Partnerships Manager added that waste reduction was another key point, particularly in terms of reducing the amount of residual waste in the first place. Smaller bins helped to encourage this, and they were looking at how varying standards across the county made a difference.

One Member noted that the report did not look at Ubico's financial position or a broader overview of its contribution to the council's climate change goals. It took into account service integration with Tewkesbury, but not the other partner councils – would they lose crews to the other authorities? Was there a Ubico for each district or one centralised body? The Environmental Partnerships Manager clarified that Ubico's business plan, with a focus on those points, had gone before Cabinet recently and was publicly available. The Tewkesbury-centric aspects were due to Cheltenham sharing a depot with them, so they had the closest relationship. Her job as client officer for CBC was to ensure a focus on Cheltenham wherever possible. Rob Heath, Ubico Director of Operations, added that they were seeking to drive efficiencies through in-cab technology and various small projects. The vehicles were owned by CBC, while Ubico advised on availability and capacity.

The Cabinet Member Waste, Recycling and Street Services added that he had established a good working relationship with the relevant GCC strategic lead in order to ensure that when it came to long-term plans, there was proper coordination with the county council. All the partner councils met both at senior officer and Cabinet Member level to ensure a coordinated approach, though not necessarily at the same pace. They generally had the freedom to do things their own way, and could always put Cheltenham first.

The Executive Director of Place and Communities added that they wanted to reach a point where a missed collection reported by a resident could be captured and logged immediately, with the process to fix it beginning automatically. Collaboration was a key part of this, and he was pleased that partner authorities all used the same digital platform. Full co-ordination was a long-term process. There were various benefits from a Cheltenham perspective to this approach, including making better use of vehicles (i.e. fuel, wear and tear), greater efficiency for customers and value for money for the council.

The Chair was pleased with the wide-ranging discussion and officers' focus on environmental concerns. He had a ward-based query regarding the verge cutting in Prestbury, noting that strimmers often left untidy results, while mobile speed cameras had been known to fail to pick up speeding vehicles due to

overly tall grass. The Environmental Partnerships Manager agreed about the strimming issue, but noted that they could only use weed spray once a year before needing to wait for sufficient dieback. The desire to keep grass short also needed to be balanced against the need to preserve biodiversity.

The Chair thanked officers and the Cabinet Member for their time.

9. FEEDBACK FROM OTHER SCRUTINY MEETINGS ATTENDED

There were none.

10. UPDATES FROM SCRUTINY TASK GROUPS

The task group update was taken as read. The Democracy Officer added that since the note had been circulated, the membership of the group had been confirmed and would consist of Cllrs. Flynn, Payne, Seacome, Williams and Willingham. Members had been contacted about possible dates for the induction meeting, which would ideally take place before the next O&S meeting on 1st August.

11. REVIEW OF SCRUTINY WORKPLAN

The workplan was noted and there were no comments.

12. DATE OF NEXT MEETING

1st August.

13. LOCAL GOVERNMENT ACT 1972 - EXEMPT INFORMATION

Members resolved to move into exempt session.

14. EXEMPT MINUTES

The exempt minutes of the 6th June meeting were approved and signed as a correct record.

John Payne
Chairman

Overview and Scrutiny, 5th September

Matters referred to committee

At the [18th July Council meeting](#), a motion was proposed asking the council to sign up to and implement the principles of UNICEF Child Friendly city status. An amendment to the motion proposed referring the issue to O&S to look at the situation, proposal and implications, and report back to Council for a decision to be taken. Members voted to refer the issue to O&S.

In response to this referral, a discussion paper is scheduled to come to the 31st October O&S meeting taking a detailed look at UNICEF child friendly status and comparing it to the services currently offered by No Child Left Behind. Richard Gibson (Head of Communities, Wellbeing and Partnerships) will be the lead officer for this paper.

Harry Mayo (Democracy Officer)

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We're on our way!

Strengthening your Constabulary

By Chris Nelson, PCC for Gloucestershire

Gloucestershire Constabulary will benefit from the Government Uplift programme with an additional 153 funded officers, in addition to the commitment that I have made to increasing staffing numbers.

Work has been ongoing to develop a programme of recruitment to ensure that these officers and staff are recruited and deployed into issues which affect the County, with a focus on areas including Serious Violence, Knife Crime, Neighbourhood Crime, County Lines and Drugs Related Violence and Serious Organised Crime.

In their initial period, officers are required to undergo a national programme of training, and locally the



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Doggy DNA - and a world first for the Constabulary in protecting your pooch

Protecting your pooch might sound like a slogan but there is no doubt it has become more urgent after the trade in stolen dogs prompted a new crime wave and made headlines around the world.

Just how far organised gangs were prepared to go was highlighted

when two of the American singer-songwriter and actor Lady Gaga's French Bulldogs were kidnapped and their walker shot in broad daylight.

Pet theft nationally was already on the increase and fears that what

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Constabulary has formed a dedicated Tutor and Assessment Unit which equips new officers with the knowledge and skills to deliver an effective service and keep the communities of Gloucestershire safe from harm.

Gloucestershire Constabulary's approach to tutoring and assessment is **unique within our region** as student officers are tutored in a dedicated unit by highly trained tutors.

This approach allows the tutors to make sure that our new officers are given the operational knowledge they require across a range of policing areas where they work closely with Neighbourhood Policing teams, response teams, CID and Sexual Offences teams to execute warrants, perform reassurance patrols and assist with the search and arrest of dangerous offenders. The Tutor and Assessment Unit has often been used as a proactive resource to support day to day policing.



The training programme exposes student officers to the following deployments:

- Investigations for three weeks
- response policing for 30 weeks
- neighbourhood or proactive policing for 9 weeks
- a further period in investigations for 13 weeks to consolidate their experience and knowledge.

The attachment to Neighbourhood Policing allows the local teams to concentrate on proactive operations, focussed on neighbourhood crime, knife crime and serious violence.

Uplift is having a considerable impact on deployable front line resources. In the week commencing 2 May 2022 there were:

- 65 extra officers supporting response policing
- 20 extra officers supporting neighbourhood policing
- 19 extra supporting investigations.

This frontline number increases further through the year. In October 2022 there will be 100 extra officers supporting response policing, 16 extra officers supporting neighbourhood policing and 16 extra supporting investigations.

Examples of good work...

- A suspect was arrested following the execution of a warrant by the Tutor Assessment Unit (TAU). The suspect was bailed and his devices downloaded and analysed. This warrant relates to a National Crime Agency referral following indecent images of children being uploaded through Yahoo. The TAU has assisted with the increased demand in referrals and have taken on a number of low risk cases
- **Officers were first on the scene when a person had jumped into water. She was blue with the cold and in such a drugged state she was ranting and crying and couldn't follow instruction or grab a 'throw line'. She was in danger and was submerged up to her chin in freezing cold water. Officers helped her out of the water - which was no easy task as they were also in the water. Their actions saved the person's life**

- Executed section 18 searches which led to the arrest of a sex offender by the Child Abuse Investigation Team
- **Located a vulnerable missing person and their child from 4 years ago, which was excellent work in helping to locate two people who had been missing for some time**
- Talked a vulnerable female down from the edge of a car park parapet – again, saving a life.

An external facilitator, new to the organisation, commented: "I am a new member of staff and I'd just like to say how impressed I am with the calibre and professionalism of the Student Officers at Gloucestershire Constabulary. The training and tutorship they receive is of an exceptional standard and their assessed work reflects this. My role is to manage the quality of the qualifications delivered within the TAU and in my 20 year career in Education and Quality, I've never seen such a high standard of work produced".

County's new Deputy PCC passes panel test

Forest of Dean District Councillor Nick Evans was appointed Gloucestershire's new Deputy Police and Crime Commissioner (DPCC) in July.

Mr. Evans, who is also a former Special Constable, was selected as the preferred candidate following a competitive interview process. An announcement was confirmed following consultation with the Police and Crime Panel.

He said, "I have always been driven by a sense of duty and public service, so I am thrilled to be joining Chris as his Deputy Commissioner.

"By delivering on our promises, and putting more officers on the beat, we can cut anti-social behaviour,

reduce rural crime and make sure our communities feel that the police are focusing on the issues that matter to them, whether they live in Lydney or Lechlade.

"I'm looking forward to working with organisations across the County to drive down crime, and make sure our residents feel safe and secure, wherever they live."

Mr. Evans is a public policy and communications professional with diverse experience spanning the public and private sector. Most recently, he served as an advisor to the Mayor of the West of England where he was a key part of the team planning the economic recovery from the Coronavirus pandemic for



a region of more than one million people. Previously, he worked for the Government's technology agency Innovate UK and was Head of Communications and Press Secretary to the Attorney General. He is also a district councillor in the Forest of Dean and a former Special Constable in the Metropolitan Police.

"Why I wanted a deputy" by PCC



I decided to have a Deputy for a number of reasons.

There is an obvious need for the role. My predecessor had a Deputy, as do most PCCs in other counties, which is not surprising given the work and responsibilities that Commissioners have. A Deputy PCC can help with that. But I see the role as far more than simply attending meetings I cannot make. This includes working closely with partners across our

County in developing a more 'public health approach' to tackling and preventing crime.

That means establishing strong relationships with those working in the NHS, local government, in education and in the voluntary sector. While we must reduce crime, the police cannot and should not be expected to do this alone.

Where local councils or communities are doing good and innovative things to reduce crime or anti-social behaviour, tackling the things that really matter to people, I want Nick to explore with others the opportunities for developing these as part of a county wide approach.

I shaped my manifesto based on what local people told me was

important and I want to remain in constant touch with them. I intend to be out and about each weekend, up and down the County, meeting the public in their high streets and listening to what they have to say about policing and crime. Nick will help me to do that and to explain how we are delivering our priorities of recruiting more police officers, PCSOs and Special Constables and a zero tolerance approach to antisocial behaviour. And where we can't do this in person I want to make much greater use of social media so we can have meaningful conversations online.

Nick has an impressive CV, with a background in local and national government and I am confident he will be an articulate advocate for our work.



Panel backs Commissioner's tax rise to increase police numbers

Gloucestershire's Police and Crime Panel unanimously backed Police and Crime Commissioner (PCC) Chris Nelson's plans for an increase in council tax that will enable him to continue his ambitious rebuilding programme.

An increase of 3.7% will add £10 to a band D householder's annual bill, the equivalent of just under 20p per week and raise an extra £3.1m.

It will enable the Constabulary to balance its books and the PCC to begin fulfilling the promises on which he was elected including:

- putting more police on the streets
- tackling anti-social behaviour
- making it quicker and easier to contact the Constabulary in times of need
- investing in the Citizens in Policing programme to build new links and partnerships within communities
- innovating in the use of Special Constabulary and volunteer Police Community Support Officers to bring the best of volunteering to keep communities safe
- continuing to support community projects aimed at reducing crime and anti-social behaviour through the Commissioner's Fund.

Chris explained, "My first budget will see the biggest increase in police officers and staff in a generation.

"Over the next two financial years the Constabulary will increase in size by more than 400 personnel, split roughly 50:50 between full time and volunteer officers and staff.

"The £10 rise in council tax takes account of the pressures on household finances and is much lower than the £13.9 average annual increase over the last few years.



262 a month
3,146 a year



12 murders
1 manslaughter over the last year



272 physical assault's by a person this year



188 a month
2,256 a year



589 a month
7,064 a year



2 a month
24 a year

"I believe 20p per week extra, to correct historical under investment, is a measured and proportionate response to improve essential services, which the vast majority of people who voted for me said they wanted.

"In the first two years of the national uplift programme, the Constabulary increased the number of officers by 92; and over the next 12 months we will recruit another 61.

Planning this budget has been a challenge, having inherited a substantial deficit. Reserves had been depleted, ICT infrastructure and systems required updating and Her Majesty's Inspectorate had identified areas requiring urgent improvement. On top of that, the Constabulary gets some of the least centralised funding in the country, relying on council tax payers to make up the shortfall, and yet council tax increases have been limited.

"Providing the Chief Constable with the resources he needs is one of my biggest responsibilities and it is within that context that I recommended to the panel an increase in council tax for a Band D property of £10.00 this year".

Over the past 10 years, the proportion of central funding for policing in Gloucestershire has fallen from nearly two thirds in 2010 to just over half. The Government now meets just 53% of the cost of policing in the County compared to 66% in 2010. The remaining 47% comes from council tax payers, through a precept set each year by the PCC.

The Budget for 2022/23, which covers the period April 2022 – March 2023, will provide the resources to deliver the Police and Crime Prevention Plan and, over the next three years, enable the Constabulary to release more officers back to public facing duties.

Chief Constable Rod Hansen said, "I support the Government's commitment to increasing the number

SPENDING PLANS 2022/23		
BUDGET REQUIREMENT	2021/22	2022/23
	£000	£000
Constabulary		
Police officers	71,296	73,346
PCSOs	4,252	4,752
Police Staff	32,429	36,641
Other running costs	29,367	32,957
Capital Financing	2,691	1,858
Expenditure	140,035	149,553
Interest and other income	-4,033	-5,268
Specific grants	-6,145	-6,453
Contribution from reserves	-	-455
Net Expenditure	129,857	137,378
Office of the PCC	1,254	1,437
Commissioner's Fund	1,300	1,170
Net Budget Requirement Funded by:	132,411	139,985
Government Grant	69,462	73,536
Collection fund surplus (deficit)	-156	209
Which leaves council tax payers to fund	63,105	66,240

The level of council tax	
The band D council tax you will pay this year for services provided by the Police and Crime Commissioner (PCC) is	£280.08
which is a increase compared to last year.	3.70%
The budget has increased by which is made up of:	5.72%
Pay rises and price inflation	3.05%
Costs for additional staff and officers	3.91%
Additional costs	1.03%
Other adjustments	-0.97%
Increased income	-0.81%
Efficiency plan	-0.48%
How many staff we employ	
The Commissioner has budgeted to employ the full-time equivalent of staff at 31 March 2023.	2,289
How the budget compares with last year	
BUDGET COMPARISON	£000
Budget 2021/22	132,411
Pay rises and inflation	4,033
Costs for additional staff and officers	5,175
Other additional costs	1,362
Capital costs	-832
Use of reserves	-455
Increased income	-1,078
Efficiency plan	-630
Budget 2022/23	139,985

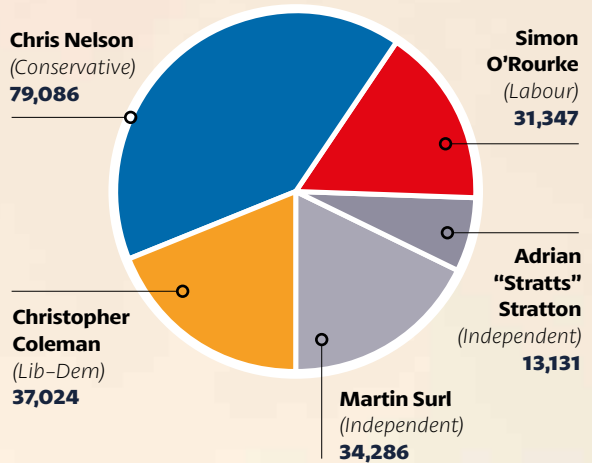
of police officers nationally by 20,000, and I would have welcomed the ability of the PCC to invest further beyond the £10 maximum that is allowed without a Referendum.

"I welcome the planning certainty offered by a three year overall settlement for policing whilst hoping that the national funding formula review adequately recognises the difficulties of small rural forces."

CHRIS NELSON ELECTED GLOUCESTERSHIRE POLICE AND CRIME COMMISSIONER AND CRIME COMMISSIONER

Conservative candidate Chris Nelson was elected Police and Crime Commissioner (PCC) for Gloucestershire in May.

FULL RESULT OF FIRST PREFERENCE VOTES:



Because no single candidate received more than 50 per cent of the vote, the count went to second preference votes.

Full result including second preference votes:

Christopher Coleman (Lib-Dem)

59,838

Chris Nelson (Conservative)

91,097

The total number of verified ballot papers was **200,578**, the highest it has ever been for a PCC election in Gloucestershire.



The turnout for the county was **40.9%** (in 2016 it was around 30.5%, and in 2012 it was just under 16%). Stroud had the highest turnout at **46.1%**, with the Forest of Dean the lowest at **37.2%**. In between was Cotswold at **42.9%**, Cheltenham at **42.9%**, Tewkesbury at **38.4%** and Gloucester at **37.4%**.



New tech will make streets safer for women and girls

Locally designed software is helping women and girls feel more secure on the streets of Gloucestershire.

The 'Flare' app can be installed on any mobile device and will enable women and girls to share their experiences, anonymously, of where and how they have felt unsafe as a warning to others and so authorities can take action.

It has been developed by Gloucestershire Police with the help of funding from the Home Office, and is being used by local partners who work under the umbrella of Safer Gloucestershire to make the County's streets safer.

Data gathered through 'Flare' can also be used to inform the deployment of 18 mobile cameras to areas where women and girls say they feel most vulnerable.

The cameras are the first tangible benefit to come from the one million pound grant, won by the office of Gloucestershire's Police and Crime Commissioner (OPCC) towards helping women and girls feel safer.

The OPCC and its partners, including Gloucestershire Constabulary, University of Gloucestershire, Gloucester City Council, and Gloucestershire Rape and Sexual Assault Centre (GRASAC), was successful with two bids for funding from the Home Office's Safer Streets Fund. One was for Gloucester City Centre, the other for the county as a whole.

Gloucestershire's Deputy Police and Crime Commissioner Nick Evans, who chairs Safer Gloucestershire, said: "Any incidence of violence, intimidation or harassment of women and girls on our streets should be reported to the police, but we know most are not. I want to turn that



around and for women to have the confidence that in Gloucestershire, we care about their safety. That's why information gained through the 'Flare' app – which is free and easy to use anonymously – will help us take direct action and place cameras in the very places they feel most at risk.

"Working together with our councils and with more police officers on our streets will, I hope, lead to women and girls feeling safer and start to tackle the unacceptable fear and abuse they face every day."



OPCC secures £1 million to safeguard women and girls

More than one million pounds of Government funding has been awarded to the Police and Crime Commissioner for Gloucestershire (OPCC) to help women and girls feel safer in the county.

It was the third-largest amount of money granted by the Home Office from its Safer Streets Fund with the aim of helping tackle Violence against Women and Girls – a priority of the PCC's Police and Crime Prevention Plan.

Gloucestershire OPCC, working with other partners including Gloucestershire Constabulary, University of Gloucestershire, Gloucester City Council, and Gloucestershire Rape and Sexual Assault Centre (GRASAC), were successful in two bids for funding.

The first countywide bid for £517,050 will pay for cameras which can be deployed where women and girls say they feel unsafe.

It will also help fund a bystander intervention training programme



which aims to make cultural change by giving people the confidence to call out inappropriate or misogynistic behaviour. Finally, the funding will support the Boost children's programme, which teaches supportive leadership skills to young people.

The second bid focused on Gloucester City Centre and resulted in £544,428 to fund cameras and lighting around Gloucester Park; a dedicated community engagement role to work on outreach with women and girls around the Gloucester Park area; and finally, financial support for The Nelson

Trust's Sex Worker Outreach programme, which helps vulnerable women in the City.

PCC Chris Nelson said, "My team and its partners have excelled themselves with innovative solutions, which I hope will start to tackle the systemic fear and abuse women and girls face every day".

Ruth Saunders, Gloucester City Council Head of Communities said, "We're delighted to be working with partners on this project which will help vulnerable women and girls in our city, as well as the wider community. It is important that people feel safe on our streets and that those facing considerable challenges in their lives have somewhere they go to for help and advice."

The total funding of £1,061,478 for Gloucestershire was more than for the whole of London combined. Gloucestershire OPCC was one of only a handful of applications successful in both of its bid submissions.

INTRODUCING 'BOOST' CHILD LEADERSHIP PROGRAMME

Gloucestershire Constabulary has run a successful Supportive Leadership programme for the last four years and has now introduced a child leadership scheme across the county called 'Boost'.

'Boost' is a flexible, transformational, self-leadership and empowerment programme that equips young people in Gloucestershire with the essential life skills they need to deal with challenges, today and in the future. So far the programme has reached well over 2,000 young people in the county and it is hoped that figure will be surpassed in 2022/23.

'Boost' is the idea of Chief Constable Rod Hansen who has gathered together some of the most influential people in the county including educators, psychologists, academics, the judiciary, third sector and business leaders to discuss the gap between what

boost

young people learn through mainstream education and the skills they need in everyday life.

"'Boost' covers areas such as emotional intelligence, soft power, compassion, collaboration and humility", said Mr. Hansen. "It is being delivered to primary school children in Year 6 by their local sixth form students and is helping them prepare for the step change from primary to secondary school. It will also enhance the leadership skills and confidence of the sixth form students as they facilitate the learning of Year 6", said Mr. Hansen.

"If young people become more aware of the way they lead themselves they are more likely to thrive and make better life choice decisions. The hope is that they will be safer in our communities and less likely to become victims of crime."



Fire and police leaders promise new spirit of partnership



Some of the areas for greater collaboration will include:

- **road safety** – developing closer working through community safety partnerships
- **training and development** – sharing of leadership and management programmes and use of facilities to provide training for crews and police officers
- shared access to premises.

Cllr Dave Norman said: "So much of the invaluable work of the fire service and the police is closely linked, so a positive working relationship will be of great benefit to the county as a whole." Chris Nelson, Police and Crime Commissioner for Gloucestershire, said: "There are many advantages to be gained from GFRS and the Constabulary working more closely together and enhancing community safety is our ultimate aim".

Chris Nelson, Gloucestershire's new Police and Crime Commissioner, and Cllr Dave Norman, Gloucestershire County Council's cabinet member with responsibility for the Fire and Rescue Service and road safety, have re-launched the Emergency Services Collaboration Board.

Mr Nelson was elected to the post in May, while Cllr Norman

was re-appointed to his cabinet member position following the local elections.

Work is underway to formalise relationships between police and Fire to promote a closer working relationship between Gloucestershire Fire and Rescue Service (GFRS), Police and the Office of the Police and Crime Commissioner (OPCC).

NEW FUND LAUNCHED TO IMPROVE SAFETY OF COUNTY'S ROADS

A new fund has been launched to help create a greener, safer and healthier county, as part of a partnership between Gloucestershire County Council and the Office of the Police and Crime Commissioner (OPCC).

The £600,000 Community Speedwatch Safety Fund will give communities the tools they need to combat speeding in their areas.

The fund aims to make the county's roads safer for the pedestrians, cyclists and motorists that use them.

PCC Chris Nelson said, "Working closely with the Constabulary and County Highways, we have revamped the Community Speed Watch scheme to empower those wishing to tackle persistent speeding. The solution we have come up with involves the whole community and has been created to conform with data protection rules and the requirements of the surveillance camera commissioner.

"This developing partnership is, I hope, the magic ingredient required to get to grips with a problem that has been plaguing local communities for years."

Cllr Dave Norman, Cabinet member responsible for road safety at Gloucestershire County Council, said: "I am delighted that we have been able to work with the OPCC to create this fund.

"The Community Speedwatch Safety Fund will have a positive impact on road safety in Gloucestershire and help to reduce road deaths and injuries."

Mark Preece, Chief Fire Officer at Gloucestershire Fire and Rescue Service, said: "This fund is important to ensure our roads are safer for everyone that uses them.

"Emergency services will continue to work together to tackle this serious issue and keep people safe on our roads."

PCC gets backing from Bishop in bid to block random sex licenses

Hundreds of supporters joined Gloucestershire's Police and Crime Commissioner in a campaign against sexual entertainment in the county.

PCC Chris Nelson targeted a loophole in the law that allows any licensed premises to offer sexual entertainment without official permission.

Mr. Nelson was previously frustrated when he joined other opponents to an application from a venue in Cheltenham to offer sexual entertainment during the National Hunt Festival, which takes place in March each year.

In January he launched a petition calling for the repeal of the part of the Policing and Crime Act 2009, which allows any licensed premises to offer sexual entertainment without first notifying the police, local council or local residents. He is hoping it will influence the Government to bring about an urgent change in the law.

"I understand how current legislation has made it difficult for councillors to refuse sexual entertainment applications in the past, especially when there is a legal precedent. But someone needs to take a lead in changing the culture of immoral behaviour towards lone women in the area", he said.

A survey commissioned by Cheltenham Borough Council found that 75% of women felt less safe on the town's streets during race week and 82% had suffered from some

form of sexual harassment.

"That is why I have made tackling violence and intimidation against women and girls a priority in my new Police and Crime Prevention Plan, and why I have launched this petition."

The first to endorse the PCC's petition, available at:

<https://chnng.it/jzrKy7GKG5>, was the Bishop of Gloucester, the Right Reverend Rachel Treweek. "I fully support this petition and would urge people to sign it", she said.

"We need to take urgent action to tackle all violence against women and girls, and part of that is about making our streets and towns safer.

"Allowing any licensed premises to offer sexual entertainment objectifies women and exacerbates the risk of women and girls being abused."

Under current legislation, any licenced premises is allowed to provide a variety of sexual entertainment up to 11 times a year, providing there is at least one month apart. It is a loophole which means different venues can 'pop-up' randomly and offer similar entertainment without any outside regulation around conduct and safety.

Three local charities supporting vulnerable women, Gloucestershire Rape and Sexual Abuse Centre (GRASAC), the Nelson Trust and Cheltenham Guardians have all previously voiced their opposition to such clubs and have signed the petition.

PETITION TEXT

We, the undersigned, call for an end to the semi-public objectification and sexualisation of women in Gloucestershire and a reduction in the threatening environment for women and girls in the county by banning Strip Clubs and other Sexual Entertainment Venues in the County of Gloucestershire.

We ask the District Councils of the County, as licensing authorities, to follow the lead of towns like Blackpool, Exeter and Swansea and reduce to zero, the number of sexual entertainment venues permitted in their districts.

Further, to prevent the creation of unlicensed and unregulated Strip Clubs proliferating in the County without any consultation with local residents and potentially putting more women at risk, we call for the repeal of the provisions of the Policing and Crime Act 2009 which allow any licenced premises to offer 11 nights of sexual entertainment a year without notification to police, council or local residents.

With a recent survey showing that 70% of women surveyed felt unsafe in our Night Time economy, and that 82% had suffered some form of sexual harassment, the time has come to put words into action, and take the practical steps necessary to tackle violence and intimidation against women and girls in Gloucestershire.





PCC says lack of investment partly to blame for 101 call-line failures

A lack of investment and a failure to address persistent problems with crime recording by his predecessor contributed to failings highlighted in a report published in October by Her Majesty's Inspectorate of Constabulary, Fire and Rescue Services (HMICFRS), according to PCC Chris Nelson.

Among the areas judged 'inadequate' by the HMICFRS was the non-emergency 101 telephone service where it was taking an operator, on average, more than eight minutes to answer a call.

Mr. Nelson said, "The 101 service has not been good enough for some time, an issue my predecessor failed to grip. This Inspectorate report effectively covers the last few years in post of my predecessor, and does not cover performance since my election. Problems I have inherited will require investment primarily in people but also in technology.

"I promised more recruitment in my manifesto and that is now enshrined in my draft Police and Crime Prevention Plan with extra staff to go into the control room and other support services on top of my original pledge to recruit more officers.

"Austerity has definitely had an impact on the police nationally, which is why I am working so hard with this Government to

invest in the Constabulary. But this particular problem could have been addressed by my predecessor, if he had chosen to invest more in people rather than buildings."

The PEEL Inspection as it is known, which assesses the Constabulary on effectiveness, efficiency and legitimacy, concluded it was 'inadequate' in five of 10 categories under review and 'good' in four. The other was rated 'adequate'.

Responding to the report, the PCC, whose job is to hold the Chief Constable to account for the Constabulary's performance said, "I take the findings of the HMICFRS very seriously and five areas deemed inadequate is clearly not acceptable. However, there is almost an equal number rated

'good' so it's not all bad news and shows what can be achieved with extra investment.

"I also share the view that this report misses crucial context in some places, not least that the Force had to operate under the extraordinary circumstances of a pandemic when it continued to deliver its core duties whilst also enforcing lockdowns and dealing with people who were infectious with Covid at a time when no vaccines were available.

"But my job is to ensure the Constabulary operates to a high standard across the board and I have every confidence, not only in the Chief Constable, but also in the solutions that we have already put in place to achieve the high standards required by the Inspectorate and myself".

During the years of austerity between 2010 and 2017, the Constabulary lost £32 million of annual funding, resulting in the loss of 249 police officers, 79 staff and 32 Police Community Support Officers (PCSOs)





Commissioner's plans for a safer stronger Gloucestershire unveiled

Residents in the Cotswolds were among the first to hear how the new Police and Crime Commissioner (PCC) wants the police to operate.

PCC Chris Nelson launched his draft Police and Crime Prevention Plan in September at the Royal Agricultural University in Cirencester, the venue for the first of six roadshows to engage and empower communities on community safety in the County.

The plan, which is the blueprint for policing in the county, has now been adopted, and can be viewed on the Office of the Police and Crime Commissioner (OPCC) website. It explains the PCC's ideas on how the police, public and a range of other partners can work together to reduce all forms of crime, centring on the priorities (*right*).

Mr. Nelson said, "Empowering communities is, for me, about finding every opportunity to work with people, to identify issues early and prioritise them, so that we can find practical, effective solutions to tackle these problems as partners.

"My job is to engage with communities to ensure the public's policing needs are met effectively because the partnership between the police and the public is crucial to tackling crime in Gloucestershire".

The roadshow audience was made up of invited guests and members of the public with a number responding to the PCC's 'Call to action' by signing-up on the night for Neighbourhood Watch and Community Speed Watch schemes.

This is the link to the Police and Crime Prevention Plan:

www.gloucestershire-pcc.gov.uk/police-and-crime-plan-priorities/

Police and Crime Prevention Plan Priorities (At a glance)

- Creating safer communities**

 Reducing crime and anti-social behaviour and increasing feelings of safety
- Tackling violence against women and girls**

 Challenging unacceptable attitudes and behaviour
- Strengthening your Constabulary**

 A trusted, visible and responsive policing family
- Targeting the causes of crime**

 Prioritising those most at risk of harm
- Supporting victims and reducing reoffending**

 A people centred justice system
- Empowering local communities**

 Giving you a voice in policing



Terrified and intimidated: *The untold story of hare coursing*

Knives dripping in blood left outside the house; farmers chased-down in fields by night; families left terrified of repercussions. This is the reality of life for the victims of hare coursing in Gloucestershire – a practice where hares are hunted by organised crime gangs, threatening families and destroying crops and farmland in the process.

This shocking tale was told by a local farmer, as part of a video produced by Gloucestershire's Office of the Police and Crime Commissioner to highlight the severity of rural attacks in the county.

View the video here:

<https://youtu.be/z-hlBpXSzlo>

The farmer, who wished to remain anonymous, has been working with Gloucestershire Constabulary's rural crime team for a number of years and says his farm was targeted 44 times last winter alone.



"We've had knives left outside the house. They've killed hares just outside the girls' bedrooms and there are reports that these people carry firearms with them too.

"It's no longer a case of poaching the odd rabbit here or there. These are dangerous gangs coming out with lurchers, two or three times per week. They film the hare coursing and sell the pictures to make money."

The farmer's testimony was seen at the Department of Environment Food and Fisheries (DEFRA) and later

used to support the Government's plans to strengthen the powers and penalties available to tackle hare coursing.

In amendments tabled to the Police, Crime, Sentencing and Courts Bill, the Government set out measures to strengthen law enforcement for hare coursing by increasing penalties, introducing new criminal offences and creating new powers for the courts to disqualify convicted offenders from owning or keeping dogs – this includes an order to reimburse the costs incurred when dogs are seized in kennels.

Chris Nelson, Gloucestershire's Police and Crime Commissioner, said: "Before I was elected, victims of rural crime often told me they felt like 'second class citizens.' Their homes and businesses are remote, leaving them vulnerable to attacks from organised criminal groups looking to target their machinery or destroy their land.

"But it's not just the inconvenience to their livelihood that's the issue. Farmers are facing threats, their family homes are attacked late at night, and sometimes farmers are chased by crime groups in vehicles for trying to protect their land. It leaves farming families anxious and scared, and this is simply not acceptable.

"I have asked the Chief Constable to prioritise rural crime as part of my Police and Crime Prevention Plan, and I hope this means the hard-working rural crime team will get the support and resources they need to make a difference to the lives of those living in rural areas."

GOVERNMENT'S PROPOSALS INCLUDE:

- Increasing the maximum penalty for trespassing in pursuit of game under the Game Acts (the Game Act 1831 and the Night Poaching Act 1828) to an unlimited fine and introducing – for the first time – the possibility of up to six months' imprisonment
- two new criminal offences: firstly, trespass with the intention of using a dog to search for or pursue a hare; and secondly, being equipped to trespass with the intention of using a dog to search for or pursue a hare both punishable on conviction by an unlimited fine and/or up to six months' imprisonment**
- new powers for the courts to order, on conviction, the reimbursement of costs incurred by the police in kennelling dogs seized in connection with a hare coursing-related offence
- new powers for the courts to make an order, on conviction, disqualifying an offender from owning or keeping a dog.**

Doggy DNA - and a world first for the Constabulary in protecting your pooch

Continued from page 1 

happens in America reaches the UK eventually, put anxious owners from Los Angeles to London, Longlevens to Littledean on their guard as dog walkers went out in twos.

With science leading the fight back, Gloucestershire became the first police force in the world to use DNA to deter the dog thieves.

A scheme known as 'DNA Protected' uses a DNA marker system that has been developed by the court approved DNA testing laboratory Cellmark for forensic analysis to help investigate criminal cases involving the theft of dogs.

Two important aspects in protecting pet dogs are awareness raising and crime prevention. Storing a dog's DNA profile on Cellmark's forensic dog DNA database makes it easily accessible to Police forces and could help ensure the dog's safe return if it is lost or stolen.

Chief Inspector Emma MacDonald, the liaison between the Office of the Police and Crime Commissioner Constabulary for dog theft said: "There has been a national rise in dog thefts since the beginning of the Coronavirus pandemic and I am hopeful that this initiative will help to reassure owners and protect the dogs of Gloucestershire.

"All of our police dogs have been profiled and given new Velcro patches for their harnesses which shows our confidence in the scheme."

DNA Protected products are available on the OPCC and Constabulary Neighbourhood Engagement Vehicles but it is available to purchase by visiting the DNA Protected website at www.dnaproTECTED.co.uk/.

Kits are £74.99 and dog owners can also purchase branded collars and leads to show that their dog has been protected.

Chris Allen, Gloucestershire Constabulary's Head of Forensic Services said: "DNA is unique and a fact that has enabled Forensic Services to identify criminals for many years. With the application of the same processes used for human identification, the DNA Protected service promises a searchable database of canine DNA information".

David Hartshorne, Managing Director for Cellmark Forensic Services said: "Cellmark has been at the forefront of forensic DNA profiling for over 30 years and we are pleased to be assisting Gloucestershire Constabulary to prevent and investigate dog theft.

"We developed the DNA Protected service to assist with crime prevention and to help the police return stolen or lost dogs to their owners and it's great that our forensic DNA tools, which have been used for many years to identify people and investigate crime, will now be used to help combat dog theft."

Police and Crime Commissioner Chris Nelson said, "Gloucestershire has been at the forefront of moves to recognise the status of all animals. I congratulate the Constabulary on leading the way in the introduction of DNA technology and I'm sure many other forces will follow its example".

CONGRATULATIONS TO OUR FRIENDS IN THE NORTH



Congratulations to Cotswold Friends, the local charity recognised in the Queen's Birthday Honours List.

Cotswold Friends helps and supports older and vulnerable people in the North Cotswolds and received The Queen's Award for Voluntary Service, which is the highest award a voluntary group can receive in the UK.

With more than 350 volunteers, Cotswold Friends provides Community Transport, Befriending, Carer Support and Community Activities to over 2,000 clients and has been supported since 2014 through the Commissioner's Fund.

PCC Chris Nelson said, "This is an outstanding achievement. The pandemic inflicted unprecedented challenges on many charities and Cotswold Friends' volunteers worked tirelessly to maintain the services they provide and protect and support those who rely on them.

"To receive the highest award possible for voluntary service is wonderful recognition and no less than they deserve".

You can find out more about Cotswold Friends at www.cotswoldfriends.org/



Paw-some update on Police dog welfare

The scheme to help ensure Gloucestershire's police dogs are properly cared-for is now up and running after a delay caused by Covid.

Launched in February 2020, the coronavirus pandemic meant that the selected volunteers were unable to take up their in-person training safely, until July last year.

Training completed, Animal Welfare Scheme volunteers have been making visits to the Dog Unit's training days once a month since December, and so far have been able to meet and observe 11 of Gloucestershire's police dogs and their handlers. Part of their role is to ensure that the five welfare needs under section 9 of the Animal Welfare Act 2006 are being met and fed back to the Office of the Police and Crime Commissioner (OPCC) on a report form.

OPCC officer Kezia Lane, who manages the group, said: "Our volunteers have observed and learnt about the training methods of police dogs and have even been able to get involved at times, which has been a wonderful experience for them.

"They have been able to see the interaction between the handlers and their dogs as well as witnessing the positive and supportive relationships between dog handlers, the trainer and other officers".

Under the scheme, volunteers visit police dog training centres, accommodation and police stations to observe and report on the conditions under which police dogs are housed, trained and transported. The scheme covers anyone who interacts with police dogs, such as trainers, handlers and kennel staff.

Dogs Trust manages the Animal Welfare Independent Visitors Scheme nationally, while locally the Chief Constable will manage it, and the PCC will be responsible for the selection of the Independent Visitors

Gloucestershire's Police and Crime Commissioner, Chris Nelson said: "Our Force's commitment to animal welfare is clear. Between my pledge to tackle dog theft in Gloucestershire, the Force becoming the first to back a DNA protection scheme for dogs, and our animal welfare Independent Visitors Scheme, this is a Constabulary that cares about animals.

"Our police dogs are loved and valued by the public. They put themselves in harm's way on a daily basis to help keep the public safe, and it is important we offer them the highest levels of care."

In addition to rolling out the scheme, Gloucestershire's police horses and dogs now have their own ID cards and collar numbers in line with the Animal Welfare (Service Animals) Act 2019 – also known as Finn's Law. The Law is named after Hertfordshire police dog, PD Finn, who was seriously injured in the line of duty.



County police chiefs reaffirm their support for the military

Gloucestershire's Police and Crime Commissioner (PCC) and Chief Constable have pledged continued support for the armed forces.

PCC Chris Nelson and Chief Constable Rod Hansen signed the Armed Forces Covenant, which promises that those who serve or who have served in the armed forces should be treated with fairness and respect in the communities, economy and society they serve with their lives.



The Constabulary originally signed the Armed Forces Covenant in 2011. It has now been updated to include the Office of the Police and Crime Commissioner and also relates to the families of those serving in the armed forces.

It focuses on helping members of the armed forces community to have the same access to government and commercial services and products as any other citizen.

PCC Chris Nelson said, "As a former military man myself, I am delighted to be able to pledge continued support for the many others who have served their country. The Armed Forces Covenant is a promise from the nation that those who serve or have served in the armed forces, and their families, are treated fairly".

Chief Constable Rod Hansen said, "Our armed forces stand ever-ready to protect our country, and all we believe in, with pride, honour, courage and commitment.

"In joining other signatories to the covenant we acknowledge the special place they hold in the public's heart and our obligation to see that they are treated with fairness and respect".

GLOUCESTERSHIRE PROVIDES INSIGHT INTO RESTORATIVE JUSTICE FOR NATIONAL INQUIRY

A Gloucestershire-based expert in restorative justice (RJ) provided what has been described as 'amazing' and 'compelling' evidence to a national inquiry into the practice.



The All-Party Parliamentary Group for Restorative Justice heard from Becky Beard, who currently works as local Criminal Justice Board Manager in the Office of the Police and Crime Commissioner, and has 10 years of experience of Restorative Justice Service as Restorative Gloucestershire Manager.

She gave evidence in her role as trustee for the National Restorative Justice Council and called for restorative practices to be used more widely in schools, care homes, secure custodial settings, and within the health service.

Speaking at the inquiry in July 2021, Becky challenged the amount of funding that's made available to standardise the wide variety of RJ provisions across the country.

She said: "The majority of funding for RJ pays for a manager and maybe one or two practitioners for an entire PCC area. In Gloucestershire we have a number of complex and serious cases that can take over a year to complete, and because we have no local prison, practitioners are often travelling across the country to work with individuals – it puts a considerable amount of pressure on a small team."

The national charity Why me? which delivers and promotes Restorative Practice described Becky's evidence as 'compelling' and 'amazing'.

Restorative justice brings people harmed by crime or conflict and those responsible into communication. Working alongside practitioners, everyone affected can play a part in repairing the harm to find a positive way forward. It is part of a wider field called restorative practice.

The Restorative Justice All-Party Parliamentary Group was formed in April 2021 to drive forward cross-party conversations on restorative justice and raise awareness about its principles.

For more information:

www.restorativegloucestershire.co.uk/
www.restorativejustice.org.uk/



Who you gonna call? - Independent Reviews of Public Complaints

The Policing and Crime Act 2017 mandated that Local Policing Boards (Police and Crime Commissioners) should take responsibility for reviewing the outcome of public complaints after their completion by the local police service.

As of 1 February 2020, the Police (Complaints and Misconduct) regulations came into force. From that date onwards, the PCC has been responsible for addressing requests for reviews made by members of the public following the completion of their complaints handled by Gloucestershire Constabulary. The PCC's PCC Independent Review Officer (IRO), has been specifically tasked to determine whether the outcome and the handling of the complaint by Gloucestershire Constabulary was reasonable and proportionate.

In the year April 2021 until now, the IRO has received 62 requests from members of the public to have their complaint reviewed.

Of the requests received:

- 4 are ongoing
- 10 were invalid
- 11 were upheld
- 37 were not upheld.

This means of the 48 completed requests, 22.9% of the valid review submissions were

upheld, meaning the IRO was satisfied that the outcome and /or handling of the complaint by the constabulary was not reasonable and/ or proportionate in the circumstances.

Of the invalid requests:

- 2 were sent to the incorrect review body
- 8 indicated that they would like a review, but failed to return their forms.

By upholding a review, the IRO can make recommendations to the Constabulary and in a number of cases, has done so. In addition, where it has been appropriate, the IRO has also advised the Constabulary in respect of operational procedures in order to enhance the level of service provided by officers and staff alike.

In addition the OPCC is in the process of setting up a formal Scrutiny Panel consisting of members of the public who will be tasked with regularly reviewing the complaints handling process, outcomes and systems and to provide feedback to the Constabulary. All part of the work undertaken by the PCC to hold the Chief Constable to account.

The PCC is also the Appropriate Authority for complaints made against the Chief Constable.

Commissioner's fund re-opens and is looking out for new ideas

It is not quite 'a new broom', but the new-look Commissioner's Fund is heading in a new direction in the search for fresh ideas to reduce crime and anti-social behaviour and bring communities even closer together.

Created in 2012, the Commissioner's Fund has awarded grants to hundreds of community and voluntary organisations, including 500 local projects working to break the cycle of offending.



Applications for the current funding cycle closed in February.

PCC Chris Nelson said, "What makes our planning unique, is that it has mobilised entire communities to help themselves in the knowledge the Police cannot bring about the change residents often desire on their own.

"I firmly believe in better connected communities, where by utilising our collective assets, we can work together to make life better".

The Commissioner's Fund is open to voluntary or Registered Charities, charity community organisations, constituted groups or clubs, Community Interest Companies (CIC), social enterprises, schools and statutory bodies (including parish and town councils).

In order to be considered, projects must take place in Gloucestershire, be linked to one or more of the PCC's priorities and support crime reduction and community safety work.



Grants cover a range of costs such as practical work, group or partnership development, awareness raising, training, equipment and materials.

'Dying for a fix' – kids video lifestyle lesson goes viral



A life defined by crime, a body destroyed by drugs; all laid bare before school kids in a lifestyle video filmed and produced by the Office of the Police and Crime Commissioner (OPCC) and currently received/viewed by more than half a million people around the world.

After gaining tabloid notoriety as the UK's most prolific burglar, Stuart McCormick from Cheltenham wanted to go into schools as a warning to others and be a living example to youngsters of what not to do with their lives.

But the drugs have taken their toll on his health to such an extent that personal appearances are no longer viable. Instead, he told his story in **"Dying for a fix"** a seven minute video that many will find shocking.

"If I could turn back time I would.

'Dying for a fix' has seen huge social media engagement, it has:

- Reached more than 573,775 people of all ages worldwide
- had more than 3.4 thousand engagements
- 492 shares
- 427 comments and
- 2.3 thousand 'likes'.

And has been viewed around the world including the United States, Australia, Canada, New Zealand, South Africa and most European countries.

I mean, I regret everything I've done", confesses Stuart, 43, with searing honesty. "I've lost everything, basically. Friends, family, my health. I've lost most of my life due to

prison. It's just destroyed me".

"Dying for a fix" was produced by the (OPCC) and Gloucestershire Constabulary to be shown in schools around the county as part of the PCC's 'public health' approach to preventing crime.

Deputy Police and Crime Commissioner Nick Evans said: "You cannot help but be moved by the compelling testimony in this video. It is a clear demonstration of how drugs ravage your body, create misery and lead to criminality that creates yet more victims.

"I don't want more people to suffer in the way that Stuart and the victims of his crimes have. That's why we're sharing this video as part of our public-health approach to crime prevention which intervenes early and stop problems escalating".

"HE DOESN'T LOOK LIKE THE SAME PERSON AT ALL!" – YEAR 11 STUDENT

Year 11 students at Archway School, Stroud, watched spellbound as they became the first to see the **"Dying for a Fix"** video during a special assembly. This is what some of them had to say:

'I can't believe how difficult he looked from before. He looks like a completely different person. I was really shocked that he had admitted to all those crimes.'

'The video made me more aware of the affects drugs can have on you. It also made me think how much pain he must have experienced to go down that route.'

'I think the video is really good to show how people are really struggling with taking drugs and how it can change your life completely. He doesn't look like the same person at all. It's quite shocking that drugs can have a hold on your life like that'

'The video helps to show people what damage drugs can do, because before he took the drugs he looked so healthy and now he looks so weak and nothing like he did before.'



'I haven't experienced anything with drugs but I am aware that there is a drug problem. The video is a great way to get the message out about how drugs can take a hold of your life.'

Head Teacher Kieran Smith said, "I think it has been entirely impactful on the students. They have watched an extremely powerful story from the actual person who's experienced it.

"It's all very well hearing it third hand from another adult but hearing the story from the person is extremely powerful and you could see from the faces of the students this morning, they were transfixed by his story.

"This is the reality of life, isn't it. If students can be educated first hand by somebody who's made those choices and regrets them, if they can be encouraged to make the right choices by seeing the experiences of somebody else, I would absolutely support showing the video in schools".



Force is still 'officially' the greenest in the land



management issues. For the Constabulary, it includes how it handles its waste, how it manages its fleet to reduce carbon output and how it manages other related policies.

Gloucestershire's fleet of 435 vehicles comprises a combination of internal combustion, hybrid, and fully electric vehicles. With 21% of its fleet made up of fully electric vehicles, it is the largest full electric fleet in the country, by way of percentage.

While none of the vehicles are used as response vehicles, the majority are used by local investigation teams to help deliver savings of 283 tonnes of CO₂ per year. 11 of the vehicles are fully marked up as traditional police cars with 'zero emission' labelling which spreads the message to the public and will help to save money for the force too, with estimated savings of around £140,000 per year as a result of decreased fuel costs and savings to servicing, in comparison to diesel vehicles.

Gloucestershire Constabulary is the only force in the country to hold the environmental certification ISO 14001 – the international standard for environment management systems, which was awarded to the force in 2007, and has just been recertified for the fifth time.

The Constabulary's Environmental Manager Mandy Gibbs, said: "I am extremely proud that the Constabulary has this formal recognition and can call itself a national champion. Our ambition now is to show our continuous improvement by achieving carbon net zero by 2035".

Gloucestershire Constabulary has retained its reputation as probably the 'greenest' police force in the country.

Following its latest inspection, it remains the only one in the UK to have secured international recognition for its continuing environmental management and commitment to measuring energy consumption and reducing waste.

The Constabulary is inspected every six months by an external expert to ensure that it continues to meet its demanding standards. To retain the International Organisation for Standardisation (ISO) 14001:2015 Certification for Environmental Management, it undergoes a more stringent inspection every three years.

Police and Crime Commissioner Chris Nelson said, "By maintaining its position as the only force in the

UK to hold ISO 14001 certification, we are showing our continuous improvement in environmental issues and setting an example for other forces in the country to follow.

"I want the Constabulary to aspire to be an exemplar in as many areas of its business as possible because that is the best way to drive improvement across the board.

"Protecting the planet is one of the big issues of the day and one in which we can all play a part. This award, which recognises the Constabulary's contribution towards environmental management, is an achievement of which everyone involved in the process can be very proud".

ISO certification is a demanding process where an organisation has to demonstrate how it deals with the whole range of environmental



PCC backs Chief Constable's case to retain mounted police

Gloucestershire Constabulary's Mounted Unit is a unique resource that adds value to the service. But there are no plans to expand it, despite the findings of a review carried out by the Office of the Police and Crime Commissioner (PCC).

Instead, PCC Chris Nelson challenged the Constabulary to maximise the use of its horses in areas where they are proven, including neighbourhood policing and providing greater visibility.

Despite considerable academic and anecdotal evidence in support, the unit has continued to divide opinion since its reformation in 2017. A review, requested by the PCC following his election, resulted in a 36-page report into its merits and how it operates.

Mr. Nelson said, "I know there are many who are of the opinion that the money devoted to the mounted section could be better-spent elsewhere, but I have kept an open mind while analysing the information put before me.

"From the extensive review carried out by the OPCC, conversations with Chief Constable Rod Hansen who is the national lead on police horses and taking evidence not just from our own force, but from others around the country, it is clear that the Mounted Section is an asset that provides an opportunity for enhanced visibility, engagement and reassurance in communities, but there are lessons to be learned from their introduction.

"There has always been compelling evidence that horses have a positive role to play in improving neighbourhood policing, which is key to my policy of zero tolerance towards anti-social behaviour. However, they should be having a greater impact on neighbourhood policing and the night time economy as well as in the more well-known public order role at sports events and demonstrations.

"The section is used proactively in problem solving activities in

communities suffering increased crime, anti-social behaviour or community tension. I want to see more tangible intelligence emanating from these patrols".

The Constabulary now has six horses, which are used regularly for patrolling the streets of Gloucester and Cheltenham on Friday and Saturday evenings. They have also been involved in a number of high profile operations and investigations including the county's mutual aid contribution at COP 26 and, locally, providing reassurance after the murder in Walton Cardiff and other community concerns in Frampton on Severn.



www.gloucestershire-pcc.gov.uk/pcc-backs-chief-constables-case-to-retain-mounted-police/



What's App? Proof that Neighbourhood Watch works

The changing face of Neighbourhood Watch is a young one. The stereotypical image behind the curtain is being replaced by a younger generation of community volunteers.

Kingsway Village in Gloucester has demonstrated how Neighbourhood Watch groups are turning to digital technology to keep their neighbourhoods safe and informed.

The estate in Quedgeley, saw a number of anti-social behaviour incidents during October and November 2020. Problems included motorcycles riding on paths, drug dealing and young people loitering. Following public meetings called by concerned local residents, police increased their patrols and worked with the community to help launch 17 new Neighbourhood Watch groups in just six months.

People living in the area say they now feel safer, knowing they have the support of a local group and a direct link to police.

Rob May is a Neighbourhood Watch Co-ordinator in Kingsway. "It feels safer now, with the newsletters and the police action, it really feels like the police are invested in making this a safer area."

Helen Hoy, who also runs a scheme in the area, said it was about more than crime: "It's definitely about the community. If you spend time into building up the community, you reduce the crime. We use a WhatsApp group and our neighbours all look after each other. People want to make a difference and make it a nice area to live in."

To mark Neighbourhood Watch



Week, the PCC Chris Nelson released a video about the changing face of Gloucestershire's neighbourhood watch. As the organisation aims to shed its 'curtain twitching' stereotype, it hopes for recognition as a way for families to engage with their neighbours and to build relationships in their communities.

Neighbourhood Watch Officer, Bob Lloyd said: "It gives communities a sense of security and togetherness, which are equally as important as trying to reduce crime and the fear of crime. So, what Neighbourhood

Watch really promotes is connectivity – it's something that reaches far wider than just policing."

To find out more or to register to join a neighbourhood watch group in your area, visit: www.ourwatch.org.uk



Since May 2021, 80 new schemes have been launched in Gloucestershire, bringing the total number of schemes operating to 2007. These schemes now bring the number of households covered by schemes and contactable by our messages through Your Community Alerts to 55314. This represents just over 20% of the county's houses.

Bob Lloyd said "Setting up Neighbourhood Watch is very easy. We will provide all the resources and assistance you need to get going and join the largest voluntary crime reduction initiative in the UK."

Neighbourhood Watch celebrates its 40th year in the UK in 2022.

YOUR COMMUNITY ALERTS

A police service that is accessible and accountable is one of the key priorities of the Police and Crime Prevention Plan. To help us provide information to local communities in a timely and targeted way, Gloucestershire Constabulary and the Office of the Police and Crime Commissioner (OPCC) operate a community messaging system called **Your Community Alerts**.

Your Community Alerts will help you keep informed about policing activity in your local area as well as the latest news from the OPCC; and with its two-way messaging feature we can also listen to what you have to say. Whether it's an alert, an appeal or simply a reassurance message **Your Community Alerts** will message people either by email, text or voicemail dependent on your preference.

Signing up is free and only takes a few minutes by visiting:
www.yourcommunityalerts.co.uk



ICVs are the epitome of the 'unsung hero'

Independent Custody Visitors (ICVs) are volunteers who ensure the welfare, rights and entitlements of detainees. It is a statutory role and a vital part of the Office of the Police and Crime Commissioner's job to ensure the police service is open and accountable to the people it serves.



Having had 'key worker' status conferred upon them by the Home Office, and with extra measures put in place to adhere to social distancing guidelines, ICVs continued to visit detainees throughout the height of the Pandemic.

OPCC officer Kezia Lane, who manages the group, said: "Independent Custody Visitors are crucial to the welfare of detainees. While we are grateful to them for giving up their time, their dedication to this voluntary role was even more notable during the uncertainty of Covid.

"With the introduction of vaccinations and boosters, more of our ICVs felt comfortable returning to visits to the custody suite.

"ICVs are pivotal to the PCC's role of holding the Constabulary to account, and make an important contribution to the criminal justice system in Gloucestershire".

"And when they weren't able to visit detainees they have all been able to stay involved with what's happening in the world of custody with monthly meetings, when they were able to speak with the Chief Inspector of Custody and ask important questions about detainee welfare.

"ICVs are pivotal to the PCC's role of holding the Constabulary to account, and make an important contribution to the criminal justice system in Gloucestershire".

The OPCC is responsible for recruiting, training, managing and supporting all volunteers appointed to Gloucestershire's Independent Custody Visiting Scheme.

You can find out more about ICVs here:

www.gloucestershire-pcc.gov.uk/what-is-independent-custody-visiting/



PCC ON THE ROAD TO SELL VOLUNTEERS PLAN

Gloucestershire's Police and Crime Commissioner (PCC) reached out to local communities to help him deliver one of his key election pledges.

Following his election victory, PCC Chris Nelson embarked on a series of meetings with parish and town council representatives and local residents to explain his ideas for expanding the county's volunteer teams.

Roadshows were held in each of the county's electoral districts between September and October 2021.

The PCC was accompanied by the Deputy Police and Crime Commissioner Nick Evans, Chief Constable Rod Hansen and chief officers from each of the local policing areas. As well as discussing local issues, one of the main aims was to inspire a new generation of Citizens in Policing who will act as 'community volunteers'.

Mr. Nelson said, "Parish councils are at the grass roots of our democracy. They understand their communities better than anyone and I am keen to tap into their knowledge and influence. I want to empower them in areas that I know concern them.

"Working together, I believe we can make the police more visible by recruiting what I call local volunteers through the 'Citizens in Policing' initiative. People from the community working within their community. Dealing with persistent speeding with a range of technical and people-orientated solutions, and making better use of Neighbourhood Watch and the Community Alerts system".

You can find out more about Citizens in policing here:

www.citizensinpolicing.net/



PCC welcomes new law that will mean jail for dognappers

Police and Crime Commissioner (PCC) Chris Nelson, who has campaigned for tougher penalties, was among the first to welcome new legislation targeting the 'heartless trade' in stolen animals.

A Government taskforce, of which Mr. Nelson was a member, recommended that thieves are charged under a new offence of 'pet abduction' that will lead to longer prison sentences.

The tougher law is being introduced to reflect the growing trade in stolen animals and that 'cherished' pets mean as much, and often more,



than other household property families lose in a burglary. It also recognises that the animals suffer too.

The key recommendations in the Pet Theft Taskforce report published in September:

- **The creation of a new 'pet abduction' offence** – Pet theft is currently treated as a loss of property to the owner, but we know that does not reflect the true severity of this crime. The new offence will prioritise the welfare of our pets as sentient beings and

Online – the new front line?

"Online is the new front line", said Police and Crime Commissioner Chris Nelson when he opened the University of Gloucestershire's latest facility in November.

The University is the only provider in the South West Policing Region licensed by the College of Policing to deliver the BSC (Hons) Professional Policing degree. Its Maidenhorn Teaching and Learning amenity provides students with a real-life modern policing experience in a safe environment.

PCC Chris Nelson, who performed the ribbon-cutting ceremony with the University's Deputy Vice-Chancellor, Professor Jackie Labbe (pictured), said: "With the nature of law enforcement becoming ever more complex, officers are now just as likely to be patrolling 'online' as on the street".

After the ceremony and a tour of the building, the PCC answered questions on his role and recent changes in policing with first-year Professional Policing degree students.



John Clay-Davies, Senior Lecturer and Academic Course Leader for Professional Policing, said: "The Q&A session was a great opportunity for our first-year students on the Professional Policing programme to find out more about Chris' role and responsibilities as PCC and important developments within policing".



recognise the emotional distress to the animal in addition to its owner

- **identifying and tracking cases**
 - Reliable data on pet theft is limited and improved recording and data collection about these crimes will build a stronger evidence base about the problem
- **improving the recording of keepership and transfer data**
 - New requirements to register additional details and a single point of access to microchipping databases will support tracking lost and stolen dogs
- **tackling the fear of crime**
 - Police will work together with partner agencies to raise awareness about police initiatives and prevention measures.

Mr. Nelson said, “I am extremely pleased that all my campaigning on Pet Theft, my constant lobbying of the Prime Minister and senior ministers, and my detailed work on the national Pet Theft Taskforce has produced some strong recommendations to protect our much loved pets. In particular, the plan to introduce a new pet abduction offence, something I have wanted to see for a long time”.

Launched in May 2021, the Pet Theft Taskforce was made up of Government officials from Defra, the Home Office and the Ministry of Justice along with operational partners including the police.

Safer Gloucestershire

Safer Gloucestershire is a body developed to enhance public safety in Gloucestershire. It calls on the expertise and leadership of senior managers from a range of agencies across the county whose job is to anticipate potentially dangerous or harmful situations and plan solutions should they arise.

Community safety, should be everyone's concern and our 'Public Health' approach is all about understanding what leads people into crime so that we can prevent it before it happens. We aim to tackle countywide issues by sharing best practice to reduce the impact of criminality.

Safer Gloucestershire supports those agencies with statutory responsibilities and others to meet the expectations of the Crime and Disorder Act 1998 to do all that they can to reduce crime, disorder, anti-social and environmental anti-social behaviour in their communities as per section 17 of the Act.

2021 saw the continuation of the Coronavirus pandemic which again meant a reduction in the number of meetings undertaken by the Safer Gloucestershire Board.

The year also saw the election of a new Police and Crime



Commissioner, Chris Nelson and the appointment of Deputy PCC, Nick Evans and subsequent development of the new Police and Crime Prevention Plan.

The Safer Gloucestershire Board continued to work to improve its effectiveness and during the latter part of the year saw the appointment of a full-time Safer Gloucestershire Coordinator who will work closely with partner agencies to deliver successful community safety outcomes for Gloucestershire.

Following a successful bid for Home Office 'Safer Streets' funding, the board was able to oversee the introduction of the Flare app (see page 6) and additional mobile CCTV cameras (see page 7) to improve feelings of safety for women and girls.

With the Government advice around the need 'to live with Covid' and subsequent public restrictions coming to an end, the Safer Gloucestershire Board has re-established a timetable of meetings. These will be concentrating on improving our response to anti-social behaviour (ASB), Locality Based Crime, Domestic abuse/ sexual violence, Serious violent crime and continuing to improve the effectiveness of Safer Gloucestershire.

DOMESTIC HOMICIDE REVIEWS

Safer Gloucestershire has since had oversight of 15 Domestic Homicide Reviews (DHRs) in Gloucestershire. These include cases of suicide where domestic abuse has been a significant factor in the death of the individual.

At the time of publication of this review, eight reviews had been published following Home Office Quality Assurance and local sign off, and seven DHRs are progressing as per the statutory guidelines.

Once Home Office approval has been received, Safer Gloucestershire will look to publish these reviews and monitor the implementation of action plans and ensure the need for wider systemic change is considered in our response to domestic abuse to drive forward positive change.



PCC's office wins almost £600k funding to support domestic abuse and sexual violence victims in Gloucestershire

In May, victims of sexual or domestic violence in Gloucestershire learned they would have access to a greater network of support, thanks to a successful funding application by Gloucestershire's Office of the Police and Crime Commissioner.

The priorities of the Police and Crime Prevention Plan include creating safer communities, tackling Violence against women and girls and Supporting victims. The Ministry of Justice confirmed that Gloucestershire would receive £469,363 to fund two Independent Sexual Violence Advisors (ISVAs) and five Independent Domestic Violence Advisors (IDVAs) over the next two years.

This was in addition to two ISVA posts also secured by the office in 2020, totalling £597,950 of investment to support domestic abuse and sexual violence in the county.

The latest roles included two posts dedicated to supporting young people.

Head of OPCC Commissioning Kirsten Fruin, said: "2020 was a tough year for many families who weren't safe at home. Sadly, we saw the risk of domestic abuse and sexual violence increasing due to lockdown, so funding this additional support is incredibly important.

"I'm glad the MoJ recognised the value of our bid. This money will fund seven new posts which will in-turn help hundreds of victims and survivors across the county."

Nationally, the Ministry of Justice released £16 million pounds of funding to support victims across the country, but following the tragic murder of Sarah Everard in

March 2021, a further £11 million of funding was released, bringing the national pot to £27 million.

In August, three organisations who support victims of sexual violence and domestic abuse in Gloucestershire shared more than £50,000 in funding from the Ministry of Justice

TIC+, the Nelson Trust and Gloucestershire Counselling Service were supported through the bidding process by the Office of the Police and Crime Commissioner (OPCC).

The unexpected windfall money from the MoJ's Critical Support Fund followed a national rise in incidents during the pandemic.

Job Role	Supporting	Organisation
Children and Young Person Independent Sexual Violence Advisor (CYP ISVA)	Young people up to 18	GRASAC
Independent Sexual Violence Advisor	Adults 18+	GRASAC
Children and Young Person Independent Domestic Violence Advisor	Young people aged 13 - 19	West Mercia Women's Aid (operating STREET in Gloucestershire)
Independent Domestic Violence Advisor (x2)	16+	GDASS (working with Police)
Independent Domestic Violence Advisor (x2)	16+	GDASS (working with health)

REPORT HIGHLIGHTS THE 'EPIDEMIC OF VIOLENCE AGAINST WOMEN'

Gloucestershire's Police and Crime Commissioner (PCC) welcomed a report calling for urgent, radical, cross-sector reform to protect women and girls from violence.

According to The report by Her Majesty's Inspectorate of Constabulary and Fire and Rescue Services (HMICFRS), in the year up to March 2020, there was an estimated 1.6 million female victims of domestic abuse and more than 1.5 million female victims of sexual assault and stalking.

Deputy PCC Nick Evans, who is co-ordinating action across Gloucestershire to introduce a new 'public health' approach to crime prevention generally and violence against women and girls in particular said, "This is a societal-wide issue and only by working together will we change attitudes and behaviour.

"I am determined that Gloucestershire's streets and homes become safe places for women and girls and will work with Government, victims groups and wider partners to make a real difference for the community I serve".

The HMICFRS report, commissioned by the Home Secretary, says that while vast improvements have been made by the police in their response to Violence against Women and Girls (VAWG) over the past decade, reform across many sectors – including policing, health and education – is vital to bring about change for the better.

Its comments follow a Government study earlier in the year, which revealed that the prosecution rate for reported rape is less than 2% and another survey that showed 50% of women now feel unsafe in public spaces.

Parents praise presenters as road safety lesson reduces kids to tears

It has reduced some to tears, caused others to faint and is definitely a hard watch. But parents believe students who sat through the road safety presentation "What if?" have learned a lesson that might one day save their children's lives.

'What if?' features the film 'Invincible Minds', which tells the story of how two students survived a catastrophic car crash which almost killed them. Their first-hand accounts, and those of professionals involved in the aftermath of fatal incidents, are the basis of the hard-hitting road safety multi-media presentation, which was developed for schools by the Office of the Police and Crime Commissioner (OPCC) and Gloucestershire Fire and Rescue Service (GFRS).

More than 25,000 pupils aged 16-19 from schools and colleges around the county have seen 'What if?' since it was launched in 2016. Lockdown during the Pandemic caused a 12 month break but now new schools and colleges have signed-up taking the number to 38 who have it on their personal, social, health and economic (PSHE) curriculum.

Like many before them, students at recent showings have found it harrowing but as a result more determined to treat the roads with more respect and care.

Heather Davies has been a regular

This is what some of parents said after recent showings in local schools:

"My son was in the audience and it really made him think about what he should be doing. He is currently learning to drive and I think this is a fantastic programme".

"My daughter was in the audience and it helped her to understand why I worry so much when she is out and about in her car".

"It made a real impact [on my daughter]. She thought it was going to be another boring lecture but said it was really hard-hitting and thought provoking".

"What if?" presenter following the death of her daughter Leanne, 19, in a car crash in 2013. She said, "I also had students approach me at the end of the first and second show.

"The first girl said 'your daughter is very beautiful, I am so sorry. Thank you so much'. And after the second show a girl came up to me in tears and just asked if she could hug me and also a teacher asked if she could hug me too and said she was very grateful for my story and told me it was very powerful.

"I think it definitely shows that the project does have an impact as the students were still talking about it once they got home".



WORKING TOGETHER to make our roads safer



It was one of the least expected but most criticised aspects of the pandemic. So it was not surprising that a survey of Gloucestershire's town and parish councils confirmed 'speeding traffic' to be one of the foremost concerns within local communities.

The main results of surveys and data reviews carried out by the Office of the Police and Crime Commissioner (OPCC) were:

- 25% of people taking part felt unsafe or very unsafe on roads where they lived
- grass roots councils not knowing where to go to get advice and not having the power to deal with what is a community problem
- speed was identified by the police as a consistent factor in many fatal crashes
- there was a feeling that action would only be taken to make roads safer after a fatality or serious injury
- community SpeedWatch and camera data indicating those regularly speeding lived within the local community
- communities disenfranchised as they did not have a road safety campaigner on their council, and/or sufficient funds to implement road safety initiatives.



Making Gloucestershire's roads safer is one of Police and Crime Commissioner (PCC) Chris Nelson's priorities.

He said, "Speeding is one of the issues that people want to talk to me about the most when I am out and about, not least because it seems to have got worse during lockdown when the roads were generally quieter.

"It remains a major concern for our communities, and whilst they do undertake some road safety activity there is a challenge to Gloucestershire County Council and the police amongst others to do more to support them in their endeavours.



“At the request of local communities and road safety groups, the number of mobile speed camera locations managed by the Constabulary has now more than doubled and the police will enforce when necessary, but everyone who uses our roads can help. If a high number of serial speeders come from within the community, part of the answer is on our own doorstep.

“Motorists have a responsibility to

treat other road users with respect and it is disappointing that despite all the evidence and warnings of the dangers involved so many drivers think it is still ok to go over the limit, putting themselves and others at risk.

“We have to be very concerned at what communities are telling us. For one in four to feel unsafe or very unsafe is extremely concerning, and we must do better. We all have

a responsibility to do something about it”.

The OPCC report included information gained through interviews with community campaigners, representatives from the statutory and third sectors and a study of available data also revealed the significant impact on the new normal road landscape.

Detective Superintendent Paul Keasey, who leads on roads policing at Gloucestershire Constabulary said. “A wide ranging, intelligence led review is already in progress to enhance police education and enforcement activity, and to support communities in local initiatives. Many actions are already operational.

“However, at the heart of the issue is a need for a fundamental change in behaviour, and for society to embrace that speeding is totally unacceptable.”

The results of the OPCC will be Taken forward by the Road Safety Partnership, which includes DPCC Nick Evans, to help inform their new work plan.

The aim is to establish a consistent, countywide strategy to make Gloucestershire’s roads safer.

This concern about speeding is reflected nationally

- Speeding is one of the ‘Fatal Four’ in terms of contributors to road accidents, causing more than 4,400 casualties on UK roads – an average of 12 people killed or injured every day
- In a British Crime Survey, speeding traffic was rated across all age groups as the most serious of 16 social problems.





**Want
to know
more?**

For publically available crime statistics for your area go to **www.police.uk** and click on 'Find your neighbourhood'

The **Police and Crime Prevention Plan** in full, together with more information relating to the annual report is available by:

Visiting: www.gloucestershire-pcc.gov.uk

Emailing: pcc@gloucestershire.pnn.police.uk

Phoning: 01452 754348

Writing to: The Office of the
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If you would like to see this summary in large print, another language or you just need to have it in another format, please let us know.



OPCC

Office of the Police &
Crime Commissioner
for Gloucestershire

<i>Information/Discussion Paper</i>
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Overview & Scrutiny – 5th September 2022**CBH Repairs & Maintenance**

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

1. Introduction

1.1 At the heart of CBH are our customers and we are always looking ahead to ensure we provide excellent services. Maintaining and improving our customers' homes at the right cost, through an excellent repairs and maintenance service, is crucial to maintaining high levels of customer satisfaction. It also ensures CBH is delivering value for money while effectively maintaining a strong service and continuing to achieve positive outcomes for our customers.

1.2 This Overview & Scrutiny report sets out a rounded view of the repairs and maintenance service, takes into consideration the impact of the Covid-19 crisis on this essential service, how well the service coped during this time, where we are now in terms of performance and the aspirations for the future for our customers and colleagues.

2. Context

2.1 Carrying out responsive repairs is a large and complex part of CBH's operation. The Government imposed lockdown restrictions which meant we were unable to complete repairs as normal during the Covid-19 crisis had a significant impact on the service. The crisis led to a backlog of repairs, increased costs through price inflation, labour and material shortages and the end-to-end target of 10 days to complete routine repairs was exceeded – resulting in a negative impact on customer satisfaction.

The table below sets out a summary of **Page 42**ies CBH faced, the approach taken to adapt and the impact on the service longer term.

Challenge	Approach	Impact
Unable to enter tenants' homes	CBH delivered emergency repairs only within occupied homes and focused on delivering external routine repairs and empty void properties, to keep colleagues and customers safe. Trades colleagues were also redistributed to support other service areas such as delivering medication and food within communities	16% increase in routine repair delivery during 2021/22 once the restrictions were lifted, compared to previous 2 years
Emergency repairs only	Communicated with tenants' the jobs that could be carried out within homes in an emergency to keep them safe. Continued to receive all repair requests and held them until restrictions were lifted.	A backlog of routine repairs built up during 2020 & 2021 which was cleared over a period of months following the easing of lockdown restrictions
Achieving compliance	Requirement to continue to deliver 100% property compliance through prioritised resource and adapted working procedures and worked with contractors available.	Achieved 100% property compliance to provide safe and decent homes throughout lockdown
Backlog of repairs	Agency staff and sub-contractors were used to support CBH colleagues to deliver the backlog of routine repairs during the months after lockdown restrictions were eased	CBH exceeded 10 days to complete routine repair target which ultimately impacted customer satisfaction
Price inflation	Cost impact on the overall budget from price inflation was mitigated slightly due to reduced levels of routine repairs being delivered, however agency staff costs and increased material costs had to be absorbed	Slight impact with an increased Cost Per Property during 2020/21 however this has since reduced the following year (as noted in 3.4)
Material shortages	Benefit of strong, ongoing relationship with Travis Perkins, with CBH's priority customer	CBH did not experience the level of material

	status	shortages that others have
Labour shortages	Reviewed approach to recruitment and retention and accelerated a 'grow your own' route to skilled trades persons through recruitment of apprentices and trainees	Customer satisfaction levels initially decreased due to a restricted ability to deliver repairs as usual

3. Performance

3.1 Delivering this service during the crisis was demanding for all involved however CBH coped extremely well. The table below provides an overview, demonstrating a strong performing and improving repairs and maintenance service with high levels of customer satisfaction which shows how quickly CBH were able to turn the post pandemic service around.

Performance measure	2020/21	Quartile performance benchmark	2021/22	Quartile performance benchmark
Number of repairs	10,671	-	12,964	-
Overall satisfaction with Repairs and Maintenance Service	78.3%	Q2	77%	Q2
Average time take to complete repairs	6.88 days	Q1	11.53 days	Q2
% of repairs completed at first visit	90.82%	Q2	90.87%	Q2
Average repairs per property	2.3	Q2	2.9	Q2
Emergency repairs as % of all repairs	12.29%	Q1	10.43%	Q1
Cost Per Property of maintenance and void works	£866.49	Q2	£757.99	Benchmarking not yet available

3.2 This positive performance, and response to the pandemic, has been achieved through a strong in-house repairs and maintenance team, who were the first in Gloucestershire to reduce and deliver the entirety of the backlog of repairs. This performance is attributed to the ability to control and deliver a high percentage of the workload in-house, which reduces the reliance on subcontractors. This enables CBH be able to respond to customer need and deliver high levels of customer satisfaction.

3.3 Reassuringly, the latest customer feedback data returned during Q1 2022/23 is demonstrating an increase in satisfaction to 82%. These indicators are closely monitored through the year.

3.4 The average cost per property (CPP) to deliver our responsive repairs and void works were £866.79 during 2020/21, slightly higher than previous years and a Q2 performance when compared to the peer group. Last year's performance (2021/22) was improved with CPP reported as £757.99, derived from service improvements, an investment in systems and IT hardware, automation of and better procedures whilst still focussing on customer priorities.

4. Customer feedback & service improvements

4.1 Listening & acting on our customers' feedback is crucial to maintaining and improving CBH's services. Our customers are telling us, through regular day to day contact and survey responses that while satisfaction levels are high, developing the repairs and maintenance service needs to continue to be a focus for our organisation. In addition, there is a need to ensure services remain fit for purpose in a post pandemic environment as reflected in the CBC CBH Strategic Housing Review.

4.2 Therefore, a change programme of work was initiated in August 2021, which aims to increase customer satisfaction through the delivery of excellent services, alongside ensuring maximum value for money by encouraging process and cashable efficiencies wherever possible. Some key benefits that have been delivered and realised during the delivery of the programme so far include:

- New and revised system processes implemented with £15,500 savings per annum delivered to date through automation and streamlining
- Commenced a 'grow your own' route for skilled trades persons through recruitment of apprentices and a trainees
- Commencing a condensed 4 day working week pilot in August 2022
- All supervisors enrolled on manager development training
- Delivered business intelligence reporting to support efficiencies
- Developing automated communication with the customer on repairs bookings

5. Summary

5.1 Overall, CBH continues to demonstrate a robust and strong performing repairs and

maintenance service with high levels of satisfaction. Further improvements are underway to deliver an anticipated increase in customer satisfaction, through focusing on;

- Reduction in time to complete individual repairs
- Improved quality of service overall and for each individual repair
- Further efficiency through development of IT systems and automation of processes
- Supporting colleagues learning and development

Background Papers

N/A

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Accountability

Cllr. Victoria Atherstone, Cabinet Member
Housing

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<i>Information/Discussion Paper</i>
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Overview & Scrutiny – 5th September 2022**Social Housing White Paper**

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

1. Why has this come to scrutiny?

- 1.1** The Social Housing White Paper, published by the Ministry of Housing, Communities and Local Government in November 2020 seeks to provide transformational change in the way social housing is run, regulated and the influence tenants have on services, establishing a new Charter for social housing residents. The failure of CBH to respond to the paper, adopt and deliver the step change in approach would breach Legislation, not serve CBH customers, result in significant challenge and ultimately non-compliance. This report provides a summary of the activity CBH has in place to ensure compliance with the paper and demonstrates the positive direction of travel through self-assessments completed against the framework in 2021 and 2022.

2. Summary of the Issue

- 2.1** The paper establishes a new Charter for social housing residents realigning the relationship between landlord and tenant, through greater transparency and accountability, and driving a more consumer focussed social housing regulatory regime. The sector provides homes to 4 million households, with many landlords providing a good service to their residents. They provide a decent and safe home, support thriving neighbourhoods and communities and are open with their customers,

listen to them and treat them with respect. But this is not true of all landlords. The paper is part of the government response to the tragedy at Grenfell Tower in June 2017 which raised critical questions for everyone involved in social housing, including residents, landlords, developers, and local and national government.

2.2 The Tenants Charter sets out what every social housing resident should be able to expect through seven key commitments:

- **To be safe in your home** - Government will work with industry and landlords to ensure every home is safe and secure
- **To know how your landlord is performing** - including on repairs, complaints, and safety, and how it spends its money, so residents can hold it to account
- **To have your complaints dealt with promptly and fairly**, with access to a strong Ombudsman who will give residents swift and fair redress when needed
- **To be treated with respect**, backed by a strong consumer Regulator, and improved consumer standards for tenants
- **To have your voice heard by your landlord**, for example through regular meetings, scrutiny panels or being on its Board. The Government will provide help, if residents want it, to give them the tools to ensure their landlord listens
- **To have a good quality home and neighbourhood to live in**, with landlords keeping homes in good repair
- **To be supported to take your first step to ownership**, so it is a ladder to other opportunities, should residents circumstances allow

3. Summary of evidence/information

- 3.1** There is no specified timetable attached to delivering the measures set out in the paper. The paper provides a framework for reform, but the detail of many of the proposals requires development and engagement with the sector. Some reforms require primary legislation before they can be implemented. It is acknowledged that responding to the paper will require continued change over a significant number of years through response to new regulatory requirements and the cultural change widely recognised by the sector.
- 3.2** Using the ARK Consultancy White Paper Action Planning toolkit CBH have self-assessed all plans, services and processes against the paper in June 2021 and June 2022 and reported the outcome to CBH Board. Leadership Teams considered the tool kit and provided a RAG status with the status based on 'red' - where it is considered that activities are awaiting Government or Social Housing Regulator action and have not commenced and are required, 'amber' - where it is considered that activities are underway or that enhancement to existing services are required and 'green' - where services have been delivered and/or meet the requirement, and no action is required.
- 3.3** The assessments highlight the breadth of change being adopted and positive direction of travel over the two-year period as set out below. The assessment in 2021 reported 40% of the suggested activity complete and a further 35% in progress. This has increased to 60% of the suggested activity complete and a further 30% in progress in 2022. The change activities are programmed and monitored through CBH's Business planning and monitoring software with progress reported to CBH Board and Audit & Risk committee. CBH Board will continue to receive annual reports against the paper.

	June 2021				July 2022			
	Red	Amber	Green	N/A	Red	Amber	Green	N/A
To be safe in your home	2	8	1	1	2	6	3	1
To know how your landlord is performing	3	3	3	1	0	5	4	1
To have your complaints dealt with promptly and fairly	0	2	3	0	0	1	4	0
To be treated with respect	7	1	4	2	3	1	8	2
To have your voice heard by your landlord	1	3	3	0	0	3	4	0
To have a good quality home and neighbourhood to live in	1	2	11	0	0	2	12	0
To be supported to take your first step to ownership	0	3	1	0	0	0	3	1
Total	14	22	26	4	5	18	38	5

3.4 During the last 12 months key highlights include responding to a range of regulatory changes, increased requirements for property compliance, responding to the Regulator for Social Housing consultation, new requirements from the Housing Ombudsman, working collaboratively with CBC on the Management Agreement, preparing for an enhanced proactive regulation and developing the strength of customer voice and breadth of customer engagement.

4. Next Steps

4.1 Key deliverables during the next twelve months include the annual review of the consumer standards, approval of a new Fire Policy, enhanced engagement with customers on building and fire safety, demonstrating compliance with the Smoke and carbon monoxide alarms (amendment) Regulations, continued delivery of the 5-year EICR electrical safety programme and responding to forthcoming Regulatory accountabilities through the CBC/CBH Management Agreement.

4.2 Delivery against the framework is monitored to ensure appropriate priority, resource, and budget, adopting the timescales set by government for any regulatory requirements. Where possible, the change activities are being delivered using

existing resource, with the timescales for delivery balanced against delivery of the financial savings committed as part of the CBC/CBH stronger working partnership. Where regulatory change requires additional resource e.g. additional property compliance checks, additional budget is being identified through the annual budget cycle.

Background Papers

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Accountability

Councillor Victoria Atherstone, Cabinet Member
Housing

DRAFT

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Information/Discussion Paper

Overview and Scrutiny – 5th September 2022

Air Quality – Activity Update

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 This report contains an update on current activity relating to air quality issues:

- Statutory Air Quality Action Plan now out for public consultation.
- New PM10 & 2.5 monitoring ordered. Mesh Pod results due soon.
- New powers for Smoke Control Zones and need to consider re-drafting boundaries.
- DEFRA Grant application 2022.

The report is for information and update only – no decisions are required at this time.

Member views on revision of smoke control zones are welcome.

2. Summary of the Issue

2.1 Previous reports on Air Quality activity were made to Overview and Scrutiny

Committee in January 2020, and September 2020, July 2021.

2.2 Cheltenham Borough Council previously declared a borough-wide Air Quality Management Area (AQMA) in 2011 with one overarching plan, the intention being to try and attract attention and investment to improve AQ across the town. Subsequent monitoring results indicated that legal levels of air pollution were actually being met across most of the town. Consequently, the AQMA was reduced in size to focus on the area where the levels of air pollution exceeded the legal limits. This approach was and is in line with DEFRA requirements and recommendations and was approved at all stages of its implementation.

3. Summary of evidence/information

3.1 As a result of these changes, the council was required to produce a new Air Quality Action Plan (AQAP). A consultation draft of this is now available, and is open to public and partner comment via the council's website. The AQAP is required to specifically identify measures to reduce levels of NO₂ within the AQMA, however many of the measures identified will have a wider positive impact across the town.

3.2 Monitoring of local air quality parameters continues across the town. We currently operate:

- 44 NO_x tube locations. Cost c£2000pa
- 1 Continuous NO_x monitor, at Swindon Rd / St George's Street Cost c£9000pa
- 9 Mesh pods, monitoring NO_x, Ozone and PM_{2.5} / PM₁₀. c£2500pa

3.3 Results from NO_x tubes are on our website. The continuous monitor produces

enormous quantities of data that we report to DEFRA annually and is used to calibrate NOX tubes. There have been issues of reliability and accuracy affecting the Mesh Pods since a software upgrade in December 2021 which have now been identified and are being resolved. Once fully complete, the results will also go on our website, monthly. Results from all this equipment confirm that only a small area of the town, which is the area designated as the AQMA, breaches legal limits of air pollution, for nitrogen dioxide. Monitoring other points of interest, identified from previous activity, has shown no breaches of legal limits, however monitoring will continue for the foreseeable future.

3.4 Recent policy announcements by DEFRA have signalled a shift in emphasis from NO₂, where there is a national decline in levels caused by cleaner road vehicle engine technology, including the use of electric and hybrid vehicles. Future policy is expected to concentrate on particulate pollutants, including PM_{2.5} and PM₁₀ which are less well addressed by a switch to cleaner engines, as they are caused in part by tyre wear, brakes and non-road sources including domestic solid fuel combustion. These are considerably harder to measure, and national modelling is only available on a relatively coarse basis. CBC has therefore ordered a PM_{2.5} and PM₁₀ monitors to reference standards which will be installed at a roadside monitoring station in Benhall. This will allow us to start gathering data to properly assess PM levels, which can be used to identify any measures required to reduce levels of these pollutants.

3.5 DEFRA has recently launched its annual grant round for applications for air quality projects. Last year, our officers assisted Gloucestershire County Council in a successful application relating to a last mile sustainable delivery project, which is in development. This year we are preparing an application to employ an air quality education officer to work with schools on developing sustainable and air quality positive travel in (initially) secondary schools across the town. The deadline for

applications 23rd September, with decisions on funding announced in new year.

4. Next Steps - possible next steps for the committee to consider, e.g. potential witnesses, further report, site visit etc.

- 4.1** New powers to deal with PM2.5 and PM10 from domestic solid fuel use were included in The Environment Act 2021. For many years, councils have been able to designate the whole, or part of their borough as a Smoke Control Zone, wherein it becomes an offence to emit smoke from a domestic chimney, and residents are required to use either an “authorised fuel” or “exempt appliance”, either of which has been tested and certified as “smoke free”. The new powers allow emissions of smoke from chimneys in Smoke Control Zones to be dealt with by a Fixed Penalty Notice, rather than prosecution. However, the Act has introduced a new layer of enforcement, which requires the council to issue a “Notice of Intent” to be served with a 28 day objection period, before serving a “Final Notice” with another 28 day appeal period. Cheltenham currently includes over 20 smoke control zones, the boundaries of which often pre-date the houses built in them, and thus pass through homes, so what is legal at the front is not at the rear. The Environmental Protection team is considering recommending to members that the patchwork of existing SCZs be revoked and a borough-wide SCZ be introduced to simplify compliance and enforcement and treat the whole borough in the same way. This change should not be introduced lightly as it may require some home owners to either change their fuel, or their appliance, and the numbers of properties affected is currently unknown. For reference the number of complaints about SCZ matters is very low, currently about 4-5 a year.

Background Papers

Previous O&S Reports:

[January 2020](#), [September 2020](#), [July 2021](#)

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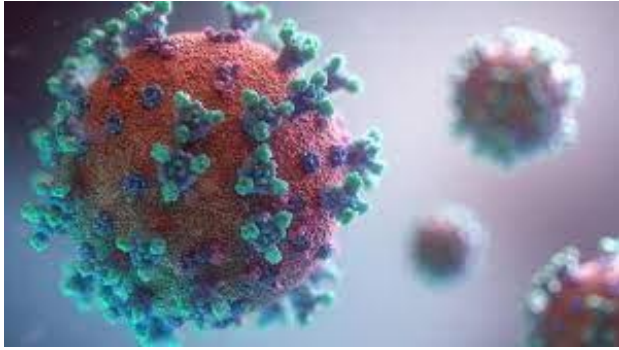
Accountability

Councillor Martin Horwood, Cabinet Member
Customer & Regulatory Services

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Overview & Scrutiny Annual Report 2021-22





CHELTENHAM
BID Local businesses
improving
our town 



PUBLICA



Page 60



Foreword

Councillor John Payne, Chair of Overview and Scrutiny

It is my pleasure to introduce the Overview and Scrutiny (O&S) Annual Report for 2021/22.

In keeping with tradition, I would first like to thank all those who have made a positive contribution to O&S. This year has seen a change in the membership of the committee. I would like to take this opportunity to express my sincere thanks to Cllrs. Flynn, Lewis and Sankey, who have gone on to fields anew within the council, and to Cllrs. Barrell, Hegenbarth, Mason and Stafford, who either did not stand for re-election or were not re-elected in May.

In particular, I would like to highlight Cllr. Mason's outstanding contribution to O&S in his four years as Chair. For any committee to function efficiently it needs a solid support base, and I would especially like to thank Darren Knight for his input as lead officer, and Democratic Services for their work before, during and after each meeting.

Since the last Annual Report went before Council in October 2021, the committee has considered a wide range of issues and policies. These include the council's housing delivery and asset management strategies, the future of the Town Centre, the pressures facing the NHS Trust, the renewal of the Business Improvement District (BID), the performance of service providers like Ubico, Solace and Publica, cyber security, upcoming climate change initiatives and the council's response to the Covid crisis. In the coming months, it will continue to scrutinise important topics like the Golden Valley development, Gloucestershire Airport and the future of the Municipal Offices.

Throughout, the committee has sought to provide constructive challenge to the executive as a critical friend, to amplify the voices and concerns of the public, and to drive improvement in public services in Cheltenham. It is in this spirit that those addressing the committee can discuss what is going well and where improvements could be made. An effective O&S committee should provide challenge and make constructive comments and suggestions, and that is what we have done over the past 12 months.

I trust members find the report informative and following its presentation to Council would welcome questions.

Darren Knight

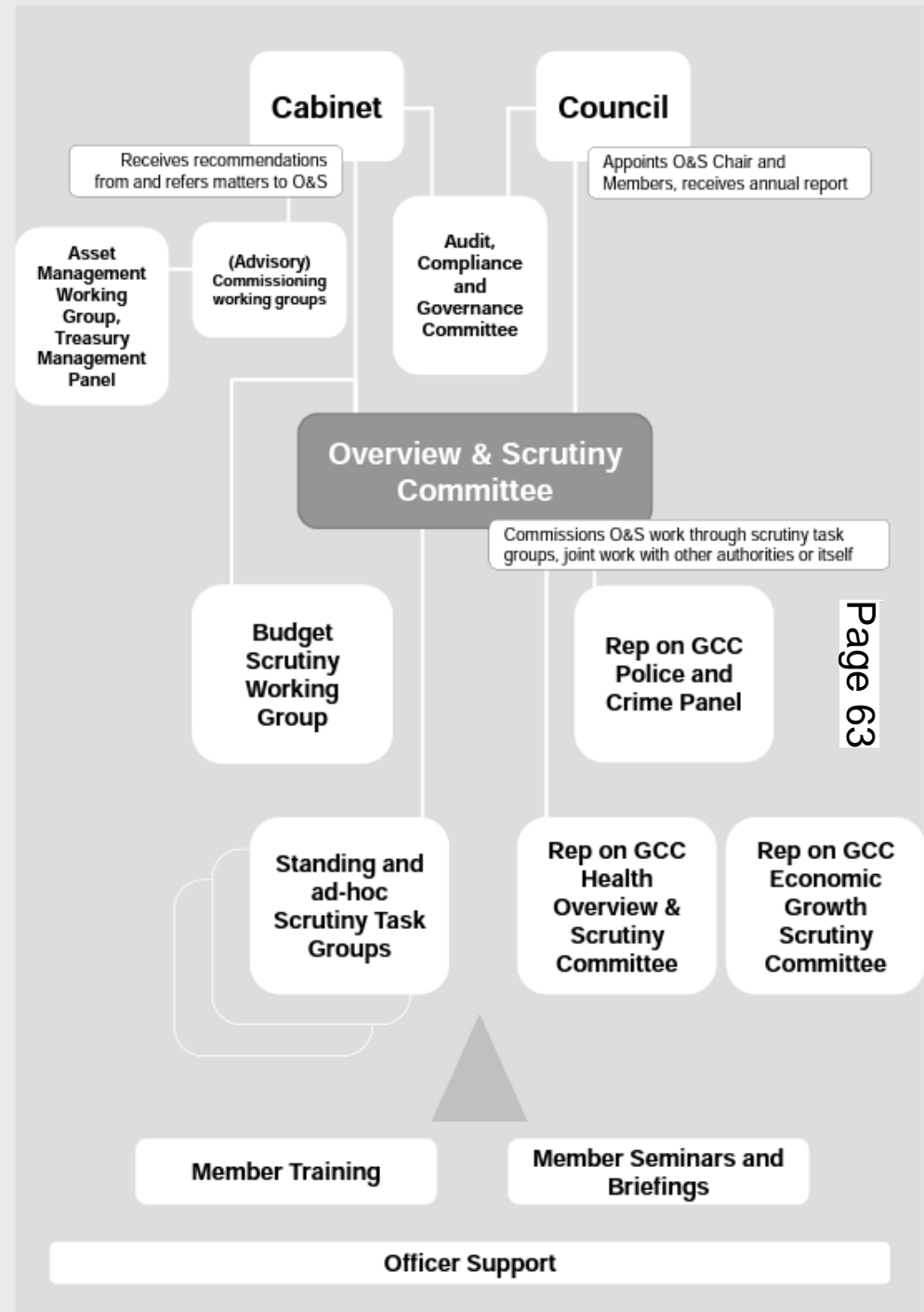
Executive Director of Place and Communities

The role that the committee plays in local democracy in holding to account both members and officers is greater than ever, as the authority, the town and the whole country continue to experience a period of significant change.

Major projects such as the Golden Valley Development and the £180m housing investment plan continue to progress, and O&S has an important job in reviewing the progress of these initiatives and other ambitions being taken forward. Key future frameworks like the council's updated Asset Management Strategy have also been closely scrutinised to ensure all relevant interests and viewpoints are taken into account.

On a personal note, I have thoroughly enjoyed working with the Chair's Group and wider committee to support this vital part of the Council's wider governance arrangements.

Structure of O&S



Task groups

BUDGET SCRUTINY WORKING GROUP

Councillor Matt Babbage, Chair

The Budget Scrutiny Working Group (BSWG) is a small but effective group that keeps a careful watch on in-year spend and the developing budget for the following year. Input from the group is particularly important as the council seeks to diversify the way in which it raises income to support service provision in light of its various financial challenges.

In 2021/22, BSWG continued to focus on the pressures caused by the Covid crisis and ongoing recovery. Members acknowledged particular pressures on areas like car parking income, although the council's significant property portfolio and cash reserves ensured it was in a relatively strong position compared to other local authorities. The group also considered budget monitoring reports, the financial outturn report for 2021/22 and the General Fund and Housing Revenue Account budget proposals for 2022/23. Throughout, members agreed that the recovery from the pandemic was far from over, and that the difficult economic situation needed to be taken into account in order to maintain financial stability and continue delivering high quality services.

Gemma Bell (Director of Finance and Assets) commented that the Budget Scrutiny Working Group is *'a valuable process which has given members an opportunity to input into the development of the budget proposals and key initiatives which has added value to the process. BSWG have also provided an independent review of the financial performance of the council during the year, as well as considering the final outturn position and our approach to commercialisation. This has been particularly significant this year where focus has been on the implementation of the COVID-19 recovery strategy and then preparing a budget for 2022/23 under the current cost of living pressures. The group has provided an opportunity for wider member influence over this but also a space for members to ask specific questions on how the council are prepared to respond in the current economic environment.'*

Task groups

TACKLING MULTIPLE DEPRIVATION (ongoing)

O&S set up a Scrutiny Task Group on Tackling Multiple Deprivation in February 2022 following a scrutiny topic request submitted by Cllrs. Willingham and Lewis.

This request was based on the fact that, while Cheltenham is predominantly an affluent town, the Indices of Multiple Deprivation (IMD) for England shows several areas with high levels of multiple deprivation, including St Marks and St Pauls. Multiple deprivation refers to seven distinct domains, namely income deprivation; employment deprivation; education, skills and training deprivation; health deprivation and disability; crime; barriers to housing and services; and living environment deprivation – all of which are likely to lead to worse outcomes for individuals, communities and subsequent generations.

The request acknowledged that while the task group would not solve these issues on its own, it could seek to identify their causes and higher differentials of causation, and the areas that the council could directly influence to help tackle multiple deprivation. The task group could also identify stakeholders with the ability and expertise to help alleviate multiple deprivation, and the outcomes they would like to achieve.

The group's first meeting took place in July, and it is due to report back to O&S after six months, recommending a plan of action for the next twelve.

Other successes

The following slides provide more detail on the committee's scrutiny of key topics throughout the year. This was in addition to standard items including briefings from the Leader of the Council on key issues and regular updates from task groups and from representatives on county-wide scrutiny groups.

Housing delivery

The Senior Development Manager briefed the committee on the council's ambitious development agenda, including Golden Valley, increased housing delivery and raising environmental and sustainability standards. Members highlighted the importance of affordable housing and carbon neutrality.

Town Centre

The Director of Community & Economic Development and the Townscape Manager gave a strategic overview of how the Cheltenham Development T Force, Place Vision and Connecting Cheltenham fit together. Members emphasised the need to take residents' concerns into account, and their hope that the benefits of the town centre redevelopment would be borough-wide.

Municipal Offices

The Director of Projects gave a presentation regarding options for the future of the Municipal Offices. This was delivered in exempt session to allow Members to ask questions openly without compromising commercial sensitivity. Members acknowledged that it was a long-running issue which had been made more complicated by the impact of the pandemic, and highlighted its importance within the council's broader economic recovery.

Integrated Care System

Following a Council motion agreed in October 2021 concerning the NHS Trust, key officers from the Trust and its partners gave a presentation on the pressures they were facing and how these were being addressed. Members submitted questions in advance which the officers were able to respond to in detail, and highlighted the importance of effective communication.

Other successes

Business Improvement District

The Chief Executive of the BID updated O&S following its renewal for a second five-year term, outlining their founding principles and key ongoing and upcoming projects. Members highlighted the need to contribute to CBC's climate change goals by reducing energy use, and the potential benefits of BID members interacting with one another.

Budget proposals

Cllr. Babbage, Chair of the Budget Scrutiny Working Group, circulated a report on the group's response to the 2022-23 budget proposals. They had found it to be a sound and satisfactory budget, with the only major area of debate being the topic of payment provision. The group would continue to scrutinise budgetary matters throughout the year (see page 6).

Asset Management Strategy

The Director of Finance and Assets introduced the updated Asset Management Strategy. The previous strategy had been agreed in 2016 and was in need of significant revisions to adapt to a very different economic situation. Members were pleased with the new strategy, especially the focus on maximising the social value of assets for the benefit of the town and its communities.

The council's response to the Covid crisis

The Executive Director of Place and Communities presented an in-depth report on how the council had maintained essential services and kept Members informed throughout the pandemic. Key achievements included the rapid payment of business support grants and the success of the Gloucestershire Community Help Hub. Members praised the quick reaction to radical changes and felt it compared favourably to other authorities across the country.

Community Infrastructure Levy and Section 106 funding

The Interim Head of Planning gave a detailed overview of CIL and S106 obligations and their uses in funding infrastructure. Members acknowledged the strict rules regarding what a lot of the money could be spent on, discussed the merits of a Parish Plan and advocated a greater level of ward member engagement in the process.

Other successes

Publica

Publica's Managing Director gave an overview of the organisation's role and structure and introduced their business plan for 2022-25, before responding to questions. Members were keen to ensure a focus on staff wellbeing, and advocated a customer satisfaction survey as one had not taken place since 2019.

Local elections

The Electoral Services Manager informed Members of the steps taken by her team to keep the electoral register up to date, and responded to questions about security, voter ID and increasing participation. Members were pleased to hear that 100% of eligible residents were registered in some areas, and considered ways to maintain the high level of turnout seen in 2021.

Cyber security

Publica's Chief Technology Officer presented a discussion paper on the council's prevention and monitoring measures to mitigate a possible cyber incident, and responded to Member questions. The committee was reassured by the measures in place and advised that member training on the topic could ensure all councillors were aware of how to deal with suspicious emails and websites.

Key Performance Indicators and risk management

Officers demonstrated how the Clearview system could be used to keep track of the council's KPIs and break down the risks involved in key projects, with particular regard to the Golden Valley development. Members were pleased with the potential of the system and looked forward to future updates on its implementation and progress.

Climate change

Lead officers and the new Cabinet Member Climate Emergency outlined the council's plans to tackle the climate crisis and deliver Net Zero by 2030, and how the assorted challenges were being addressed. Members agreed with the need to take climate issues into account at every level of decision-making, and their close links to areas like planning, transport and green space.

Other successes

Follow-up to 2020 O&S Review

The Executive Director of Place and Communities presented a paper following up on the recommendations of Campbell Tickell after their review in 2020 to ensure effective scrutiny. Members were satisfied that they had been implemented, with the only exception being the tracking of actions agreed, which would form part of the upcoming Clearview rollout.

Digital platform implementation and customer access

The Executive Director of Place and Communities and the Programme Manager discussed how the council used process-mapping analysis and the resulting data to improve customer service, allow more flexibility and ensure efficiency. Members were pleased with the innovative and forward-thinking approach, and stressed the importance of testing proposed changes using a residents' group to ensure any issues were flagged up before implementation.

End of year performance review

The Executive Director of Place and Communities presented a report demonstrating the breadth of activities undertaken by the council. Members discussed how best to scrutinise the information presented going forward, for example with reports every six months or automatically whenever a particular KPIs fell below a certain level. It was agreed that regular reports would be the most effective way of keeping the committee informed.

Solace

The Senior Environmental Health Officer brought a discussion paper summarising the structure and objectives of Solace (a multi-agency team which aims to reduce repeat instances of anti-social behaviour), and its performance over the last year. Members discussed the different enforcement powers open to Solace, the importance of building relationships with difficult individuals, and the challenges of reducing the number of unreported incidents.

Ubico

The Environmental Partnerships Manager and Ubico's Head of Operations gave a presentation on its progress over the last year, highlighting challenges including the national driver shortage and the effects of self-isolation rules on day-to-day operational planning. Members praised Ubico staff for doing unpleasant and vital work, and highlighted the need to increase recycling rates through education and public engagement.

Cabinet Member Working Groups

Cabinet Member working groups are different to scrutiny task groups in that they are set up and chaired by the Cabinet Member, with their aim being to assist the Cabinet Member in formulating their final report to Cabinet. By contrast, scrutiny task groups are scrutiny-led and can only make recommendations to Cabinet, Council or another body.

What they have in common is that Cabinet Member working groups help to formulate new policy and offer challenge, which are key parts of the overview and scrutiny function. Both involve non-executive Members.

The working groups for 2021/22 included:

- Asset Management
- Planning and Liaison
- Housing Supply
- Members' ICT
- Waste and Recycling

What's next?

Golden Valley – key officers from the project will give a detailed overview of the possible impact of the site on local residents, and how risks relating to this are being addressed.

No Child Left Behind – in response to a referral from Council in July, the committee will consider the work done by NCLB and compare and contrast it with the option of UNICEF 'child friendly' status.

Gloucestershire Airport – key officers from the airport will bring a paper looking at its financial sustainability, both in relation to recent improvements and looking at its long-term future.

Tackling Multiple Deprivation STG – the task group will present their final report and a set of recommendations to O&S, which may decide to take them to Council.

Minster Exchange – after the completion of the MX project, the committee will look at lessons learned and benefits realised, and consider whether it is generating the occupancy and income expected.

This is in addition to annual reports from **Publica, Ubico, the Gloucestershire Police and Crime Commissioner** and more, and is in no way an exhaustive list. To find out what exactly the committee plans to scrutinise in the coming months, you can view the regularly updated [O&S workplan](#).

Contacts

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Gloucestershire Police and Crime Panel, 1st July 2022 – update from Cllr. Clucas

This was the first meeting of the new panel. It began with member introductions followed by the election of the new Chair and Deputy Chair.

The new Chair is Cllr. Steve Robinson, and the Deputy Chair is Cllr. Sajid Patel.

I was shocked to see that had Suzanne Williams not been a sub, I would have been the only female member. I raised the issue as, without proper representation, the voice of women will not be heard.

The Commissioner said that the majority of his team were women and he often sought their views. However, the issue I raised was in relation to the Panel!

Mr Nelson went through the actions that have been taken since he was elected as PCC.

The matter of Her Majesty's Inspectorate of Constabulary and Fire and Rescue Service downgrading of the service was also discussed and I raised the need for a special meeting to ensure that effective action was being noted. There was a discussion and eventually that was agreed.

However, since the meeting, it has now been decided that the date would be the normal September meeting as part of the scheduled meeting!

I will not be able to attend that meeting and a Sub is being arranged.

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Overview & Scrutiny, 5th September

Summary of 12th July 2022 meeting of GCC Health Overview and Scrutiny Committee (Cllr. Bamford)

A full recording of this meeting is available and can be found in the “Online meetings” section of the Gloucestershire County Council (GCC) website. The public information pack which includes all power point presentations is also available on the GCC website. The minutes are not yet available but should be posted shortly. Consequently the recollections below are based on notes I took at the time and what else I have been able to remember.

1. Scrutiny Items

1.1 Introduction of the Integrated Care System (ICS) within Gloucestershire

The Gloucestershire Integrated Care System formally came into being on 1st July. On this date the NHS Gloucestershire Integrated Care Board (to be known as NHS Gloucestershire) also came into being replacing the NHS Gloucestershire Clinical Commissioning Group. This new Board (NHS Gloucestershire) will continue to commission local NHS services and be responsible for overseeing their day-to-day running. They are expected to work closely with the Integrated Care Partnership (ICP) – known as One Gloucestershire Health and Wellbeing Partnership to bring together health, social care, public health and other voluntary and community-based partners.

1.2 Local Screening and Immunisation Services

The take home message from the presentation appeared to be that screening services are recovering well post pandemic and that COVID vaccination rates in Gloucestershire are good and in all categories at or above the national average. However, it is my understanding that there is still a nationwide problem with late detection of treatable and potentially curable cancers – rates of earlier detection have yet to return to pre-pandemic levels. This may, of course be down to factors other than the screening service.

1.3 NHS Dentistry

Access to oral health in high street and community care settings is poor and getting worse. The total number of adults seeing an NHS dentist in Gloucestershire has decreased from 36.5% in December 2020 to 28.6% in December 2021. A drop of 21.55%. A key factor affecting access is workforce. The lack of dentists in the area undermines the ability of high street practices to meet their contracts. Problems returning to pre pandemic contracted activity has compounded the problem.

It is hoped that a Dental Reform Strategy established in late 2020 which brings together key stakeholders with responsibility for oral health in the region as well as public and patient voice partners will produce a programme of improvements to NHS dental services and oral health in the South West.

1.4 South West Ambulance Service (SWAST) – Delayed Response Times; Queues at A&Es

The title of the item just about summed up the presentation and the state of play outside our acute hospitals, particularly GRH and the consequent ability, or rather lack of it, of SWAST to meet its response time targets.

Modifications currently nearing completion at GRH will give some greater capacity for patients to be in a 'safe queue' for assessment and treatment within the hospital rather than in a queuing ambulance provided adequate numbers of staff are available. However, it's not clear that this will avert an ongoing crisis throughout the coming winter period as GHNHSFT are still struggling to discharge patients that are ready for care in community settings at an adequate rate, as demonstrated by the increased average length of stay and there is no sign of suitable available downstream capacity improving.

The acting Chief Exec for GHNHSFT indicated the contribution to this problem made by very high bed occupancy (continuously at 95%+). It's clear that such occupancy rates have a major impact on patient flow and the ability of the Trust to operate efficiently, however given that these rates have now been endemic for a decade or more it's not clear what role they play in the current crisis.

The issue of access to GPs was also raised in connection with this item. It was suggested that greater problems getting appointments since the onset of the pandemic had not helped keep calls to the ambulance service and/or attendances at A&E at bay.

In summary this is clearly a multi-factorial and extremely serious problem. HOSC agreed to devote a special meeting to further consideration of it in the coming weeks (mid-September currently seems the most likely time for this event)

2. Information Items – see presentations for details

2.1 NHS Gloucestershire Clinical Commissioning Group (GCCG) Performance Report

2.2 One Gloucestershire Integrated Care System (ICS) Report

2.3 NHS GCCG Clinical Chair and Accountable Officer Report

21st July 2022 Gloucestershire Economic Growth Scrutiny Committee (GEGSC)

The full paperwork and Agenda can be found here:

<https://glostext.gloucestershire.gov.uk/ieListDocuments.aspx?CId=731&MId=10816&Ver=4>

But the main event was item 31 Public Transport - a report and presentation on Public Transport, including an overview of the Mass Transit Project and how it fits within the context of the transport decarbonisation agenda, as well as proposals for the improvement of public transport in rural areas.

[The presentation](#) starts about 90 seconds in. Luisa always gives me Hope. You feel that civilization might survive, if we are sensible. For convenience I've attached the PowerPoint so you can see the detail of the graphics whilst listening to her speak, but the most fascinating part of the meeting is the discussion after the short presentation when Colin Chick talks about his experience of actually building a guided bus way. And the thrust of the presentation, is that we need to create something similar to link Cheltenham & Gloucester, with fast links in from the villages.

https://en.wikipedia.org/wiki/Luton_to_Dunstable_Busway

It is fair to say that there are other ways of linking up Bishops Cleeve, Cheltenham, GCHQ, Golden Valley, Gloucester and Quedgeley, but whatever is chosen, we need something radical if Gloucestershire is going to get people out of their cars.

I claimed virtual brownie points for a virtual attendance, as I couldn't really justify attending personally, as I'd have had to leave early to attend the Carbon Literacy training.

Regards

Paul

The link above to the presentation should work, but just in case this is the text to cut and paste:

[Gloucestershire Economic Growth Scrutiny Committee - Thursday, 21st July 2022 at 10:00am - Gloucestershire County Council Webcasting](#)

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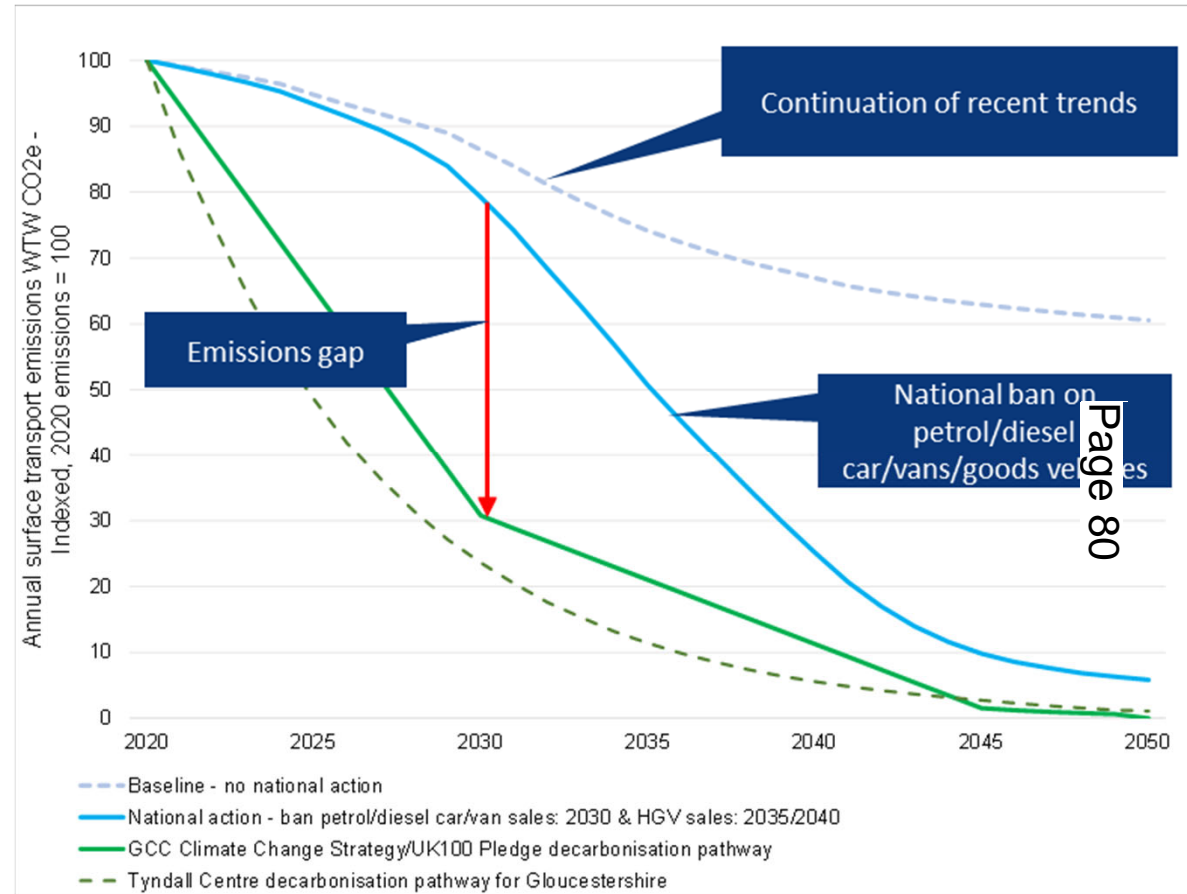
Zero Carbon Visioning

Mass Rapid Transport as focal point for a
new public transport network in
Gloucestershire



Gloucestershire's carbon emission gap

- 34% of all CO2 emissions are transport related (44% incl. motorways and rail)
- Gloucestershire targets:
 - Emissions from all sources: net zero by 2045
 - 80% emissions reduction by 2030
- Electric Vehicles not in time to close emission gap

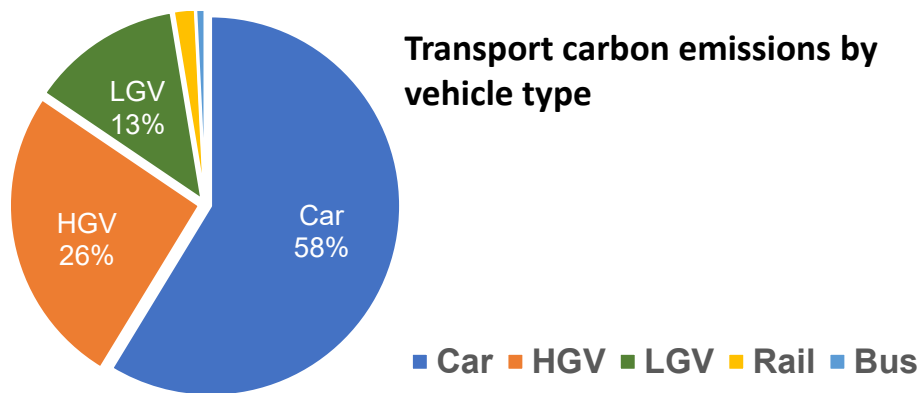


Emissions analysis

Vehicles

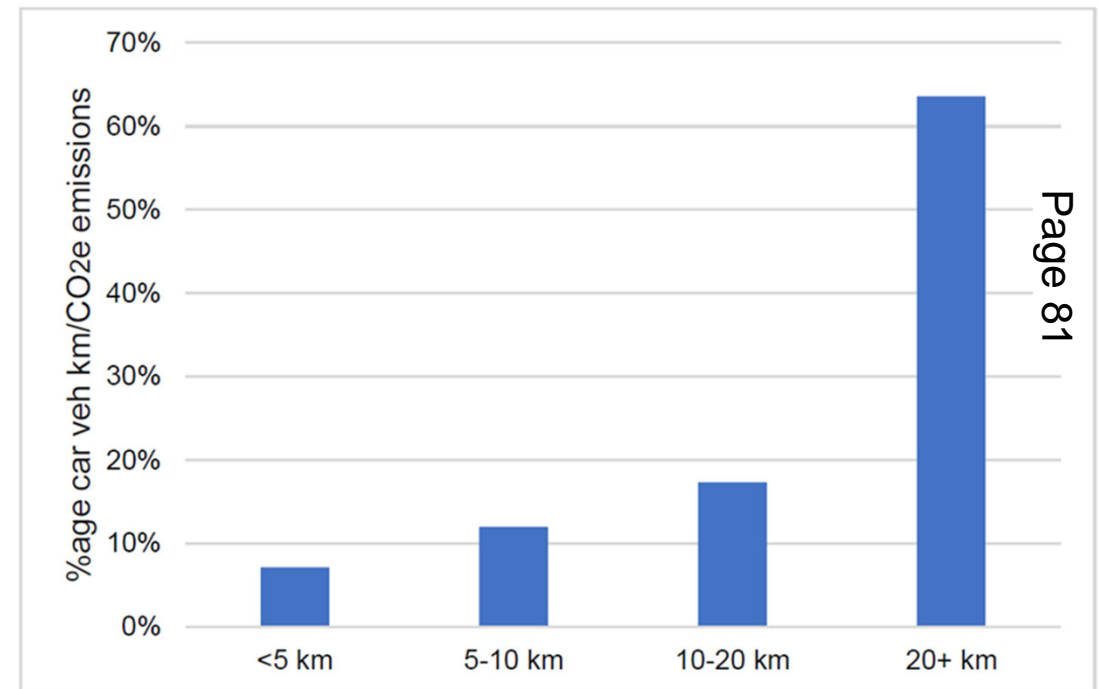
Almost 60% of emissions from car travel.

Freight accounts for almost 40%.



Distance

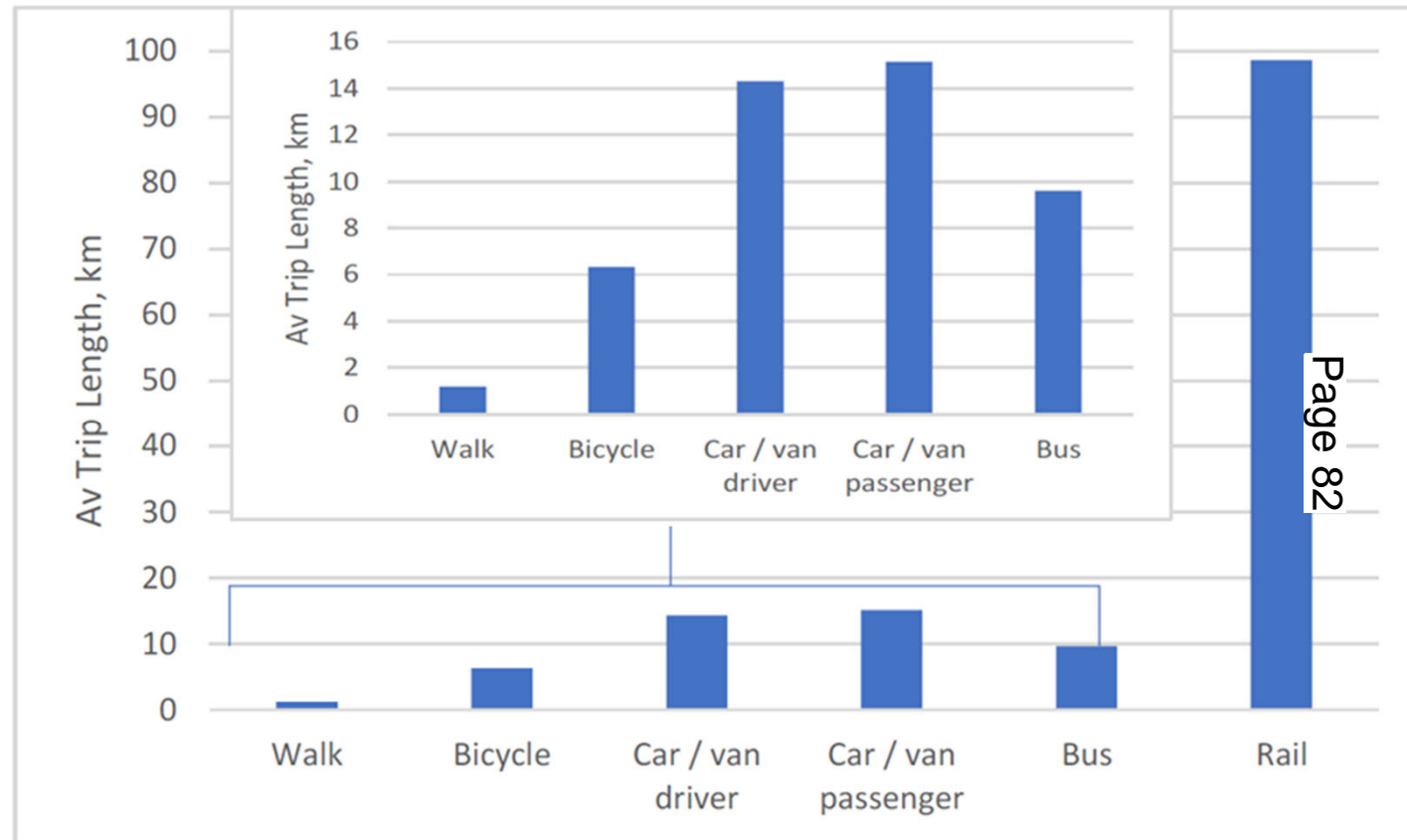
Trips > 20km make up c. 15% of trips but account for c. 60% of emissions.



Emissions analysis

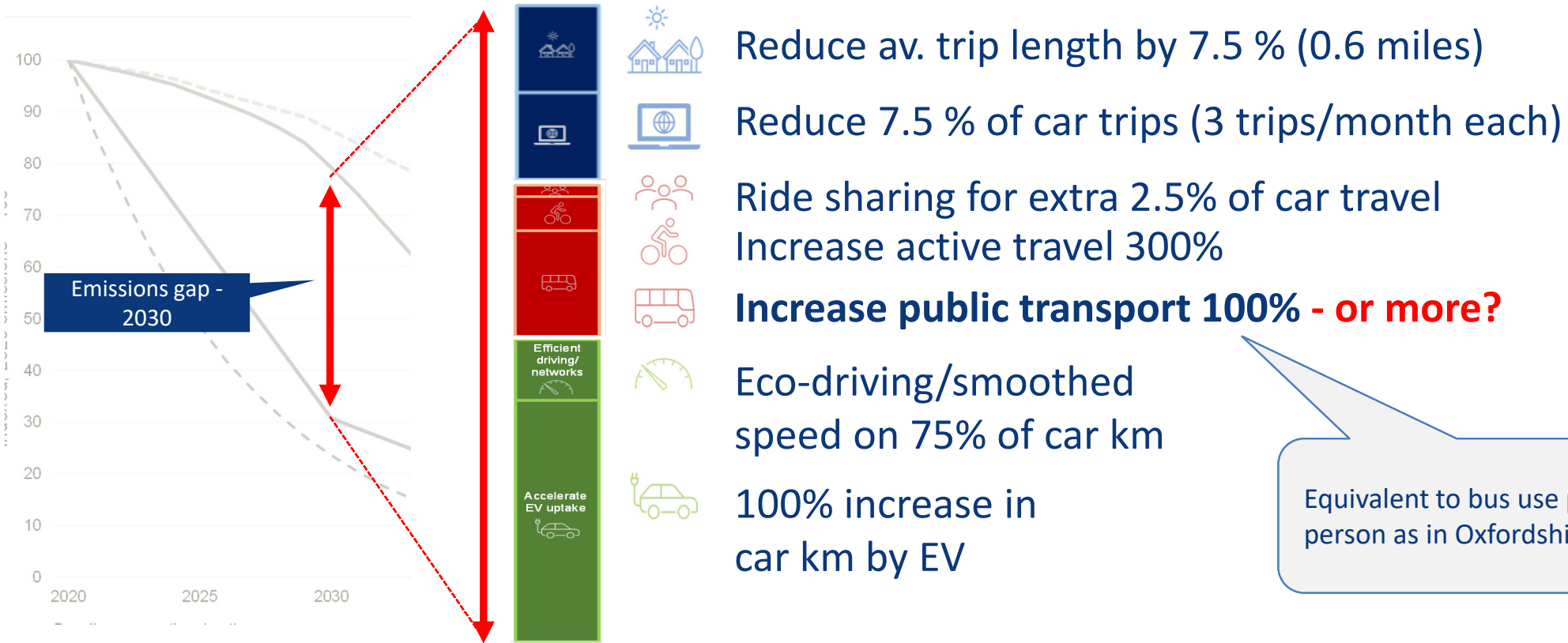
Modes

- Use zero emission vehicles for high mileage trips
- Bus and rail: highest potential to replace most emitting trips.
- Cycling an alternative for up to 10 km. Could be extended through better facilities and e-bikes.



Sketching the scale of ambition needed ...

...by all actors: general public, private and public sector organisations



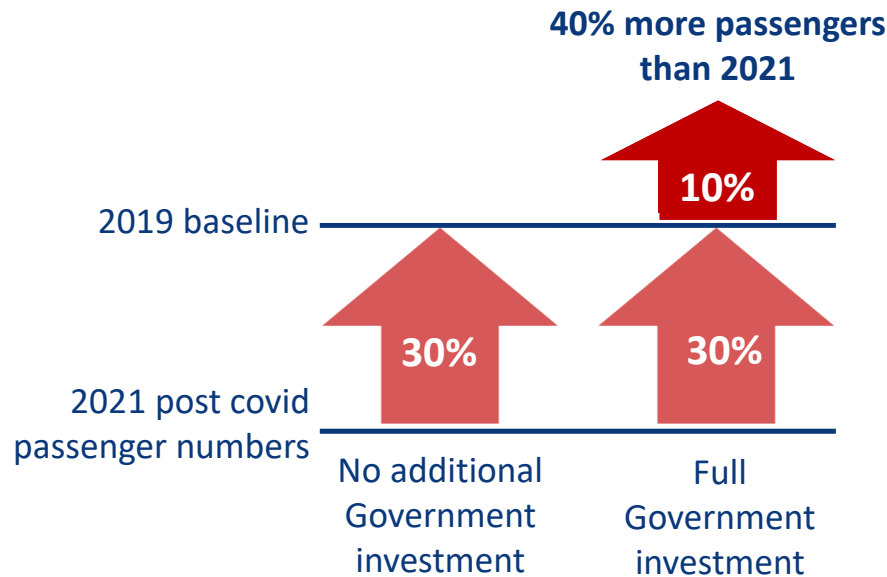
Equivalent to bus use per person as in Oxfordshire.

Gloucestershire bus patronage targets

Local Transport Plan (LTP) Target:

Bus Service Improvement Plan (BSIP) Target:

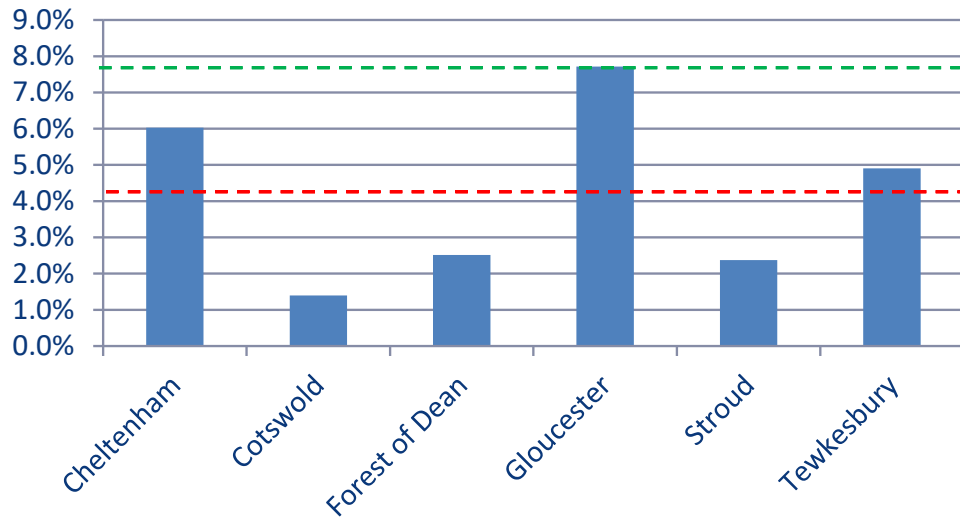
Carbon reduction suggestion:



Bus patronage current trends

Bus patronage comparison

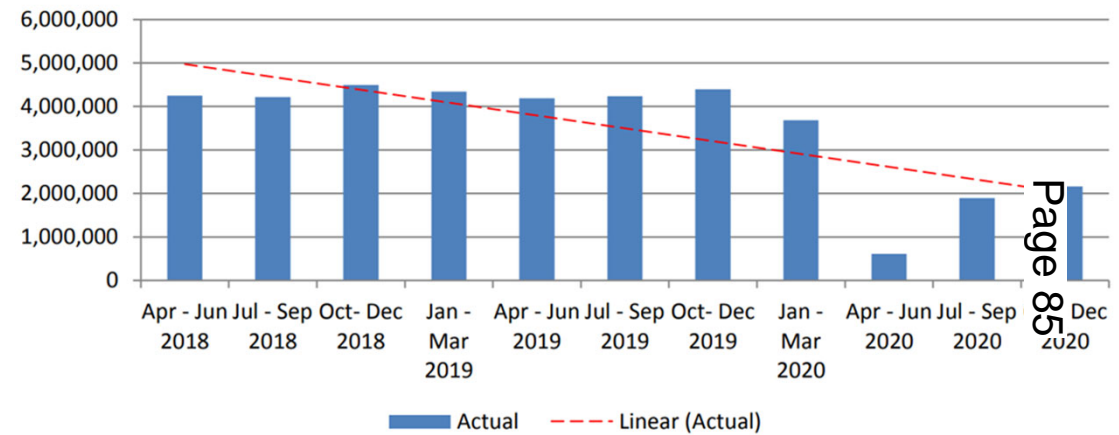
% of journeys to work by bus



Gloucestershire average: 4.5% of 2011 journeys to work by bus
 England and Wales average: 8% of 2011 journeys to work by bus

Bus patronage trend

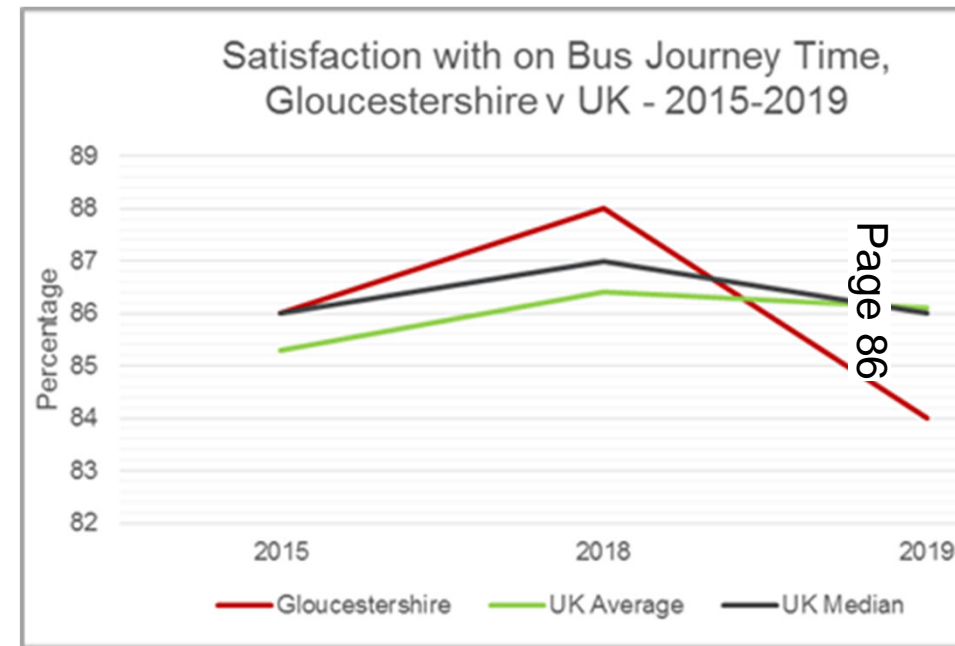
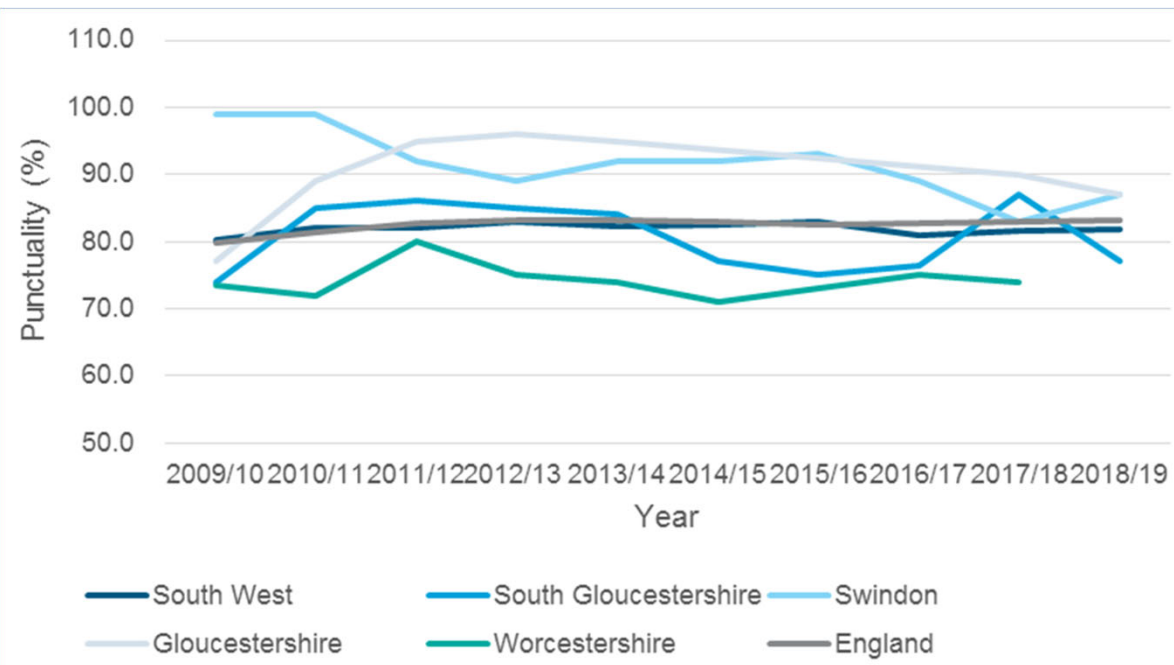
Bus passenger numbers



Before covid: passenger numbers were flat
Post covid: passenger numbers still down c.20-30% on average in Gloucestershire compared to 2019

Why Mass Rapid Transit?

Bus service reliability in Gloucestershire is decreasing, journey time is increasing



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Living our values every day



Accountable



Integrity



Empower



Respect



Excellence



GCC

What needs to be done

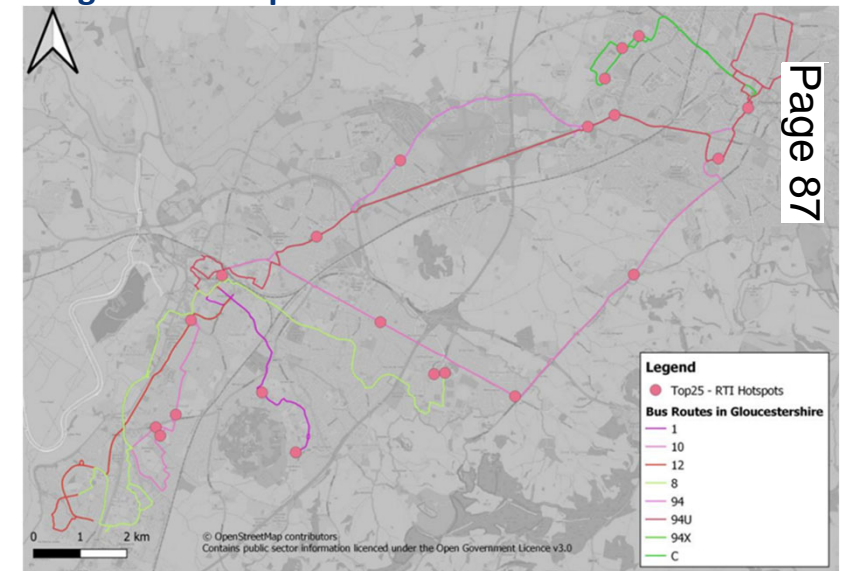
Prepare for success

- Learn from best practice – bus use per person as in Oxfordshire
- Raise the profile of buses in Gloucestershire - identify and communicate our ambitions
- Prepare for future bidding opportunities
- Develop express bus network/corridors
- Develop interchange hub strategy
- MRT business case!

Start delivering now

- Work with bus operators
- Deliver our flagship projects:
 - i. £20m Arle Court Interchange Hub
 - ii. £1.3m Rural Mobility Fund
 - iii. £2.6m Bus Priority at signals

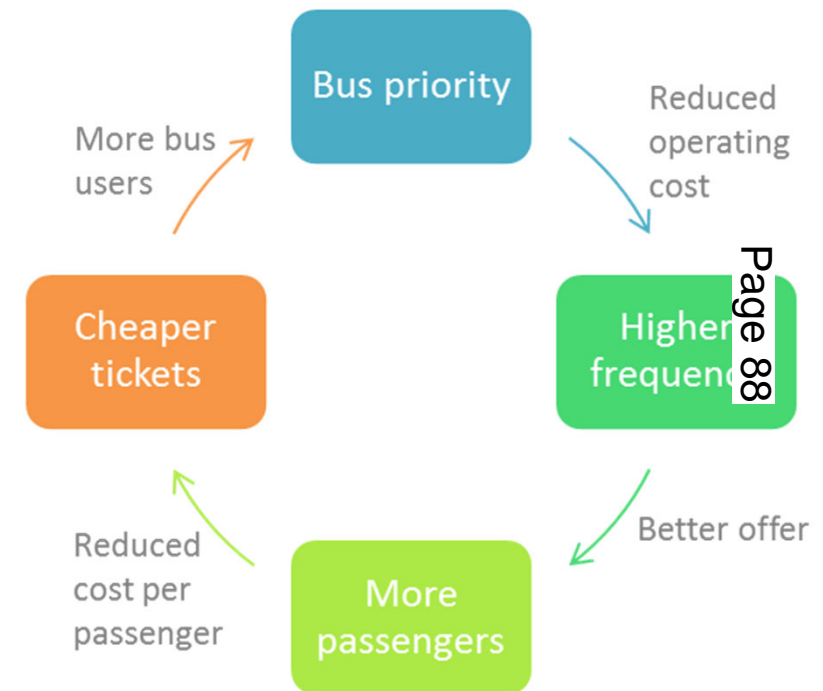
Improve journey time and reliability by tackling congestion hotspots



Our ambition

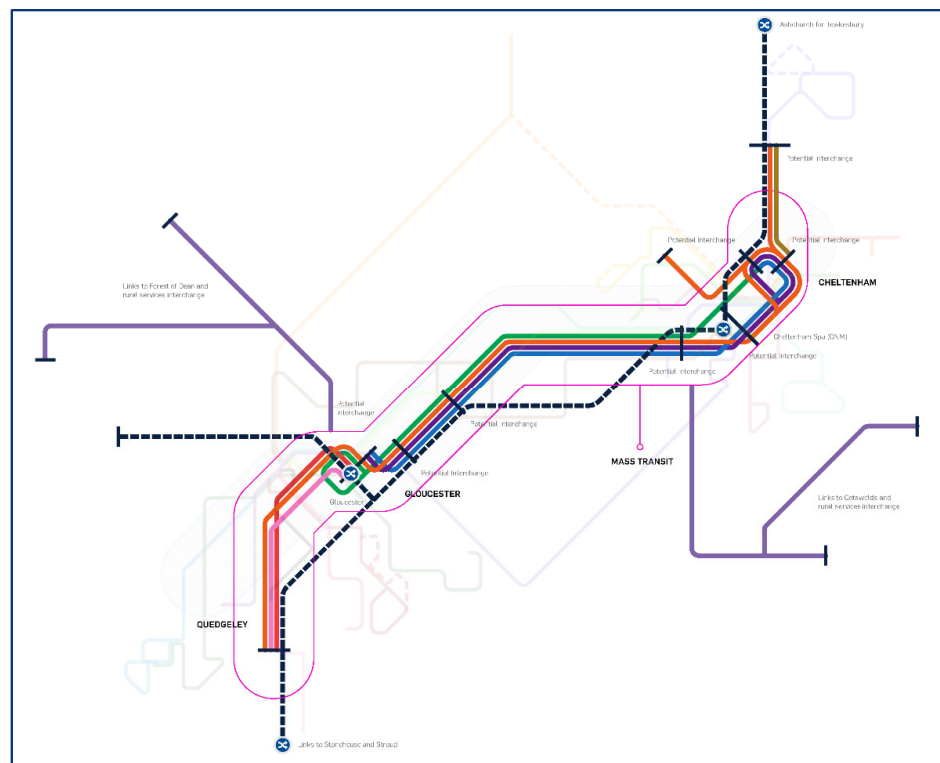
- Integrated Mass Rapid Transit (MRT)
- Fully developed expressbus network, including bus priority to complement MRT
- High quality interchange/ modal integration
- All areas accessible by public transport
- Simple, affordable fares
- Clear, simple information

Virtuous Circle of bus user growth



MRT for fast journey times and reliable services across Gloucestershire

Initial draft of a 'spider' diagram - this will be refined and developed as the project progresses.



Work to Date

1

PRE-FEASIBILITY STUDY

Explored transport challenges in Central Gloucestershire.
Provided initial overview of how a mass transit system could provide a potential solution to challenges.

2

FEASIBILITY STUDY

Developed assessment of mass transit as potential solution to the challenges of transport in Central Gloucestershire.
Implementing mass transit in Central Gloucestershire is likely to be financially viable under nearly all future growth scenarios.
(NB sign off for feasibility study due July 2022)

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Early viability assessments



Bus Rapid Transit

Bus Rapid Transit (BRT) in some form has the potential to be viable within the area assuming that a range of BRT-type features can be delivered, including potentially high levels of segregation from traffic congestion, high levels of services and quality vehicles and associated infrastructure.

OR



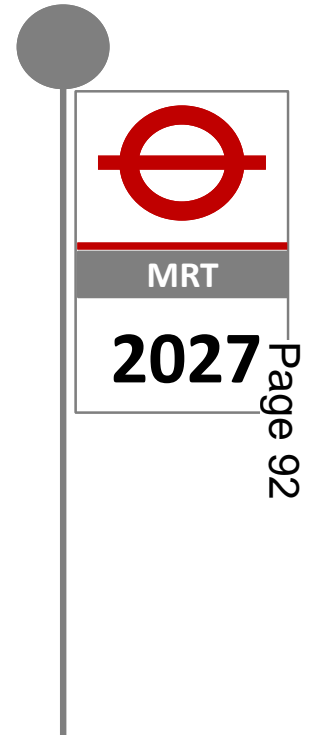
Light Rapid Transit

Light Rapid Transit (LRT), based on fixed route rail technology is unlikely to be viable, primarily due to scheme costs. However, this option may need to be reconsidered in due course if it can be proven that changes in technology (for example Ultra-Light Rail) can significantly reduce costs.



MRT Next steps

- Pre-feasibility – completed
- Feasibility Study – sign off due in July 2022
- Strategic assessment and initial option assessment – 2022/23
- Strategic Outline Case (SOC) – 2023/24
- Subsequent stages of business case development (Outline Business Case, Full Business Case and related design and engagement) – 2024 - 2027
- Construction – 2027 at the earliest but need to be operational before 2030 in order to contribute to closing Gloucestershire's emissions Gap.



Conclusion

- Mass transit can help support rural-urban linkages through well-located interchange hubs.
- Mass transit increases public transport demand, contribution to carbon reductions, especially when demand management measures are introduced
- Mass transit can support sustainable growth in Central Gloucestershire



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Overview and Scrutiny, 5th September

Update from Scrutiny Task Group – Tackling Multiple Deprivation (as of 23rd August)

The task group met for the first time on 26th July for its induction meeting, where the One Page Strategy outlining the group's intentions was finalised. The OPS is attached for information.

Councillor Willingham was elected Chair, with Cllrs. Flynn, Payne, Seacome and Williams making up the rest of the group. Cllrs. Chelin, Harman, Joy and Pineger are substitutes. Richard Gibson (Head of Communities, Wellbeing and Partnerships) is the lead officer, and relevant officers and partners will be invited to meetings depending on the topic at hand.

Considering the scale of the topic and the six month timeframe specified by the O&S committee, it was agreed that the group would meet five times, with each meeting focusing on a specific topic area:

1. Community outreach (including benefits) (31st August)
2. Health (esp. reducing health inequalities) (4th October)
3. Education (3rd November)
4. Housing and housing enforcement (including crime/policing/antisocial behaviour) (24th November)
5. Economic growth (esp. Golden Valley) and employment (14th December)

This will be followed by a 'mopping up' session on 26th January 2023 to agree the recommendations for the final report to go back to O&S.

The final task group report is scheduled to go to O&S on 27th February 2023, and can then go to Council on 20th March 2023 if required.

Harry Mayo (Democracy Officer)

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SCRUTINY REVIEW – ONE PAGE STRATEGY

FOR COMPLETION BY THE OVERVIEW AND SCRUTINY COMMITTEE	
Broad topic area	Tackling Multiple Deprivation
Specific topic area	To look to ensure that CBC’s policies and service delivery are targeted at working with communities to help them address the causal factors of multiple deprivation that it can influence and it should be working with other stakeholders to ensure that their efforts are similarly targeted.
Outcomes/Terms of Reference for the review	<ul style="list-style-type: none"> • Identify the causes, the causes of the causes, and possibly higher differentials of causation. • Identify the areas that CBC can directly influence to help tackle multiple deprivation. • Identify the other stakeholders that have the ability to help tackle multiple deprivation. • Identify the outcomes that we would like to achieve, and what indicators show whether our work is having the desired effect. • Hold scrutiny sessions with those stakeholders to ensure that we understand their aspirations and what they are able to contribute. • Perform a needs assessment for the each of the areas looking at any LSOA that is in the most deprived quintile (20%) for any of the IMD domains. • Make recommendations to Council, Cabinet, CBC representatives on outside bodies, to the LGA, the MHCLG, etc. on the resources, policies, powers and funding that are needed to help tackle multiple deprivation. • Provide an over-arching coordination role with the various other stakeholders to ensure that organisations’ local delivery in Cheltenham are all directed towards the same outcomes and objectives. <p>It is hoped that the scrutiny working group will be the impetus for Cheltenham trying to develop a “Cheltenham Tackling Deprivation Strategy 2022-2030” document similar to the Portsmouth City Council “Portsmouth’s Tackling Poverty Strategy 2015-2020” document.</p>
How long should the review take?	No strict time constraint
Recommendations to reported to:	<p>Overview & Scrutiny for endorsement</p> <p>Cabinet/Council depending on the recommendations made</p>

Membership:	TBC	Page 98
FOR COMPLETION BY OFFICERS		
Officers experts and witnesses	<p>In time, the task group may wish to hear from those officers working in the following areas:</p> <ul style="list-style-type: none"> • Community development • Partnership working • Housing • Enforcement • Green space • Golden Valley • Social value <p>Officers are still cautious about staff capacity and are advising that the STG plan for the review to take 12 months+</p> <p>In addition, the STG may wish to consider escalating its findings and recommendations to Leadership Gloucestershire in recognition of the work it does to coordinate countywide partnership working.</p>	
Sponsoring officer	Richard Gibson, Strategy and Engagement Manager	
Facilitator	Harry Mayo, Democracy Officer (further support from DSU if required)	
FOR COMPLETION BY THE SCRUTINY TASK GROUP		
Are there any current issues with performance?	Yes, but generally wider societal issues rather than specific policy issues at a council level, e.g. education, income, community cohesion. The task group will seek to identify specific areas where CBC can influence these.	
Co-optees (<i>i.e. any member who is not a councillor or officer</i>)	None – each meeting will focus on a specific subject, with experts/witnesses invited according to their area of knowledge	
Other experts and witnesses	<ul style="list-style-type: none"> • Community support/outreach organisations and partners (e.g. CBH, Big Local, Hesters Way Partnership, food banks, faith groups, NCLB, Family Space) • Janice Hamilton (West Cheltenham church outreach) • Housing (e.g. CBH, Bromford) • Enforcement (CBC officers, PCSOs/Neighbourhood Policing Team if available) • Green space (CBC officers) • Golden Valley (CBC officers) • School headteachers (esp. with high levels of FSM, e.g. All Saints/Hesters Way/Thomas More/Gardeners Lane/Rowanfield) • CBC finance officers 	
Other consultees	Public consultation an option if needed at some point	

Background information	Initial scrutiny Page 99 st by Cllr. Willingham Multiple Deprivation statistics (Richard Gibson)
Suggested method of approach	<p>Each meeting to focus on a particular topic area:</p> <ol style="list-style-type: none"> 1. Community outreach (including benefits) 2. Health (esp. reducing health inequalities) 3. Education 4. Housing and housing enforcement (including crime/policing/antisocial behaviour) 5. Economic growth (esp. Golden Valley) and employment 6. Final meeting – ‘mopping up’ and determining final set of recommendations
How will we involve the public/media, or at what stages?	<p>Task group meetings to remain private as standard – Chatham House rules, so attendees can speak freely about the issues they are facing.</p> <p>Public consultation may be needed at some point</p>
Preferred timing for meetings	<p>All 6 meetings to be scheduled as soon as possible, the last one taking place before the end of January 2022.</p> <p>6pm, can be in person/virtual/hybrid depending on need</p>

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Overview and Scrutiny Committee work plan – 2022/23

Item	Objective	What is required?	Author/presenter
Monday 5 September 2022 (deadline: 24 August)			
Police and Crime Commissioner Annual Report	Consider the PCC's annual report	Annual report	Chris Nelson (Gloucestershire Police and Crime Commissioner)
Air Quality Management Plan and general update	Update on the AQMA's progress	Discussion paper	Gareth Jones (Senior Environmental Health Officer), Louis Krog (Head of Public Protection and DEPLO)
Social Housing White Paper	What preparation is being done to ensure compliance with reference risks? Has self-assessment against this been undertaken?	Discussion paper	Steve Slater, Emma Wall, (Cheltenham Borough Homes)
CBH responsive repairs service	What is working well and not so well, plans to improve and how value for money is demonstrated, with benchmarking with the social housing sector	Discussion paper	Steve Slater, Emma Wall, (Cheltenham Borough Homes)
Annual report	Approval of the 2021/22 O&S Annual Report ahead of October Council	Annual report	Harry Mayo (Democracy Officer), Councillor Payne (Chair)
Counter Fraud Unit Partnership	Performance review, data and analysis (EXEMPT)	Discussion paper	Emma Cathcart (Head of Service, Counter Fraud Unit)
Monday 3 October 2022 (deadline 21 September)			
Publica annual report	Consider annual report: where is performance good/need improving and where are they with the CT recommendations?	Annual report and discussion paper	Jan Britton (Managing Director), Sally Walker (Chair)
SWAP (South West Audit Partnership)	Performance review, data and analysis (EXEMPT?)	Discussion paper	David Hill (Chief Executive, SWAP), Lucy Cater
Golden Valley	Detailed look at the possible impact of the site on local residents, and how risks relating to this are being addressed (EXEMPT)	Discussion paper	Paul Minnis, Paul Jones
Monday 31 October 2022 (deadline 19 October)			

Overview and Scrutiny Committee work plan – 2022/23

Response to Council referral	Response to Council referral on 18 th July regarding UNICEF child friendly status and No Child Left Behind	Discussion paper	Richard Gibson (Head of Communities, Wellbeing and Partnerships)
Building Control	Performance review (EXEMPT?)	Discussion paper	Ian Smith (Building Control Manager)
Municipal Offices	Update on progress with the Municipal Offices (EXEMPT?)	Discussion paper	Emma Morgan (Project Manager), Paul Jones (ED Finance and Assets)
Monday 16 January 2023 (deadline 4 January)			
Budget proposals for coming year	Update from the Chair of the Budget Scrutiny Working Group on the group's response to the 2023/24 budget proposals.	Update	Cllr. Matt Babbage (Chair of the Budget Scrutiny Working Group), Gemma Bell (Director of Finance and Assets)
Gloucestershire Airport	Following on from 28th March GCC meeting : looking at GAL's financial sustainability, both in relation to recent improvements and in the long term (EXEMPT)	Discussion paper	Karen Taylor (Managing Director), Mike Morton (Chair), + Chair of GCC O&S?
27 February 2023 (deadline 15 February)			
Tackling Multiple Deprivation STG report	To consider the final report of the Scrutiny Task Group on Tackling Multiple Deprivation, including the proposed workplan and any recommendations to Council	Discussion paper, full report	Richard Gibson (Head of Communities, Wellbeing and Partnerships), Harry Mayo (Democracy Officer)
Draft Corporate Plan	To consider the draft Corporate Plan	Discussion paper	Richard Gibson (Head of Communities, Wellbeing and Partnerships)
Monday 17 April 2023 (deadline 5 April)			
Minster Exchange	Project learning, benefits realisation. Is it generating the occupancy/income we expected, and if not what are we doing about it?	Discussion paper	Jane Stovell (Project Manager), Bruce Gregory (Workshop Group), Mark Sheldon (Director of Corporate Projects), Paul Jones (Executive Director Finance and Assets)
Monday 5 June 2023 (deadline 24 May)			

Overview and Scrutiny Committee work plan – 2022/23

Monday 3 July 2023 (deadline 21 June)			

Overview and Scrutiny Committee work plan – 2022/23

Items for future meetings (date to be established)			
Public Art Panel	Consider its effectiveness, successes and difficulties faced	To be scheduled once SWOT has been concluded	Tracey Birkinshaw (Director of Planning) and Chair of Public Art Panel
North Place and Portland Street	Update on these sites (EXEMPT)	TBC	Paul Jones (ED Finance & Assets)
Christmas Ice Rink	Possible: evaluating the 2021 ice rink and looking ahead to its return in December	Autumn	Tracey Birkinshaw (Director of Planning), Helen Mole (Head of Place Marketing and Inward Investment)
Business continuity	To consider the robustness of CBC business continuity arrangements in the event of a cyber incident, and update the cyber business continuity plan (EXEMPT)	Discussion paper, FAQ responses	Darren Knight (Executive Director People and Change), Ann Wolstencroft (Program Manager, HR), John Chorlton (Chief Technology Officer, Publica)

Overview and Scrutiny Committee work plan – 2022/23

Annual Items		
Budget proposals for coming year	January	Chair of the Budget Scrutiny Working Group
Draft Corporate Plan	February	Richard Gibson (Head of Communities, Wellbeing and Partnerships)
End of year performance review	June	Richard Gibson (Head of Communities, Wellbeing and Partnerships)
UBICO annual report	July	Ubico, Client Officer and Cabinet Member
Overview & Scrutiny annual report	September	Democracy Officer
Annual report of the Police and Crime Commissioner	September	PCC (Chris Nelson)
Publica annual report	October	Jan Britton (Managing Director), Bill Oddy
Quarter 2 performance review?	November	Richard Gibson (Head of Communities, Wellbeing and Partnerships)

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