CHELTENHAM
BOROUGH COUNCIL

Cheltenham Borough Council Overview & Scrutiny Committee

Meeting date: **31 January 2023**

Meeting time: **6.00 pm**

Meeting venue: **Council Chamber - Municipal Offices**

Membership:

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

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Agenda

1 Apologies

2 Declarations of interest

3 Minutes of the last meeting (Pages 5 - 14)

Minutes of meeting held on 28th November 2022

4 Public and Member questions, calls for actions and petitions

5 Cabinet Briefing

Briefing from Councillor Jeffries, Deputy Leader (if he has an update, or if O&S Members have questions for him).

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

7 Race week (Pages 15 - 16) 18:10 – 18:40

Objective: Outlining the steps the council are undertaking, in partnership with others, to improve residents' experience of race week.

Louis Krog (Head of Public Protection)
Andre Klein (Cheltenham Racecourse)

8 Budget proposals for coming year (Pages 17 - 18) 18:40 – 19:00

Objective: Update from the Chair of the Budget Scrutiny Working Group on the group's response to the 2023/24 budget proposals.

Cllr. Matt Babbage (Chair of the Budget Scrutiny Working Group)
Gemma Bell (Director of Finance and Assets)

9 Residents' survey (Pages 19 - 94) 19:00 – 19:40

Objective: Detailed look at the results of the residents' survey, including benchmarking against the last results in 2019.

Darren Knight (Executive Director Place and Communities)

10 Feedback from other scrutiny meetings attended (Pages 95 - 98)

Gloucestershire Health O&S Committee (6th December 2022) – update from Cllr. Bamford.

Gloucestershire Economic Growth O&S Committee (29th November 2022 and 18th January 2023) – updates from Cllr. McCloskey.

The Gloucestershire Police and Crime Panel has not met since the last O&S meeting.

11 Updates from scrutiny task groups (Pages 99 - 100)

Update from Scrutiny Task Group on Tackling Multiple Deprivation

Harry Mayo (Democracy Officer)

12 Review of scrutiny workplan (Pages 101 - 104)

13 Date of next meeting

27th February

Informal de-brief

What went well? Can we identify opportunities for improvement or training needs?

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Overview & Scrutiny Committee

Monday, 28th November, 2022
6.00 - 7.40 pm

Attendees	
Councillors:	John Payne (Chair), Graham Beale, Nigel Britter, Jackie Chelin, Tabi Joy, Louis Savage, Julian Tooke (Vice-Chair), Suzanne Williams and David Willingham (Reserve)
Also in attendance:	Harry Mayo, Judith Baker, Darren Knight and Paul Minnis, Martin Chastney, Richard King and Gethin Evans

Minutes

1. APOLOGIES
Cllrs. Harvey and Fifield sent apologies, with Cllr. Willingham substituting.

2. DECLARATIONS OF INTEREST
There were none.

3. MINUTES OF THE LAST MEETING
The minutes of the 31st October 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 was not in attendance to give a briefing.

6. MATTERS REFERRED TO COMMITTEE
There were none.

7. SOUTH WEST AUDIT PARTNERSHIP (SWAP)
David Hill, Chief Executive of the South West Audit Partnership (SWAP), highlighted the key points of his report. The SWAP was an internal audit company operating mainly in the government sector, including large councils like Liverpool City and Kent County, although they worked with charitable bodies too. The partnership was first created in 2005 and had since grown to 26 official partners. It operated as a not for profit partnership, so any surplus made in the year goes went into its reserves. In terms of governance, the owner's board set the strategy, and all the partners were represented on the board of directors, including Darren Knight as the CBC representative.

He emphasised the SWAP's 100% partner retention, which he hoped said something about the work they did. They took professional engagement seriously, and were considered a top performer in the sector in terms of innovation and investment in new technology. The partnership regularly turned in a surplus, expected to be around £950k this year, so financial performance was good. The only issue was their pension liability, as with all public sector bodies, but they were in the fortunate position that when the Somerset unitary authority formed next year, the large majority of the SWAP's pension deficit would be swallowed back in and come off the balance sheet.

He highlighted the topic of innovation, noting that they had produced a one page report which had been picked up both nationally and globally, and that they were investing significantly in new technologies. This included data visualisation, i.e. how their work linked to the council's core objectives and strategic risks. It was important to audit the right things at the right time. They were also moving into other new technologies, like NLP and AI. The internal audit world was changing, and so were its budgets – in the past, around 95% of costs went on staff, and now it was more like 75%. The new Audit Management System was being implemented and would hopefully be live in the next month or two.

The Chair thanked the officers for their report, and moved into Member questions and debate:

- One Member noted that in their role on Audit and Governance Committee (to which the SWAP regularly reported) they had seen the value they brought to the governance of Cheltenham. Another Member who sat on this committee agreed.
- One Member asked about the issues faced both in terms of attracting and retaining qualified staff, and what they were doing with apprenticeships and academia to ensure there was a pipeline of staff coming in. The SWAP Chief Executive responded that they sought to develop the team in-house wherever possible, and had made 58 internal promotions in the last 18 months. Their focus on innovation was a key factor in staff retention, as it made them more attractive in a marketplace that often lacked it. Some turnover was to be expected, and they were not finding retention to be a major issue. On the pipeline question, they had two apprenticeships currently running, and worked closely with professional bodies.
- One Member asked what the SWAP's main strategic focus was. The SWAP Chief Executive responded that their primary role was to ensure good governance, and make sure that authorities fulfilled their statutory obligations. They had moved from static plans to six monthly rolling plans so they could more effectively adapt to dynamic risks in all areas.
- One Member asked how the SWAP was likely to expand in the future in order to keep their competitive advantage. The SWAP Chief Executive responded that their mantra was to deliver more with less, and they were continuously improving on this. The future might well be based around partnerships and shared learning, and the charity sector and

NHS would be key partners. The private sector was off the table since they were a not for profit company.

- One Member praised the presentation of data, and asked how they kept up with wider trends when comparing and contrasting data sets from very different sources. The SWAP Chief Executive responded that every council had a different system, and while data quality varied a lot it was generally not as good as it should be. They aimed to ensure good data governance and that data was accurate and well looked after. Machine learning allowed them to automate a lot of processes, and a key goal for the future was to make good use of new technology.
- One Member asked whether there was any specific feedback for CBC on a data governance level. The SWAP Chief Executive did not have any specific feedback for Cheltenham, but stressed that they worked closely with all partner authorities to try to ensure collaboration. Independence did not have to mean isolation – they could be objective and provide advice without losing their independence.
- One Member asked how they developed the skills needed to work in complex and fast-moving fields like cyber security. The SWAP Chief Executive responded that the professional network was invaluable to this, and they had lots of key contacts in the public and private sectors.

The Chair thanked the SWAP Chief Executive and Assistant Director for attending, and for the valuable work they did.

8. DRAFT CORPORATE PLAN

Darren Knight (Executive Director of Place and Communities) introduced his paper, explaining that the corporate plan set the framework for the council's initiatives over the next few years, guiding future opportunities and allowing them to prioritise resources and skills. Thanks to the previous corporate plan, they had not started from a blank piece of paper, and projects like the Golden Valley development and housing investment plan continued to be key priorities, alongside the cost of living crisis and other agendas like sport.

The plan was not set in stone, but was rather a working document. It also included a number of measures of success and KPIs, while the discussion paper summarised the results of the residents' satisfaction survey, which was to come to the next O&S meeting in January. From a resident's perspective, it showed overall satisfaction, though there were some areas where they could improve. The plan was now in the process of wider engagement, and they had met with all but one of the town's parish councils to discuss it. The plan set out their ambitions for Cheltenham, but also the challenges faced in operating.

The Chair moved into Member questions and debate:

- Several Members praised the plan as an ambitious, interesting and readable brochure for the town. The Executive Director of Place and Communities thanked them for their feedback and emphasised the importance of accessibility and reducing jargon, which was why they had also produced a one page version.

- One Member noted that the old symbol for Gloucestershire Constabulary had been used, and it needed to be G3R rather than E2R. The Executive Director of Place and Communities was happy to correct this.
- One Member suggested that it could be worth considering the geospatial location of answers to the satisfaction survey that were less than satisfied, in order to target future engagement and support.
- One Member suggested that while the present measures of success were largely positive things (e.g. the number of new businesses and the retail occupancy rate), it might be worth including other measures that were about reducing negative things, like antisocial behaviour. It was good to see positivity, but it could also be useful to view things from the other perspective. It was important to avoid the trap of false positives, like opening more food banks. The Executive Director of Place and Communities agreed that reducing ASB and improving night-time safety were key.
- One Member noted that in their role as Chair of Licensing Committee, the council's aspiration to retain the Purple Flag night-time safety award was close to their heart.
- One Member stressed that it was important for the 'more homes' priority to mean more affordable homes. The Executive Director of Place and Communities agreed, and highlighted the central focus on affordable homes in the housing investment plan, and CBH were investing heavily in both this and carbon neutral homes.
- One Member noted that nearly half of those surveyed who had left the town had done so for a better job, and asked what was being done to ensure they retained talent. The Executive Director of Place and Communities highlighted the importance of investing in skills, and they had just allocated some Shared Prosperity Funding to a number of institutions including Gloucestershire College. He hoped that by the time the corporate plan was debated at Council in February, he would be able to report on the positive results of this.
- One Member was pleased with the focus on residents, and asked how the two-way relationship between residents and their authority was being built. The Executive Director of Place and Communities advocated a strong mutual relationship, in which residents felt they were able to influence council decision-making. CBH was boosting resident engagement and interaction, and he would recruit residents to test the digital platform in the new year before it went live.
- One Member noted that several residents' groups in their ward were keen to get involved with the climate and carbon neutrality agendas but were finding it hard to do their bit. The Executive Director of Place and Communities agreed it was important to get residents involved with Cheltenham Zero, and would follow this up offline with the climate change team. They could arrange for officers to meet these groups directly.
- One Member advocated a higher level of community group involvement in order to ensure that future prosperity was evenly distributed. It was

important to invest from the ground up rather than just entice new people in. They cited the example of Preston council, which focused procurement on anchor institutions based in the local area. A systemic approach was needed to help priorities compliment each other. The Executive Director of Place and Communities agreed about the importance of recycling the Cheltenham pound through the local supply chain, and reported that they had started to establish the anchor institutions network across Gloucestershire alongside the county council. Procurement was a useful way to support the local supply chain, though they were sometimes limited by procurement rules.

- One Member asked how conflicts between competing interests, like the ambition to build affordable homes versus the need for sustainability, were managed. The Executive Director of Place and Communities acknowledged that there were always complexities and areas of compromise which were sometimes tricky to navigate, and they were making changes to manage this. On the sustainability question, he noted that the climate change SPD had been well received, and the new climate change impact assessment tool ensured that these key concerns were taken into account from the very start of the decision-making process.
- One Member queried the placement of Golden Valley as priority 1 when it would not have a significant impact during the corporate plan's timeframe. The Executive Director of Place and Communities clarified that while it was a flagship project, this didn't mean that other projects weren't treated with importance.

The Chair thanked the Executive Director of Place and Communities for putting together an document that reflected the town's ambitions.

9. FEEDBACK FROM OTHER SCRUTINY MEETINGS ATTENDED

The update from the Police and Crime Panel was taken as read.

Cllr. Willingham added that he had attended two relevant county council committees in his role as a county councillor. The first was a joint meeting of the Health Overview and Scrutiny Committee and the Adult Social Care and Communities Scrutiny Committee, which invited nine mostly NHS organisations for a discussion about urgent and emergency care systems in Gloucestershire. He was not sure that the length of time spent on this topic had led to any great outcomes or proposals. It should not have needed three hours to establish that a number of organisations had staff retention issues, as staff did not feel sufficiently valued and often suffered abuse. He was sure that the regular O&S representative would be able to give further detail on this going forward.

There had also been a joint meeting of Environment Scrutiny and Economic Growth Scrutiny, which had covered two issues relevant to Cheltenham. The first of these was Stagecoach's withdrawal of a number of bus services, on which the county believed that sufficient notice was not provided. The second was the Community Infrastructure Levy, on which the county felt it did not have enough influence, and was considering judicially reviewing Stroud's CIL policy.

In his view, this was not a helpful development in delivering infrastructure for anyone. He was aware that Cllr. Horwood, as Cabinet Member for CIL, was reviewing processes to ensure they worked well for Cheltenham. It was also key to ensure that Planning Committee approved both S106 and CIL contributions rather than letting developers convince them that this was double dipping, when they could afford to pay more.

10. UPDATES FROM SCRUTINY TASK GROUPS

The update was taken as read. The Democracy Officer added that another meeting of the task group had taken place since the update was circulated, focusing on the topic of housing. Following a recommendation from the last O&S meeting, fuel poverty had been added to the task group's remit, and this had been discussed in detail at the meeting.

Cllr. Willingham added in his role as Chair of the task group that it was clear there were a number of urgent actions that needed to be progressed before the end of the process.

11. REVIEW OF SCRUTINY WORKPLAN

The workplan was taken as read.

12. DATE OF NEXT MEETING

The Chair noted that the next meeting had been moved from the 9th January to the 31st January, in order to accommodate an extraordinary meeting of Full Council on the 9th.

13. GOLDEN VALLEY

The Chair explained that although this was originally listed as an exempt item, it had been agreed that it would take place in public session as the paper did not contain any commercially sensitive information.

Paul Minnis (Director of Major Developments & Regeneration) began by introducing a number of key officers from the Golden Valley team, namely Martin Chastney (Senior Development Manager), Gethin Evans (Marketing and Communication Lead Officer) and Richard King (Head of Construction). He explained that since the development agreement with HBD x Factory was signed in June 2022, they had mainly been concerned with the southern parcel of the site, which would be the commercial centre, rather than the northern parcel, which would be mainly residential.

The key part of the first phase of the southern parcel was the Innovation Centre, which was in the region of 120,000 square feet but would involve other land uses as well. After the initial phase of masterplanning this year, they had moved onto public consultation, with a concentrated phase of this early next year to inform the completion of the masterplan process, before the planning applications phase. He acknowledged a number of key recent challenges, including interest rates, material costs and inflation, which had pushed the masterplanning and design process on a bit, but they were still targeting next summer to submit the planning applications. A significant planning phase would follow, before they hoped to be on site the following year to deliver the first phase by 2026.

Martin Chastney (Senior Development Manager) summarised the key points of the paper that been circulated to members, which had sought to identify the key impacts on local residents and explain how these were being addressed. He acknowledged that development could be a very intrusive activity with a real impact on local residents, and that the council was held to a higher bar than other developers. It was important to be a considerate developer and take the lead in understanding and mitigating these risks.

He emphasised that they did not have all the answers at this point, and while the paper listed a number of development and construction impacts, it was more about articulating the processes they would follow in the coming weeks and months to better understand and respond to the risks. The paper outlined a number of statutory processes in place to respond to impacts, including the high level of consultation attached to the planning process and the requirements placed on builders and contractors during the construction phase.

However, he stressed that they would go beyond what was required by law, and ensure that strong communication networks were established between communities and residents, while engaging with stakeholder groups to ensure that feedback loops were solid. Gathering information was key, both from websites and from oral and written feedback. There was a clear need to undertake a responsive design process in order to mitigate risk.

He highlighted that the report was a snapshot of where they were at the moment, and he hoped it offered a good overview of their rationale. Their priorities were to gather and understand information, and to set up communication networks through public consultation exercises and targeted stakeholder consultation. A central part of this would be the role of the community coordinator, who would be the fulcrum of the relationship between the project team and wider community. The Marketing and Communication Lead Officer added that the development partner currently employed Caroline Dyer to lead community engagement and build on existing relationships.

The Chair moved into Member questions and debate:

- One Member highlighted the need for an infrastructure-first approach to future proof the site, building on lessons learned from other projects. In a high-tech area, it was important to ensure that utility channels could be changed and upgraded in the future without causing major disruption – for example, by installing wires under pavements rather than under roads. The Senior Development Manager responded that future proofing structures was at the core of what they were doing. The initial bid from the development partner included a focus on smart city principles for this very reason, and it was key to provide cost-effective solutions that suited the county from a highways perspective too. Another key aspect of this was flexibility, so they would include new bus routes and mobility hubs to make things as car-free as possible. They needed to keep streets walkable and encourage cycling and e-scooters. The Head of Construction also added that on the utilities question, their focus was on longevity, so they were currently establishing the best connection points and how best to serve the site. He expected that the most effective way of implementing these services would be in phases rather than trying to serve the whole site on day one.

- One Member was pleased to hear that they would go above and beyond their statutory obligations. With this in mind, how would they get best value out of their contractors? The Director of Major Developments & Regeneration responded that most of these would be Tier 1 contractors, who were renowned for public engagement. Contractors would be pre-qualified to ensure they got the right partners on board from the council's perspective.
- One Member asked about the precise working relationship between HBD x Factory and CBC. The Senior Development Manager responded that they were development partners, with HBD x Factory as the lead partner, and with financial interest and benefit involved for both parties. Throughout the procurement process, they had tried to bring on board a partner with greater capacity and resource than the council, so they would do the majority of the legwork. The council's role was to support them, challenge them, ensure that they were working to the vision and goals defined in the development agreement, and provide input on that. The Director of Major Developments & Regeneration added that within the development agreement, there were governance mechanisms that provided a solid basis, including monthly project steering meetings and quarterly project board meetings including the Cabinet Member (Cllr. Collins) and CBC director (Paul Jones), which provided strategic guidance. Their involvement was both day-to-day and at formal monthly meetings with clear terms of reference.
- One Member asked whether there was a project team, and whether they had a project plan showing the interdependencies of the various components which was regularly reported to the board. The Director of Major Developments & Regeneration confirmed that they were the core team, and they were documenting a lot of activities on Clearview along with their overall goals. They also catalogued and managed risks using this system, with a summary provided to the program board every month both on progress reports and risk assessments.
- One Member asked what they saw as the biggest risk to the project considering the current volatile financial environment. The Director of Major Developments & Regeneration responded that at the moment this was probably ensuring viability throughout the development phase. All developers were facing real challenges at the moment, including the cost of building materials, the availability of skilled labour, and interest rates.
- One Member emphasised the importance of creating a self-sustaining system, and asked what they expected this to look like. The Senior Development Manager responded that, as the Golden Valley SPD had made clear, it was an employment-led development which needed to expand out effectively with sufficient housing. They were working on an indicative phasing plan to deliver the right balance, including community integration as a crucial part of the project.
- One Member noted that bus routes seemed to be a priority, and was concerned that a lack of car parking provision might create a rat run.

They were not convinced that bus services were in a condition to be rolled out and expanded when they were currently being cut back. The Senior Development Manager clarified that their overall travel strategy also prioritised cycle routes, and had a clear green spine throughout. There were different types of cyclist to think about, both those who did it for leisure and those who cycled to work. Bus services would be key for residents and businesses, and while it was not entirely within their control they needed to act now in order to future proof.

- One Member appreciated the focus on public consultation, as well as the willingness to learn from pre-existing local problems.
- One Member asked about the situation with Junction 10, which would be key for the supply of goods as well as to future planning applications. The Director of Major Developments and Regeneration responded that they were keeping a very close eye on this at a number of different levels, as it would affect how housing was delivered, especially in the northern parcel. It was now not expected to be delivered until 2027.

The Chair thanked the officers for their contributions, and looked forward to hearing from them again in the future on this key project.

14. LOCAL GOVERNMENT ACT 1972 - EXEMPT INFORMATION

Members resolved to move into exempt session.

15. EXEMPT MINUTES

The exempt minutes of the 31st October meeting were approved and signed as a correct record.

John Payne
Chairman

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Briefing Note: Race Week

Overview & Scrutiny Committee

31st January 2023

Head of Public Protection, Louis Krog

This note contains information to keep Members informed of matters relating to the work of the Cabinet or a committee but where no decisions from Members are needed.

If Members have questions relating to matters shown, they are asked to contact the Officer indicated.

This briefing paper updates Members on planning and arrangements for the 2023 Festival.

1. Festival 2023 Overview

Four day event running from the 14th - 17th of March 2023.

Expected number to exceed 250,000 throughout the week with up to 60,000 expected on the Thursday and Friday respectively.

In terms of travel to and from Cheltenham Spa, Tuesday expecting 13,000 travelling into Cheltenham, Wednesday similar. Thursday 18,000 and Friday 22,000 travelling by rail.

2. Planning and Arrangements

2.1 Policing
There will be a significant policing operation in and around town. The local policing team tasked to support communities in and around racecourse including a proactive approach to dealing with public urination. A similar ‘anti-urination’ operation was trialled in November. Police operation essentially 24/7, starting at 4pm on Monday and finishing 8am - 9am Saturday.

2.2 Racecourse
Deploying up to 50 stewards covering of three recognized street routes (Evesham Road, Albert Road, Tommy Taylors Lane) and the Honeybourne Line railway station route, to and from the racecourse.

The objective of the deployment is to:

1. To promote positive behaviour in our racegoers during the Festival.
2. To assist and improve the racegoers journey to the racecourse from Cheltenham town centre and back.
3. To reduce the negative experiences endured by local residents, that emanate as a direct result of the Festival.
4. To build better rapport between the racecourse and local residents through the demonstration of enhanced level of care and respect.

Support this routes with enhanced stewarding and amenities:

- Wayfinding Ushers
- Street cleaners / road sweepers
- More rubbish collection
- More toilets

- Route distractions – street entertainers, some locations to enhance atmosphere and sense of occasion

Racecourse Communications

Traditional Press
- Local - To demonstrate the good will & benefits of the Festival
- National - To promote the overall objectives of the campaign

Social Media
- Racing Channels - To promote the message of caring and enhancements to route to attendees
- Local Networks - To promote intentions and tangible improvements

Street
- Signage - Visual displays using key campaign messages
- Poster Campaign - Pubs, cafes, etc. in Cheltenham and Bishops Cleeve

2.3 Cheltenham Council
Neighbourhood Officers will support police colleagues and stewards along the Evesham Road, enforcing a range of enviro-crimes. These officers will be stationed along the Evesham Road (and surrounding areas) at peak time in the morning and evening.

Licensing Officers, with support from neighbouring authorities and police colleagues, will monitor and enforce a range of licensable activates, including sexual entertainment venues, taxi/private hire activities, licensed venues and SIA security staff checks.

Officers from the environmental health teams will also be working to address any related issues associated with noise, nuisance, food safety and health and safety.

In effect, council officers will be on duty, in some form or another, from 08:00 on Tuesday to early hours of Saturday morning.

Toilets
Members will note from the above that additional toilets will be deployed this year. In November 2022, the council and racecourse jointly funded additional toilets and, for the first time, urinal units along the Evesham Road. This proved successful in addressing the issues experienced in March relating to public urination.

Whilst public urination will not entirely be eliminated, the combination of the measures above should result in a substantial improvement and set the standard for future events.

3. Partnership Approach

Members will note a lot of activity across a range of partners. It is important that these activities are coordinated to ensure partners' efforts and planning are coordinated to be most effective.

A number of Safety Advisory Groups (SAGs) have been held to coordinate and jointly plan for the 2023 Festival. In addition, planning meetings and conversations amongst these partners are ongoing on a weekly basis.

Some of the planning will be subject to further discussion and planning and, if Members require, a further update could be provided for the February meeting.

Contact Officer: Louis Krog
Email: louis.krog@cheltenham.gov.uk

Overview & Scrutiny, 31st January 2023

9. Budget proposals for coming year

Cllr. Matt Babbage, Chair of the Budget Scrutiny Working Group

The Budget Scrutiny Working Group (BSWG) was set up by Council in 2010 as a result of the economic crisis and increasing pressures on the council's financial resources. It was agreed that the group should be a scrutiny task group and form part of the new overview and scrutiny arrangements. The group aims to ensure that Members work collectively, accepting political differences, on solutions to the budget gap. The working group is not a decision making body, but its role is to develop the budget process, support the development of Members' scrutiny role and to consider ideas from Members for reducing the budget gap.

The group met on 12th January to discuss the General Fund and Housing Revenue Account (HRA) budget proposals for the coming year. Gemma Bell (Director of Finance and Assets and Deputy S151 Officer) and Stafford Cruse (Head of Finance, Cheltenham Borough Homes) introduced the reports and responded to Members' queries.

The budget proposals followed the local government funding settlement, which had come through on 19th December. The settlement guaranteed local authorities a minimum 3% increase in core spending power, although officers noted that this was outweighed by the expected impact of inflation, rising costs and interest rates. The surrounding policy from central government emphasised local tax generation and robust local authority reserves.

Officers noted that a longer settlement would have enabled more long-term planning, with no guarantee that the increased funding would last beyond March 2024. Arlingclose, the council's treasury advisors, were forecasting an increase in interest rates to 4.25%, which would add further pressure onto temporary borrowing. The proposals took this into account, along with rising energy costs, inflation and the local government pay award, and ultimately would not draw down significantly on any other reserves to deliver the budget.

Members highlighted a number of key aspects of the proposals, including the proposed 7% rent rise on CBH properties. Members emphasised the need to balance the HRA's interests with those of residents, and the importance of supporting those who might find it difficult to afford the increase during the ongoing cost of living crisis. Although it would be a challenging year, officers were confident that the HRA could cope with the pressures on it, as long as the speed and scale of its projects were carefully managed.

Members noted the baseline 10.1% increase in fees and charges, as well as the 15.5% increase in the cost of the Ubico contract, which officers explained was largely due to staffing costs and a pension gap in addition to broader pressures. CBC’s own pension pot was now fully funded, with secondary contributions able to be brought back into the base budget as a result.

The group discussed how the economic downturn had affected Cheltenham’s affordable housing pipeline, with a number of projects in the town being either delayed or cancelled due to financial viability, although the council’s own projects like Golden Valley continued to progress. Members noted that planning fees had not increased since 2018, while the council’s Car Parking Order would be reviewed subject to a separate public consultation.

Members were pleased to see the council’s climate change goals taking a key role within the proposals, with a particular focus on retrofitting and decarbonisation of the CBH housing stock. CBH’s ‘fabric first’ approach (i.e. maximising the performance of the components and materials that make up the building fabric itself) had been successful so far in obtaining government funding, and officers would continue to take full advantage of future waves due to the high cost of retrofitting.

Members were reassured by the finance team’s diligence and praised the service CBH provided. The final budget proposals are due to go to Cabinet and Council in February.

Information/Discussion Paper

Overview & Scrutiny – 31st January 2023

2022 Independent Resident Satisfaction Survey

1. Why has this come to scrutiny:

1.1 Residents' surveys are frequently carried out by local Councils in order to collect statistically robust views from a representative sample of residents.

1.2 Cheltenham Residents Survey 2022 provides a range of resident insight that can help inform current and future decision making, as well as providing a baseline against which future improvements can be measured.

1.3 Residents' surveys are frequently carried out by local Councils in order to collect statistically robust views from a representative sample of residents. The last resident survey was undertaken in 2019.

1.4 In 2022, the Leader of the Council requested an independent resident satisfaction survey to gain insights from a statistically representative sample of the borough's population to help inform the development of the new Corporate Plan, which will be taken to full Council in February 2023.

1.5 The benefits of undertaking such a survey allows the Council to:

- Compare the views of residents to national data sets;
- Explore priorities at a local level;
- Set baselines/track perceptions of service quality;
- Collect insight to inform strategy - e.g. channel shift and communications plans;

- Collect data on new or emerging issues
- Provide a set of baseline measures for the Council's Corporate Plan and Place Vision

1.6 Following a competitive procurement process, Enventure Research were commissioned to undertake the survey on behalf of the Council. Enventure Research are members of the Market Research Society and comply with industry standards for research, insight and analytics and have significant experience of undertaking resident satisfaction surveys on behalf of local authorities

2. Survey Methodology and Response Rate

2.1 A questionnaire was co-designed by Cheltenham Borough Council and Enventure Research and included questions designed to understand:

- How the Council could improve residents' experience as a Cheltenham resident
- Satisfaction with the local area
- Whether residents' local area has changed in the past year
- Perceptions of living in Cheltenham
- Satisfaction with the town centre amenities
- Behaviour changes related to climate change
- Perceptions of housing in Cheltenham
- Awareness and perceptions of the Golden Valley Development
- The impact of the Covid-19 pandemic on residents' places of work
- Views on how the Council runs things
- Opinions on whether the Council provides value for money
- The rate at which residents feel council tax should be raised
- Satisfaction with Council services
- How well informed the Council keeps its residents
- Whether residents can influence decisions affecting their local area
- How residents obtain information from and about the Council

2.2 To allow comparisons to be made against previous survey findings, some questions from the 2019 Resident Survey were included, as well as questions from the LGA 'Are You Being Served?' national polling survey to allow for benchmarking on a national scale.

2.3 **A representative telephone survey:** This was conducted with residents of

Cheltenham aged 16 and above by a team of telephone interviewers using a CATI methodology (Computer Aided Telephone Interviewing), whereby respondents' answers to questions are directly input into survey software.

2.4 In addition, some interviews were undertaken face-to-face at various locations across Cheltenham town centre to ensure hard to reach residents were included, such as those from ethnic minority backgrounds and younger residents.

2.5 Interviews took approximately 12 minutes for an interviewer to complete with a respondent. Interviewer shifts took place at different times, on both weekdays and weekends (including at peak times). Before launching the survey, the questionnaire was tested with a small number of residents who were asked to take part and provide feedback on their experience. This helped ensure that the questionnaire was easy to understand, would elicit useful responses, was of a suitable length and that the questions were asked in a non-biased manner to collect valid and reliable data.

2.6 In total, **1,100** telephone interviews were completed, with research taking place from 7 September to 6 October 2022. Quotas for the survey were set on age, gender and area of Cheltenham based on mid-year population estimates in 2020, to provide a sample that was broadly representative of Cheltenham residents.

2.7 **Online survey:** This provided all residents with the opportunity to take part in the survey, an online version of the same questionnaire used in the representative telephone and face-to-face survey was made available for residents to complete.

2.8 The online survey was hosted and managed online by Enventure Research between 20 September and 5 October 2022. The survey was open to people aged 16 and above who lived in the borough. The online survey was promoted via the Council's website and social media channels, such as the Council's official Facebook (boosted post), Twitter and LinkedIn pages. The online survey received **246** responses.

2.9 In total**, 1,346** responses were received to the survey.

3. Statistical confidence

3.1 As the survey was undertaken by a sample of people who live in Cheltenham, all results are subject to sampling tolerances. Based on ONS mid-2020 estimates, the Cheltenham population of those aged 16 and above is 95,371, meaning that the 1,100 representative sample size will provide an accuracy of +/-2.9% at the 95% confidence interval. This means with a result of 50%, we can be 95% sure that if we interviewed all residents then the result would be between 47.1% and 52.9%.

4. Benchmarking

4.1 Some of the questions asked in the Cheltenham Resident Survey are also asked by the Local Government Association (LGA) in a national tracker survey, which is administered to a representative sample of 1,000 British adults using a telephone survey methodology.

4.2 Results from the Cheltenham Resident Survey have been compared where the same question has been asked in the national survey. The survey that the results have been compared with was undertaken in June 2022.

4.3 Where questions have been repeated from the previous Cheltenham Resident Survey conducted in 2019 the results have been included for comparison. It should be noted that the methodology of this year's survey is different to that in 2019, which utilised a postal methodology, so results are not necessarily directly comparable, but will give a good indication of trends in attitudes and perceptions

5. The Results

5.1 The full detailed report, results and analysis is set out in Appendix 1.

Background Papers	Appendix 1 – Independent Resident Survey Results
Contact Officer	Darren Knight, Executive Director Place and Communities
Accountability	Cllr Rowena Hay, Leader of the Council

Cheltenham Resident Survey

Research Report for

CHELTENHAM
BOROUGH COUNCIL

October 2022

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Contents

Executive Summary

Background

Cheltenham Borough Council wished to conduct a survey with a representative sample of its residents to understand views on a number of topics related to the Council and the local area, in order to help inform a refresh of the Corporate Plan. Benchmarking was also required against the findings from the 2019 Resident Survey and the LGA 'Are You Being Served?' polling survey.

Enventure Research was commissioned to conduct the survey, analyse and evaluate the feedback and provide a comprehensive report on the findings.

Methodology summary

A 12-minute questionnaire was co-designed by Cheltenham Borough Council and Enventure Research including questions from the previous 2019 Resident Survey and LGA benchmarking questions for comparison. The LGA 'Are You Being Served?' polling survey is a national tracker survey, which is administered to a representative sample of 1,000 British adults using a telephone survey methodology. The latest survey was conducted in June 2022.

The research programme included a telephone survey with a representative sample of 1,100 residents of Cheltenham aged 16 and above. In addition, some survey interviews were undertaken face-to-face at locations across Cheltenham town centre to engage with residents who are typically hard to reach. An online version of the survey was also made available for all Cheltenham residents to complete and was promoted via social media channels.

Between 7 September and 6 October 2022, 1,346 people took part in the survey. This includes 1,100 who took part in the representative survey and a further 246 who completed the open online survey. The 1,100 representative sample size provides an accuracy of +/-2.9% at the 95% confidence interval. This means with a result of 50%, we can be 95% sure that if we interviewed all residents then the result would be between 47.1% and 52.9%.

Key findings

Please note the key findings are based on the results to the representative survey only. The main body of the report details the results to the online survey alongside the representative survey.

Results of the representative survey are in line with the latest LGA Polling Survey and are more positive than 2019

- Overall resident satisfaction with their local area as a place to live is at 90%, which is a 6% increase since 2019 and 9% higher than the national LGA Polling Survey (81%)
- Satisfaction with the way the Council runs things has increased to 59% since 2019 (+4%), and is now broadly in line with the national LGA Polling Survey (63%)
- Agreement that the Council provides value for money has increased by 10% to 41% since 2019, which is also broadly in line with the national LGA Polling Survey (45%)
- The proportion of those who think the Council keeps residents well informed about the services and benefits it provides has increased to 56% (+15%), which is consistent with the national LGA Polling Survey (57%)
- Overall agreement has increased for all statements about Cheltenham as a place to live, with the largest increase recorded for *Cheltenham has a positive future* (+19%)
- Regarding town centre amenities, the largest increase in overall satisfaction was recorded for *events* (+21%)

- Overall satisfaction with Council services have increased, particularly for *the cleanliness of the streets in the local area* (+11%), *the household collections for recyclables* (+9%) and *the way the Council tackles anti-social behaviour* (+9%)
- Overall agreement that they can influence decisions affecting their local area increased by 10%

Respondents would most like to see changes to road maintenance to improve their experience as a resident, but some are happy with things the way they are

- When asked what one change the Council could make to improve their experience as a Cheltenham resident, the most common response was *better roads/path maintenance* (28%), however it is important to recognise that highways is the responsibility of Gloucestershire County Council and not Cheltenham Borough Council
- It is also positive to note that 11% suggested *nothing/no issues*, which was the second most common response
- A further 8% suggested *cleaner pavements/roads/areas of litter*

Respondents believe their local area has not changed much in the past year

- The majority of respondents (70%) said their local area has *not changed much* in the past year
- A further 11% felt it had *got better* and 20% thought it had *got worse*

Respondents tend to have positive perceptions of Cheltenham as a place to live but there is room for improvement, particularly around young people and growing careers

- Respondents were most likely to agree with the statement *I would recommend Cheltenham as a place to live* (89%)
- Large proportions also agreed that *Cheltenham has a positive future* (80%) and *Cheltenham has a vibrant culture and is an exciting place to live* (78%)
- Smaller proportions agreed that *Cheltenham is a place that offers opportunity for young people* (51%) and *by living in Cheltenham, I have the opportunity to grow my career* (44%)
- A large proportion answered that they didn't know or that it was not relevant to them in response to *by living in Cheltenham, I have the opportunity to grow my career* (28%)

High levels of satisfaction were recorded for most town centre amenities, but more could be done to improve satisfaction related to visiting after dark

- Respondents were most likely to be satisfied with *events* (88%), *safety during the day* (87%) and *Cheltenham town centre overall as a place to visit in the daytime* (82%)
- Less than half were satisfied with *Cheltenham town centre as a place to visit after dark* (48%) and *safety after dark* (44%)

The majority of respondents have already made several behaviour changes to tackle climate change

- Respondents were most likely to say they already *minimise energy usage at home* (80%)
- Large proportions also said that they are already *mindful of food consumption* (71%), that they already *choose to walk, cycle or use public transport more instead of using a car* (68%), and they already *avoid single use plastics and plastic packaging* (62%)
- Respondents were most likely to say that they would be willing to *avoid single use plastics and plastic packaging* (33%) and *improve the energy efficiency of their home* (31%)
- 14% said they would not be willing to *choose to walk, cycle or use public transport more instead of a car*

Respondents tend to agree that there is a need for more affordable homes to buy and rent in Cheltenham, but opinion is split regarding building homes on available land

- Three quarters of respondents agreed that *there is a need for more affordable homes to buy in Cheltenham* (76%) and *rent in Cheltenham* (76%)

- A larger proportion disagreed that they would be *willing to accept some new homes being built on available land* (47%) than agreed (34%)

Just over half are aware of the Golden Valley Development and the majority believe it will be a positive attribute for Cheltenham, but awareness of what will be based there is low

- Just over half (54%) are aware of the Golden Valley Development
- Large proportions agreed that *the Golden Valley Development will be positive for the local economy* (75%) and *for Cheltenham residents* (65%)
- Equal proportions agreed and disagreed that they could *confidently describe the Golden Valley Development and what will be based there* (39% agree and 39% disagree)
- A small proportion agreed that they *would be interested in applying for a job at the Golden Valley Development* (17%)

Three in ten respondents' place of work had been impacted by the pandemic, and were most likely to have changed jobs

- 28% of respondents reported that the pandemic had had an impact on where they work and a further 28% said this was not applicable to them
- Those whose workplace had been impacted by the pandemic were most likely to say they had *changed jobs* (30%) in relation to their current working arrangements
- Similar proportions said they were *now a hybrid worker and their place of work away from home is in Cheltenham* (22%) or that they *now fully work from home* (20%)

The majority believe that council tax should be raised below the level of inflation

- 67% of respondents said that council tax should be increased *below inflation*
- A further 30% of respondents said that it should *match inflation*
- Only a very small proportion felt it should be increased *above inflation* (3%)

Respondents are generally satisfied with the services provided by the Council, but a large proportion is unaware of how the Council tackles anti-social behaviour

- Respondents were most likely to be satisfied with *the parks and open spaces provided by the Council* (88%), *the household collections for domestic waste* (83%) and *the household collections for recyclables* (81%)
- *The way the Council tackles anti-social behaviour* recorded the lowest satisfaction (30%)
- A large proportion answered that they don't know in relation to *the way the Council tackles anti-social behaviour* (33%)

It is important to the majority of respondents that the Council has a physical presence in the town centre as well as an online presence

- Respondents thought it was most important that *the public can access the Council's services digitally* (91%)
- Large proportions also felt it was very or fairly important that *there is a place within the town centre where the public can make enquiries and access Council services* (90%) and *the Council's main office and staff are located in the town centre* (85%)

The proportion of those who agree they can influence decisions affecting their local area has increased since 2019, but respondents are still more likely to disagree than agree

- Overall agreement that they can influence decisions affecting their local area has increased by 10% since 2019
- However, respondents are still more likely to disagree (44%) than agree (29%)

The most common sources of information from or about the Council are the Council website, leaflets or posters, and the local media

- Half (51%) said they obtain information from or about the Council via the *Council website*
- Other common responses include *leaflets or posters* (32%) and *local media* (17%)

The Research Programme

Introduction

Cheltenham Borough Council wished to conduct a survey with a representative sample of its residents to understand views on a number of topics related to the Council and the local area, in order to help inform a refresh of the Corporate Plan. Benchmarking was also required against the findings from the 2019 Resident Survey and the LGA 'Are You Being Served?' polling survey.

Enventure Research was commissioned to conduct the survey, analyse and evaluate the feedback and provide a comprehensive report on the findings.

Methodology and survey design

Questionnaire design
A questionnaire was co-designed by Cheltenham Borough Council and Enventure Research and included questions designed to understand:

- How the Council could improve residents' experience as a Cheltenham resident
- Satisfaction with the local area
- Whether residents' local area has changed in the past year
- Perceptions of living in Cheltenham
- Satisfaction with the town centre amenities
- Behaviour changes related to climate change
- Perceptions of housing in Cheltenham
- Awareness and perceptions of the Golden Valley Development
- The impact of the Covid-19 pandemic on residents' places of work
- Views on how the Council runs things
- Opinions on whether the Council provides value for money
- The rate at which residents feel council tax should be raised
- Satisfaction with Council services
- How well informed the Council keeps its residents
- Whether residents can influence decisions affecting their local area
- How residents obtain information from and about the Council

To allow comparisons to be made against previous survey findings, some questions from the 2019 Resident Survey were included, as well as questions from the LGA 'Are You Being Served?' national polling survey to allow for benchmarking on a national scale.

For reference, a copy of the questionnaire can be found in the **Appendices**.

Representative telephone and face-to-face survey
A representative telephone survey was conducted with residents of Cheltenham aged 16 and above by a team of telephone interviewers using a CATI methodology (Computer Aided Telephone Interviewing), whereby respondents' answers to questions are directly input into survey software. In addition, some interviews were undertaken face-to-face at various locations across Cheltenham town centre to ensure hard to reach residents were included, such as those from ethnic minority backgrounds and younger residents.

Interviews took approximately 12 minutes for an interviewer to complete with a respondent. Interviewer shifts took place at different times, on both weekdays and weekends (including at peak times).

Before launching the survey, the questionnaire was tested with a small number of residents who were asked to take part and provide feedback on their experience. This helped ensure that the questionnaire was easy to understand, would elicit useful responses, was of a suitable length and that the questions were asked in a non-biased manner to collect valid and reliable data.

In total, **1,100 interviews** were completed, with research taking place from 7 September to 6 October 2022.

Quotas for the survey were set on age, gender and area of Cheltenham based on mid-year population estimates in 2020, to provide a sample that was broadly representative of Cheltenham residents.

Online survey
To provide all residents with the opportunity to take part in the survey, an online version of the same questionnaire used in the representative telephone and face-to-face survey was made available for residents to complete. The online survey was hosted and managed online by Enventure Research between 20 September and 5 October 2022. The survey was open to people aged 16 and above who lived in the borough.

The online survey was promoted via the Council's website and social media channels, such as the Council's official Facebook (including a paid advert), Twitter and LinkedIn pages.

The online survey received **246** responses.

Survey response

In total, **1,346 responses** were received to the survey.

Figure 1 – Survey responses by methodology

Methodology	Number	Percentage
Representative telephone and face-to-face survey	1,100	82%
Online survey	246	18%
TOTAL	**1,346**	**100%**

Interpretation of the findings

Figures
This report contains tables and charts. In some instances, the responses may not add up to 100%. There are several reasons why this might happen:

- The question may have allowed each respondent to give more than one answer
- Only the most common responses may be shown in the table or chart
- Individual percentages are rounded to the nearest whole number so the total may come to 99% or 101%
- A response of less than 0.5% will be shown as 0%

In some cases, response options are not shown in figures if they were not selected by any respondents.

Sampling tolerances
As the survey was undertaken by a sample of people who live in Cheltenham, all results are subject to sampling tolerances. Based on ONS mid-2020 estimates, the Cheltenham population of those aged 16 and above is 95,371, meaning that the 1,100 representative sample size will provide an accuracy of +/-2.9% at the 95% confidence interval. This means with a result of 50%, we can be 95% sure that if we interviewed all residents then the result would be between 47.1% and 52.9%.

Subgroup analysis
Subgroup analysis has been undertaken to explore the representative survey results by gender, age, ethnicity, area of Cheltenham, whether children live in the household, and disability. This analysis has only been carried out where the sample size is seen to be sufficient. In some cases where sample sizes are not large enough, subgroups have been combined to create a larger group. The percentages shown in the subgroup analysis reflect the proportion of the subgroup who answered the question and gave a particular response. Subgroup analysis has not been carried out for the online survey, as the sample size is smaller and not representative.

Differences that are statistically significant according to the z-test at the 95% confidence level have been highlighted in this report. The z-test is a commonly used statistical test used to highlight whether differences in results are 'significant'. By this we mean that we can say with 95% confidence that we would see a difference if all residents within a specific subgroup had answered the question.

Other responses
For some questions, respondents were able to select 'other' and provide a free-text response. Where 15 or more 'other' responses have been received, a summary has been provided within the commentary to highlight the most common response themes.

Response scales
Some survey questions allowed respondents to answer questions using Likert scales, such as satisfaction rating scales. As differences between responses within these scales are often subjective, for example the difference between those who answered 'very satisfied' and 'quite satisfied', these response options have been combined to create total responses.

Benchmarking and comparisons
Some of the questions asked in the Cheltenham Resident Survey are also asked by the Local Government Association (LGA) in a national tracker survey, which is administered to a representative sample of 1,000 British adults using a telephone survey methodology. Results from the Cheltenham Resident Survey have been compared where the same question has been asked in the national survey. The survey that the results have been compared with was undertaken in June 2022.

Where questions have been repeated from the previous Cheltenham Resident Survey conducted in 2019 the results have been included for comparison. It should be noted that the methodology of this year's survey is different to that in 2019, which utilised a postal methodology, so results are not necessarily directly comparable, but will give a good indication of trends in attitudes and perceptions.

Terminology
Throughout this report, those who took part in the representative survey are referred to as 'representative respondents', whilst those who completed the online version of the survey are referred to as 'online respondents'.

Research Findings

The local area

Changes to improve residents' experiences

Respondents were asked what one change they would want the Council to make to improve their experience as a Cheltenham resident. The most common response for both surveys related to *better roads/path maintenance* (28% representative and 22% online).

Other common responses for those taking part in the representative survey include *no issues/nothing* (11%), *cleaner pavements/roads/areas of litter* (8%) and *reduce cost of parking/more car parking needed/more disabled car parking* (8%).

Regeneration of the High Street was important for online respondents, with 18% suggesting *High Street regeneration/encourage businesses.* A further 7% of online respondents said *cleaner pavements/roads/areas of litter.*

***Figure 2 – (Q1) What one change would you want Cheltenham Borough Council to do to improve your experience as a Cheltenham resident?* (top 10 responses)**
Base: All representative respondents (1,100); online (246)

Response	Number	Percentage
Representative survey		
Better roads/path maintenance	313	28%
No issues/nothing	126	11%
Cleaner pavements/roads/areas of litter	88	8%
Reduce cost of parking/more car parking needed/more disabled car parking	85	8%
High Street regeneration/encourage businesses	58	5%
More/better public transport	57	5%
Better traffic management/improve traffic flow/roadwork planning/less roadworks	48	4%
Address ASB/crime/drugs/make safer	38	3%
Improved cycle infrastructure/more cycle parking	34	3%
Other	50	5%
Online survey		
Better roads/path maintenance	54	22%
High Street regeneration/encourage businesses	45	18%
Cleaner pavements/roads/areas of litter	19	8%
Improved cycle infrastructure/more cycle parking	18	7%
Better traffic management/improve traffic flow/roadwork planning/less roadworks	17	7%
More/better public transport	16	7%
Pedestrianise town centre	13	5%
Speed restrictions/safer roads	11	4%
Reduce cost of parking/more car parking needed/more disabled car parking	11	4%
Address ASB/crime/drugs/make safer	8	3%
Address green areas/more green maintenance needed	8	3%
Spend money more wisely	7	3%
More care for environment	7	3%

Satisfaction with the local area

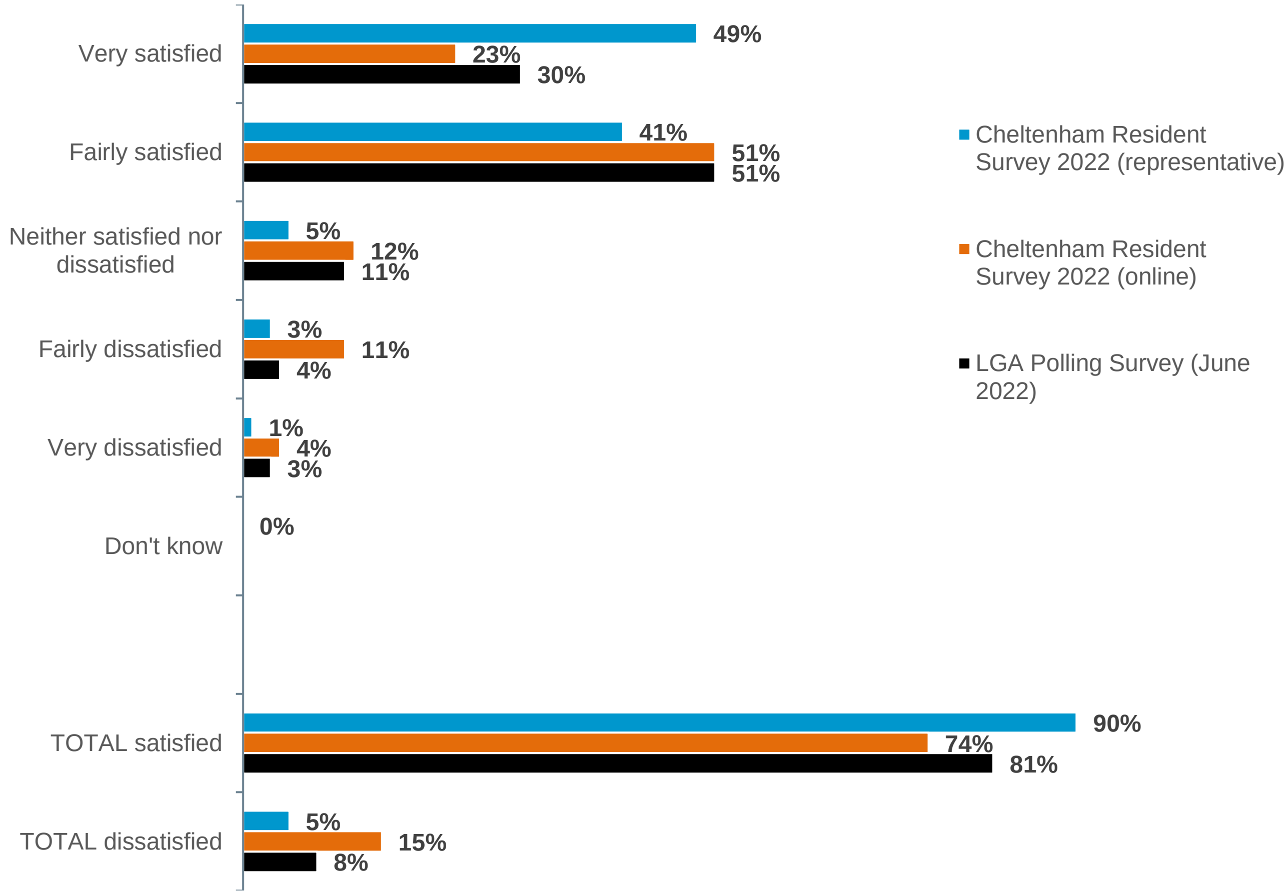
Respondents were asked how satisfied or dissatisfied they were with their local area as a place to live. Nine in ten representative respondents (90%) indicated that they were satisfied, including 49% who were *very satisfied* and 41% who were *fairly satisfied.* A further 5% were *neither satisfied nor dissatisfied* and just 5% were either *fairly dissatisfied* (3%) or *very dissatisfied* (1%).

Although still very high, satisfaction was lower amongst those who took part in the online survey, with three quarters indicating that they were satisfied (74% overall). Online respondents were more likely to say they were dissatisfied (15% overall) than representative respondents (5% overall).

As shown in the chart below, the representative survey recorded a higher level of satisfaction than the LGA Polling Survey (+9%).

Figure 3 – (Q2) Overall, how satisfied or dissatisfied are you with your local area as a place to live?

Base: All representative respondents (1,100); online (246); LGA (1,002)



Subgroup analysis of the representative survey

Subgroups more likely to indicate that they were **satisfied** (90% overall) include:

- Those living in Central (91%), Cheltenham North (92%) and Cheltenham South East (94%) vs those living in Cheltenham West (84%)
- Those who do not have a disability (91%) vs those who do (81%)

The table below shows the results of the representative survey to this question alongside the results from the 2019 survey for comparison.

Overall satisfaction has increased by 6%, which is largely driven by the significant increase in the proportion who said they were *very satisfied* (+20%).

Figure 4 – (Q2) Overall, how satisfied or dissatisfied are you with your local area as a place to live? **(representative telephone survey only – compared with previous survey results)**
Base: All representative respondents 2022 (1,100); 2019 (1,572)

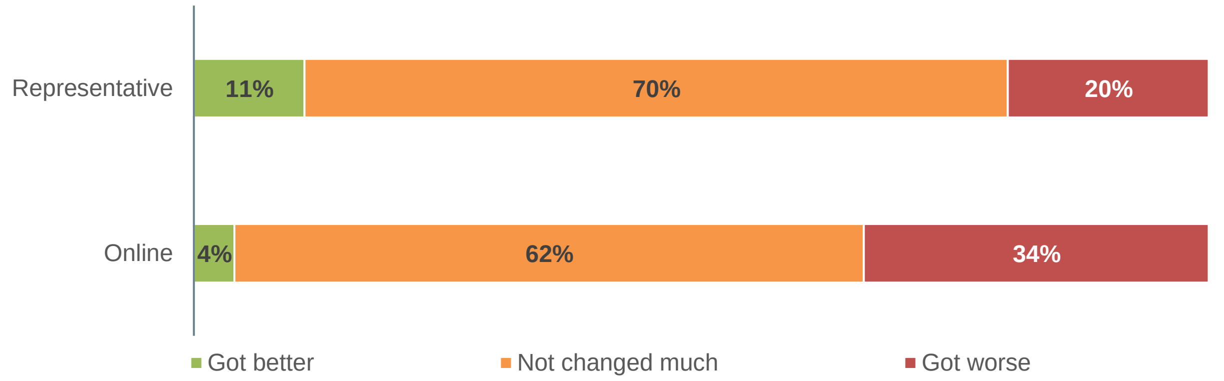
Response	2022	2019	Difference
Very satisfied	**49%**	29%	+20%
Fairly satisfied	**41%**	56%	-15%
Neither satisfied nor dissatisfied	**5%**	9%	-4%
Fairly dissatisfied	**3%**	5%	-2%
Very dissatisfied	**1%**	2%	-1%
TOTAL satisfied	**90%**	84%	+6%

Changes to the local area in the past year

When asked whether their local area has got better, worse or not changed much over the past year, 11% of representative respondents felt it had *got better*, whilst the majority (70%) thought it had *not changed much*. A further 20% of representative respondents reported feeling that their local area had *got worse.*

The majority of online respondents (62%) said their local area had *not changed much*, whilst 4% believed it had *got better* and a third (34%) thought it had *got worse*.

Figure 5 – (Q3) On the whole, do you think that over the past year your local area has got better or worse, or not changed much?
Base: All representative respondents (1,100); online (246)



Subgroup analysis of the representative survey

Subgroups more likely to feel that their local area has **got better** (11% overall) include:

- Those aged 16-54 (14%) vs those aged 55+ (7%)
- Those living in Central (14%) and Cheltenham North (14%) vs those living in Cheltenham South East (6%)

Subgroups more likely to feel that their local area has **got worse** (20% overall) include:

- Those aged 55+ (24%) vs those aged 16-34 (15%)
- Those who have a disability (29%) vs those who do not (18%)

The table below shows the results of the representative survey to this question alongside the results from the 2019 survey for comparison.

The proportion who said their local area had *got worse* has decreased by 8%.

Figure 6 – (Q3) On the whole, do you think that over the past year your local area has got better or worse, or not changed much? **(representative telephone survey only – compared with previous survey results)**
Base: All representative respondents 2022 (1,100); 2019 (1,534)

Response	2022	2019	Difference
Got better	**11%**	9%	+2%
Not changed much	**70%**	63%	+7%
Got worse	**20%**	28%	-8%

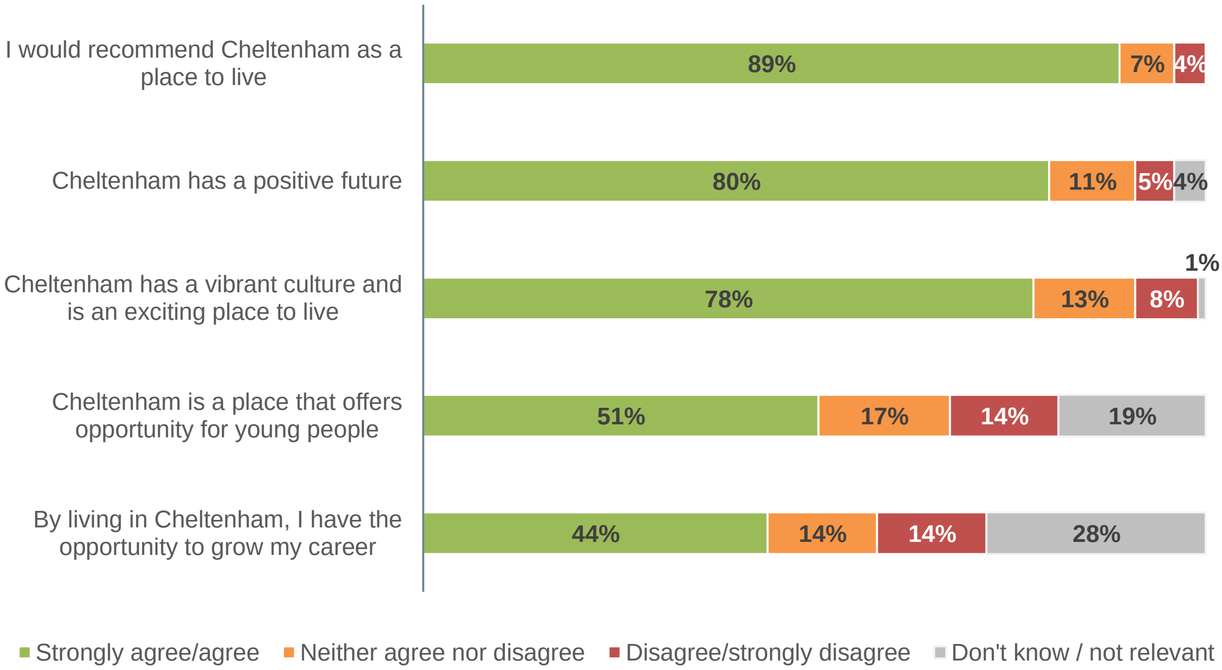
Agreement with statements about Cheltenham

Respondents were asked to what extent they agreed or disagreed with a series of statements about Cheltenham as a place to live. The chart below shows a breakdown of the responses provided by representative respondents.

Representative respondents were most likely to agree with the statement *I would recommend Cheltenham as a place to live* (89%). This was followed by eight in ten (80%) who agreed that *Cheltenham has a positive future* and a similar proportion (78%) who agreed that *Cheltenham has a vibrant culture and is an exciting place to live.*

Smaller proportions of representative respondents agreed that *Cheltenham is a place that offers opportunity for young people* (51%) and *by living in Cheltenham, I have the opportunity to grow my career* (44%). However, much larger proportions also said they didn't know or that these statements weren't relevant to them (19% and 28% respectively) when compared with other statements.

Figure 7 – (Q4) To what extent do you agree or disagree with the following statements?
Base: All representative respondents (1,100)



Subgroup analysis of the representative survey

Subgroups more likely to **agree** with the statement **I would recommend Cheltenham as a place to live** (89% overall) include:

- Those aged 35-54 (91%) vs those aged 16-34 (85%)
- Those living in Central (90%) and Cheltenham South East (94%) vs those living in Cheltenham West (83%)

Those living in Central and Cheltenham South East were more likely to **agree** with the statement **Cheltenham has a vibrant culture and is an exciting place to live** (84% and 85% respectively) vs those living in Cheltenham West (71%).

Subgroup analysis of the representative survey continued

Subgroups more likely to **disagree** with the statement **Cheltenham is a place that offers opportunity for young people** (14% overall) include:

- Those aged 16-34 (21%) vs those aged 35+ (12%)
- Those living in Cheltenham West (20%) vs those living in Central (11%) and Cheltenham South West (7%)

Subgroups more likely to **agree** with the statement **by living in Cheltenham, I have the opportunity to grow my career** (44% overall) include:

- Those aged 16-54 (55%) vs those aged 55+ (32%)
- Those with children or young people aged 0-18 in their household (52%) vs those without (41%)
- Those who do not have a disability (45%) vs those who do (36%)

Subgroups more likely to **disagree** with the statement **by living in Cheltenham, I have the opportunity to grow my career** (14% overall) include:

- Those from ethnic minority backgrounds (31%) vs those of White ethnicity (14%)
- Those living in Cheltenham West (20%) vs those living in Cheltenham North (12%) and Cheltenham South West (10%)
- Those with children or young people aged 0-18 in their household (19%) vs those without (13%)

The table below shows the results of the representative survey to this question alongside the results from the 2019 survey for comparison.

Overall agreement has increased for all statements since the 2019 survey, with the largest increases being seen for *Cheltenham has a positive future* (+19%), *Cheltenham is a place that offers opportunity for young people* (+16%) and *by living in Cheltenham, I have the opportunity to grow my career* (+15%).

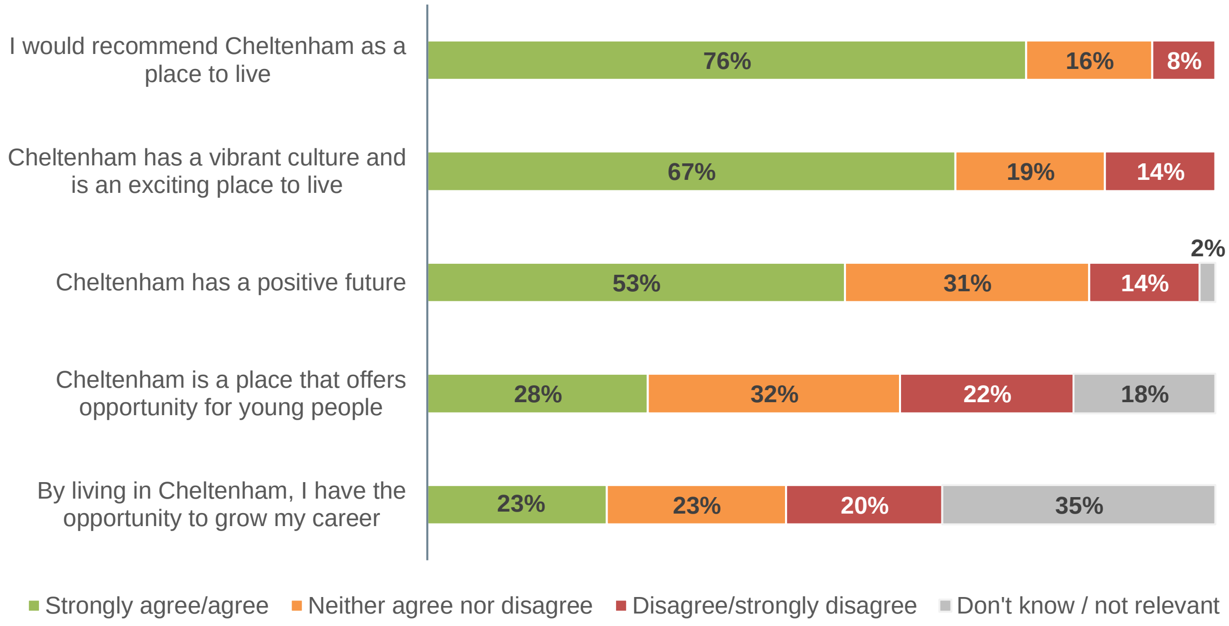
***Figure 8 – (Q4) To what extent do you agree or disagree with the following statements?* (Representative telephone survey only – compared with previous survey results [% strongly agree/agree])**
Base: All representative respondents 2022 (1,100); 2019 (various – unknown)

Response	2022	2019	Difference
I would recommend Cheltenham as a place to live	**89%**	82%	+7%
Cheltenham has a positive future	**80%**	61%	+19%
Cheltenham has a vibrant culture and is an exciting place to live	**78%**	69%	+9%
Cheltenham is a place that offers opportunity for young people	**51%**	35%	+16%
By living in Cheltenham, I have the opportunity to grow my career	**44%**	29%	+15%

Online respondents were also most likely to agree with the statement *I would recommend Cheltenham as a place to live* (76%). Two thirds (67%) agreed that *Cheltenham has a vibrant culture and is an exciting place to live* and just over half (53%) agreed that *Cheltenham has a positive future.*

As seen with the findings from the representative survey, much smaller proportions agreed that *Cheltenham is a place that offers opportunity for young people* (28%) and *by living in Cheltenham, I have the opportunity to grow my career* (23%). Online respondents were most likely to answer that they neither agreed nor disagreed for the statement *Cheltenham is a place that offers opportunity for young people* (32%) and were most likely to indicate that they did not know or that it was not relevant to them in response to the statement *by living in Cheltenham, I have the opportunity to grow my career* (35%).

Figure 9 – (Q4) To what extent do you agree or disagree with the following statements?
Base: All online respondents (246)



Satisfaction with town centre amenities

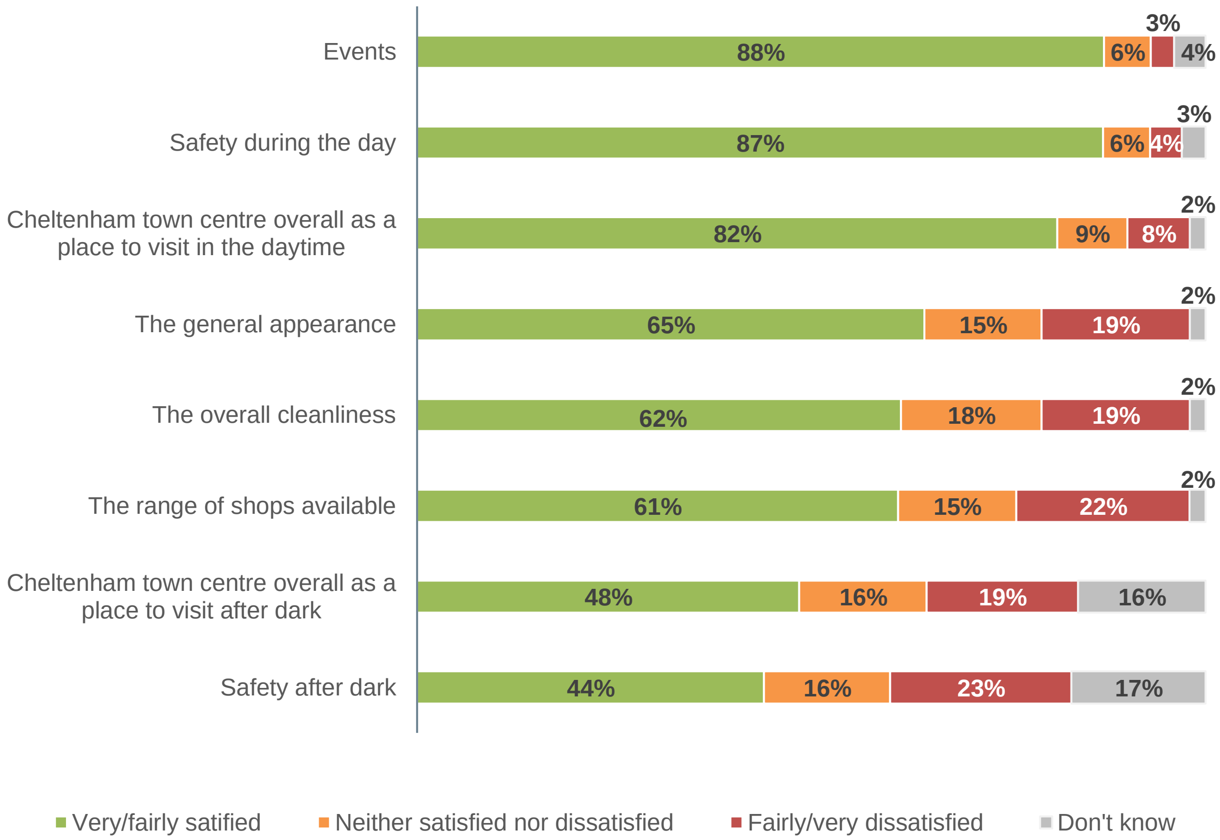
Respondents were asked to rate their satisfaction with a number of amenities in Cheltenham town centre. The chart below shows a breakdown of the responses provided by representative respondents.

Events recorded the highest level of satisfaction (88%), with examples provided such as Cheltenham Festivals, the Farmer's Market, ice rink and Children's Festival.

Representative respondents appear to prefer Cheltenham town centre during the daytime, as 87% were satisfied with their *safety during the day* and a further 82% were satisfied with *Cheltenham town centre overall as a place to visit in the daytime.* By comparison, 48% were satisfied with *Cheltenham town centre overall as a place to visit after dark* and 44% were satisfied with their *safety after dark.* However, it is important to highlight that large proportions indicated that they did not know (*Cheltenham town centre overall as a place to visit after dark* at 16% and *safety after dark* at 17%).

The survey results suggest that there are some further areas for improvement, where the majority of representative respondents indicated that they were satisfied, but significant proportions also recorded their dissatisfaction. This includes *the general appearance* (65% satisfied and 19% dissatisfied), *the overall cleanliness* (62% satisfied and 19% dissatisfied) and *the range of shops available* (61% satisfied and 22% dissatisfied).

Figure 10 – (Q5) Thinking about the town centre, how satisfied or dissatisfied are you with the following?
Base: All representative respondents (1,100)



Subgroup analysis of the representative survey

Female respondents were more likely to be **dissatisfied** with the following when compared with male respondents:

- The range of shops available (26% vs 16%)
- Cheltenham town centre overall as a place to visit after dark (22% vs 17%)
- Safety after dark (28% vs 17%)

Conversely, male respondents were more likely to be **satisfied** with the following when compared with female respondents:

- The range of shops available (65% vs 58%)
- Cheltenham town centre overall as a place to visit after dark (52% vs 45%)
- Safety after dark (50% vs 39%)

Compared with those aged 35+, respondents aged 16-34 were more likely to be **satisfied** with **the general appearance** (80% vs 60%) and **the range of shops available** (73% vs 58%).

Compared with those aged 55+, respondents aged 16-54 were more likely to be **satisfied** with **the overall cleanliness** (66% vs 55%) and **Cheltenham town centre overall as a place to visit after dark** (60% vs 35%).

Those aged 55+ were more likely be **dissatisfied** with the following:

- The general appearance (27%) vs those aged 16-54 (12%)
- The overall cleanliness (24%) vs those aged 16-54 (17%)
- The range of shops available (25%) vs those aged 16-34 (15%)

Those who have a disability were more likely to be **dissatisfied** with **Cheltenham town centre overall as a place to visit after dark** (32%) and **safety after dark** (32%) vs those who do not (18% and 22% respectively).

Those with children and young people aged 0-18 in their household were more likely to be **satisfied** with the following when compared with those without:

- Events (94% vs 86%)
- The general appearance (70% vs 63%)
- Cheltenham town centre overall as a place to visit after dark (61% vs 44%)

There were also some differences based on where respondents lived:

- Those living in Cheltenham South East were more likely to be **satisfied** with **events** (93%) vs those living in Cheltenham West (84%) and Cheltenham South West (86%)
- Those living in Cheltenham South East were more likely to be **satisfied** with **Cheltenham town centre overall as a place to visit in the daytime** (87%) vs those living in Cheltenham West (77%)
- Those living in Cheltenham North were more likely to be **satisfied** with **the range of shops available** (69%) vs those living in Cheltenham South East (57%)
- Those living in Central (24%), Cheltenham West (22%), Cheltenham South West (23%) and Cheltenham South East (26%) were more likely to be **dissatisfied** with **the range of shops available** vs those living in Cheltenham North (14%)
- Those living in Central were more likely to be **satisfied** with **Cheltenham town centre overall as a place to visit after dark** (56%) vs those living in Cheltenham West (43%) and Cheltenham South West (42%)

The table below shows the results of the representative survey to this question alongside the results from the 2019 survey for comparison.

Satisfaction has increased for the majority of town centre amenities asked about since the 2019 survey, with the largest increase recorded for *events* (+21%). However, it is important to note that the 2019 survey was worded slightly differently and asked about *the range of events and activities.*

Decreases in satisfaction have been recorded for *the general appearance* (-1%), *the overall cleanliness* (-2%) and *the range of shops available* (-6%) since the 2019 survey.

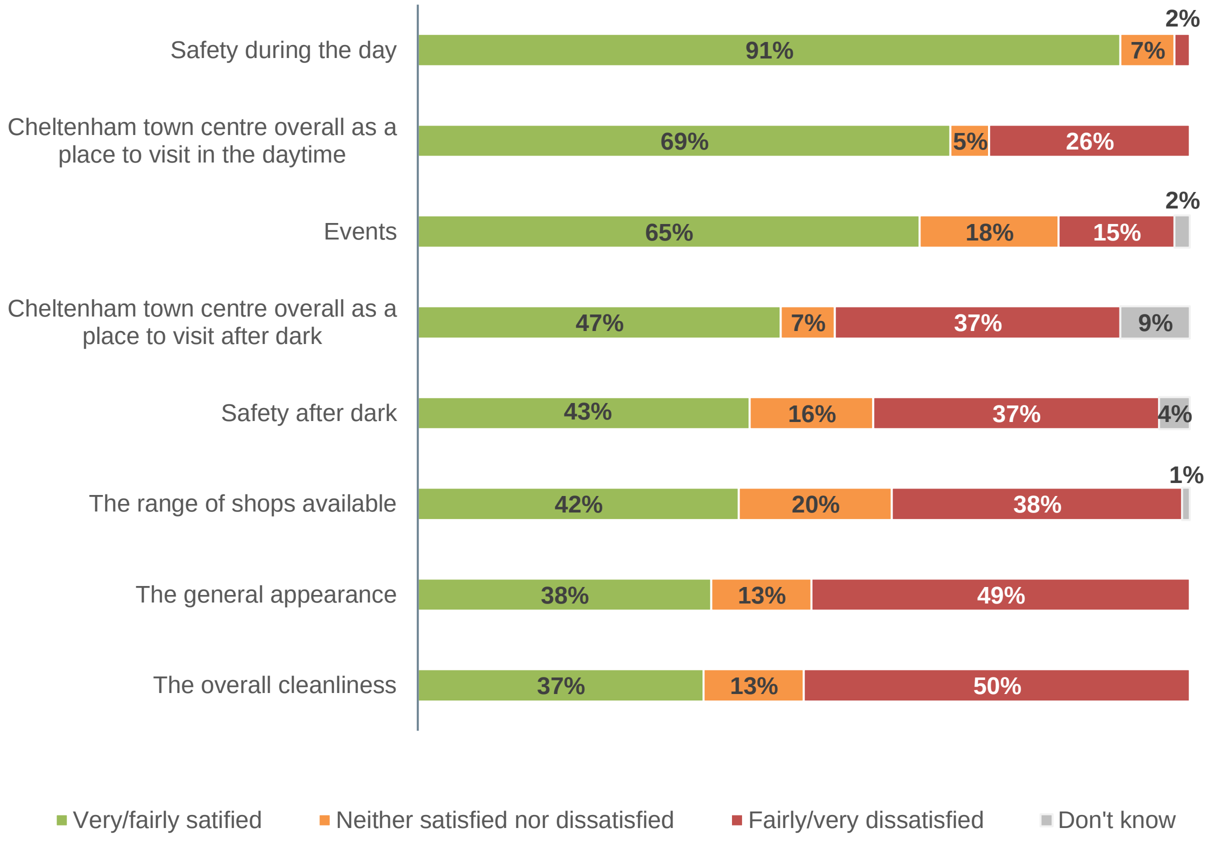
***Figure 11 – (Q5) Thinking about the town centre, how satisfied or dissatisfied are you with the following?* (Representative telephone survey only – compared with previous survey results [% very/fairly satisfied])**
Base: All representative respondents 2022 (1,100); 2019 (various – unknown)

Response	2022	2019	Difference
Events	**88%**	67%	+21%
Safety during the day	**87%**	84%	+3%
Cheltenham town centre overall as a place to visit in the daytime	**82%**	80%	+2%
The general appearance	**65%**	66%	-1%
The overall cleanliness	**62%**	64%	-2%
The range of shops available	**61%**	67%	-6%
Cheltenham town centre overall as a place to visit after dark	**48%**	40%	+8%
Safety after dark	**44%**	38%	+6%

Nine in ten online respondents (91%) reported that they were satisfied with their *safety during the day*. A further 69% were satisfied with *Cheltenham town centre overall as a place to visit in the daytime,* and 65% were satisfied with *events.*

Less than half of online respondents indicated that they were satisfied with the remaining town centre amenities. The lowest levels of satisfaction were recorded for *the general appearance* (38%) and *the overall cleanliness* (37%), with online respondents being more likely to state they were dissatisfied with these in comparison (49% and 50% respectively).

Figure 12 – (Q5) Thinking about the town centre, how satisfied or dissatisfied are you with the following?
Base: All online respondents (246)



Environmental issues

Behaviour changes in the next five years

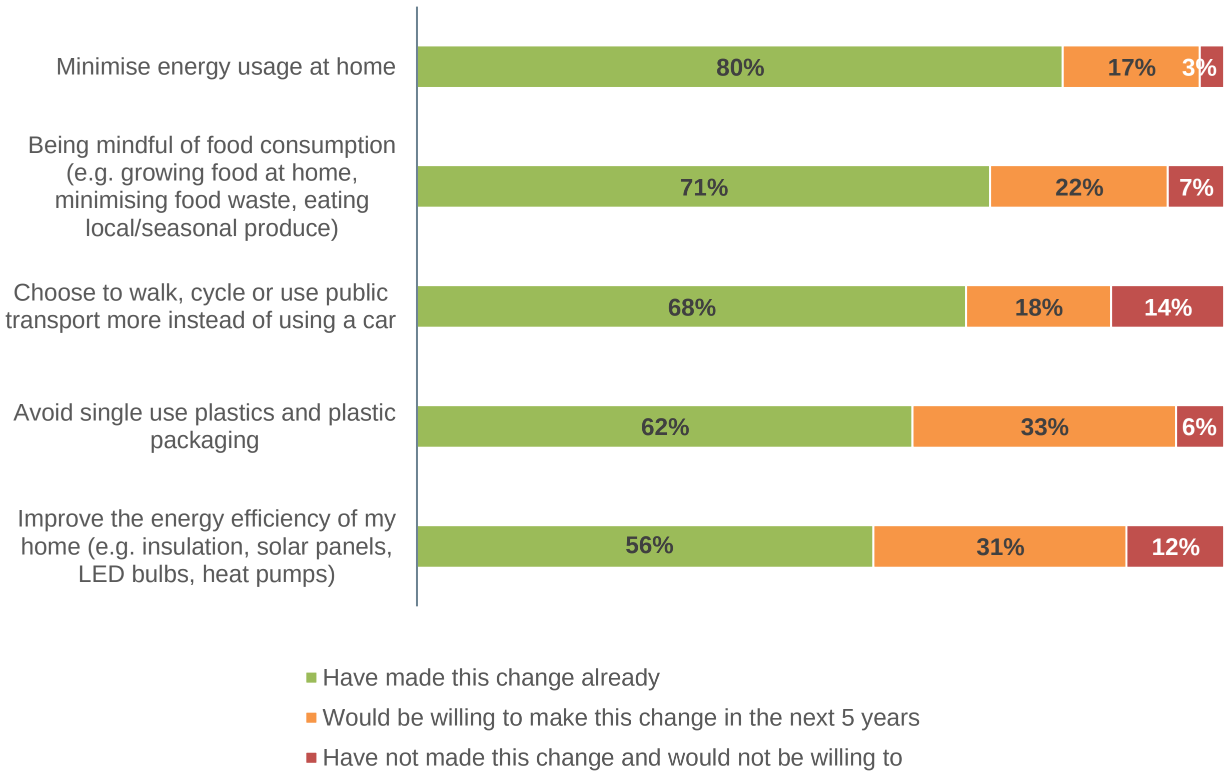
To understand residents' existing and potential behaviour changes to tackle climate change, a list of behaviours and activities were read out to respondents, who were then asked to indicate whether they currently did these specifically to reduce the impact of climate change. For any activities they were not currently doing, respondents were subsequently asked to state whether they would be willing to do these to reduce the impact of climate change in the next five years.

Eight in ten representative respondents (80%) said they were already *minimising energy usage at home.* Seven in ten (71%) said they were already *being mindful of food consumption*, and a similar proportion (68%) said they were already *choosing to walk, cycle or use public transport more instead of using a car.*

Avoiding single use plastics and plastic packaging was the behaviour change that representative respondents were most willing to make if they hadn't already made this change (33%), closely followed by *improving the energy efficiency of their home* (31%).

Representative respondents were most likely to say they would not be willing to *choose to walk, cycle or use public transport more instead of using a car* (14%) or *improve the energy efficiency of their home* (12%) if they hadn't made these changes already.

Figure 13 – (Q6) Which of the following changes, if any, have you made or would you be willing to make in the next five years specifically to tackle climate change and not for any other reason?
Base: All representative respondents (1,100)



Subgroup analysis of the representative survey

Male respondents were more likely to say they would **not be willing** to make the following changes in the next five years when compared with female respondents:

- Minimise energy usage at home (5% vs 2%)
- Being mindful of food consumption (9% vs 6%)
- Avoid single use plastics and plastic packaging (7% vs 4%)

Conversely, female respondents were more likely to say they were **already being mindful of food consumption** (74%) and **avoiding single use plastics and plastic packaging** (65%) than male respondents (67% and 58% respectively).

Compared with younger respondents, those aged 55+ were more likely to indicate they have **already made** the following changes:

- Minimise energy usage at home (83%) vs those aged 16-34 (74%)
- Being mindful of food consumption (76%) vs those aged 16-54 (66%)
- Avoid single use plastics and plastic packaging (66%) vs those aged 16-54 (57%)
- Improve the energy efficiency of their home (70%) vs those aged 16-54 (45%)

Those who have a disability were more likely to say they **already improve the energy efficiency of their home** (71%) than those who do not (54%).

Subgroups more likely to say they would be **willing** to **minimise energy usage at home** in the next five years (17% overall) include:

- Those aged 16-54 (20%) vs those aged 55+ (12%)
- Those living in Cheltenham South East (21%) vs those living in Central (13%)

Subgroups more likely to say they would be **willing** to **avoid single use plastics and plastic packaging** in the next five years (33% overall) include:

- Those aged 16-34 (45%) vs those aged 35+ (30%)
- Those with children and young people aged 0-18 in their household (42%) vs those without (29%)
- Those who do not have a disability (34%) vs those who do (24%)

Subgroups more likely to say they would be **willing** to **improve the energy efficiency of their home** in the next five years (31% overall) include:

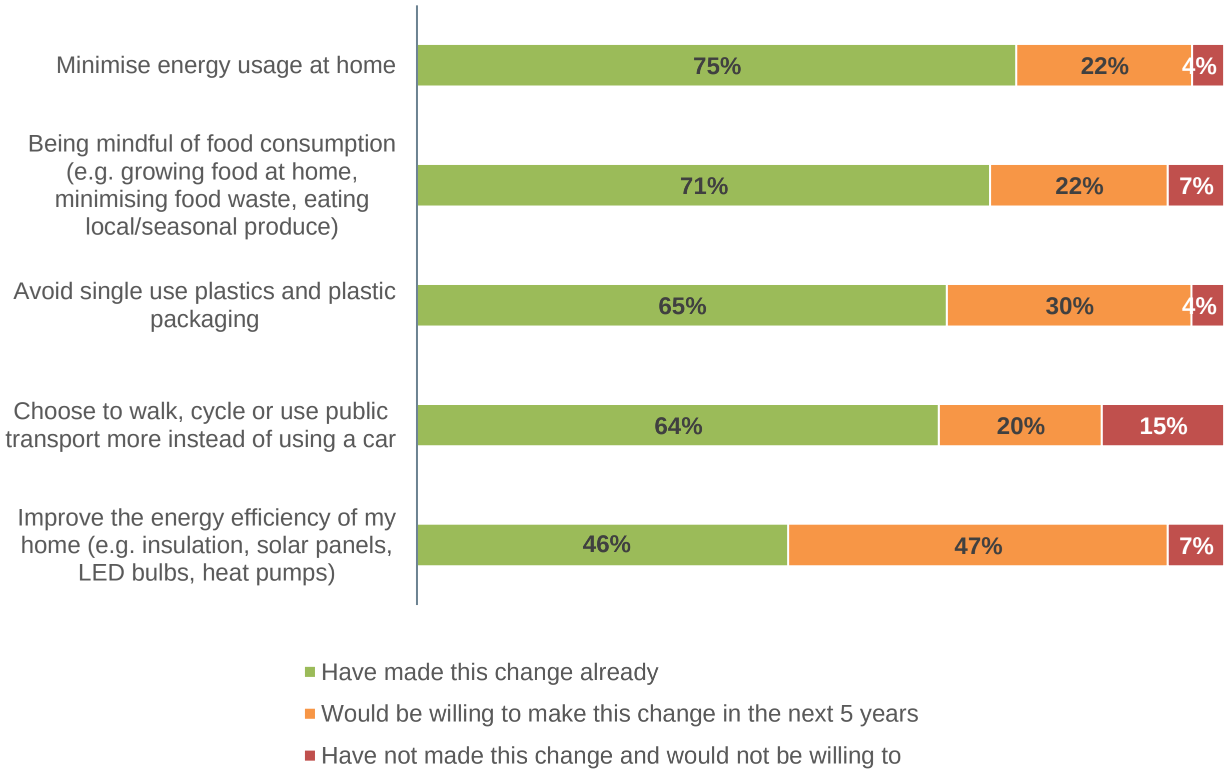
- Those aged 16-34 (46%) vs those aged 35+ (27%)
- Those living in Cheltenham North (36%) vs those living in Cheltenham West (27%)
- Those with children and young people aged 0-18 in their household (40%) vs those without (28%)
- Those who do not have a disability (33%) vs those who do (17%)

Three quarters of online respondents (75%) said they already *minimise energy usage at home,* closely followed by 71% who said they are already *being mindful of food consumption.*

Similar proportions of online respondents said they already *avoid single use plastics and plastic packaging* (65%) and *choose to walk, cycle or use public transport more instead of using a car* (64%). However, a larger proportion said they would not be willing to *choose to walk, cycle or use public transport more instead of using a car* (15%) than *avoid single use plastics and plastic packaging* (4%).

The responses relating to *improving the energy efficiency of their home* were split between those who have already made this change (46%) and those who would be willing to make this change in the next five years (47%). A further 7% said they would not be willing to make this change.

Figure 14 – (Q6) Which of the following changes, if any, have you made or would you be willing to make in the next five years specifically to tackle climate change and not for any other reason?
Base: All online respondents (246)



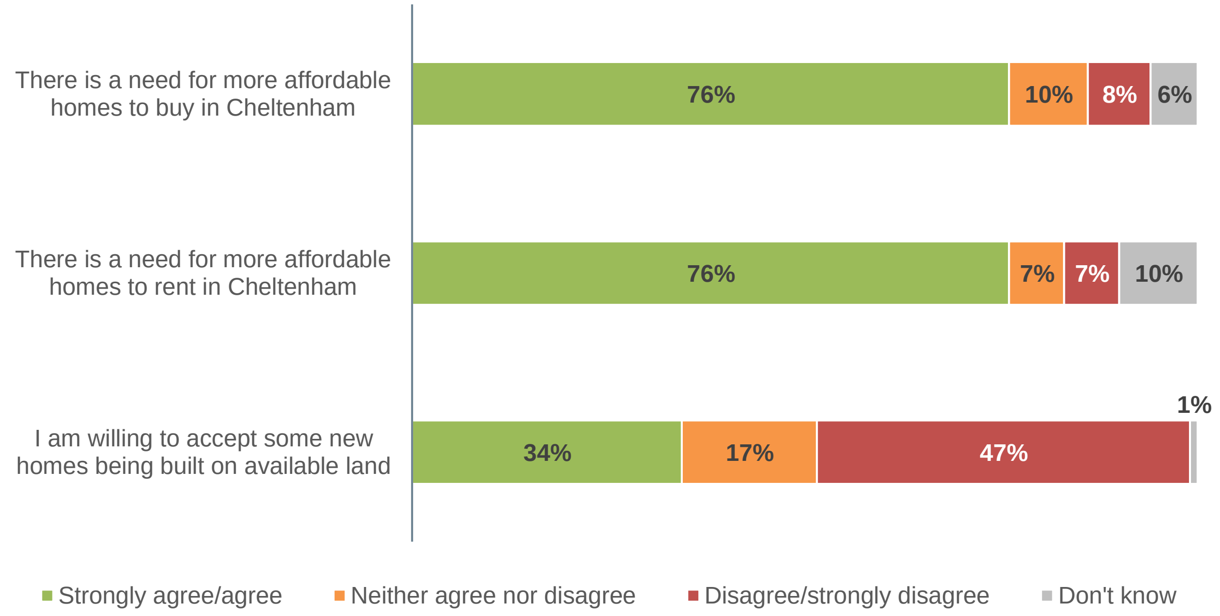
Developing Cheltenham

Agreement with statements about housing in Cheltenham

To gauge perceptions of housing in Cheltenham, respondents were asked to what extent they agreed or disagreed with three statements regarding this. Three quarters of representative respondents agreed that *there is a need for more affordable homes to buy* (76%) and *rent in Cheltenham* (76%).

Whilst a third of representative respondents (34%) agreed that they are *willing to accept some new homes being built on available land*, a larger proportion (47%) disagreed with this statement. A further 17% said they neither agreed nor disagreed.

Figure 15 – (Q7) To what extent do you agree or disagree with the following statements about housing in Cheltenham?
Base: All representative respondents (1,100)



Subgroup analysis of the representative survey

Those living in Central and Cheltenham West were more likely to **agree** that **there is a need for more affordable homes to buy in Cheltenham** (80% and 81% respectively) vs those living in Cheltenham South West (69%).

Those aged 55+ were more likely to **disagree** that **there is a need for more affordable homes to buy in Cheltenham** (10%) vs those aged 16-34 (4%).

Subgroups more likely to **agree** that **there is a need for more affordable homes to rent in Cheltenham** (76% overall) include:

- Those aged 16-54 (79%) vs those aged 55+ (72%)
- Those living in Central (81%) and Cheltenham West (81%) vs those living in Cheltenham South West (68%) and Cheltenham South East (72%)

Subgroup analysis of the representative survey continued

Those aged 35+ were more likely to **disagree** that **there is a need for more affordable homes to rent in Cheltenham** (8%) vs those aged 16-34 (3%).

Subgroups more likely to **agree** that they are **willing to accept some new homes being built on available land** (34% overall) include:

- Male respondents (42%) vs female respondents (28%)
- Those aged 16-34 (40%) vs those aged 55+ (31%)
- Those living in Cheltenham West (47%) vs those living elsewhere, particularly Cheltenham North (27%)

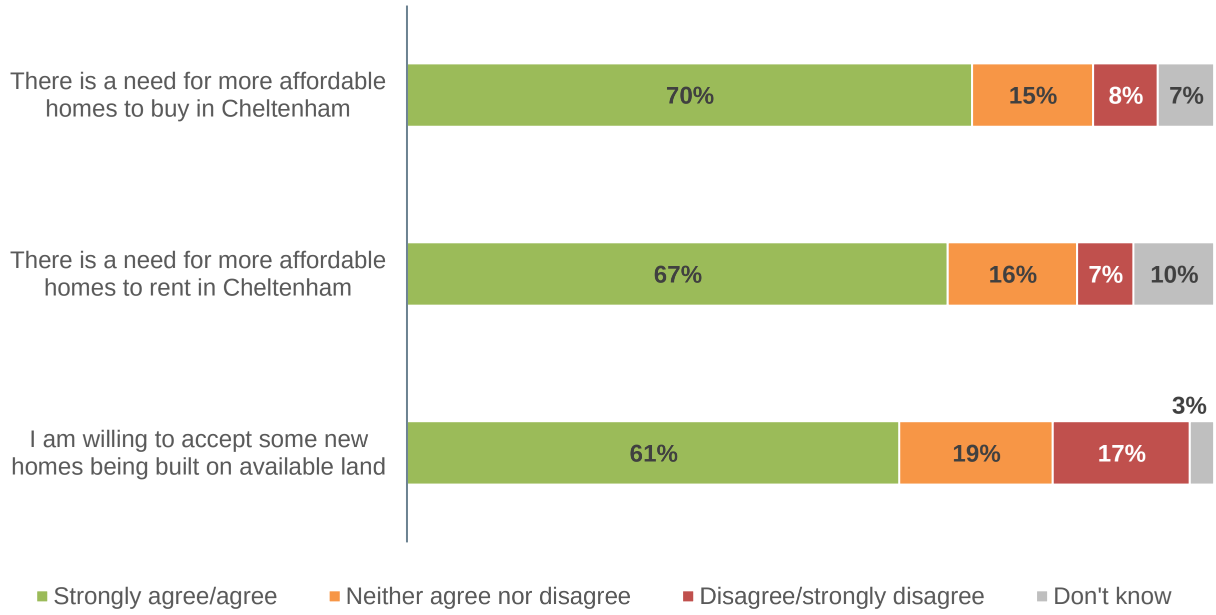
Subgroups more likely to **disagree** that they are **willing to accept some new homes being built on available land** (47% overall) include:

- Female respondents (52%) vs male respondents (41%)
- Those aged 55+ (53%) vs those aged 16-54 (42%)
- Those living in Cheltenham North (51%), Cheltenham South West (51%) and Cheltenham South East (51%) vs those living in Cheltenham West (39%)

As seen with the results of the representative survey, large proportions of online respondents agreed that *there is a need for more affordable homes to buy* (70%) and *rent in Cheltenham* (67%).

Online respondents were more likely to agree that they are *willing to accept some new homes being built on available land* when compared with representative respondents (61% vs 34%).

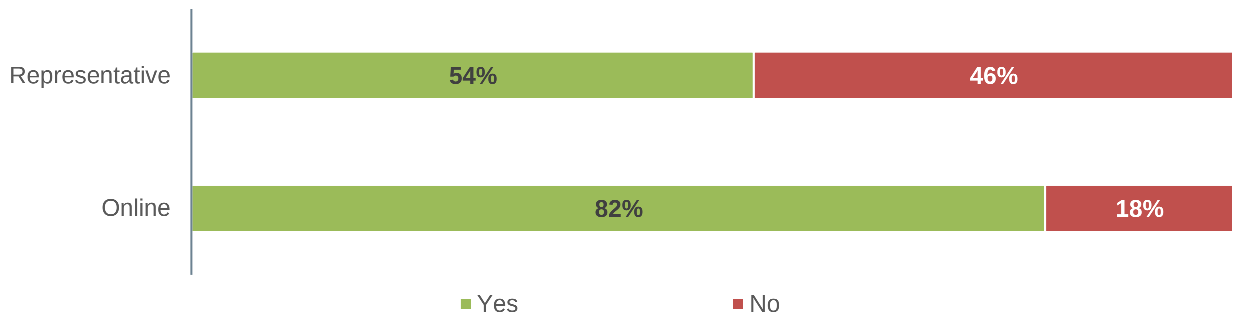
Figure 16 – (Q7) To what extent do you agree or disagree with the following statements about housing in Cheltenham?
Base: All online respondents (246)



Awareness of the Golden Valley Development

Just over half (54%) of those who took part in the representative survey said they were aware of the Golden Valley Development. A significantly larger proportion of online respondents (82%) said they were aware of this.

Figure 17 – (Q8) Are you aware of the Golden Valley Development?
Base: All representative respondents (1,100); online (246)



Subgroup analysis of the representative survey

Subgroups more likely to say they were **not aware** of the Golden Valley Development (46% overall) include:

- Female respondents (50%) vs male respondents (43%)
- Those aged 16-34 (53%) vs those aged 55+ (42%)
- Those from ethnic minority backgrounds (65%) vs those of White ethnicity (45%)
- Those living in Central (51%) and Cheltenham North (52%) vs those living in Cheltenham West (38%)

Perceptions of the Golden Valley Development

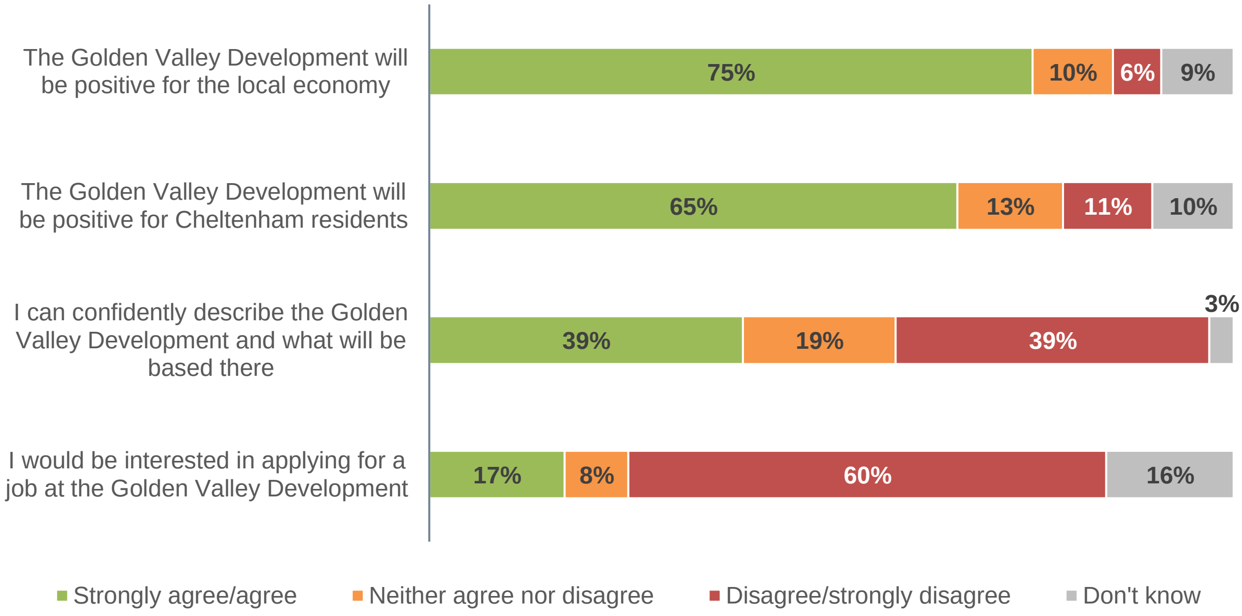
Those who indicated that they were aware of the Golden Valley Development were then asked to what extent they agreed or disagreed with a series of statements about this to gauge perceptions and awareness of the development.

Three quarters (75%) of representative respondents agreed that *the Golden Valley Development will be positive for the local economy* and two thirds (65%) agreed that *the Golden Valley Development will be positive for Cheltenham residents.*

Awareness of what the Golden Valley Development entails is mixed, with equal split between representative respondents who agreed and disagreed with the statement *I can confidently describe the Golden Valley Development and what will be based there* (both at 39%). A further 19% neither agreed nor disagreed with this statement.

A total of 17% of representative respondents agreed that they *would be interested in applying for a job at the Golden Valley Development*, whilst a similar proportion (16%) said they did not know. A large proportion (60%) disagreed.

Figure 18 – (Q9) To what extent do you agree or disagree with the following statements about the Golden Valley Development?
Base: Representative respondents who were aware of the Golden Valley Development (591)



Subgroup analysis of the representative survey

Subgroups more likely to **agree** that **the Golden Valley Development will be positive for the local economy** (75% overall) include:

- Male respondents (80%) vs female respondents (71%)
- Those aged 55+ (79%) vs those aged 16-34 (68%)
- Those living in Cheltenham South East (84%) vs those living in Central (70%) and Cheltenham South West (70%)

Female respondents were more likely to **disagree** that **the Golden Valley Development will be positive for the local economy** (8%) vs male respondents (4%).

Subgroup analysis of the representative survey continued

Male respondents were more likely to **agree** that **the Golden Valley Development will be positive for Cheltenham residents** (69%) vs female respondents (61%).

Subgroups more likely to **agree** that they **can confidently describe the Golden Valley Development and what will be based there** (39% overall) include:

- Male respondents (47%) vs female respondents (32%)
- Those aged 35-54 (45%) vs those aged 16-34 (31%)

Subgroups more likely to **disagree** that they **can confidently describe the Golden Valley Development and what will based there** (39% overall) include:

- Female respondents (46%) vs male respondents (33%)
- Those living in Cheltenham South East (50%) vs those living in Cheltenham West (33%)

Subgroups more likely to **agree** that they **would be interested in applying for a job at the Golden Valley Development** (17% overall) include:

- Male respondents (20%) vs female respondents (13%)
- Those aged 16-54 (25%) vs those aged 55+ (8%)
- Those living in Cheltenham South West (24%) vs those living in Cheltenham West (13%)
- Those with children and young people aged 0-18 in their household (27%) vs those without (13%)

Those aged 35+ were more likely to **disagree** that they **would be interested in applying for a job at the Golden Valley Development** (64%) vs those aged 16-34 (48%).

Subgroups more likely to say they **don't know** whether they **would be interested in applying for a job at the Golden Valley Development** (16% overall) include:

- Female respondents (19%) vs male respondents (13%)
- Those aged 55+ (24%) vs those aged 16-54 (7%)
- Those without children and young people aged 0-18 in their household (19%) vs those with (9%)

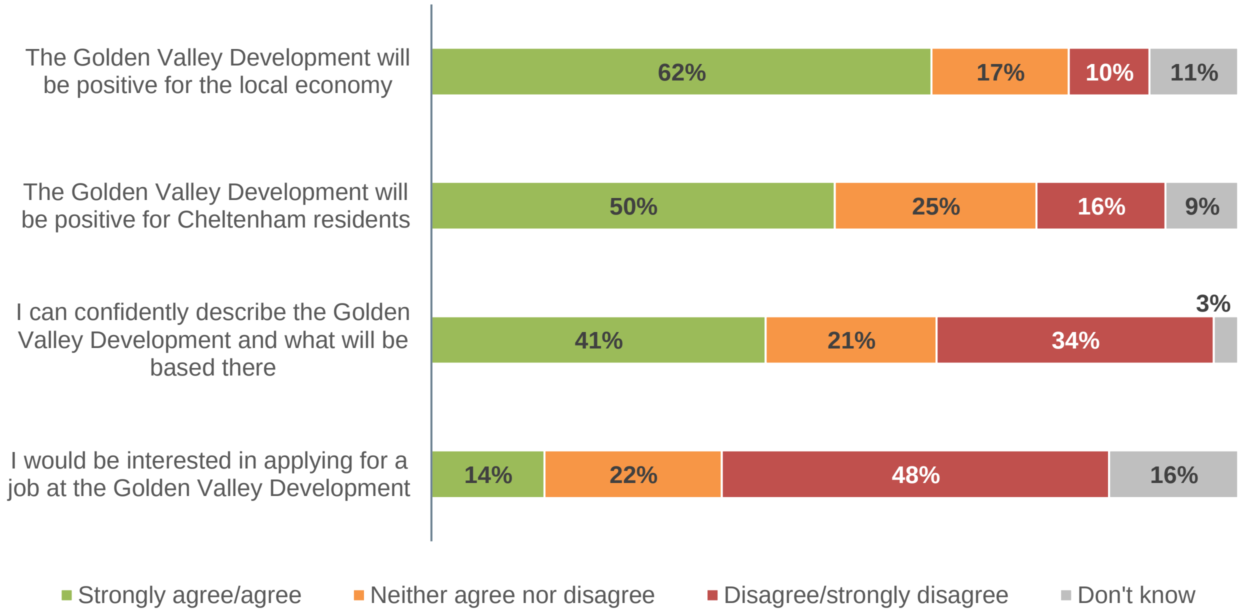
Online respondents were most likely to agree that *the Golden Valley Development will be positive for the local economy* (62%), and half (50%) also agreed that *the Golden Valley Development will be positive for Cheltenham residents*.

Compared with representative respondents, a similar proportion of online respondents agreed that they *can confidently describe the Golden Valley Development and what will be there* (41% vs 39%), with a further 34% of online respondents who disagreed and 21% who neither agreed nor disagreed.

A total of 14% of online respondents agreed that they *would be interested in applying for a job at the Golden Valley Development*, with a further 22% who neither agreed nor disagreed and 16% indicating that they did not know. Half of online respondents (48%) disagreed with this statement.

Figure 19 – (Q9) To what extent do you agree or disagree with the following statements about the Golden Valley Development?

Base: Online respondents who were aware of the Golden Valley Development (201)



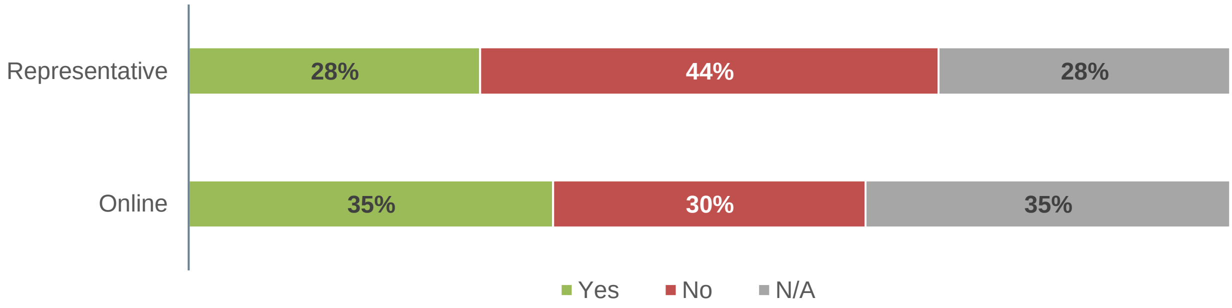
Covid-19 pandemic

Impact of the pandemic on residents' workplaces

Respondents were asked whether the pandemic had any impact on where they work in order to understand any potential changes to residents' workplaces caused by the Covid-19 pandemic. As shown in the chart below, online respondents were more likely to say that where they work had been impacted by the pandemic than representative respondents (35% vs 28%).

A further 28% of representative respondents and 35% of online respondents said this was not applicable to them.

Figure 20 – (Q10) Has the pandemic had any impact on where you work?
Base: All representative respondents (1,100); online (246)



Subgroup analysis of the representative survey

Subgroups more likely to say that the pandemic **did have an impact** on where they work (28% overall) include:

- Those aged 16-54 (36%) vs those aged 55+ (18%)
- Those living in Central (32%) vs those living in Cheltenham West (23%)
- Those with children and young people aged 0-18 in their household (35%) vs those without (25%)
- Those who do not have a disability (29%) vs those who do (17%)

Subgroups more likely to say that the pandemic **did not have an impact** on where they work (44% overall) include:

- Those aged 16-54 (59%) vs those aged 55+ (27%)
- Those living in Cheltenham West (52%) vs those living in Central (42%), Cheltenham North (40%) and Cheltenham South West (40%)
- Those with children and young people aged 0-18 in their household (58%) vs those without (40%)

Subgroups more likely to say this was **not applicable** to them (28% overall) include:

- Those aged 55+ (55%) vs those aged 16-54 (5%)
- Those living in Cheltenham South West (35%) vs those living in Central (26%), Cheltenham West (25%) and Cheltenham South East (25%)
- Those without children and young people aged 0-18 in their household (36%) vs those with (8%)
- Those who have a disability (43%) vs those who do not (26%)

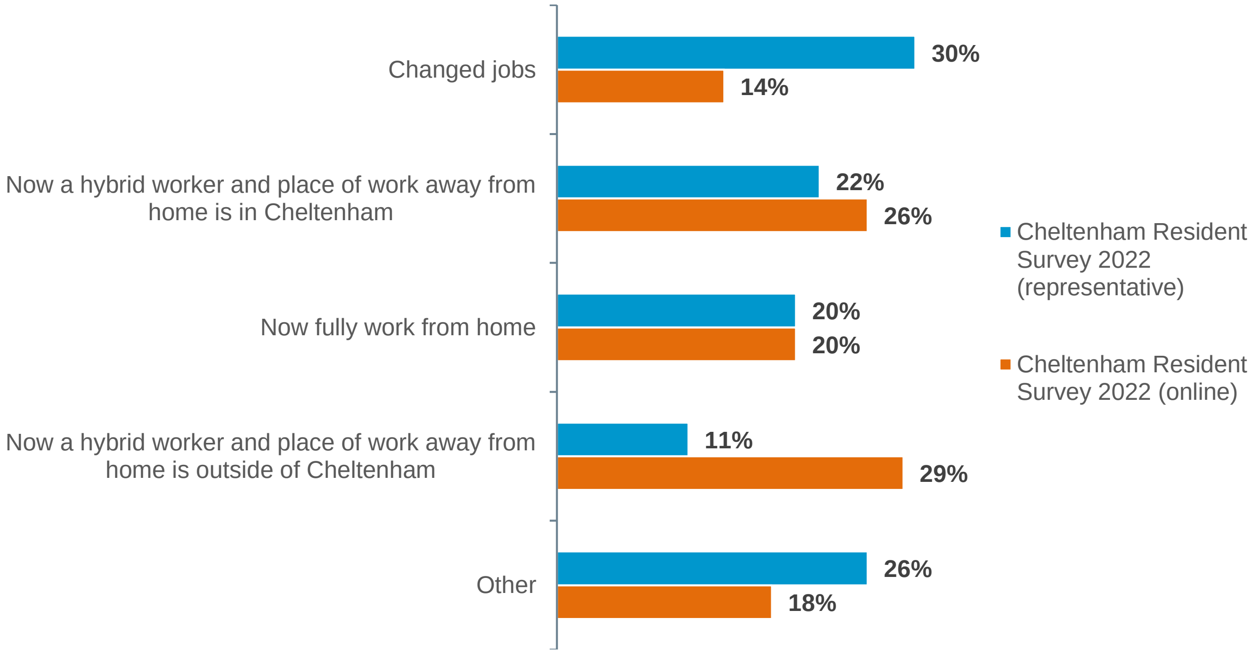
To understand the impact of the pandemic on the distribution of residents working in and out of Cheltenham, those who said that the pandemic did have an impact on where they work were asked what their current working arrangements are. Three in ten representative respondents (30%) said they had *changed jobs* since the pandemic. Similar proportions of representative respondents said they are *now a hybrid worker and their place of work away from home is in Cheltenham* (22%) or that they *now fully work from home* (20%). A further 11% said they are *now a hybrid worker and their place of work away from home is outside of Cheltenham.*

Online respondents were most likely to say they are *now a hybrid worker and their place is work away from home is outside Cheltenham* (29%) or *in Cheltenham* (26%).

A quarter of representative respondents (26%) provided an alternative response, shown in the chart as '*other*'. These '*other'* responses mostly related to no longer being in employment due to being made redundant, retiring or leaving employment to look after their children.

The most common '*other'* responses given by online respondents (18%) also related to no longer being in employment.

Figure 21 – (Q11) If yes, what are your current working arrangements?
Base: Those who said the pandemic had an impact on where they work – representative (304); online (85)



Subgroup analysis of the representative survey

Those aged 16-34 were more likely to indicate that they have **changed jobs** (53%) vs those aged 35+ (22%).

Conversely, those aged 35+ were more likely to say they are **now a hybrid worker and place of work away from home is in Cheltenham** (25%) and they **now fully work from home** (23%) vs those aged 16-34 (12% and 10% respectively).

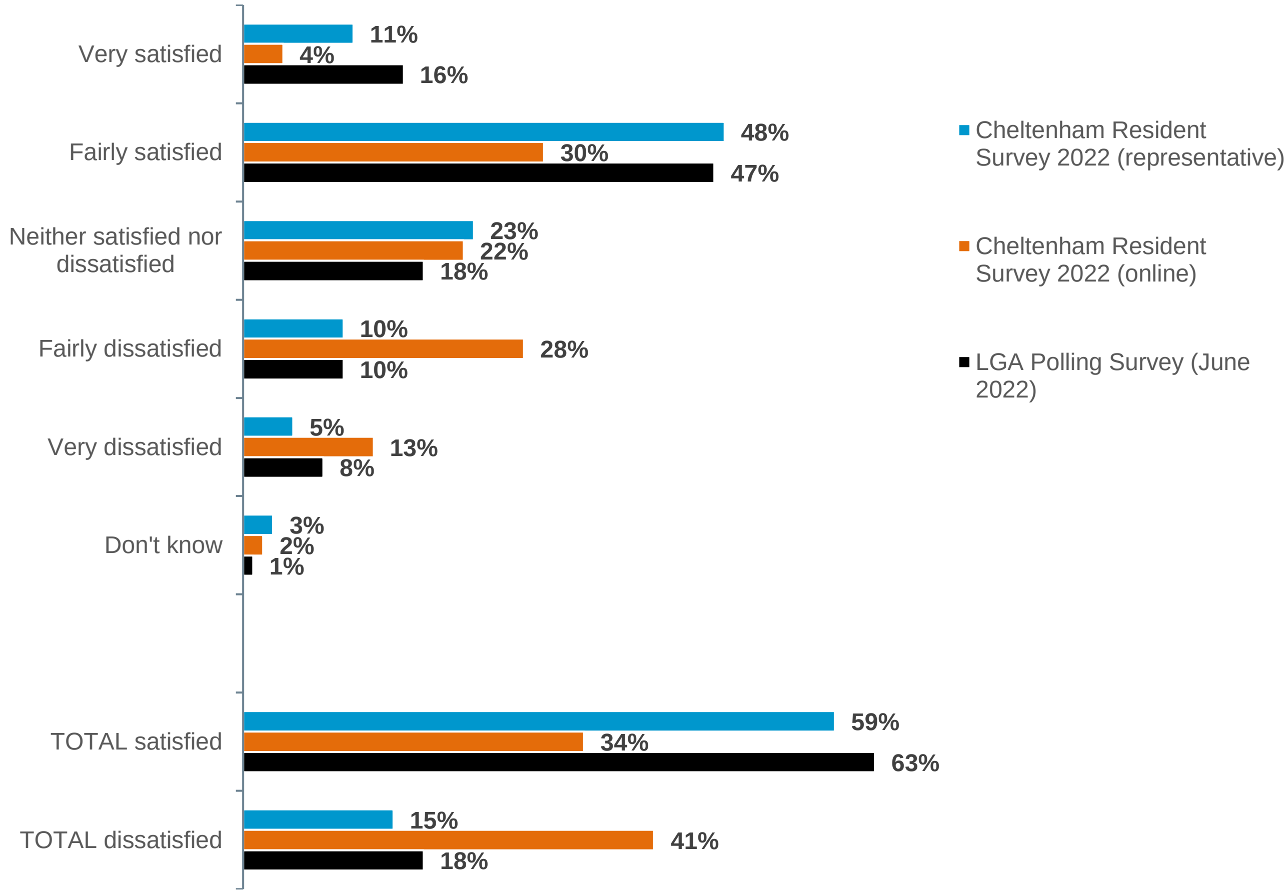
Views on Cheltenham Borough Council

How the Council runs things

Six in ten representative respondents (59%) said they were satisfied with the way Cheltenham Borough Council runs things, which is in line with the LGA Polling Survey (63%). This included 11% who were *very satisfied* and 48% who were *fairly satisfied*. A quarter (23%) were *neither satisfied nor dissatisfied* and a further 15% indicated that they were dissatisfied, including 10% who were *fairly dissatisfied* and 5% who were *very dissatisfied*.

A third of online respondents indicated that they were satisfied with the way Cheltenham Borough Council runs things (34% overall), however, a larger proportion indicated they were dissatisfied (41% overall).

Figure 22 – (Q12) Overall, how satisfied or dissatisfied are you with the way Cheltenham Borough Council runs things?
Base: All representative respondents (1,100); online (246); LGA (1,002)



Subgroup analysis of the representative survey

Those who do not have a disability were more likely to be **satisfied** (60%) vs those who do (51%).

Those aged 55+ were more likely to be **dissatisfied** (19%) vs those aged 16-54 (13%).

The table below shows the results of the representative survey to this question alongside the results from the 2019 survey for comparison.

Since the 2019 survey, overall satisfaction with the way Cheltenham Borough Council runs things has increased by 4%.

***Figure 23 – (Q12) Overall, how satisfied or dissatisfied are you with the way Cheltenham Borough Council runs things?* (representative telephone survey only – compared with previous survey results)**
Base: All representative respondents 2022 (1,100); 2019 (1,555)

Response	2022	2019	Difference
Very satisfied	**11%**	6%	+5%
Fairly satisfied	**48%**	50%	-2%
Neither satisfied nor dissatisfied	**23%**	23%	-
Fairly dissatisfied	**10%**	13%	-3%
Very dissatisfied	**5%**	5%	-
TOTAL satisfied	**59%**	55%	+4%

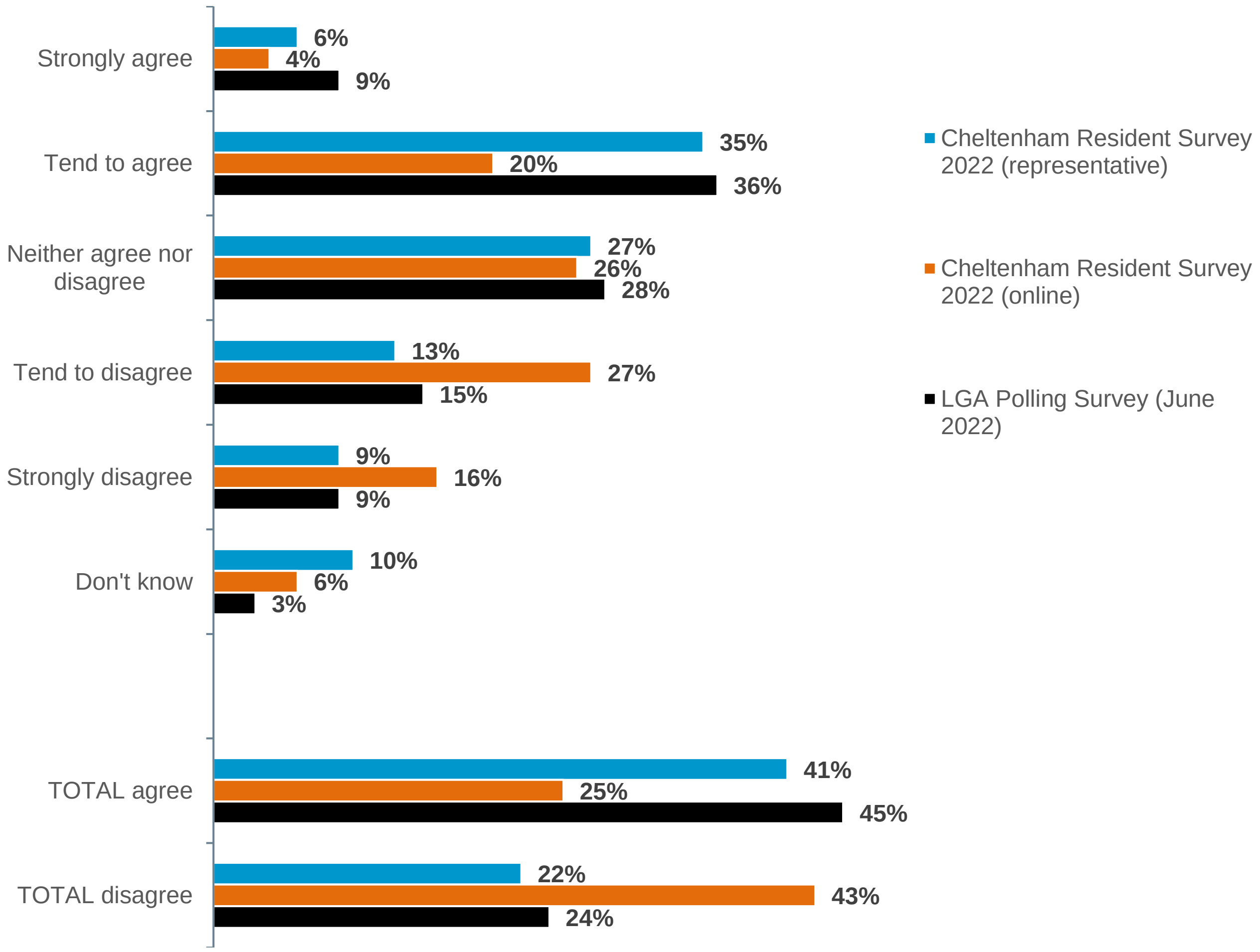
Value for money

Four in ten representative respondents (41%) agreed that Cheltenham Borough Council provides value for money, including 6% who *strongly agreed* and 35% who said they *tend to agree.* This figure is in line with the LGA Polling Survey (45%). A quarter of representative respondents (27%) *neither agreed nor disagreed* and 22% disagreed, either *tending to* (13%) or *strongly* (9%).

As seen previously, those who took part in the online survey held a more negative opinion, with a larger proportion saying they disagreed (43% overall) than agreed (25% overall).

Figure 24 – (Q13) To what extent do you agree or disagree that Cheltenham Borough Council provides value for money?

Base: All representative respondents (1,100); online (246); LGA (1,002)



Subgroup analysis of the representative survey

Those living in Cheltenham South East were more likely to **disagree** (30%) vs those living in Cheltenham West (20%), Cheltenham North (21%) and Cheltenham South West (19%).

The table below shows the results of the representative survey to this question alongside the results from the 2019 survey for comparison.

Overall agreement that Cheltenham Borough Council provides value for money has increased by 10% since the 2019 survey.

***Figure 25 – (Q13) To what extent do you agree or disagree that Cheltenham Borough Council provides value for money?* (representative telephone survey only – compared with previous survey results)**
Base: All representative respondents 2022 (1,100); 2019 (1,546)

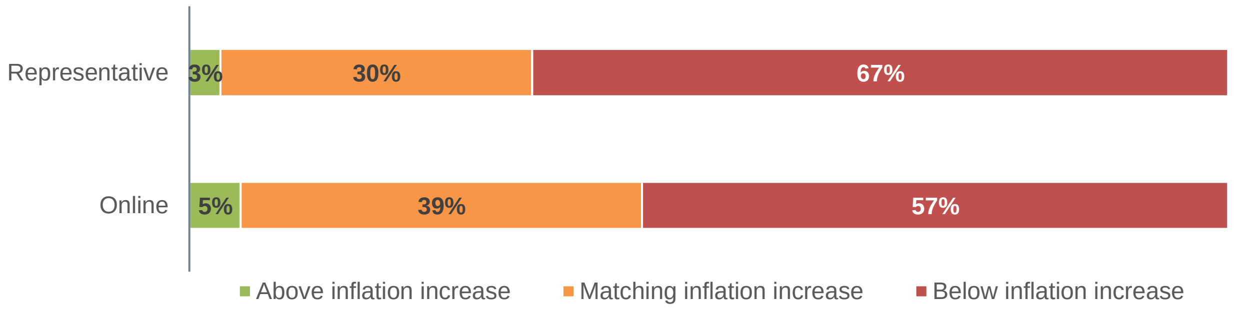
Response	2022	2019	Difference
Strongly agree	**6%**	3%	+3%
Tend to agree	**35%**	28%	+7%
Neither agree nor disagree	**27%**	36%	-9%
Tend to disagree	**13%**	18%	-5%
Strongly disagree	**9%**	7%	+2%
TOTAL agree	**41%**	31%	+10%

Potential increase in council tax

Due to the unprecedented economic times, it is likely that Cheltenham Borough Council will need to raise council tax in order to provide valued services and investment across the borough. Respondents were therefore asked at what level it should be raised.

The most common response for both representative and online respondents was that the increase should be *below inflation* (67% representative and 57% online). A further 30% of representative respondents and 39% of online respondents felt that council tax should be increased to *match inflation*. Although very small, similar proportions of representative and online respondents thought that it should be increased *above inflation* (3% representative and 5% online).

Figure 26 – (Q14) At what level should [council tax] be raised?
Base: All representative respondents (1,100); online (246)



Subgroup analysis of the representative survey

Subgroups more likely to select **matching inflation increase** (30% overall) include:

- Those aged 55+ (35%) vs those aged 16-54 (26%)
- Those living in Cheltenham South West (34%) and Cheltenham South East (36%) vs those living in Cheltenham North (23%)

Subgroups more likely to select **below inflation increase** (67% overall) include:

- Female respondents (70%) vs male respondents (64%)
- Those aged 16-54 (71%) vs those aged 55+ (62%)
- Those living in Cheltenham North (73%) vs those living in Cheltenham South East (60%)

Satisfaction with council services

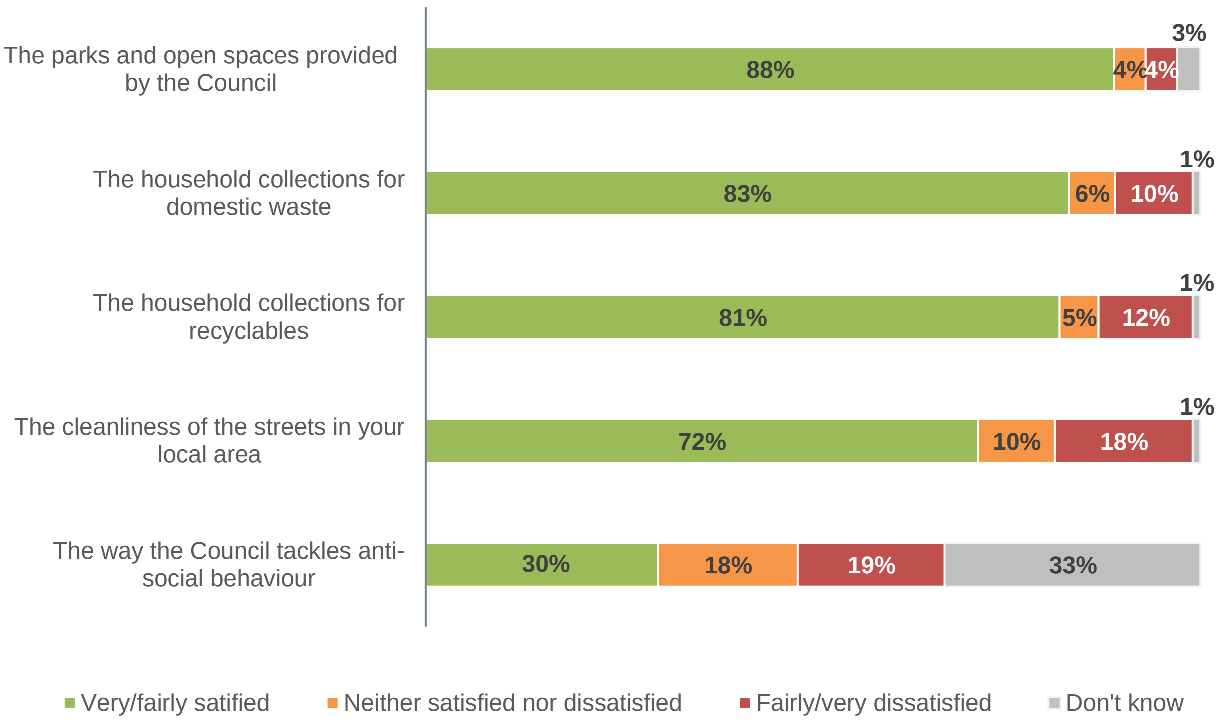
Respondents were asked to indicate how satisfied or dissatisfied they were with a range of services provided by the Council. The chart below shows a breakdown of the responses provided by representative respondents.

Representative respondents were most likely to be satisfied with *the parks and open spaces provided by the Council* (88%), followed by *the household collections for domestic waste* (83%) and *the household collections for recyclables* (81%).

Just over seven in ten representative respondents (72%) were satisfied with *the cleanliness of the streets in their local area*, however almost a fifth (18%) indicated that they were dissatisfied with this.

The way the Council tackles anti-social behaviour recorded the lowest level of satisfaction (30%). However, it should be highlighted that large proportions said they did not know (33%) or were neither satisfied nor dissatisfied (18%). A further 19% indicated dissatisfaction with this.

Figure 27 – (Q15) Overall, how satisfied or dissatisfied are you with..?
Base: All representative respondents (1,100)



Subgroup analysis of the representative survey

Compared with younger respondents, those aged 55+ were more likely to be **satisfied** with **the household collections for domestic waste** (86% vs 79% of those aged 35-54) and **the household collections for recyclables** (86% vs 77% of those aged 16-54).

Those aged 16-54 were more likely to be **dissatisfied** with **the household collections for recyclables** (16%) vs those aged 55+ (8%).

Subgroup analysis of the representative survey continued

Those living in Cheltenham South East were more likely to be **satisfied** with **the parks and open spaces provided by the Council** (92%) vs those living in Cheltenham West (85%).

Satisfaction with **the cleanliness of the streets in their local area** was higher amongst those living in Cheltenham North (78%), Cheltenham South West (76%) and Cheltenham South East (79%) vs those living in Central (61%).

Subgroups more likely to be **dissatisfied** with **the cleanliness of the streets in their local area** (18% overall) include:

- Those aged 55+ (22%) vs those aged 35-54 (15%)
- Those living in Central (25%) vs those living in Cheltenham North (14%), Cheltenham South West (15%) and Cheltenham South East (15%)

Subgroups more likely to be **satisfied** with **the way the Council tackles anti-social behaviour** (30% overall) include:

- Those aged 16-34 (37%) vs those aged 55+ (25%)
- Those living in Central (34%) vs those living in Cheltenham North (25%)

Subgroups more likely to be **dissatisfied** with **the way the Council tackles anti-social behaviour** (19% overall) include:

- Those aged 16-54 (22%) vs those aged 55+ (15%)
- Those from ethnic minority backgrounds (33%) vs those of White ethnicity (18%)

Subgroups more likely to answer **don't know** in relation to **the way the Council tackles anti-social behaviour** (33% overall) include:

- Those aged 55+ (43%) vs those aged 16-54 (25%)
- Those living in Cheltenham North (41%) vs those living in Central (31%) and Cheltenham West (30%)

The table below shows the results of the representative survey to this question alongside the results from the 2019 survey for comparison.

The results to this year's survey recorded an increase in satisfaction for all services provided by the Council since the 2019 survey, with the largest increase seen for *the cleanliness of the streets in your local area* (+11%).

***Figure 28 – Overall, how satisfied or dissatisfied are you with…?* (Representative telephone survey only – compared with previous survey results [% very/fairly satisfied])**
Base: All representative respondents 2022 (1,100); 2019 (various – unknown)

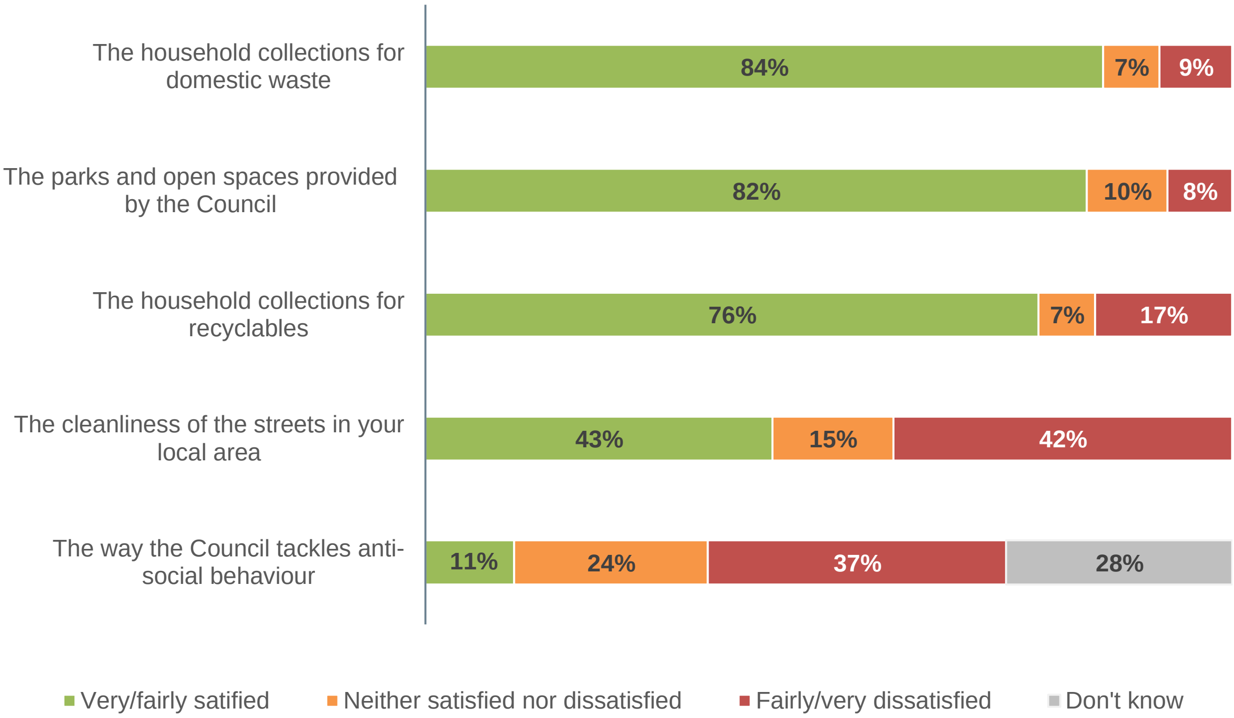
Response	2022	2019	Difference
The parks and open spaces provided by the Council	**88%**	84%	+4%
The household collections for domestic waste	**83%**	79%	+4%
The household collections for recyclables	**81%**	72%	+9%
The cleanliness of the streets in your local area	**72%**	61%	+11%
The way the Council tackles anti-social behaviour	**30%**	21%	+9%

Large proportions of online respondents indicated that they were satisfied with *the household collections for domestic waste* (84%) and *the parks and open spaces provided by the Council* (82%). Three quarters (76%) of online respondents were also satisfied with *the household collections for recyclables*.

Opinion was split regarding *the cleanliness of streets in their local area* amongst online respondents, with 43% indicating they were satisfied and 42% dissatisfied.

A larger proportion of online respondents were dissatisfied with *the way the Council tackles antic-social behaviour* (37%) than satisfied (11%). However, large proportions also indicated that they did not know (28%) or that they were neither satisfied nor dissatisfied (24%).

Figure 29 – (Q15) Overall, how satisfied or dissatisfied are you with…?
Base: All online respondents (246)

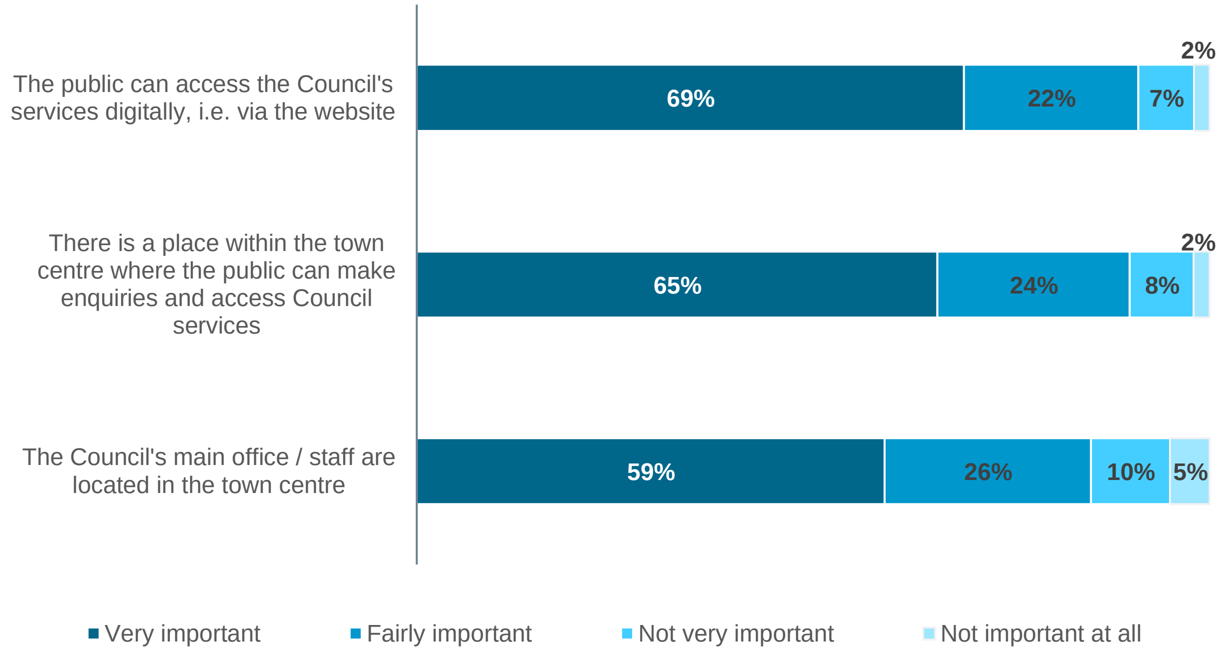


The Council's presence

To understand residents' priorities regarding the Council's presence, respondents were asked to indicate how much importance they placed on the Council's physical presence in the town centre as well as its digital presence.

The vast majority of representative respondents felt that all aspects of the Council's presence were important, with 91% who felt it was important that *the public can access the Council's services digitally* (69% very important and 22% fairly important) and a similar proportion (90%) who felt it was important that *there is a place within the town centre where the public can make enquiries and access Council services* (65% very important and 24% fairly important). A further 85% felt it was important that *the Council's main office and staff are located in the town centre* (59% very important and 26% fairly important).

Figure 30 – (Q16) How important is it to you that..?
Base: All representative respondents (1,100)



Subgroup analysis of the representative survey

Subgroups more likely to say that it is **important** to them that **the public can access the Council's services digitally** (91% overall) include:

- Those aged 16-54 (97%) vs those aged 55+ (84%)
- Those with children and young people aged 0-18 in their household (96%) vs those without (89%)
- Those who do not have a disability (92%) vs those who do (83%)

Subgroups more likely to say that it is **important** to them that **there is a place within the town centre where the public can make enquiries and access Council services** (90% overall) include:

- Those aged 55+ (93%) vs those aged 16-54 (86%)
- Those without children and young people aged 0-18 in their household (92%) vs those with (83%)
- Those who have a disability (96%) vs those who do not (89%)

Subgroup analysis of the representative survey continued

Subgroups more likely to say that it is **important** to them that **the Council's main offices and staff are located in the town centre** (85% overall) include:

- Female respondents (88%) vs male respondents (82%)
- Those aged 55+ (89%) vs those aged 35-54 (80%)
- Those living in Central (88%), Cheltenham West (89%) and Cheltenham South West (85%) vs those living in Cheltenham South East (76%)
- Those without children and young people aged 0-18 in their household (88%) vs those with (77%)
- Those who have a disability (97%) vs those who do not (83%)

The table below shows the results of the representative survey to this question alongside the results from the 2019 survey for comparison. Please note the importance of accessing Council services digitally was not asked in 2019.

Since the 2019 survey, the importance has increased significantly for having *a place within the town centre where the public can make enquiries and access Council services* (+18%) and *the Council's main office and staff are located in the town centre* (+24%).

***Figure 31 – How important is it to you that…?* (Representative telephone survey only – compared with previous survey results [% very/fairly important])**

Base: All representative respondents 2022 (1,100); 2019 (various – unknown)

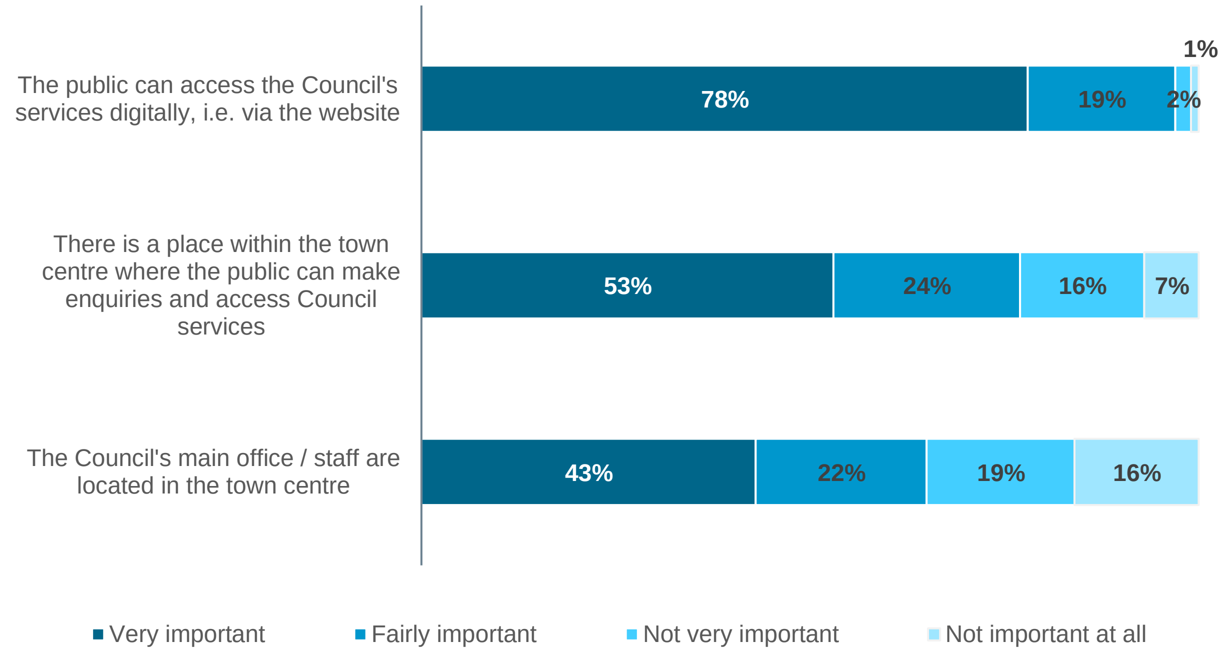
Response	2022	2019	Difference
There is a place within the town centre where the public can make enquiries and access Council services	**90%**	72%	+18%
The Council's main office / staff are located in the town centre	**85%**	61%	+24%

Nearly all online respondents (96%) said it was important that *the public can access the Council's services digitally*, including 78% who said it was very important and 19% who said it was fairly important.

Three quarters of online respondents (77%) felt it was important that *there is a place within the town centre where the public can make enquiries and access Council services*, including 53% who said this was very important and 24% who said fairly important.

Two-thirds of online respondents (65%) indicated that it was important to them that *the Council's main office and staff are located in the town centre*, including 43% who said it was very important and 22% who said fairly important. However, a third (35%) felt this was unimportant, including 19% who said it was not very important and 16% who felt it was not important at all.

Figure 32 – (Q16) How important is it to you that..?
Base: All online respondents (246)



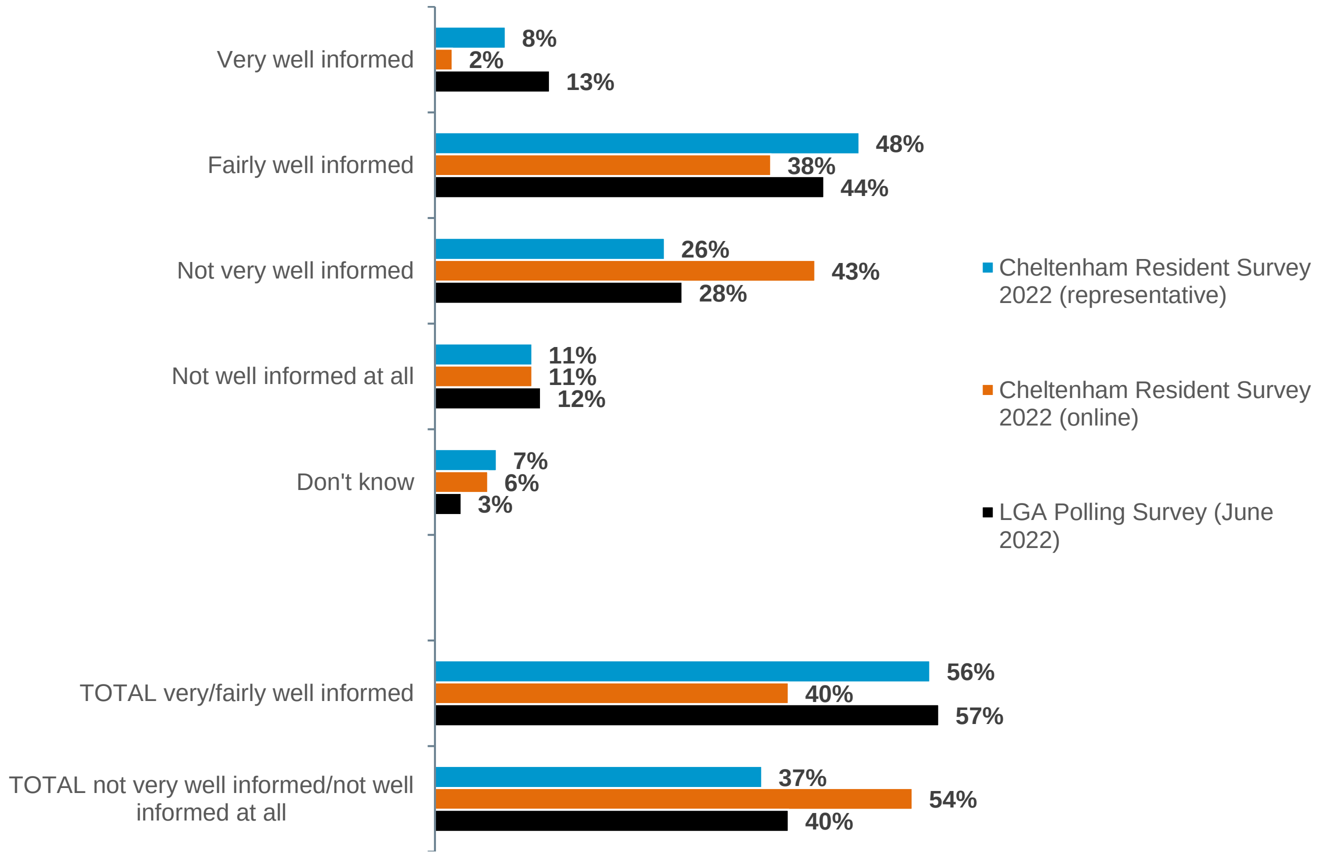
Interaction with Cheltenham Borough Council

Keeping residents informed

In relation to being kept informed about the services and benefits provided by the Council, the results to the representative survey are consistent with the LGA Polling Survey. As shown in the chart below, 56% of representative respondents felt they were kept *very well informed* (8%) or *fairly well informed* (48%), compared with 57% in the LGA Polling Survey. A total of 37% of representative respondents felt they were kept *not very well informed* (26%) or *not well informed at all* (11%), which is also similar to the LGA Polling Survey (40%).

Four in ten online respondents felt they were kept well informed (40% overall), whilst a larger proportion felt they were not kept well informed (54% overall).

Figure 33 – (Q17) Overall, how well informed do you think Cheltenham Borough Council keeps residents about the services and benefits it provides?
Base: All representative respondents (1,100); online (246); LGA (1,002)



Subgroup analysis of the representative survey

Those aged 55+ were more likely to say they are kept **well informed** (59%) vs those aged 16-34 (51%).

Subgroups more likely to say they **don't know** (7% overall) include:

- Those aged 16-34 (12%) vs those aged 35+ (5%)
- Those from ethnic minority backgrounds (16%) vs those of White ethnicity (6%)
- Those living in Cheltenham North (10%) vs those living in Cheltenham West (4%) and Cheltenham South East (2%)

The table below shows the results of the representative survey to this question alongside the results from the 2019 survey for comparison.

The proportion of those who felt they were kept *very well informed* or *fairly well informed* has increased by 15% since the 2019 survey. It is also positive to highlight the significant decrease in the proportion of those who answered *not very well informed* (-14%).

***Figure 34 – (Q17) Overall, how well informed do you think Cheltenham Borough Council keeps residents about the services and benefits it provides?* (representative telephone survey only – compared with previous survey results)**
Base: All representative respondents 2022 (1,100); 2019 (1,563)

Response	2022	2019	Difference
Very well informed	**8%**	3%	+5%
Fairly well informed	**48%**	38%	+10%
Not very well informed	**26%**	40%	-14%
Not well informed at all	**11%**	12%	-1%
TOTAL well informed	**56%**	41%	+15%

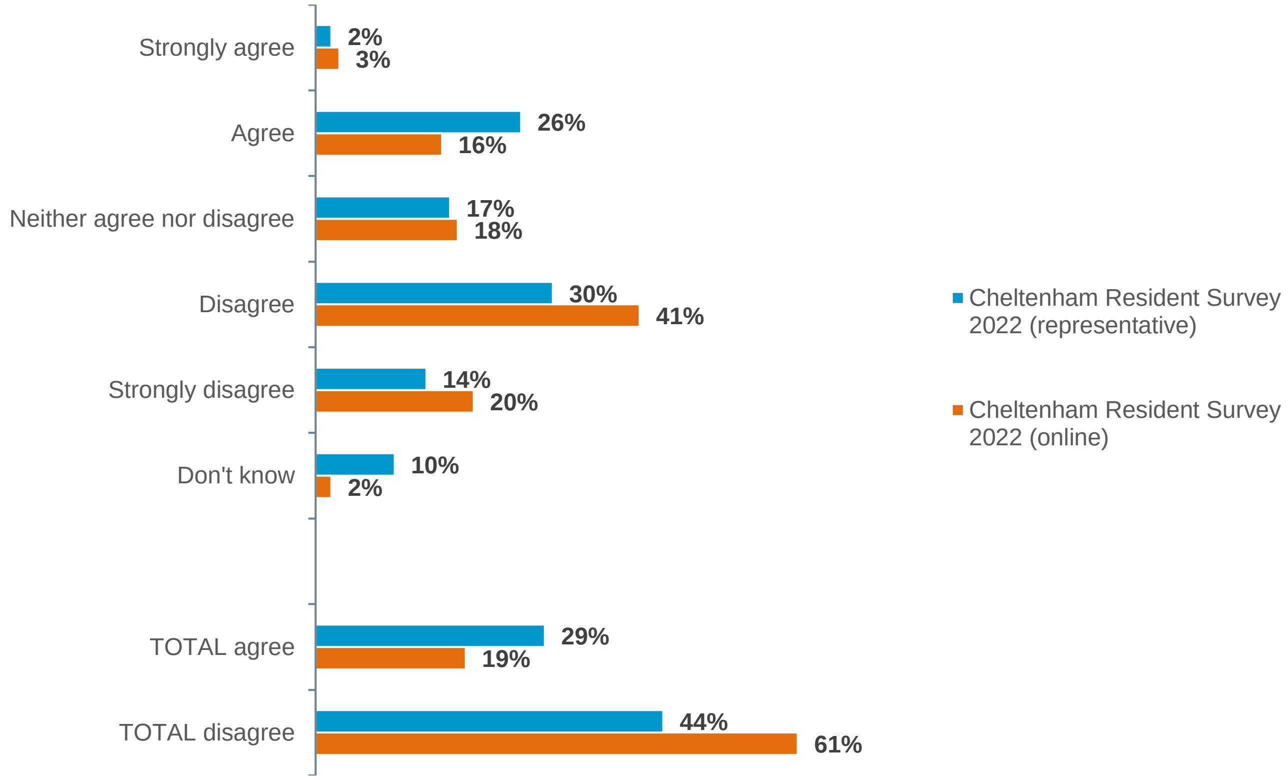
Influencing decisions

Three in ten representative respondents (29%) agreed that they can influence decisions affecting their local area, including 2% who *strongly agreed* and 26% who *agreed.* However, a larger proportion disagreed with this (44%), including 30% who said they *disagree* and 14% who *strongly disagreed.* A further 17% of representative respondents *neither agreed nor disagreed.*

Online respondents were also more likely to disagree that they can influence decisions affecting their local area (61% overall) than agree (19% overall).

Figure 35 – (Q18) Do you agree or disagree that you can influence decisions affecting your local area?

Base: All representative respondents (1,100); online (246)



Subgroup analysis of the representative survey

Those living in Central and Cheltenham West were more likely to **agree** (34% and 32% respectively) vs those living in Cheltenham South East (22%).

Those aged 35+ were more likely to **disagree** (46%) vs those aged 16-34 (36%).

Subgroups more likely to say they **don't know** (10% overall) include:

- Those aged 16-34 (19%) vs those aged 35+ (8%)
- Those from ethnic minority backgrounds (24%) vs those of White ethnicity (10%)

The table below shows the results of the representative survey to this question alongside the results from the 2019 survey for comparison. Please note that only the total figures for agree and disagree were included within the report for the 2019 survey.

Although a larger proportion of respondents disagreed that they can influence decisions affecting their local area, it is positive to see that the level of agreement has increased since the previous survey (+10%). The proportion of those who said they *don't know* has also increased slightly (+3%).

***Figure 36 – (Q18) Do you agree or disagree that you can influence decisions affecting your local area?* (representative telephone survey only – compared with previous survey results)**

Base: All representative respondents 2022 (1,100); 2019 (unknown)

Response	2022	2019	Difference
TOTAL agree	**29%**	19%	+10%
Neither agree nor disagree	**17%**	26%	-9%
TOTAL disagree	**44%**	48%	-4%
Don't know	**10%**	7%	+3%

Finding out about Cheltenham Borough Council

Respondents were asked how they obtain information from or about Cheltenham Borough Council. The most common response by far was the *Council website*, selected by 51% of representative respondents and 62% of online respondents. Other common sources of information include *leaflets or posters* (32% representative and 31% online) and *local media* (17% representative and 32% online).

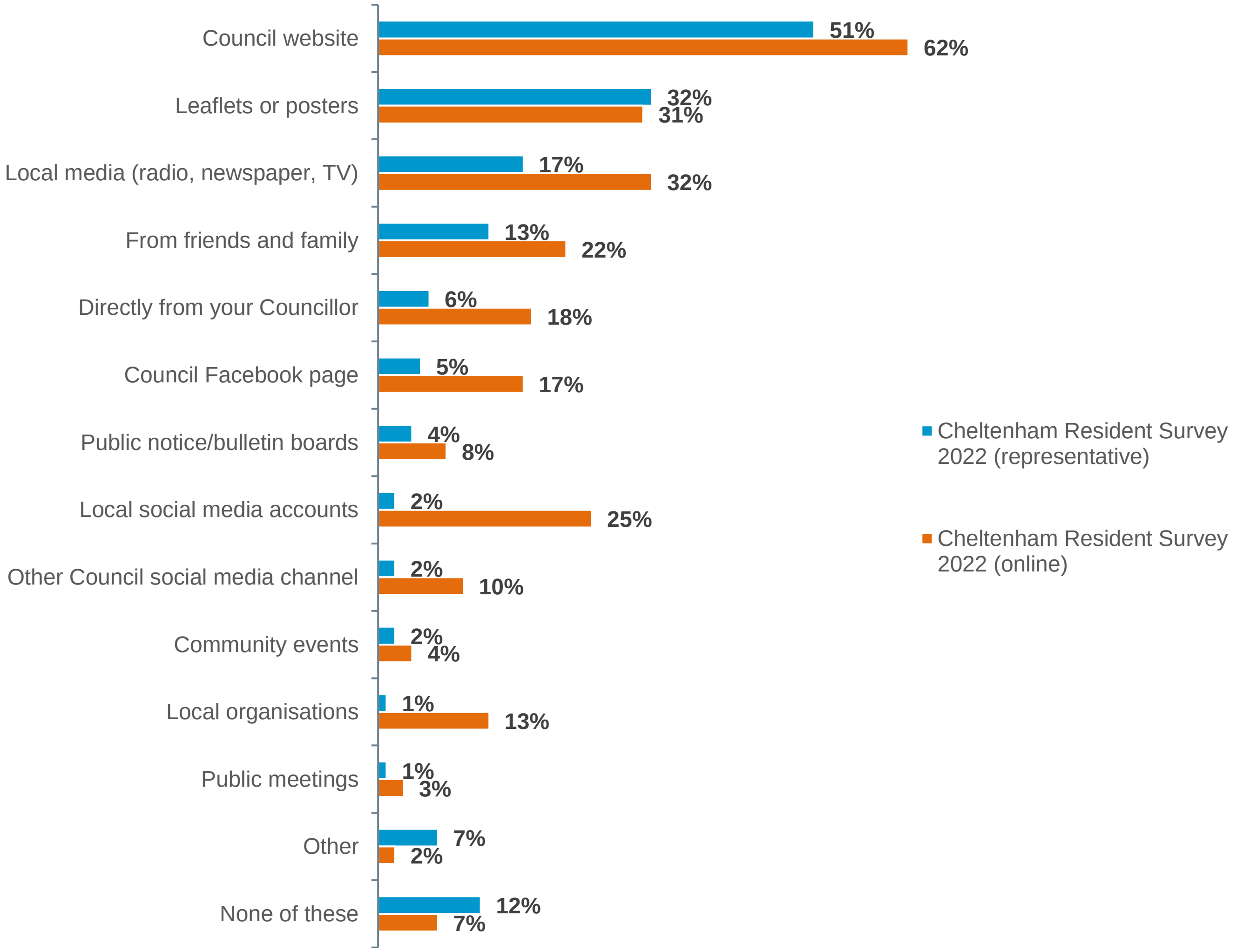
Compared with representative respondents, online respondents were significantly more likely to say they obtain their information *directly from their Councillor* (18% vs 6%), via the *Council Facebook page* (17% vs 5%), *local social media accounts* (25% vs 2%) and *local organisations* (13% compared with 1%).

Representative respondents were more likely to select *none of these* than online respondents (12% vs 7%).

The most common *'other'* responses by representative respondents (7%) include email and phoning the Council directly.

The full range of responses is shown in the chart below.

Figure 37 – (Q19) How do you currently obtain information from or about Cheltenham Borough Council?
Base: All representative respondents (1,100); online (246)



Subgroup analysis of the representative survey

Subgroups more likely to select the **Council website** (51% overall) include:

- Those aged 35-54 (59%) vs those aged 16-34 (51%) and 55+ (44%)
- Those living in Cheltenham South East (60%) vs those living in Cheltenham West (46%)
- Those with children and young people aged 0-18 in their household (60%) vs those without (47%)
- Those who do not have a disability (52%) vs those who do (42%)

Compared with older respondents, those aged **16-34** were more likely to select the following:

- From friends and family (18%) vs those aged 35+ (11%)
- None of these (16%) vs those aged 35+ (10%)
- Council Facebook page (8%) vs those aged 55+ (3%)
- Public notice/bulletin boards (8%) vs those aged 35+ (3%)
- Local social media accounts (5%) vs those aged 55+ (1%)
- Community events (4%) vs those aged 35+ (1%)

Compared with those aged 16-54, those aged 55+ were more likely to select **local media** (25% vs 12%) and **directly from their Councillor** (10% vs 3%).

Those living in Central (13%), Cheltenham West (12%), Cheltenham North (11%) and Cheltenham South West (13%) were more likely to select **none of these** vs those living in Cheltenham South East (4%).

The table below shows the results of the representative survey to this question alongside the results from the 2019 survey for comparison.

There have been some significant changes relating to how respondents obtain information from or about the Council since the previous survey. The proportion using *local media* and *from friends and family* has decreased significantly (-26% and -22% respectively), whilst the proportion of those obtaining information from the *Council website* has increased significantly (+15%).

Figure 38 – (Q19) How do you currently obtain information from or about Cheltenham Borough Council? **(representative telephone survey only – compared with previous survey results)**

Base: All representative respondents 2022 (1,100); 2019 (1,556)

Response	2022	2019	Difference
Council website	**51%**	36%	+15%
Leaflets or posters	**32%**	45%	-13%
Local media (radio, newspaper, TV)	**17%**	43%	-26%
From friends and family	**13%**	35%	-22%
Directly from your Councillor	**6%**	12%	-6%
Council Facebook page	**5%**	8%	-3%
Public notice/bulletin boards	**4%**	14%	-10%
Local social media accounts	**2%**	-	-
Other Council social media channel	**2%**	3%	-1%
Community events	**2%**	8%	-6%
Local organisations	**1%**	-	-
Public meetings	**1%**	3%	-2%
Other	**7%**	6%	+1%
None of these	**12%**	9%	+3%

Respondent profile

Figures 39 to 45 present the profile of those who took part in the representative and online surveys.

Figure 39 – Gender
Base: All representative respondents (1,100); online (246)

Gender	Representative survey	Online survey
Male	47%	40%
Female	52%	55%
I prefer to self-describe		-
Prefer not to say	1%	5%

Figure 40 – Age
Base: All representative respondents (1,100); online (246)

Age	Representative survey	Online survey
16-18	2%	-
19-24	8%	1%
25-34	14%	7%
35-44	14%	10%
45-54	17%	16%
55-64	16%	28%
65-74	15%	24%
75+	12%	10%
Prefer not to say	4%	4%

Figure 41 – Area of Cheltenham (based on ward)
Base: Those who provided their ward or postcode (1,061); online (238)

Area of Cheltenham	Representative survey	Online survey
Central	22%	24%
Cheltenham West	21%	13%
Cheltenham North	21%	19%
Cheltenham South West	18%	22%
Cheltenham South East	18%	22%

Figure 42 – Ward
Base: All representative respondents (1,100); online (246)

Ward	Representative survey	Online survey
All Saints	5%	4%
Battledown	3%	5%
Benhall	5%	4%
Charlton Kings	7%	10%
Charlton Park	2%	2%
College	5%	7%
Hesters Way	7%	3%
Lansdown	6%	7%
Leckhampton	5%	5%
Oakley	2%	1%
Park	5%	9%
Pittville	8%	8%
Prestbury	6%	7%
Springbank	3%	2%
St Mark's	6%	4%
St Paul's	6%	5%
St Peter's	4%	2%
Swindon Village	4%	3%
Up Hatherley	5%	5%
Warden Hill	3%	3%
Don't know	-	-
Prefer not to say	4%	3%

Figure 43 – Ethnicity
Base: All representative respondents (1,100); online (246)

Ward	Representative survey	Online survey
White/White British	94%	92%
Asian/Asian British	3%	1%
Black/Black British	1%	-
Mixed ethnicity	0%	1%
Other ethnic group	0%	0%
Prefer not to say	2%	5%

Figure 44 – Do any children or young people aged 0-18 live in your household?
Base: All representative respondents (1,100); online (246)

Ward	Representative survey	Online survey
Yes	26%	21%
No	73%	75%
Prefer not to say	2%	4%

Figure 45 – Do you have a disability?
Base: All representative respondents (1,100); online (246)

Ward	Representative survey	Online survey
Yes	13%	10%
No	85%	83%
Prefer not to say	2%	7%

Conclusions

The following conclusions have been reached by Enventure Research, an independent research agency, and do not necessarily reflect the opinions of the Council.

Results show that Cheltenham Borough Council is performing in line with the national average

It is positive that the results from the representative survey are in line with the results from the latest LGA Polling Survey. This relates to satisfaction with how the Council runs things, agreement that the Council provides value for money, and how well informed the Council keeps its residents about the benefits and services it provides. Further to this, results from the representative survey were more positive than the LGA Polling Survey regarding satisfaction with the local area as a place to live.

Resident perceptions of the Council have improved since 2019

It is also extremely positive to note that the findings from this year's representative survey are more positive than the previous survey conducted in 2019, suggesting that residents' perceptions have improved in line with any improvements the Council has made in the last three years. The largest improvements were recorded for agreement that Cheltenham has a positive future, satisfaction with events, and the perception that the Council keeps its residents well informed.

A key area for improvement is the general upkeep and maintenance of Cheltenham

Although it is the responsibility of Gloucestershire County Council and not Cheltenham Borough Council, respondents in both the representative and online surveys would most like to see better maintenance of roads and paths in Cheltenham. Given that this falls outside of the Council's remit but is a common suggestion for how to improve their experience as a resident, it may be beneficial to remind residents that this is a County Council issue. It is therefore recommended that these results are shared with Gloucestershire County Council who are responsible for highways.

Throughout the survey findings, it is suggested that more could be done to improve the general appearance and cleanliness of Cheltenham. Common responses when asked what would improve their experience as a resident included cleaner pavements and less litter, as well as more High Street regeneration. Sizeable proportions of respondents also recorded their dissatisfaction with the general appearance, overall cleanliness and cleanliness of streets in their local area, particularly those who took part in the online survey.

Perceptions of living in Cheltenham are positive, but there is room for improvement around opportunities for young people and growing careers

The vast majority of respondents were satisfied with their local area as a place to live, and although some indicated that they thought their local area had got worse in the past year, the majority felt it had either not changed much, and a small proportion thought it had got better.

When asked to what extent they agreed or disagreed with a series of statements about Cheltenham, the majority of both representative and online respondents agreed that they would recommend Cheltenham as a place to live, that Cheltenham has a positive future, and that it has a vibrant culture and is an exciting place to live.

However, much smaller proportions agreed that Cheltenham is a place that offers opportunity for young people, or that by living in Cheltenham they have the opportunity to grow their career, highlighting these as areas for future improvement.

Resident satisfaction with town centre amenities and Council services is high, but more could be done to improve satisfaction related to visiting the town centre after dark
Regarding town centre amenities, large proportions of respondents were satisfied with events, their safety during the day and Cheltenham town centre as a place to visit in the daytime. Less than half of both representative and online respondents said they were satisfied with Cheltenham town centre overall as a place to visit after dark and their safety after dark, highlighting these as areas for improvement amongst residents. Female respondents and those who have a disability were more likely to be dissatisfied with both of these when compared with male respondents and those who do not have a disability.

High levels of satisfaction were also recorded for the parks and open spaces provided by the Council, the household collections for domestic waste and the household collections for recyclables. The way the Council tackles anti-social behaviour recorded low levels of satisfaction amongst respondents, however it is important to note that large proportions indicated that they did not know in relation to this, suggesting that residents are unaware of the Council's role in this area.

The majority of residents have already made several behaviour changes to tackle climate change, but there is room for the Council to encourage some residents to do more
The majority of respondents said they have already made several changes to their behaviour specifically to tackle climate change, such as: minimising energy usage at home; being mindful of food consumption; choosing to walk, cycle or use public transport more instead of using a car; and avoiding single use plastic plastics and plastic packaging.

Amongst those who had not already made the changes, respondents were most likely to indicate that they would be willing to avoid single use plastics and plastic packaging, as well as improve the energy efficiency of their home in the next five years. The subgroups of residents who were more likely to be willing to make these changes include those aged 16-34, those with children and young people in their household, and those who do not have a disability.

Residents agree that there is a need for more affordable homes to buy and rent in Cheltenham, but opinion is split regarding building homes on available land
The majority of respondents agreed that there is a need for more affordable homes to buy and rent in Cheltenham.

However, representative respondents were more likely to disagree that they would be willing to accept some new homes being built on available land (although this was not the case for online respondents). Those more likely to disagree include females, those aged 55+ and those living in Cheltenham North, Cheltenham South West and Cheltenham South East.

Although residents believe the Golden Valley Development will be positive for the local economy, the Council could do more to increase awareness of what will be based there
Online respondents were significantly more likely to say they were aware of the Golden Valley Development than representative respondents.

Amongst those who were aware of the Golden Valley Development, the majority agreed that it will be positive for the local economy as well as for Cheltenham residents. However, agreement that they could confidently describe the Golden Valley Development and what will be based there was low, suggesting that residents would benefit from more information about this.

Although only small proportions of respondents agreed they would be interested in applying for a job at the Golden Valley Development, sizeable proportions also said they neither agreed nor disagreed or that they did not know. This suggests that these undecided residents could also benefit from more information about the development and jobs that will be available here.

Three in ten residents' place of work has been impacted by the pandemic, and are most likely to have changed jobs
Around a third of respondents said the pandemic had an impact on where they work. These residents were more likely to be aged 16-54, living in Central Cheltenham, have children and young people in their household, and not have a disability.

For those who indicated that the pandemic did have an impact on where they work, responses differed between representative and online respondents. Representative respondents were most likely to say they had changed jobs, whilst online respondents were most likely to say they are now a hybrid worker and their place of work away from home is outside of Cheltenham.

The majority believe that council tax should be raised below the level of inflation
When asked at what level council tax should be raised, the majority of respondents said it should be raised below the level of inflation. These respondents were more likely to be female, aged 16-54 and living in Cheltenham North.

It is important to residents that the Council continues to have both a physical and digital presence
The vast majority of respondents indicated that it was either very or fairly important to them that the public can access the Council's services digitally, that there is a place within the town centre where the public can access Council services, and that the Council's main office and staff are located in the town centre.

Those more likely to say it was important that the public can access the Council's services digitally were aged 16-54, have children and young people in their household, and do not have a disability. Those aged 55+ and who have a disability were more likely to say it was important that the Council has a physical presence in the town centre.

The Council could do more to assure residents that they can influence decisions affecting their local area
Although the proportion of those who agreed they can influence decisions affecting their local area has increased since the previous survey, respondents were more likely to disagree with this. As those aged 35+ were more likely to disagree, the Council could do more to engage with this cohort of residents to reassure them that they can influence local decisions, or perhaps understand why they feel they cannot.

The most common sources of information from or about the Council are the Council website, leaflets or posters, and the local media
Respondents were most likely to say they obtain information from or about the Council via its website, leaflets or posters, and local media.

Compared with the results from the previous survey, there have been some significant changes relating to how respondents obtain this information. Based on the findings of this year's representative survey, residents are more likely to be visiting the Council website for information. Further to this, residents are significantly less likely to be obtaining information from local media and friends and family.

Appendices

Cheltenham Resident Survey 2022

INTERVIEWER NOTE

1. Interview Cheltenham residents aged 16 or over according to your given quota
2. Read the introductory text 'READ OUT' where it is provided, before asking the questions
3. Do not read out the 'don't know' category in questions

READ OUT: Good morning / afternoon / evening. My name is................. and I am calling from Enventure Research on behalf of Cheltenham Borough Council, who have asked us to carry out a survey to help them understand the views of their residents about the local area, the Council and council services.

The interview should take around 12 minutes to complete. Your answers will be anonymous and confidential, and will be used to help inform a refresh of the Council's Corporate Plan.

Would you have time to take part in the survey?

BOOK APPOINTMENT IF NECESSARY

All information provided will be analysed by Enventure Research, an independent research agency, and treated in accordance with General Data Protection Regulations and the Market Research Society Code of Conduct. Enventure Research will only use information you provide to inform the research. Enventure Research is registered with the Data Controller and is a Market Research Society Company Partner. For our privacy notice, please refer to our website www.enventure.co.uk

If resident seems unsure...

You do not have to answer any questions if you don't want to, and you can end the interview at any time. Are you happy to proceed?

QA Before we start, can I just confirm that you are a Cheltenham resident? *If resident is unsure, confirm they pay Council Tax to Cheltenham Borough Council*

- ◯ Yes
- ◯ No - THANK AND CLOSE

READ OUT: To make sure we are speaking to a good spread of Cheltenham residents, the first few questions are about you.

D1 What is your gender?

- Male
- Female
- I prefer to self-describe
- Prefer not to say

How do you prefer to describe your gender?

D2 How old are you?

- Under 16 - THANK AND CLOSE
- 16-18
- 19-24
- 25-34
- 35-44
- 45-54
- 55-64
- 65-74
- 75+
- Prefer not to say

D3 What is your ethnicity?

- White - British
- White - East European
- White - Gypsy, Roma or Irish Traveller
- White - Irish
- Any other White background
- Asian / Asian British - Bangladeshi
- Asian / Asian British - Chinese
- Asian / Asian British - Indian
- Asian / Asian British - Pakistani
- Any other Asian background
- Black / Black British - African
- Black / Black British - Caribbean
- Any other Black background
- Mixed or multiple ethnic background
- Any other ethnic group
- Prefer not to say

D4 Which ward do you live in?

- All Saints
- Battledown
- Benhall
- Charlton Kings
- Charlton Park
- College
- Hesters Way
- Lansdown
- Leckhampton
- Oakley
- Park
- Pittville
- Prestbury
- Springbank
- St Mark's
- St Paul's
- St Peter's
- Swindon Village
- Up Hatherley
- Warden Hill
- Don't know
- Prefer not to say

D5 If you don't know which ward you live in, please could you tell us your full postcode? This won't be used to identify you in any way

D6 Do any children or young people aged 0-18 live in your household?

- Yes
- No
- Prefer not to say

D7 Do you have a disability?

- Yes
- No
- Prefer not to say

READ OUT: The next set of questions is about living in Cheltenham and your local area.

Q1 Before we ask you some more detailed questions about living in Cheltenham, what <u>one</u> change would you want Cheltenham Borough Council to do to improve your experience as a Cheltenham resident? *RESPONDENT SHOULD ONLY PROVIDE ONE RESPONSE, DO NOT PROMPT*

Q2 Overall, how satisfied or dissatisfied are you with your local area as a place to live? Your local area is the area within 10-15 minutes' walk from your house *SINGLE CHOICE*

- Very satisfied
- Fairly satisfied
- Neither satisfied nor dissatisfied
- Fairly dissatisfied
- Very dissatisfied
- Don't know

Q3 On the whole, do you think that over the past year your local area has got better or worse, or not changed much? *SINGLE CHOICE*

- Got better
- Not changed much
- Got worse

Q4 To what extent do you agree or disagree with the following statements? *SELECT ONE RESPONSE PER ROW*

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Don't know / not relevant
Cheltenham has a vibrant culture and is an exciting place to live						
Cheltenham is a place that offers opportunity for young people						
I would recommend Cheltenham as a place to live						
Cheltenham has a positive future						
By living in Cheltenham, I have the opportunity to grow my career						

Q5 Thinking about the town centre, how satisfied or dissatisfied are you with the following? *SELECT ONE RESPONSE PER ROW*

	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Don't know
The overall cleanliness	○	○	○	○	○	○
The general appearance	○	○	○	○	○	○
Safety during the day	○	○	○	○	○	○
Safety after dark	○	○	○	○	○	○
Cheltenham town centre overall as a place to visit in the daytime	○	○	○	○	○	○
Cheltenham town centre overall as a place to visit after dark	○	○	○	○	○	○
The range of shops available	○	○	○	○	○	○
Events (e.g. Cheltenham Festivals, Farmer's Market, ice rink, Children's Festival etc.)	○	○	○	○	○	○

Environmental issues

READ OUT: The next set of questions is about living in Cheltenham and your local area.

Q6 Which of the following changes, if any, have you made or would you be willing to make in the next 5 years <u>specifically to tackle climate change</u> and not for any other reason such as money, health or personal preference? Please select the response option which most closely applies to you *SELECT ONE RESPONSE PER ROW*

	Have made this change already	Would be willing to make this change in the next 5 years	Have not made this change and would not be willing to
Choose to walk, cycle or use public transport more instead of using a car	○	○	○
Being mindful of food consumption, i.e. growing food at home, minimising food waste, eating local/seasonal produce	○	○	○
Minimise energy usage at home	○	○	○
Avoid single use plastics and plastic packaging	○	○	○
Improve the energy efficiency of my home (i.e. insulation, solar panels, LED bulbs, heat pumps etc.)	○	○	○

Developing Cheltenham

READ OUT: These questions are about the future and development of Cheltenham.

Q7 To what extent do you agree or disagree with the following statements about housing in Cheltenham? *SELECT ONE RESPONSE PER ROW*

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Don't know
There is a need for more affordable homes to buy in Cheltenham	◯	◯	◯	◯	◯	◯
There is a need for more affordable homes to rent in Cheltenham	◯	◯	◯	◯	◯	◯
I am willing to accept some new homes being built on green spaces	◯	◯	◯	◯	◯	◯

Q8 Are you aware of the Golden Valley Development? *SINGLE CHOICE*

◯ Yes
◯ No

READ OUT: Golden Valley Development is building a national cyber innovation centre, cyber park and new homes near GCHQ.

Q9 Cheltenham Borough Council has invested £40 million in the Golden Valley Development and is the driving force behind the project. To what extent do you agree or disagree with the following statements about the Golden Valley Development? *SELECT ONE RESPONSE PER ROW*

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Don't know
I can confidently describe the Golden Valley Development and what will be based there	◯	◯	◯	◯	◯	◯
The Golden Valley Development will be positive for Cheltenham residents	◯	◯	◯	◯	◯	◯
The Golden Valley Development will be positive for the local economy	◯	◯	◯	◯	◯	◯
I would be interested in applying for a job at the Golden Valley Development	◯	◯	◯	◯	◯	◯

Covid-19 pandemic

READ OUT: I'm now going to ask you about the Covid-19 pandemic.

Q10 Has the pandemic had any impact on where you work? *SINGLE CHOICE*

◯ Yes
◯ No

Q11 If yes, what are your current working arrangements? *SINGLE CHOICE, PROMPT IF NECESSARY*

- Changed jobs
- Now work fully from home
- Now a hybrid worker and place of work away from home is in Chelthenham
- Now a hybrid worker and place of work away from home is outside of Cheltenham
- Other

Other (please specify)

Your views on Cheltenham Borough Council

READ OUT: I will now ask you some questions about your views on Cheltenham Borough Council.

Q12 Overall, how satisfied or dissatisfied are you with the way Cheltenham Borough Council runs things? *SINGLE CHOICE*

- Very satisfied
- Fairly satisfied
- Neither satisfied nor dissatisfied
- Fairly dissatisfied
- Very dissatisfied
- Don't know

Q13 To what extent do you agree or disagree that Cheltenham Borough Council provides value for money? *SINGLE CHOICE*

- Strongly agree
- Tend to agree
- Neither agree nor disagree
- Tend to disagree
- Strongly disagree
- Don't know

Q14 Due to these unprecedented economic times, it is likely that Cheltenham Borough Council will need to raise council tax in order to continue to provide valued services and investment in our town. At what level should it be raised? Please note the current rate of inflation is 10.1% *SINGLE CHOICE*

- Above inflation increase
- Increase matching inflation
- Below inflation increase

Q15 Overall, how satisfied or dissatisfied are you with...? *SELECT ONE RESPONSE PER ROW*

	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Don't know
The household collections for domestic waste	○	○	○	○	○	○
The household collections for recyclables	○	○	○	○	○	○
The cleanliness of the streets in your local area	○	○	○	○	○	○
The parks and open spaces provided by the Council	○	○	○	○	○	○
The way the Council tackles anti-social behaviour	○	○	○	○	○	○

Q16 How important is it to you that...? *SELECT ONE RESPONSE PER ROW*

	Very important	Fairly important	Not very important	Not important at all
There is a place within the town centre where the public can make enquiries and access Council services	○	○	○	○
The Council's main office / staff are located in the town centre	○	○	○	○
The public can access the Council's services digitally, i.e. via the website	○	○	○	○

Interaction with Cheltenham Borough Council

READ OUT: The final set of questions is about interacting with the Council.

Q17 Overall, how well informed do you think Cheltenham Borough Council keeps residents about the services and benefits it provides? *SINGLE CHOICE*

- ○ Very well informed
- ○ Fairly well informed
- ○ Not very well informed
- ○ Not well informed at all
- ○ Don't know

Q18 Do you agree or disagree that you can influence decisions affecting your local area? *SINGLE CHOICE*

- ○ Strongly agree
- ○ Agree
- ○ Neither agree nor disagree
- ○ Disagree
- ○ Strongly disagree
- ○ Don't know

Q19 How do you currently obtain information from or about Cheltenham Borough Council?
MULTIPLE CHOICE

- [ ] Leaflets or posters
- [ ] Local media (radio, newspaper, TV)
- [ ] Council website
- [ ] From friends and family
- [ ] Public notice/bulletin boards
- [ ] Directly from your Councillor
- [ ] Council Facebook page
- [ ] Community events
- [ ] Public meetings
- [ ] Other Council social media channel
- [ ] Local Twitter accounts
- [ ] Local organisations
- [ ] Other
- [ ] None of these

Other (please specify)

Thank you.

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Report to January Meeting of CBC Overview and Scrutiny Committee

Summary of December 2022 Meeting of GCC Health Overview and Scrutiny Committee

A full recording is available at the "Online meetings" section of the GCC website. The public information pack which includes all power point presentations is also available on this website. The minutes are not yet available, so this paper is based solely on notes I took at the time.

1. Scrutiny Items

1.1 NHS Dentistry

It had been hoped that a Dental Reform Strategy established in late 2020 which brought together key stakeholders with responsibility for oral health in the region would produce a programme of improvements, particularly in terms of access, to NHS dental services and oral health in the South West. Instead, access has continued to get worse with the total number of adults having access to an NHS dentist in Gloucestershire decreasing to below 30%.

A key factor affecting access is workforce. The lack of dentists in the area undermines the ability of high street practices to meet their existing commitments/contracts. Difficulty returning to pre pandemic contracted activity have compounded the problem, but it's clear now that simply emerging from the issues created by the pandemic will not solve the problem of lack of access. Not one practice in Gloucestershire is currently taking on new NHS patients and NHS England have struggled in 2022 to even purchase blocks of access to patients not already signed up for a practice.

There is no longer a school dental service, and the reality is that many children will never see a dentist unless their parents can afford private dental care for them. It is currently estimated that 20% of our 5 year-olds are suffering with significant tooth decay.

From April 1st 2023 the commissioning of dental service is transferring from NHS England to NHS Gloucestershire but it's not anticipated that any new money will be available and its not clear how this transfer will help to improve the service.

1.2 Mental Health Update

Demand overall has increased dramatically post pandemic, particularly in child and adolescent services which are still set up to only deal with the volume and complexity of cases being experienced in 2019, pre-pandemic.

Crisis Care services attempt to respond within 4 hours and focus on keeping people at home if possible. Admission rates per 100,000 population in Gloucestershire are 132 pa compared with a national average of 188 pointing to the value of our Crisis Team. This team also services the Maxwell centre where police take those they have found in mental health crisis.

Eating disorder services have recently experienced a huge increase in referrals right across the age spectrum. Waiting List initiatives are being run for adolescents to try to catch up with the backlog that has developed.

Community mental health services are currently undergoing a transformation to create locality teams aligned with primary care networks. Currently 12 WTE mental health workers have been recruited to these roles with a further 3 staff are planned for 2023/24.

A transformation programme is also underway in child and young people services. A target of 95% of referrals progressing to assessment within 4 weeks has been set with current performance having improved to 91.5%, The young minds matter initiative has now been rolled out to 118 schools and the aim is for 2000 young people to have access per year from 2023/24 onwards.

1.3 Brief Report from Gloucestershire Hospitals NHS Trust (GHT) on Robotic Surgery
The Chief Executive of GHT had been invited by the Chair of the Committee to elaborate on press reports about robotic surgery services now available within GHT. She confirmed that robots (and the staff with the skills to operate them!) are now in place to carry out Upper GI and oesophageal cancer surgery. GRH is the first site in England offering this surgery for oesophageal cancer.

2. Information Items – see presentations for details

2.1 **Gloucestershire Integrated Care System (ICS) Integrated Performance Report** (IPR)
The most striking data I found to be that 65,537 people are on waiting lists for planned care with 1,446 waiting over a year and 7 over 2 years
On the upside there have been no further 'never' events since my last report 3 months ago and as described below ambulance waits at A&E have improved.
Cancer waiting times, particularly the 62-day target from referral to first definitive treatment are poor compared with those seen historically, however GHT waits are broadly in-line with the national averages. I have requested a breakdown of the 62 day waits by cancer site as the overall figure presented could hide problems in particular specialities.

2.2 **NHS Gloucestershire Integrated Care Board (ICB) Update**

- General Commissioner update including national picture
- Commissioner update focussing on primary care
- Update from provider Trusts, GHT, Gloucestershire Health and Care Trust (GHC) and South-west ambulance service (SWAST). These encouragingly showed that the average number of ambulance handovers per day taking more than 4 hours has declined from 21.3 in April to 0.5 in November.

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GEGSC – REPORT TO O&S MONDAY 30TH JANUARY 2023
COVERING THE 29/11/2022 AND THE 18/01/2023 MEETINGS

The full recording of the 18th January 2023 meeting, together with all the papers, presentations etc. can be found here:
https://gloucestershire.public-i.tv/core/portal/webcast_interactive/736121

The recording and papers for the 29th November 2022 meeting can be found here:
https://gloucestershire.public-i.tv/core/portal/webcast_interactive/720657

Please note that the next meeting of GEGSC will be hosted by Cheltenham in the Council Chamber at 10:00am on 30th March 2023. All Councillors are invited to attend and ask questions.

The Main event will be a presentation from the CBC SLT on its vision for Economic Growth within the District/County.

The main item in November was 'The Gloucestershire Food and Farming Strategy'.

The Agrifood sector accounts for 30% of climate change gases, but accordingly offers the chance to contribute hugely to meeting commitments. There are also opportunities to improve biodiversity, water quality in our rivers and everyone's health through healthier diets and lifestyles.

The presentation from Dr Ben Dent starts about 5 minutes in. Well worth a watch. There are huge opportunities if we can manage to produce and distribute more food locally, as the money would stay in Gloucestershire rather than being siphoned off by large super-markets.

The January Meeting had three linked presentations:

- Supporting Small Businesses and Assistance for Start-Ups – David Owen, G-First LEP
- Addressing the Labour Shortage (There are currently 2.4 jobs for everyone seeking work in Gloucestershire!??) – Pete Carr G-First LEP.
- Economic Dashboard (all the data) – Kate Middleton

The presentations start about 3 minutes into the meeting recording. Both LEP reports were taken as read, with the speakers giving a succinct overview of the main findings followed by Q&As.

The fantastic work of the Growth Hubs supporting start-up businesses was highlighted, but it was noted that traditionally the Growth Hub funding was all EU Money, and that had now ceased. This year, it had meant a 50% cut in government support. Next year it is still undecided what funding may emerge from the Shared Prosperity Fund.

There used to be a few sectors that struggled with vacancies; it is now across the board. Employers were having to be more creative with their job offers, as applicants were interested in work-life balance, and the opportunity to work from home at least part of the time. Job Seekers were also using 'Glassdoor' an anonymous website that allows current employees to give an accurate (?) picture of what it was really like to work for their employer.

This is all putting more emphasis on growing your own employees, rather than trying to poach ones that someone else has trained. (Would you want to work for an organisation that didn't put ongoing training and staff development at the heart of everything it does? People are voting with their feet.)

One of the least economically active groups was 30 to 44 women. There is growing evidence that this is caused by unaffordable (even if you can find it) childcare.

It was noted that the non-UK population had reduced by 1.3 million recently. (You'll notice I've avoided the 'B' word, a habit which seems to be very much in vogue now.)

Cllr Paul McCloskey
Charlton Kings
CBC Representative on GEGSG
23rd January 2023

Overview and Scrutiny, 31st January

Update from Scrutiny Task Group – Tackling Multiple Deprivation (as of 15th November)

The task group has met twice since the last O&S meeting, on 24th November to discuss housing and on 14th December to discuss employment and economic growth.

The first meeting had a broad remit including housing enforcement, living environment deprivation, fuel poverty, crime, policing and antisocial behaviour. Representatives from Cheltenham Borough Homes, Citizens Advice, Severn Wye Energy Agency and a harm reduction charity, as well as CBC housing, enforcement and safeguarding officers, attended to discuss the issues they were facing and the areas in which the council could make a difference.

The second meeting, focusing on employment and economic growth, saw contributions from the Business Improvement District, GFirst LEP, Citizens Advice and the Aspire Foundation, as well as CBC Inward Investment and Revenues & Benefits officers.

At both meetings, Members suggested a number of potential recommendations for the group's final report. These will be determined at the final meeting on 26th January, which will 'mop up' the process to far and agree the recommendations for the final report to go back to O&S.

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

Harry Mayo (Democracy Officer)

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Overview and Scrutiny Committee work plan – 2022/23

Item	Objective	What is required?	Author/presenter
Tuesday 31st January 2023 (deadline 18th January)			
Race week	Outlining the steps the council are undertaking, in partnership with others, to improve residents' experience of race week.	Briefing note on direction of travel	Louis Krog (Head of Public Protection), Andre Klein (Cheltenham Racecourse)?
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.	BSWG summary	Cllr. Matt Babbage (Chair of the Budget Scrutiny Working Group), Gemma Bell (Director of Finance and Assets)
Residents' survey	Detailed look at the results of the residents' survey, including benchmarking against the last results in 2019.	Discussion paper, presentation	Darren Knight (Executive Director Place and Communities)
27th February 2023 (deadline 15th February)			
Race week	Action plan following on from January item, looking to understand the steps the council are undertaking, in partnership with others, to improve residents' experience of race week.	Discussion paper, action plan	Louis Krog (Head of Public Protection), Andre Klein (Cheltenham Racecourse)?
Information Governance	To understand the council's information governance arrangements, how it is performing and the key risks.	Discussion paper, organisational chart/action plan	Claire Hughes (Monitoring Officer)
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, STG report	Harry Mayo (Democracy Officer), Richard Gibson (Head of Communities, Wellbeing and Partnerships)
Culture Strategy	To understand the final version of the strategy, how it will be implemented and how success will be measured.	Discussion paper	Richard Gibson (Head of Communities, Wellbeing and Partnerships)
Cheltenham Trust	How is the Trust performing relative to its business plan? Risks, opportunities and challenges. **(EXEMPT)**	Discussion paper	Laurie Bell (Trust CEO), Richard Gibson (Head of Communities, Wellbeing and Partnerships), Louis Eperjesi (Chair of the Board)

Overview and Scrutiny Committee work plan – 2022/23

Municipal Offices	Update on progress with the Municipal Offices **(EXEMPT)**	Discussion paper	Emma Morgan (Project Manager), Paul Jones (ED Finance and Assets)
Monday 17th April 2023 (deadline 5th 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	Bruce Gregory (Workshop Group), Paul Jones (Executive Director Finance and Assets)
Gloucestershire Airport	Following on from 28th March Gloucester City Council 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 Gloucester City Council O&S?
Monday 5th June 2023 (deadline 24th May)			
End of year performance review	Consider the end of year performance: have we achieved what we set out to, and if not, why?	Discussion paper	Richard Gibson (Head of Communities, Wellbeing and Partnerships), Darren Knight (Executive Director of Place and Communities) Ann Wolstencroft (Head of Performance, Projects & Risk)
Monday 3rd July 2023 (deadline 21st June)			
UBICO Annual Report	To consider the annual report, where Ubico are performing well, what risks are they facing and how they are mitigating them	Discussion paper	UBICO, Client Officer and Cabinet Member

Overview and Scrutiny Committee work plan – 2022/23

Items for future meetings			
Title	**Objective**	**Format and expected date**	**Author**
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	TBD	Paul Jones (ED Finance & Assets)
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	TBD Discussion paper, FAQ responses	Darren Knight (Executive Director People and Change), Ann Wolstencroft (Program Manager, HR), John Chorlton (Chief Technology Officer, Publica)
Wheelchair access	How does the council ensure that disabled access is always carefully considered in CBC's decision-making, and implemented wherever possible?	TBD Discussion paper	TBD
Building Control	General overview and performance review	TBD	Ian Smith (Building Control Manager)
Community Infrastructure Levy Neighbourhood Panels	Cabinet Member Customer and Regulatory Services answers questions on the decisions over allocations, and presents a report evidencing the impact of allocations made with the investment.	Annual item (towards the end of the year)	Cllr. Martin Horwood, (Cabinet Member Customer and Regulatory Services) + officers? e.g. Tracey Birkinshaw (Director of Community & Economic Development), Liam Jones (Head of Planning)

Overview and Scrutiny Committee work plan – 2022/23

Annual Items		
Budget proposals for coming year	January	Chair of the Budget Scrutiny Working Group
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 (after Publica AGM)	Jan Britton (Managing Director), Bill Oddy
Quarter 2 performance review?	November	Richard Gibson (Head of Communities, Wellbeing and Partnerships)