

Cheltenham Borough Council Overview & Scrutiny Committee

Meeting date: 4 September 2023

Meeting time: 6.00 pm

Meeting venue: Council Chamber - Municipal Offices

Membership:

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

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Phone: 01242 264 246

1 Apologies

2 Declarations of interest

3 Minutes of the last meeting (Pages 5 - 12)

Minutes of meeting held on 03 July 2023.

4 Public and Member questions, calls for actions and petitions

5 Cabinet Briefing

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

There are no matters referred to committee on this occasion.

7 UBICO Annual Report (Pages 13 - 36)

30 mins

Objective: To consider the annual performance report, where Ubico are performing well, what challenges and risks they are facing and how these are being mitigated.

UBICO – Rob Heath, Director of Operations; Marvyn Langston, Head of Operations
Karen Watson (Environmental Partnerships Manager)
Councillor Iain Dobie, Cabinet Member for Waste, Recycling and Street Services

8 Cheltenham Borough Homes - Carbon Footprint Report (Pages 37 - 46) 15 mins

Objective : To consider Cheltenham Borough Homes report on their carbon footprint

Emma Wall, CBH Executive Director (Property and Communities)

9 Climate Emergency Overview (Pages 47 - 64)

20 mins

Objective : To consider the progress of the pathway to net zero: what has been achieved, and what are the next set of initiatives

Mike Redman, Director of Climate Change and Place
Maizy McCann, Climate Emergency Support Officer
Councillor Alisha Lewis, Cabinet Member for Climate Emergency

10 Feedback from other scrutiny meetings attended (Pages 65 - 70)

Gloucestershire Health O&S Committee ([11 July 2023](#)) – update from Councillor Bamford

Gloucestershire Economic Growth O&S Committee ([20 July 2023](#)) – update from Councillor McCloskey

Gloucestershire Police and Crime Panel ([7 July 2023](#)) – update from Councillor Clucas

11 Draft Overview and Scrutiny Annual Report 2022-2023 (Pages 71 - 84) 10 mins

Objective : To consider the O&S Annual Report for 2022/23 prior to consideration by Council on 16th October 2023

12 Updates from scrutiny task groups

There are currently no active Scrutiny Task Groups.

13 Review of scrutiny workplan (Pages 85 - 92)

14 Date of next meeting

30 October 2023

15 LOCAL GOVERNMENT ACT 1972 - EXEMPT INFORMATION

The committee is recommended to approve the following resolution:-

That in accordance with Section 100A(4) Local Government Act 1972 the public be excluded from the meeting for the remaining agenda items as it is likely that, in view of the nature of the business to be transacted or the nature of the proceedings, if members of the public are present there will be disclosed to them exempt information as defined in paragraphs 3 and 5, Part (1) Schedule (12A) Local Government Act 1972, namely:

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

Paragraph 5: Information in respect of which a claim to legal professional privilege could be maintained in legal proceedings

16 Exempt Minutes (Pages 93 - 96)

Exempt Minutes of the meeting held on 3 July 2023

Informal de-brief

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

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Cheltenham Borough Council Overview & Scrutiny Committee Minutes

Meeting date: 3 July 2023

Meeting time: 6.00 pm - 8.50 pm

In attendance:

Councillors:

John Payne (Chair), Steve Harvey (Vice-Chair), Nigel Britter, Jackie Chelin, Tabi Joy, Julian Tooke, Suzanne Williams, Matt Babbage and David Willingham (Reserve)

Officers:

Darren Knight (Executive Director of Place and Communities), Paul Jones (Executive Director of Finance, Assets and Regeneration), Ann Wolstencroft (Head of Performance, Projects & Risk), Richard Gibson (Head of Communities, Wellbeing and Partnerships), Louis Krog (Head of Public Protection and DEPLO), Paul Minnis (Director of Major Development and Regeneration) and Andy Taylor (Principal Commercial Accountant)

Public:

Inspector Mike Yates (Gloucestershire Constabulary), Ali Maule, Andrew Lansley (Culture Board Co-ordinator)

1 Apologies

Apologies were received from Councillor Nelson (Councillor Babbage substituting), Councillor Beale (Councillor Willingham substituting) and Councillor Fifield.

2 Declarations of interest

No interests were declared, although Councillor Harvey subsequently declared a non-prejudicial interest in Item 8 Culture Board, as a trustee of Cheltenham Arts Council.

3 Minutes of the last meeting

The minutes of the meeting held on 05 June were approved as a true record, with the following amendments:

- Councillor Willingham asked that his attendance for Item 7 be noted.

4 Public and Member questions, calls for actions and petitions

There were none.

5 Cabinet Briefing

In the Leader's absence, the Deputy Leader attended the meeting but did not have anything to report. There were no Member questions.

6 Matters referred to committee

There were none.

7 Race Week

The Head of Public Protection (HPP) ran through his briefing note, which set out the additional measures undertaken during Race Week 2023, to reduce the significant anti-social behaviour seen in 2022. These included a reduction in daily capacity at the racecourse, additional marshals, police and PCSOs between the racecourse and town, additional toilets and the 'war on wee'.

He said it was difficult to measure whether or not these measures could be regarded as a success, but there were fewer complaints about ASB, which mostly relating to the town centre, suggesting the 'war on wee' was a success. There was a small spike in the amount of illegal street trading, particularly on Evesham Road, but overall it was felt that this year's event was better managed than last year's.

Regarding lessons learnt, the additional toilets displaced the issue, and some areas of town continued to be badly affected. The hydrophobic paint offer was taken up by some residents and businesses but needs to be rolled out earlier, properly funded and more widely applied for full benefit. Feedback from BID suggested a new location for bus pick-ups in the High Street needed to be found, as the current situation can cause anti-social and aggressive behaviour, caused an obstruction of the High Street and issues with widespread litter - GCC needs to be consulted. Parking and traffic management remain issues to be dealt with by GCC and the racecourse, and the lack of parking enforcement, with cars parked and causing obstruction in taxi ranks, pavements and walkways, also needs to be addressed.

Giving the police perspective on the event, Inspector Mike Yates said that race week is by far the biggest and most complex event his force has to deal with, concerning

public order, safety, traffic management and community impact, around the racecourse and across the whole town. He highlighted the following points:

- the police worked with the racecourse and colleagues from neighbouring teams, bringing in extra resource particularly for the evenings;
- the biggest change was the traffic management plan, involving partial closure of Evesham Road. This worked well on quieter days, but caused some challenges towards the end of the week, with people spilling onto the road beyond the closure, causing congestion and public safety concerns. There is still learning to be had here, with regard to how long the closure remains and the impact it has on residents. Traffic management isn't a police issue, but is still something they have to deal with;
- reducing anti-social behaviour is a big part of the operation, with the objective for police to be very visible and to engage in a positive manner. Some PCSOs faced challenging situations, trying to deal with intoxicated people with little support, and it was vital that police were present to give support;
- positive engagement, messaging in advance of race week, and more toilets appeared to result in fewer issues, but it isn't possible to cater for all circumstances - drunk people often behave badly regardless of any preventative solutions, and police have to think about proportionality in the way they handle them.

Members thanked the HPP and police inspector, agreeing that the event felt better managed overall this year. The following responses were given to Members' questions:

- traffic management was the responsibility of the marshals and the racecourse. The police would have intervened if they witnessed any problems with the way the traffic was being handled, although this has caused further problems in previous years by removing them from their assigned duties.. It wasn't known whether marshals received any specific training in traffic management, but if any accidents had occurred as a result of their actions, they would have been liable;
- the road closure was effective and worth doing, although it did annoy some members of the community. The logistics – timings and area covered – could be looked at, but overall it was better having it than not;
- GCC were not invited to attend the meeting, but could be invited to a future meeting, to discuss traffic management and parking enforcement;
- following an incident where repeated assaults on a vulnerable person at the racecourse were recorded as 'damage to property' - thus giving rise to the question of whether we can believe police statistics in terms of reported crimes – there are many layers of complexity around crime reporting, and work has been undertaken over the last few years to ensure that every crime and victim is recorded correctly. Unfortunately, individual cases, sometimes in operationally challenging situations, may not be reported as they should due to misunderstandings, volume and not following proper procedure. This is not an excuse however;

- the input of the new Chair of the Local Resilience Forum, DCC West, and his implementation of a Strategic Co-ordinating Group for the event, looking at the whole picture – racecourse and town – was valuable; he brought a huge amount of experience of large-scale events and improved cooperation,
- apart from police motorcyclists from neighbouring forces, and British Transport Police at the station, there was no other mutual aid;
- although a £40 fine may not deter some drivers from parking illegally or inconsiderately, the police can only remove a vehicle if it is obstructing the highway;
- British Transport Police already work collaboratively with the police in detecting potential criminal offending in anyone, intoxicated or not, arriving by train, but further liaison could be arranged, to explore the possibility of ‘dry’ trains, to reduce the problem of race-goers don’t arrive at the station in the early morning already drunk;
- Martyn’s Law and the use of New Burdens Funding for this will need to be looked at in the future;
- the racecourse provided approximately 50 marshals and there were 15-20 council officers from Public Protection at different times of day. From a police point of view, it is difficult to give the exact number of additional officers drafted in, as the numbers fluctuated across the days; a lot of officers were deployed at the racecourse, but the impact on the community also had to be policed. The demand on the constabulary is huge, but a ballpark figure of around 25 additional officers at any time would be correct;
- the ‘war on wee’ cost CBC £3k, and received significant national media coverage, raising awareness of the issue. About 30 individuals and businesses took up the offer of hydrophobic paint.

The Chair thanked the HPP and police inspector for all their hard work and for attending the meeting. He looked forward to hearing about plans for 2024.

8 Cheltenham's new Culture Strategy

The Head of Communities, Wellbeing and Partnerships said his report sets out the progress undertaken over the last couple of years to develop a culture strategy for Cheltenham, in partnership with the Culture Board. He acknowledged that more work is needed on the action plan, but said that for the first time there was a real sense of direction of travel.

Ali Mawle (Chair of the Culture Board) said this is the first time the town has come together to think about how a wide range of cultural organisations and the wider infrastructure can work together collaboratively on achieving its collective aims for Cheltenham. The growing trust and networking between partners is massive. The Culture Board can act as a first point of call for artists, liaise with developers (including the MX and Golden Valley teams) to ensure opportunities are fairly shared, develop projects together, and improve communication and consultation by working with Marketing Cheltenham, to not only reach visitors but also Cheltenham residents. She said there is still a way to go, and funding is challenging as always,

but with an action plan, together with good will, trust and hope, these are brave steps for the good of the town, and she feels privileged to be part of it.

The following responses were provided to Members' questions:

- whilst it's true that Cheltenham already enjoys a cultural and artistic programme that is the envy of many towns, funding for the arts is low and the strategy aims to increase this, to reach large sections of the town which currently don't engage, and to tap into grass roots talent. It is about pushing beyond for the greater good, increasing participation and bringing more excellence to the town;
- the restrictions placed on live music venues situated in conservation areas, listed buildings, or noise-sensitive premises is an important and challenging question, highlighting the need to balance community, a broad range of music, creative opportunities and the environment. Sharing specialisms is key, as demonstrated by the recent re-opening of The Bottle of Sauce as a music venue, with advice from the Music Venue Trust, a national organisation which understands the challenges in that environment. The Culture Board can bring cohesion to this sort of project. A Member commented that it would be helpful if the Culture Board could speak to Licensing Committee about this at some point;
- without local press or engagement from supermarkets or schools, some areas currently receive very little or no information about events, but the Culture Board is working on communication to ensure events are publicised all over the town;
- the Culture Board is working to ensure that groups representing our ethnically and culturally diverse communities in Cheltenham are represented and engaged in its work;
- engaging with young people is also a high priority, and the Culture Board is waiting for the Cheltenham Trust to establish its young creatives' board to ensure their work can be dovetailed in an effective way. Improving youth engagement across Cheltenham is also being discussed by Cabinet and Council;
- it will be difficult to say when the Culture Board will feel that the strategy is working and its job is done. In one sense, it will never be done until every person in Cheltenham is thriving, but the extraordinary on-going attendance at Culture Board meetings is evidence of the engagement and enthusiasm of all participants. Increased funding will be a real achievement, and KPIs through the action plan will also be a measure of success;
- the remit is broad and unashamedly ambitious, with the three-year strategy set out in bite-size, achievable chunks. Having a huge cultural offer is a blessing and a curse - the economy must have a central voice, but sustainability is also a priority. Resources are limited, but the Culture Board Co-ordinator can bid for Arts Council funding, and potentially increase his hours which could make a real difference. A lot of the input at the moment is based on volunteers and good will, but this forum will bring together large and small organisations.

The Chair summed up, saying that culture is a huge part of Cheltenham's DNA, and the establishment of the Culture Strategy and Culture Board can only enhance its

reputation. He appreciates that it is in a formative state at present, but its scope is ambitious. At a time when it would be easier to cut back than to expand, the Culture Board has made a brave decision to embrace as many aspects as it can. He wished them well, and invited them back to a meeting in one year to report on how they have progressed and what benefits they have brought to Cheltenham.

9 Feedback from other scrutiny meetings attended

No meetings had taken place since June, so there was nothing to report.

10 Updates from scrutiny task groups

There was nothing to update on this occasion.

11 Review of scrutiny workplan

Members were invited to suggest items for future meetings by forwarding them to the sub-committee.

12 Date of next meeting

The next Overview and Scrutiny meeting is scheduled for 04 September 2023.

13 LOCAL GOVERNMENT ACT 1972 - EXEMPT INFORMATION

RESOLVED THAT:

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

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14 Exempt Minutes

The exempt minutes of the meetings held on 17 April and 5 June were approved and signed as a correct record.

A Member expressed his dissatisfaction in terms of the responses to his questions to Gloucestershire Airport who attended the June meeting.

15 Minster Exchange (MX) update

Members considered the findings of the Internal Audit report on the project and had the opportunity to ask questions.

16 Municipal Offices

Members received a presentation from officers on the redevelopment proposals for the Municipal Offices and were given the opportunity to ask questions.

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Briefing Note

Ubico Performance Report 2022-23

Committee: Overview and Scrutiny

Date: 4 September 2023

Responsible officer: Karen Watson, Environmental Partnerships Manager

This note provides 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.

Background

Cheltenham Borough Council is responsible for the funding and provision of environmental services (waste, recycling, street cleansing, grounds maintenance) across the borough. Operational delivery of this is the responsibility of Ubico Ltd, a teckal company owned by a number of local authorities including Cheltenham, monitored by Council officers.

Annually Ubico is required to present a performance report to Overview and Scrutiny Committee covering the previous year's performance for Cheltenham. The report attached covers the financial year 1 April 2022 to 31 March 2023 as well as the first quarter's performance this current financial year so members can see the direction of travel in terms of performance to date. Separately Ubico present their annual business plan to Cabinet.

Performance - CO2e/Green House Gas emissions – a good news story

Most of the Council's fleet of 90+ vehicles are operated by Ubico and were historically internal combustion engine vehicles of varying sizes fuelled by diesel. Following the cabinet decision in December 2021 to transition away from diesel and use certified palm oil free hydro-treated vegetable oil to fuel heavy goods vehicles, replacing 3.5T smaller vehicles with electric where possible and introducing measures to reduce fuel consumption, Ubico has delivered a 492 tonne (approx.) reduction in CO2e/GHG emissions measured at the end of May 2023.

Hydro-treated Vegetable Oil (certified palm oil free) for 2022/23 was 87.7% cleaner well to wheel than diesel, with year to date at 89.95% cleaner. The Council has funded 8 electric charging points at Swindon Road depot and, in addition to the Mayor's car which is charged at the site, Ubico operate 2 electric vehicles with 3 more on order.

The introduction of telematics on most vehicles combined with ECO drive initiatives has delivered an average reduction in fuel consumption across the fleet of around 8,990.87 litres of fuel.

Summary of financial performance – Ubico contract sum 2022/23

Cheltenham Borough Council and Ubico originally agreed a contract sum of £9.16m for the 2022/23 financial year. This was revised to £9.46m following the 2022/23 pay award agreement which was significantly higher than budgeted. Despite a challenging year and some areas of overspend, I am pleased to report that the financial outturn was £80k underspent overall and the reasons are set out below:

Fuel prices were significantly higher than budgeted - £90k overspend
General supplies and services were impacted by inflation - £44k overspend
Vehicle repair costs were also impacted by inflation and an aging fleet - £38k overspend
Delays in vehicle replacement reduced asset recharge for the year - £153k underspend
Waste tipping charges were lower than budgeted - £25k underspend
Employment costs, tyres, premises, insurance, support services recharges were all underspent - £74k underspend

Summary of performance

Ubico have provided the attached report for members to consider with an executive summary on pages 2-6 of the attachment.

I am pleased to report that Ubico have improved their collection accuracy and exceeded their performance target of 99% with an end of year performance rate of 99.92% meaning less bins and boxes were missed at the kerbside. The introduction of in-cab technology during the last year should, once the teething problems are ironed out, improve performance further. In line with other councils across the County, tonnages have dropped in Cheltenham for both refuse and recycling and this may well be due to the cost of living crisis and some manufacturers changing their packaging. Officers continue to work with Ubico to ensure services are optimised and respond to changes at the kerbside.

Risk

Over and above the financial risks facing us all due to inflation and higher costs for fuel, supplies and services and salaries as well as supply chain issues acquiring spare parts for vehicles in appropriate timelines, the main risks are outlined below:

Health and safety risks are very tightly managed by Ubico and they have robust processes in place. Broken glass in recycling boxes or glass mixed with paper presents a significant risk to staff and officers are supporting Ubico to reduce this at kerbside. Batteries, vapes and Nitrus Oxide cannisters present fire risks for collection and disposal.

In common with most other authorities, delays in government guidance regarding consistency of collections and free garden waste collections has presented challenges in determining timing and specification of the waste and recycling fleet replacement now due. Vehicles are now ageing and decisions will need to be taken very soon to reduce maintenance costs.

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Street cleansing and grounds maintenance expertise is in short supply with a buoyant private sector offering higher salaries for grounds maintenance staff. Ubico have a long term plan in place to 'grow their own' with apprenticeships, training and mentoring however in the short term there is considerable risk that older staff retiring cannot be replaced with the same level of skills which may impact on operational delivery of services.

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Ubico Annual Report

April 2022 - June 2023

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CHELtenham
BOROUGH COUNCIL

ubico

Executive Summary

Ubico delivers high quality front line environmental services for our shareholder councils, which support and improve our local communities to remain clean, green and pleasant places to live and work. The company has grown significantly in its first 10 years of operations, with our eighth local authority shareholder joining as a partner in 2021. We set out a new five-year vision for the company in 2021, and in 2023/24, the third year of this vision, we will build on the successes already achieved. Particular areas of focus will be around our people, carbon reduction, digitisation and collaborative working. Ubico's most valued resource is its committed, dedicated and experienced workforce and we must ensure we continue to attract and retain staff with the knowledge and skills required to deliver excellent quality services. Recently, external to Ubico, low unemployment rates, salary inflation and general inflation have created additional challenges to both staff retention and staff recruitment. A salary benchmarking exercise undertaken in 2022 will be revisited in 2023 as it is vital that we continue to evaluate and understand the scale of these challenges and the potential risk to quality service delivery and identify options to mitigate these risks if necessary.

We will also look to develop further in the areas of staff attraction, retention and upskilling. Climate and carbon reduction activity will continue to have a strong emphasis, where we will seek to further improve our carbon reduction activities and support our partners to achieve their carbon goals. Digitisation of our processes remains a pivotal activity, driving innovation and serving as a platform for further development in the future. Our size and geographical coverage places the company in a strong position to explore innovative collaborative and cross boundary opportunities to deliver greater value to our shareholders, and we will continue working with them to progress these opportunities. We will also continue to present proposals for business development and wider partnership working for shareholder consideration.

The report will highlight where Ubico has achieved success and where Ubico are looking for improvements. The report also identifies some of the key risks that Ubico and Cheltenham Borough council are facing with regards to providing the current services.

Executive Summary

The biggest risk that the contract is facing currently on the waste and recycling division of the contract is aging vehicles, and the additional vehicle downtime that this causes. At present it is unknown what the government's stance will be on consistent collections of household waste across England and Wales. This makes it extremely challenging to procure new collection vehicles for the contract that will best meet the needs of the service going forward however Ubico will continue to work with the Council and DEFRA to take informed decisions.

Ubico has seen a reduction in the number of skilled grounds maintenance operatives that are available in the workforce marketplace to fill its vacancies, so has taken a decision to develop their own using the apprenticeship and mentoring route. Whilst this is seen as a long-term solution to plug any future skill gaps in this area it does carry an element of risk. The main risk being that the employee once qualified seeks a better salary and decides to leave Ubico.

Slides 7, 8 & 9, cover the subject of kerbside collection accuracy which I am glad to report has seen a great improvement, meaning that out of the 6,337,500 collections carried out across the last 15-month period only 4,929 properties had a missed collection. The agreed service level agreement is 99% and across the last 15-months Ubico achieved a collection accuracy above this target of 99.92%. Whilst Ubico are extremely pleased with these figures we have since introduced vehicle in cab technology which we are hoping will aid further in reducing the number of missed properties due to the crews being able to provide the customer services team with more data in a quicker fashion. Vehicle in cab technology will allow the crews the ability to record information as well as give the operational office staff the ability to give the crews information, such as bin shed codes and lists of assisted residents and their bin locations.

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The contract continues to see a rise in container deliveries being made to the residents of Cheltenham, there are many factors why this maybe from new properties within Cheltenham requesting them or on the back of recent recycling initiatives that Cheltenham Borough council continue to push to further increase their recycling rates. There is however a certain level of container request abuse that may need to be factored into these figures where residents sometimes use the recycling boxes as free storage containers or planters for their greenhouses.

The tonnages that Ubico have collected over the last 15-month timeframe have seen a small reduction. We believe that this can be partly attributed to the cost-of-living crisis meaning that residents are not disposing or purchasing the same volumes of products as previously being recorded. This can be seen as a good news story as it means that as a Borough Cheltenham are producing less wastage. The positive news that can be seen is a reduction in the refuse tonnage weights despite the increase in number of new properties built in the last 15 months.

Executive Summary

Garden waste subscriptions have seen a slight year on year increase which is a positive outcome as it shows that the service is seen as a major benefit to CBC residents, whilst reducing unnecessary trips to both the Swindon road civic amenities site and the county household recycling centres, thus reducing the carbon footprint that CBC residents produce.

The Street Cleansing and Grounds Maintenance teams continue to provide high quality services across the borough. This can be seen through reduction of service requests that they are receiving with issues such as litter and street cleansing. Working in partnership with the CBC enforcement teams Ubico has seen a significant reduction in the number of fly tipping requests that we are being asked to remove. There are a few reasons for this, firstly the street cleansing crews are taking a more proactive approach when dealing with fly tipping by removing items of evidence prior to the fly tip being cleared. Any evidence found is passed to the CBC enforcement teams so that they can conduct a more in-depth investigation to capture the perpetrators of these environmental crimes.

The slide that is titled complement and complaints is something that Ubico monitor and feed back to the staff representing the company out on the ground, whether that be collection crews, streets cleansers or the grounds maintenance teams. Whilst it is always nice to receive compliments Ubico carry out thorough investigations into any complaints that we receive. One of the most common complaints that we receive is receptacle placement following a kerbside collections crews visit. Using the vehicle: tracker system, the supervisory can ascertain which collection crew was in that area and where deemed necessary monitor and retrain the crews involved. This is an extremely difficult task to monitor as the crews carry out in excess of 97,500 kerbside collections a week, but as a management team we endeavor to tackle this situation to further improve the resident's experience.

Executive Summary

The slides titled Be Safe are a very important section of the report and a subject that I am please to say the Cheltenham operations management team take very seriously.

Vehicle overweights are a topic that Ubico by law must take extremely seriously to ensure that we are complying with our vehicle operating licence that allows Ubico to operate vehicles above 7.5 tons compliantly and inline with the Driver & Vehicle Standards Agency regulations. All vehicles that cross the weighbridge so that the weights of what is being collected can be monitored. This information is then collated and monitored by the management team, to check that a vehicle hasn't gone over its allowed weight. Ubico unlike some companies monitor even the smallest breach that can be 20kgs over the vehicles weight, and deal with the offending driver through a retrain measure or in more serious cases its disciplinary process to ensure that we are protecting other road users across the borough.

The second be safe slide covers the topic of near misses, and although the figures on initial viewing may look alarming, they are not. Ubico are promoting the near miss/ safety concern reporting more than ever as this improves and changes the culture of our workforce when it comes to health and safety. By the crews continuing to report safety concerns it allows Ubico to address any reoccurring health and safety concerns, before an accident happens. Crew inspections for an important part in Ubico's approach to health and safety and are conducted by the operational management team on a monthly basis. Within the inspection crews are monitored to ensure that the correct protective uniform and procedures are being adhered to, and that all of the vehicle and drivers' compliance checks have been carried out to the required standard.

The final be safe slide shows the number of accidents that the contract has had both vehicle and personal over the last 15-month time period. The contract suffered 5 RIDDOR reportable accidents that were all down to employees reaching the 7-working day incapacitation from work regulation that is within the HSE guidelines as a reportable accident.

Executive Summary

All accidents that happen are fully investigated by Ubico and where deemed necessary retraining is given to the teams involved, and all relevant risk assessments and safe systems of work are reviewed.

Absence is monitored by the management teams and the sickness and absence policy is followed in all cases. Ubico use an external company for sickness management which means that all employees can speak to a nurse when reporting an absence. Ubico also has its own mental health first aiders and offer an employee assistance helpline service to all its employees to help manage absence which we are seeing as a great benefit.

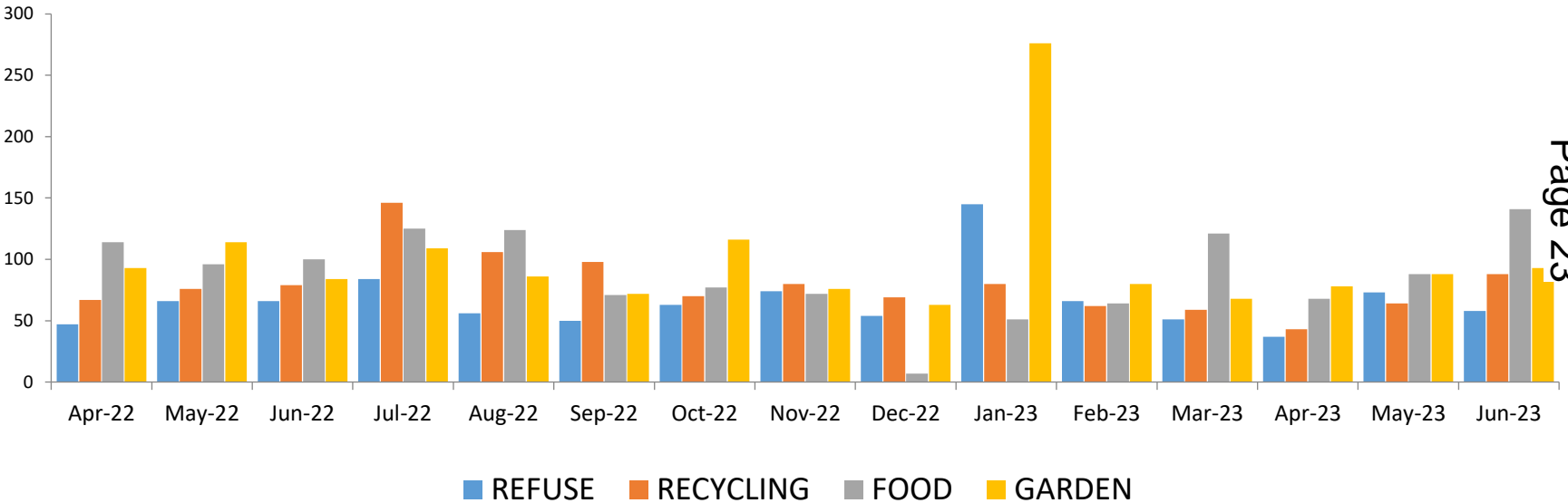
Absence and sickness across the contract is monitored in line with Ubico's policies and the Human Resources team, the contracts management teams are always looking at the best ways to reduce absence. Ubico has taken the stance to proactively manage absence. Ubico use a third-party absence reporting system that its employees must use when it comes to reporting all absences. When an employee rings to report an absence, they now get the opportunity to speak to a nurse who can advise them of the best course of action. Ubico has also introduced mental health first aiders for staff that maybe struggling with these issues. Ubico has seen that by introducing these things a reduction in short term absence has been seen which creates a better moral across the contract.

The fleet team within Ubico are doing a sterling job when it comes to vehicle compliance and service checks and completed 100% of them within the required timelines set out by the DVSA. Working in partnership with the operations teams the contract scored 95.75% on its most recent internal vehicle compliance audit, which is far above Ubico's benchmark of 90% and not easily achievable.

Deliver Quality

Missed Properties

Monthly Reported Missed Properties By Waste Stream

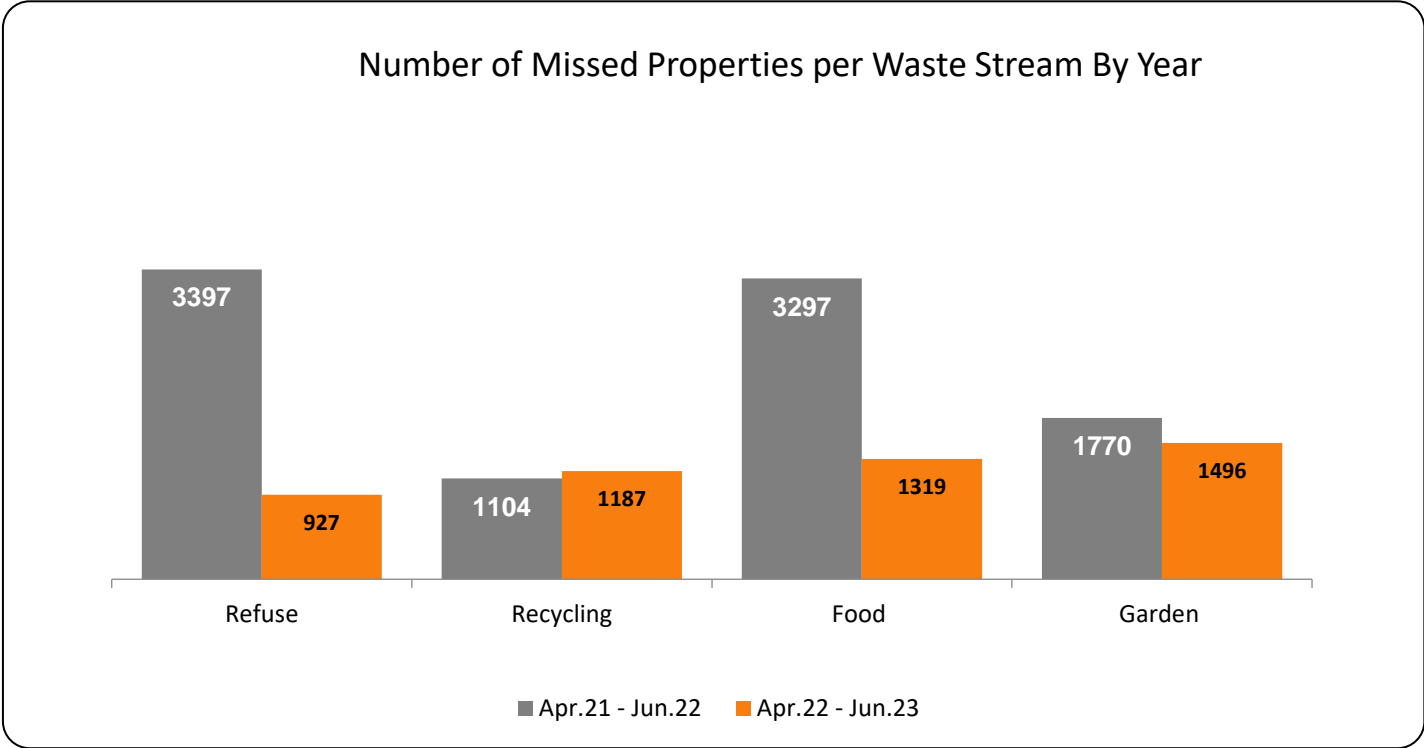


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Deliver Quality

Missed Properties



Deliver Quality

Collection Accuracy

April 2022 - June 2023 over 15-month period

Total Properties Collected from: 6,337,500

Total Missed Properties: 4,929

Target: 99%

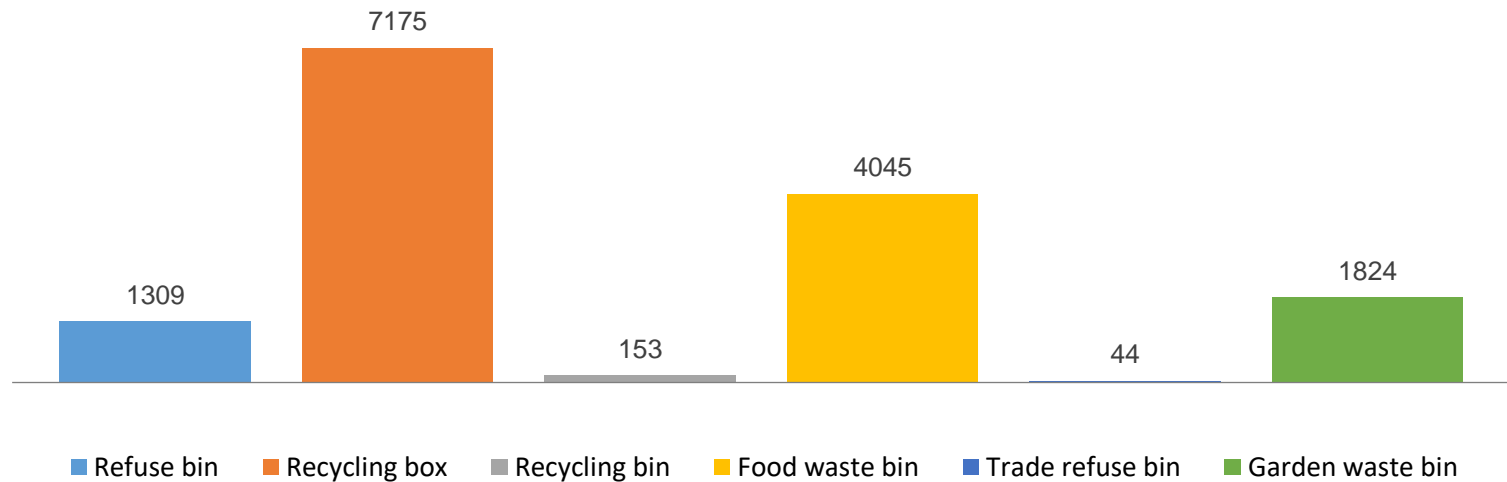
Collection Accuracy: 99.92%

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Deliver Quality

Bin Requests

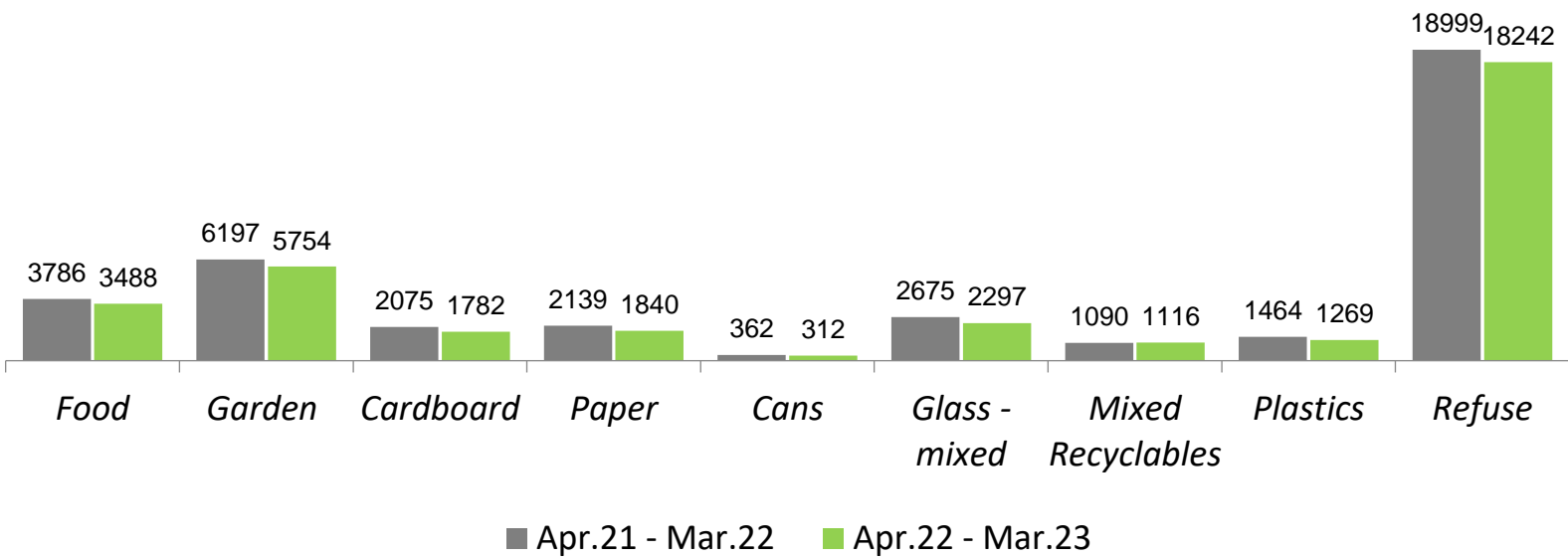
Number of **Containers** Requested by Type
April 2022 - June 2023



Deliver Quality

Tonnages

Kerbside **Tonnages** by Waste Stream



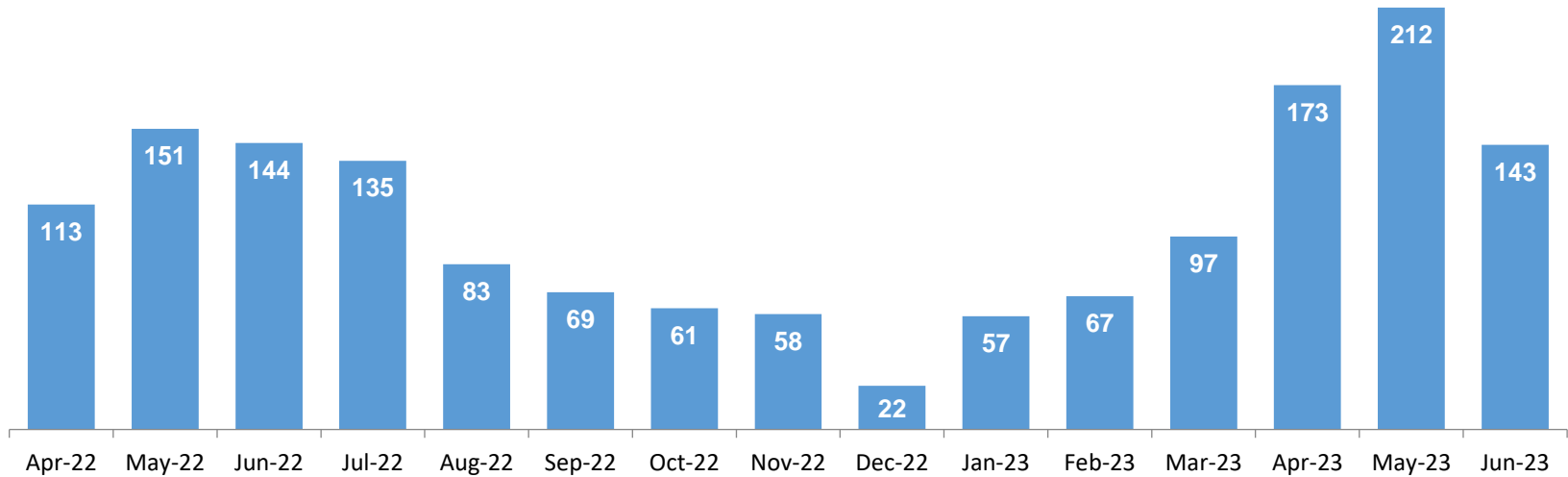
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Deliver Quality

New Garden Waste Subscriptions

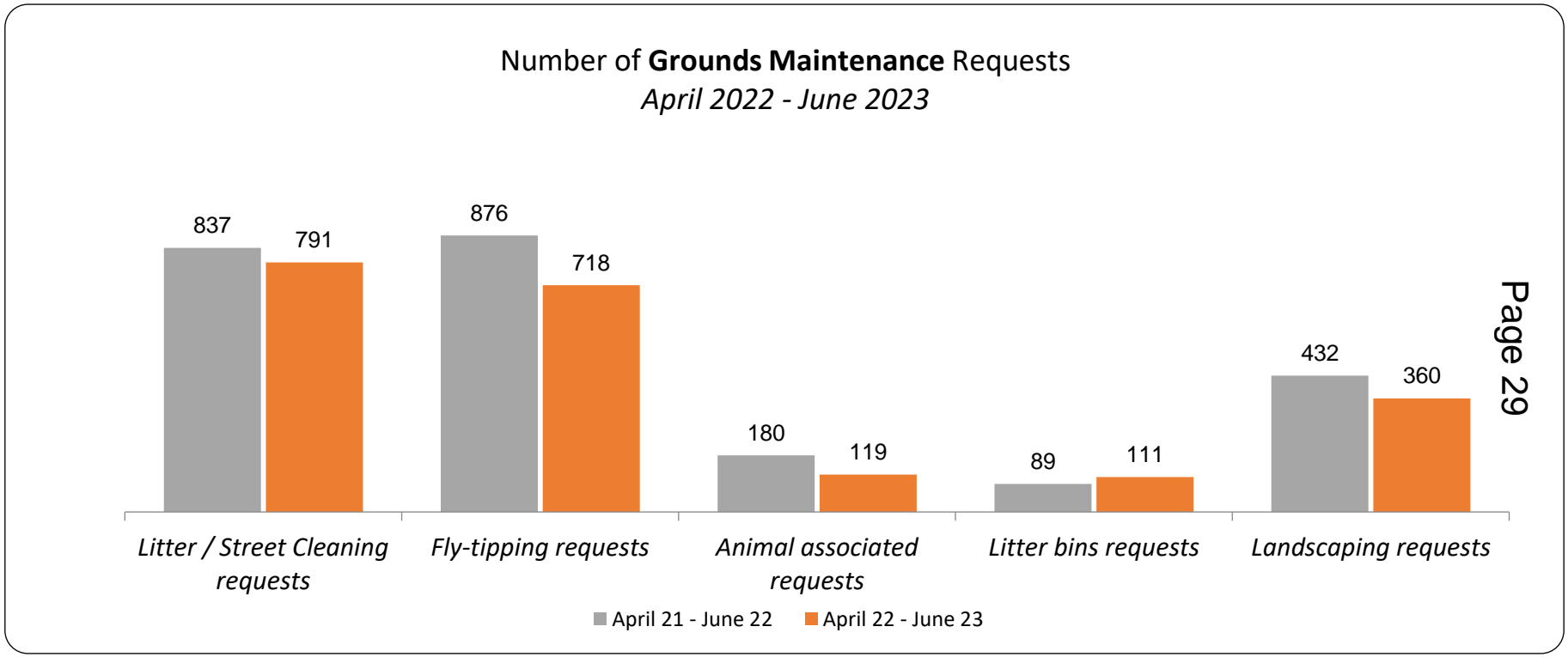
Number of new **Garden Waste** subscriptions



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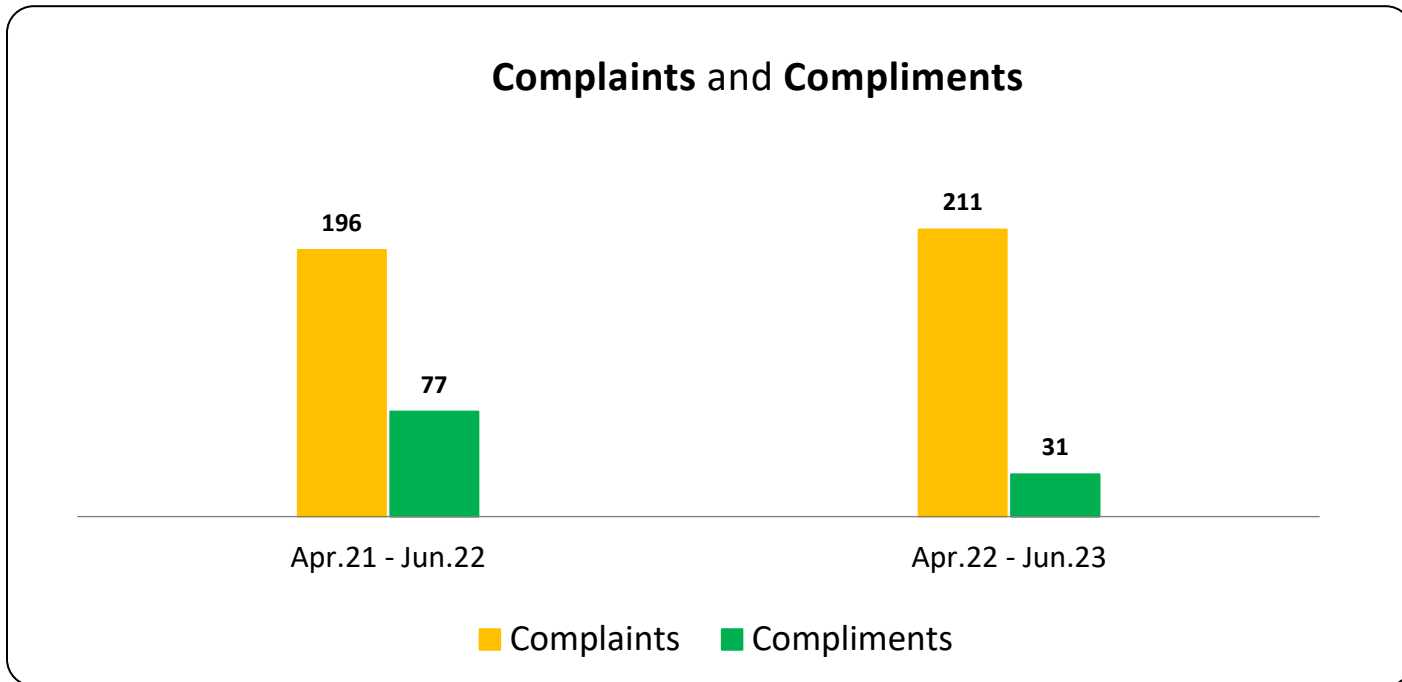
Deliver Quality

Grounds Maintenance Requests



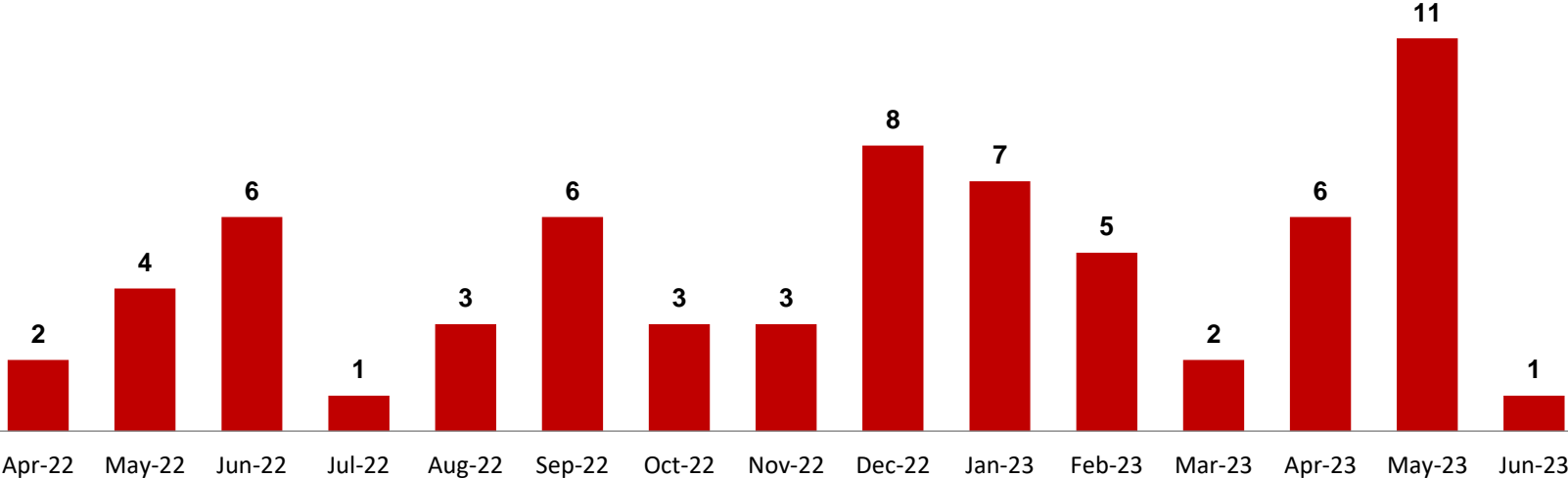
Care for our Environment

Complaints and Compliments



Be Safe- Vehicle Over weights

Number of Vehicle over weights recorded



Target is zero overweight tickets

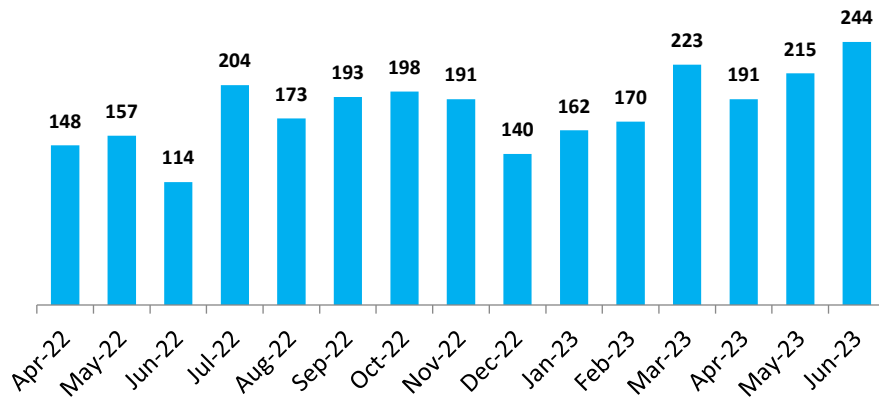


Be Safe

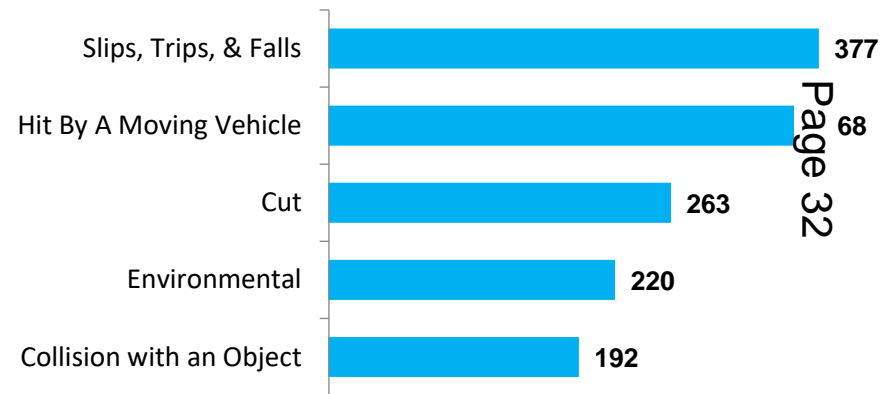
Safety Concern Reporting – Apr. 22 – Jun. 23

A Near Miss or Safety Concern is something that happens which could cause an injury to a person or damage to a property.

Reported **Safety Concerns**



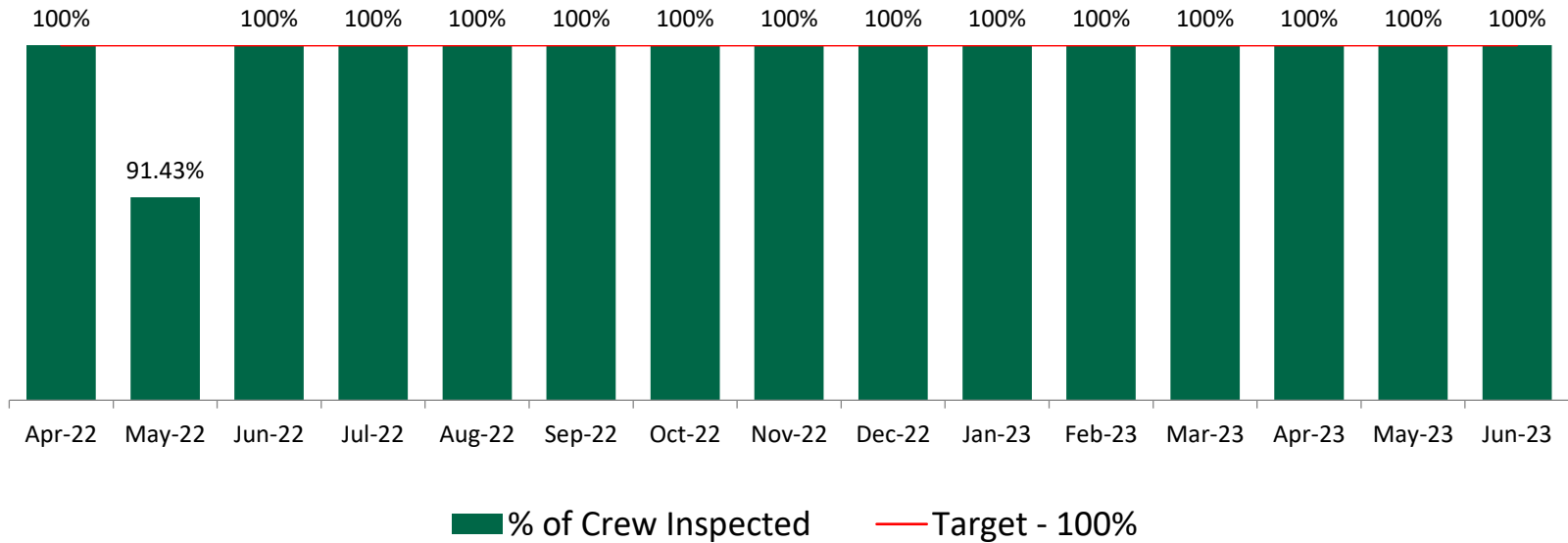
Reported **Safety Concerns**
Top 5 by Incident Categories



Be Safe - Crew Inspections

A crew inspection is an inspection that is carried out to ensure that all Ubico employees are following the safe system of work and risk assessments associated with the tasks that they are performing.

Percentage of **Crew Inspections** carried out each month



Be Safe – Accidents

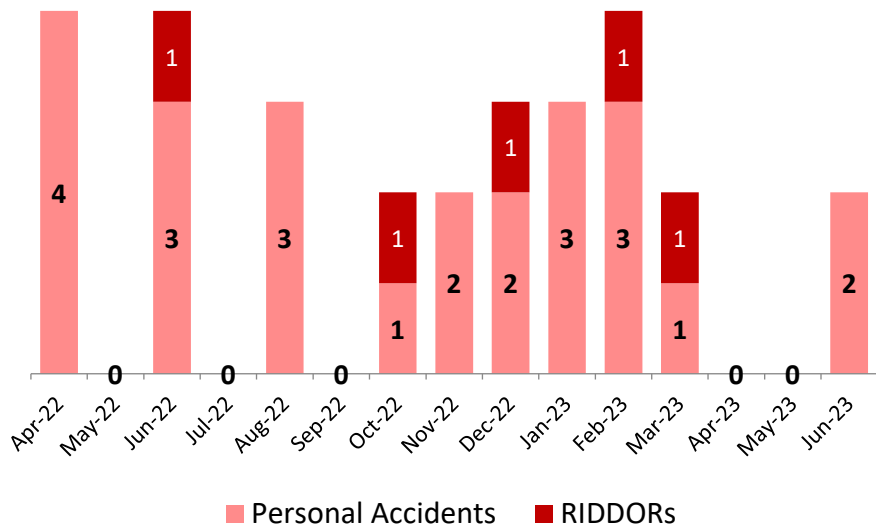
RIDDOR reportable accidents are accidents that need to be reported to the health and safety executive.

Personal accidents are accidents that involve a person but do not meet the RIDDOR reportable criteria.

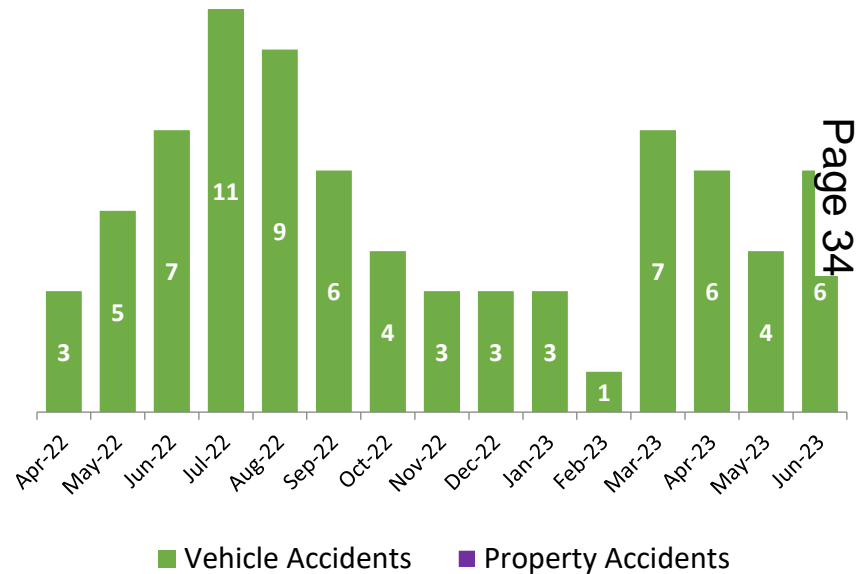
Vehicle accidents are accidents that involve a Ubico vehicle or 3rd party vehicle.

Property accidents are accidents where property has allegedly been damaged.

Personal Accidents and RIDDORS



Vehicle and Property Accidents



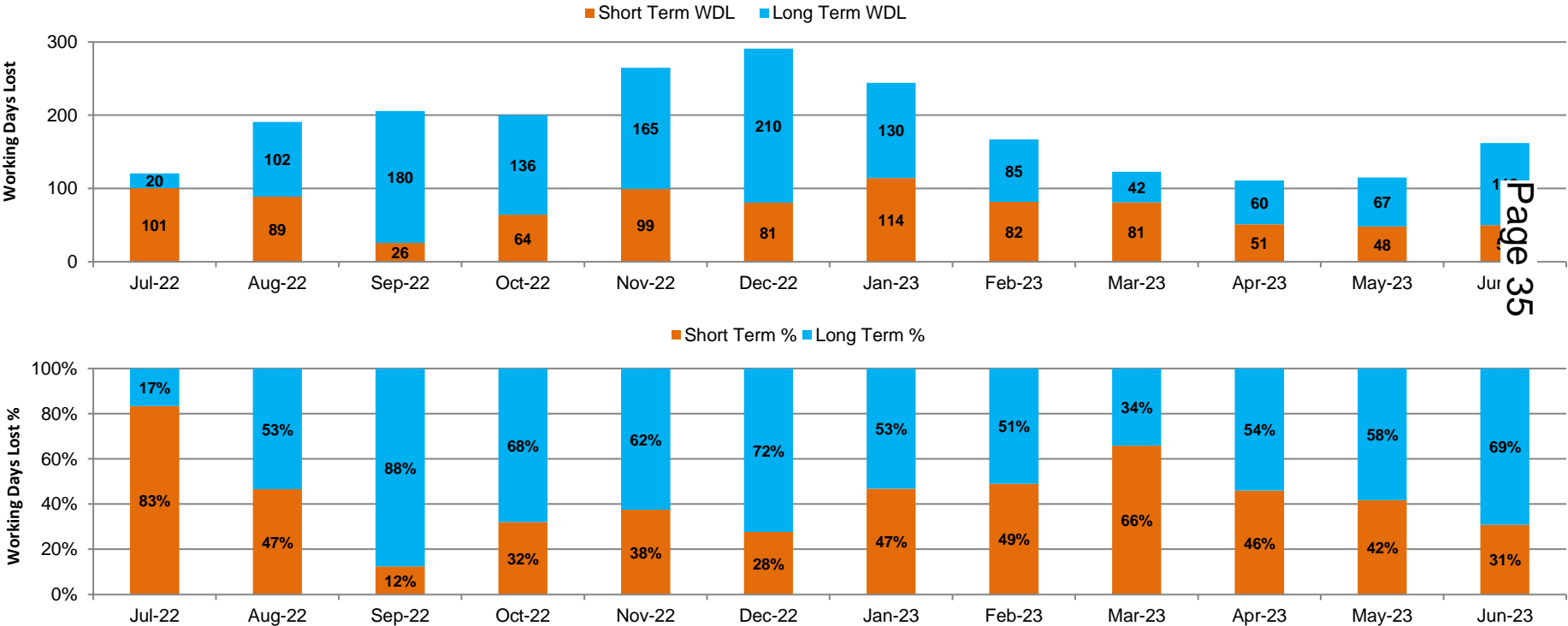
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Absence - Cheltenham Contract



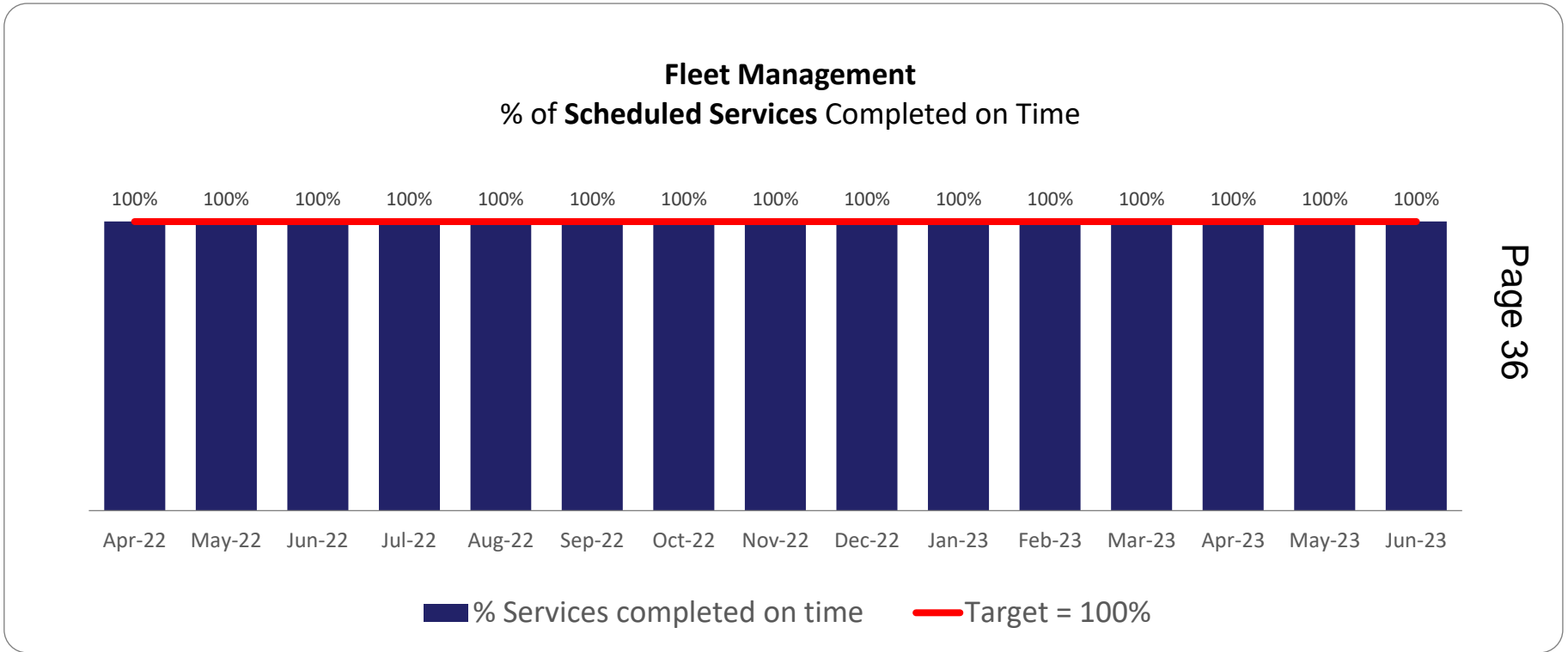
Working Days Lost - Short Term & Long Term Split Cheltenham Contract

Short Term WDL split for the reporting period is **40.3%**. Long Term WDL split for the reporting period is **59.7%**. **25 employees** have registered **29 long term absences** during the period.



Deliver Quality - Fleet

- Traffic Commissioner / DVSA Rating for Apr. 22 – Jun. 23: **Green**
- Internal Compliance Audit Score: **95.75%** (average, combined contracts)



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Information / Discussion Paper

Overview & Scrutiny Committee

4 September 2023

Cheltenham Borough Homes Carbon Footprint Report

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

1. Why has this come to scrutiny?

- 1.1 Since the Council declared a Climate Emergency in 2019 CBH and Council officers have joined forces supporting the ambition to become a net zero Council and Borough, with CBH aligning its efforts with the Council's Corporate Plan 2023/2027 and the Climate Emergency Action Plan (CEAP) through delivering aims set out in the Council's HRA Business Plan 2023-2028.
- 1.2 CBH's annual report on greenhouse gas emissions for the financial year 2022/23 is presented in Appendix 1 to offer an oversight of CBH's carbon footprint and carbon reduction activities. Input and scrutiny of the approach by this committee is welcomed.

2. Summary of the Issue

- 2.1 CBH recognises the need to work in close alignment with the Council to mitigate its impact on climate change. This requires an organisational cultural shift from CBH and our partners together with support for our customers and the communities in which they live to enable and encourage change.
- 2.2 To date CBH has made significant progress towards understanding the scale of the net zero challenge and adopting plans to deliver more sustainable homes and stronger and more resilient communities through carbon reduction actions. In 2020 CBH commissioned a Carbon Impact Assessment and Reaching Carbon Neutrality report which set out how reaching net zero will be incredibly challenging and provided options to reduce CBH's carbon impact with a focus on the existing housing stock, CBH operations and the approach for new housing supply, together with an assessment of the impact on affordability within the Housing Revenue Account (HRA). This concluded that whilst we must continue to be ambitious to maximise the chances of getting as close as we can to the stated ambition, that the delivery of carbon reduction measures

would need to be at a pace and scale viable for the HRA. This approach has been adopted, as defined in the aims set out in the Council's HRA Business Plan 2023-2028.

- 2.2 Homes in the UK account for almost 40% of total carbon emissions and for CBH the homes we manage account for over 90% of our carbon emissions. Reducing the level of carbon emissions from homes across the country is a significant challenge facing Government, and in relation to social homes, the biggest carbon reduction challenge for all social housing providers. To reduce carbon emissions across the sector Government has set a minimum standard for all social homes to be a minimum of EPC band C by 2030. CBH has adopted a carbon reduction plan that exceeds this standard, being aspirational towards the net zero goal and targeting an EPC band B+.
- 2.3 In conjunction with the minimum EPC band C standard, Government has provided housing providers with the opportunity to compete for funding to install energy performance measures, through the Social Housing Decarbonisation Fund (SHDF). Working with housing providers in the County, and Council officers over the last 3 years, CBH have been successful in all 3 bidding rounds so far, maximising the level of funding support against the criteria to achieve an additional £3m (supported by HRA match funding) improving circa 250 homes (through to 2025). Whilst the government has pledged £3.8bn in SHDF funding up to 2030, this is subject to spending reviews, so a watching brief remains on the levels of funding and the eligibility criteria attached, to enable successful progression towards the target. CBH has engaged with the Department for Energy Security and Net Zero (DESNZ) to make available additional funding to reach net zero, however, at present there is no indication that Government will change the funding criteria to support a move towards a net zero target.

3. Summary of evidence/information

- 3.1 The annual report on greenhouse gas emissions: financial year 2022/23 (Appendix 1) provides the annual emission trend through comparison with previous years and compared against the 2019/20 baseline. The baseline report was developed by SUSS Housing, carbon industry experts in the social housing sector, supported by CBH knowledge. Subsequently CBH and Council colleagues have worked to improve and refine the data collection process resulting in improvements year on year in emissions considered in scope and the accuracy of the data. The standard methodology of data collection/reporting is also shared to ensure an aligned approach. This analysis provides a key part of the evidence base showing the progress CBH is making towards the net zero target.
- 3.2 The assessment of CBH's carbon footprint for 2022/23 is 8,782.40 tCO₂e per annum representing a 15% reduction in total emissions between 2021/22 and 2022/23. Of note, the assessment highlights the high proportion of carbon emissions from existing homes (94% of all CBH emissions).
- 3.3 Strategic decisions have been made to reduce CBH's future carbon emissions such as delivering carbon net zero homes on 100% of CBC owned land-led for example at sites such as 320 Swindon Road and former garage sites. CBH have worked with private developers to maximise carbon emission performance in the specification of Section 106 affordable homes demonstrated for example, in the provision of 9 net zero homes at Kidnappers Lane.
- 3.4 Improvements to existing housing, such as the installation of PV at 800 homes to date, 37 cornish type homes recently upgraded with external wall insulation (EWI) and roof

insulation, homes benefitting from loft insulation, the installation of more energy efficient high heat retention storage heating, replacement of double glazed windows, exceeding building regulation requirements for energy performance and more thermally efficient exterior doors across the Borough and around 290 blocks fitted with low energy LED lighting, all delivered as part of the capital improvement programme, improve the energy performance of existing homes, lower fuel bills for customers and reduce carbon emissions.

- 3.5 To achieve value for money and maximise the benefit of existing procurement arrangements and component lifecycles some activities such as decarbonisation of the CBH fleet of vehicles, or component replacements to existing housing as part of the capital investment programme such as moving away from fossil fuels to greener forms of heating, are programmed in line with existing replacement cycles.
- 3.6 CBH also recognises that supporting customers and the communities in the way in which they live is critical in moving towards net zero. Benefits from carbon reduction activities, through improved homes with high levels of energy efficiency result in lower fuel bills for customers, a reduced risk of fuel poverty and improved health and wellbeing. CBH have started to support customers to adopt sustainable practices resulting in long term behavioural change through the specification of products, engagement in neighbourhood works programmes and community engagement activities, however we recognise the considerably higher levels of effort, together with whole society buy-in required to support the necessary cultural shift.

4.0 Next steps

- 4.1 The need to maintain a careful balance between carbon reduction ambitions and other investment priorities within the HRA, such as new housing supply, services, and the maintenance of existing properties, including regeneration efforts continues to be highly important. CBH is closely monitoring the level of SHDF funding and other funding opportunities to maximise the levels of external carbon reduction funding, which are essential in delivering the minimum EPC band C requirement for the existing housing.
- 4.2 Meeting the governments minimum EPC band C requirement, will require consideration of the levels of CBH staffing resource to deliver these technically complex projects, given the logistics of installing different levels of fabric improvements, low carbon heating and PV installations improvements across 700 homes of different archetypes over a six-year time frame together with the support required for our customers to encourage engagement and embrace change. The impact for customers has been considered, as moving to new electric heating and hot water technologies without fabric improvements and decarbonisation of the grid would increase running costs and result in more customers being in fuel poverty. To mitigate these impacts new technology is programmed to be installed after fabric first (insulation) improvements are completed. A programme of option appraisals will be undertaken for properties identified as unviable for achieving EPC C.
- 4.3 CBH will continue to work collaboratively with Council and partners to deliver carbon reduction actions and support a whole business cultural shift. The position of where CBH is now and the carbon reduction plan to reduce emissions up to 2030 and beyond is in place. Engagement with customers will assist them to understand more about carbon reduction and work to change behaviours will become an increasing part of CBH's work. For example, working with customers to understand the benefit of energy reduction improvements will increase the uptake of future retrofit work. Ensuring the

best use is made of new technologies to improve the internal environment in homes, supporting community initiatives to reduce waste and increase recycling and assisting community groups to bid for funding to support local initiatives aimed at reducing carbon emissions and tackling the climate emergency will support customers and deliver stronger and more resilient communities.

Contact Officer :

Emma Wall, Executive Director (Property and Communities), Cheltenham Borough Homes (CBH)

CHELTENHAM BOROUGH HOMES

ANNUAL REPORT ON GREENHOUSE GAS EMISSIONS: FINANCIAL YEAR 2022/23

INTRODUCTION:

Table 1: Definition of Scope 1,2 and 3 emissions

Category	Description	Source
Scope 1	Direct emissions from sources owned or controlled by CBH, such as emissions from company-owned vehicles and fuel combustion in heating systems.	<ul style="list-style-type: none"> Property schemes managed by CBH that have a communal supply of gas (CBC owned properties only) - metered gas use Gas supply to CBH office spaces CBH fleet vehicle fuel use
Scope 2	Indirect emissions from purchased electricity, heat, or cooling consumed by CBH operations and facilities.	<ul style="list-style-type: none"> Metered electricity use for communal areas of properties managed by CBH on behalf of CBC and CBH owned properties Metered electricity use for CBH organisational office spaces
Scope 3	Indirect emissions from sources not owned or controlled by CBH, including emissions from business travel, employee commuting.	<ul style="list-style-type: none"> Business travel and staff commuting All housing stock including that managed on behalf of CBC and CBH owned properties Transmission and Distribution losses from all purchased electricity in Scope 2 Un-official off-sets from communal solar PV arrays

The following elements have not been reported by CBH in this year's report: waste, water use, purchasing of goods and services/procurement

ORGANISATIONAL BOUNDARY:

CBH operates out of offices around Cheltenham. These offices are within shared spaces and space is rented from either CBC or another landlord. CBH runs a fleet of vans as part of the maintenance team.

CBH staff work from several shared office spaces, some shared with CBC (Oakley Community Centre, The Depot, Municipal Offices) and one with the Hesters Way Neighbourhood Project and other parties. (Hesters Way Resource Centre). The percentage of responsibility for energy use based on floorspace occupied is displayed in the table below:

Table 2: Floorspace Percentage Occupied by CBH

Office Name	
Municipal Offices	1.20 %
The Depot	9.5 %
Oakley Community Centre	56.11 %
Hesters Way Resource Centre	25.11 %

CBH manages the Council's housing stock and directly owns a small number of properties. Emissions come from the generation of the energy used within these properties. Energy use in residential properties is usually separated into regulated and unregulated energy.¹ Only regulated energy use is used in CBH GHG emissions calculations.

Some data presented in these carbon figures is based on assumptions, with figures based on estimates rather than actual figures.

RESULTS:

SCOPE 1

Table 3: Breakdown of emissions by source within scope 1, compared against the 2019/20 baseline

Scope 1	2022/23 tCO ₂ e	2021/22 tCO ₂ e	2019/20 tCO ₂ e	% change on baseline	CBH Report 2019/20 tCO ₂ e
CBC properties: Communal heating (gas)	283.64	334.87	331.80	-14.51	361.34
CBH Offices (Gas)	19.55	24.71	24.67	-20.72	39.97
Vehicles (biodiesel)	0.04	0	0	-	-
Vehicles (diesel)	103.38	96.56	91.78	12.65	96.65
Vehicles (petrol)	0.15	0.57	0	-	-
Scope 1 Total	406.77	456.71	448.24	-9.25	497.96

The total of all the scope one emissions for 2022/23 shows a 9.25% reduction on the 2019/20 baseline. The gas purchased for heating is natural gas, and the biodiesel is Hydro-treated vegetable oil. Notable changes in emissions within scope one can be seen in:

- Reduction in communal gas heating within CBC sheltered scheme properties - This may be due to more accurate data collection and the use of actual reads from gas meters.
- Reduction in all gas heating levels may also be due to the need to heat less due to the variation in heating season temperatures and the need to heat less in some year over others. Analysis of the degree day data² does indicate a slight reduction in average quarterly degree days in an annual comparison 2021/22 to 2022/23.
- Increase in use of fleet diesel - The addition of 4 vans to the fleet for increased business usage, all of which run on biodiesel (HVO), has added an extra set of emissions that have not been accounted for in previous years - albeit minimal. The increase in diesel is likely to be due to higher mileages/usage and will be reviewed if it continues to rise.

SCOPE 2

Table 4: Breakdown of emissions by source within scope 2 compared against the 2019/20 baseline

Scope 2	2022/23 tCO ₂ e	2021/22 tCO ₂ e	2019/20 tCO ₂ e	% change on baseline	CBH Report 2019/20 tCO ₂ e
All housing stock (Communal usage - electricity)	107.08	163.08	221.15	-52.22	263.42
CBH Offices (electricity)	11.06	18.95	27.76	-60.14	33.06
Scope 2 Total	118.15	182.04	248.90	-52.53	296.48

The total of all scope 2 emissions for 2022/23 shows a reduction of 52.53% on the 2019/20 baseline. The changes in emissions within scope 2 to note are:

- Use of electricity at CBH managed properties communal supplies
 - The reduction can be partially accounted for by the 'Greening of the Grid' where the energy being supplied for electricity use is less carbon intensive than previous years. There has been a percentage reduction of 11.2% for the 2023 GHG reporting conversion figure³ used for electricity when compared to the figure for reporting electricity in the 2020 GHG conversion factors⁴.

- additional reduction is being investigated but could be, in part, due to estimated billing and hence not a true reduction used for electricity when compared to the figure for reporting electricity in the 2020 GHG conversion factors.
- additional reduction is being investigated but could be, in part, due to estimated billing and hence not a true reduction
- Use of electricity within CBH offices - The reduction here of 60.14% when compared to the baseline is attributed to a number of factors:
 - the reduction in office space; in 19/20 CBH had additional office space in the town centre (all energy use at this site was electrical)
 - the introduction of solar PV at one shared office (HWRC)
 - the introduction of hybrid working - where people now have the option to work from home, less energy is being used within offices.
 - it is also possible that there is a small reduction due to behavioural change, as people become more aware of the environmental impacts of using energy i.e., not leaving lights on etc.

SCOPE 3

Table 5: Breakdown of emissions by source within scope 3, compared against the 2019/20 baseline

Scope 3	2022/23 tCO2e	2021/22 tCO2e	2019/20 tCO2e	% change on baseline	CBH Report 2019/20 tCO2e
Milage (CBH business)	10.44	17.94	17.94	-41.81	17.94
Rail travel (CBH business)	0.02	1.12	1.12	-98.47	1.12
All housing stock (electricity/T&D)	9.14	14.43	16.81	-45.60	22.36
CBH offices (electricity/T&D)	0.93	1.68	2.11	-55.92	3.58
All housing stock	8,086.52	9,455.63	9,400.74	-13.98	9255.39
Solar PV off-set from communal supplies	-24.15	-19.21	-19.21	25.71	-19.21
Employee commuting	174.61	174.61	174.61	0	174.61
Scope 3 Total	8,257.51	9,646.08	9,594.00	-13.93	9,601.02

The total of all scope 3 emissions for 2022/23 -

- Housing Stock - The approach for calculating the emissions from the housing stock has changed in 2022-23. Previously it was obtained directly from SAP 2012 carbon emissions figures, but the emissions conversion factors used in SAP 2012 are fixed and do not reflect the changing emissions relating to the “greening of the grid”. From 2022-23 onwards emissions will be calculated using the SAP 2012 (or SAP 10.2 when this is released) software for energy consumption but with the current government (annual) emissions factors. The government emissions factor for electricity has dropped by over 50% due to the greening of the grid (since the SAP 2012 figures were set) hence the significant (13.98%) decrease in the overall emissions for the housing stock. It is expected that this can be split into CBC and CBH stock moving forward. Even with this reduction the housing stock makes up 94% of all CBH emissions and is thereby a central focus of works involving energy efficiency measures and retrofit that are being carried out by the organisation in trying to make Cheltenham net-zero carbon.
- Business travel claims - Mileage claims for business travel have fallen 41.81% in 2022/23 when compared to the 2019/20 baseline, this could be due to the increase of meetings and events being held via video links. It is measured via expenses claims so the extent to which claims are made (or not) needs to be investigated.
- Within Scope 3 there is the offset of energy that is produced using solar PV systems supplying energy to the communal supplies. The overall solar PV offset figure has been subtracted from the overall total. Solar PV systems supplying individual dwellings are accounted for within the SAP 2012 modelling of each property.

- Employee commuting - This is based on 2019/20 figures. A reasonable and viable annual methodology for the calculation of emissions created by employees traveling to and from work is to be developed.

SUMMARY:

Table 6: Total emissions from 2022/23 compared to previous years, compared against the 2019/20 baseline.

	2022/23 tCO ₂ e	2021/22 tCO ₂ e	2019/20 tCO ₂ e	% change on baseline	CBH Report 2019/20 tCO ₂ e
Scope 1, 2 & 3 total emissions	8,782.43	10,284.83	10,291.14	-14.66	10,395.46

- The total emissions for 2022/23 for CBH shows a 15% reduction on the baseline total of 2019/20 and a 15% reduction on the previous year.
- Scope 3 continues to carry the bulk of CBH's carbon emissions, due to the energy use from the properties that CBH manages on behalf of CBC and accounts for 94% of all CBH emissions.
- It is important to note that there are some differences between the CBC report and the CBH report in terms of what sources area accounted for within the different scopes.
- The following has not been reported by CBH in this year's report:
 - Waste
 - Water use
 - Purchasing of goods and services/procurement

FURTHER WORK:

- A reduction in overall emissions will continue because of the following changes:
 - For scope 3, work on the energy efficiency of CBH managed properties, including EWI, CWI, ASHP installation, Loft insulation etc. to reduce the energy demand of those homes therefore reducing the amount of carbon emissions.
 - For Scope 2, behavioural change in the use of electricity within offices will be the driving force behind reducing energy demand therefore carbon emissions. As the grid continues to become greener, and investment in green energy rather than brown energy grows, emissions across all of scope 2 will fall in future years.
 - For Scope 1, upgrading the CBH vehicle fleet to having several electric vehicles would see a reduction in emissions from diesel fuel use. The maintenance team will look to move towards more electric tools where their tools currently operate using petrol. The reduction of gas use for heating of CBH office spaces will be helped by better monitoring in the future, such as having separate meters for the space that is used by CBH compared to space that is used by others (CBC for example). Reducing emissions caused by heating communal areas at CBH sheltered schemes will come from better controls being installed for heating systems, therefore allowing it to be managed better - and talking to residents of the properties that use the communal spaces and working with them to understand when/why heating is being used. Whilst we will look at low carbon heating alternatives being installed as an option, a big consideration in this will be the running costs as tenants will see these costs in their service charge.

ENDNOTES

¹ Regulated energy is energy consumption by controlled building services, such as space heating (affected by the energy performance/insulation), hot water systems and lighting. This is the energy use that is reported on in EPCs and which landlords have significant control over, i.e., via the amount of heat required within the house (due to its fabric/construction) and the way that heat is generated (via a boiler or similar). Only regulated energy use is used in CBH GHG emissions calculations, and this is based on modelling via RdSAP (not measured energy consumed).

Unregulated energy includes energy use via appliances and other equipment that is not controlled or regulated. This is energy used by residents for the equipment in their homes. Reductions can be made by using more efficient appliances or behavioural change. Unregulated energy is not included in CBH GHG emissions reporting.

² [ET_7.1_JUN_23.xlsx \(live.com\)](#)

³ [ghg-conversion-factors-2023-condensed-set-update.xlsx \(live.com\)](#)

⁴ [Conversion_Factors_2020_-_Condensed_set_for_most_users_.xlsx \(live.com\)](#)

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Information/Discussion Paper

Overview and Scrutiny Committee

4th September, 2023

Climate Emergency Overview

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

1. Why has this come to scrutiny?

- 1.1 In 2021, the Council employed two new Climate Emergency Officers to support its ambition to become a net zero carbon Council and Borough by the year 2030. The Climate Emergency team is committed to annually presenting its continuing work to the Overview and Scrutiny Committee, to offer an oversight of work undertaken since the previous presentation to O&S (in this case, 6th June 2022) and to make known the proposed priority actions for the coming year.
- 1.2 The priorities and actions of the Climate Emergency team are transparently presented here, based on the understanding that there is cross-party support for local action to help tackle the climate emergency and therefore, positive input and scrutiny of the proposals by this committee is welcome.

2. Summary of the Issue

- 2.1 The Climate Emergency Action Plan (CEAP) is significantly relevant to Corporate Priority 2: '*Working with residents, communities and businesses to help make Cheltenham net zero by 2030*'. The Climate Emergency team wishes to provide the opportunity for the committee to provide collective input, ensuring that all decisions are transparently made or challenged where appropriate, with carbon reduction considerations being paramount.
- 2.2 There is a need for greater understanding that reaching net zero will be incredibly challenging. The entirety of the council has an important role to play in mitigating our contributions to climate change and a cultural shift must be embraced to ensure **all** decisions take climate implications seriously into consideration. In addition, CBC will require support and change from all those living and working in Cheltenham, as well as businesses and partner organisations like the County Council and the National Health Service.
- 2.3 For a significant reduction in our carbon footprint, a shift away from non-renewable energy sources, such as gas, has been and will continue to be an absolute priority.

The recent energy crisis resulted in utility bill price increases of up to 400% for the residents and businesses of Cheltenham, and the Council has not been immune from this pressure. To help mitigate this, we all need to change the way we live and work in order to reduce our consumption and to wean ourselves off our continuing reliance on fossil fuels. Improving the energy efficiency of our assets and the deployment of additional renewable energy generation opportunities will continue to be prioritised.

3. Summary of evidence/information

3.1 Since previously presenting its work to the Overview and Scrutiny Community on 6th June 2022, the authority has made some significant strides towards the Council's net zero ambitions by delivering on key actions set out in the CEAP. Some of the key achievements are outlined below. These are categorised as either climate change mitigation (reducing our greenhouse gas (GHG) emissions), or climate change adaptation (responding to the expected impacts from climate change to create a more resilient Cheltenham):

Climate Change Mitigation

- In September 2022, a new Heating and Energy Policy was approved, setting out key commitments to be applied to all energy activity within the Council and Council-owned Properties. Our key objective is to manage and reduce our energy usage within all Council buildings, particularly those that are part of our operational portfolio. Between January and July 2023, the Council was lacking an officer with energy management responsibilities and therefore the actions set out in the policy were not progressed as quickly as expected.
- To assess the feasibility of renewable energy generation on council owned assets, the South West Net Zero Hub was commissioned to complete a solar appraisal in respect of 12 of our operational properties. The final report recommended prioritising the following sites for solar PV: Cheltenham Leisure Centre, Prince of Wales Stadium, Municipal Offices, Cemetery and Crematorium. The next step is to complete a structural survey and develop a business case for the appropriate sites, taking account of our forward-looking operational needs and asset management strategy.
- CBC took part in a study funded by the Governmental Department for Business, Energy and Industrial Strategy (BEIS) working with a consultant specialising in heat networks and district heating, to investigate the potential for heating zones within Cheltenham. The data from this study has fed into the new Energy Security Bill and has directly impacted current Government policy. We have been awarded further funding to carry out two more detailed feasibility studies, in order to explore the potential to develop heat network zones at the Golden Valley Development site and in the Town Centre. Heat networks generally avoid the need for individual boilers or electric heaters in every building and are able to use local sources of low carbon heat which would otherwise go to waste. This technology is not entirely new and has been successfully deployed in Europe and in the UK.
- Cheltenham Borough Homes (CBH) were successful in gaining £800,000 of

funding support from the Social Housing Decarbonisation Fund Wave 1 to improve 59 homes on a fabric first approach. This includes the installation of external wall insulation, upgraded loft installation, improved ventilation and smart monitoring. A ground source heat pump system was installed to supply heating for a sheltered scheme of 25 units; windows were renewed ahead of these works to further improve the energy efficiency of the homes and their ventilation; cavity insulation and upgraded loft insulation are also being installed. CBH were also successful in Wave 2 of the fund and were awarded £2m through the consortium bid, led by Stroud District Council, to improve the energy efficiency of an additional 187 homes.

- In an effort to reduce the carbon footprint of our Cheltenham fleet, there are now two electric vehicles operated by Ubico. One used by the toilet cleansing crew and one by a grounds maintenance team. We hope to expand this further, and are exploring options to ensure that the depot can meet the needs of a new, more sustainable, vehicle fleet.



- The installation of telematics on all CBC vehicles operated by Ubico is now standard. This monitors driver behaviour and supports the training of drivers to reduce fuel use, whether this is diesel or our drop-in fuel, Hydrogen Treated Vegetable Oil (certified palm oil free) which is 87.7% cleaner 'well to wheel' than diesel. This is helping to reduce fuel consumption and the associated emissions through changing behaviours.
- UKSPF funding is providing finance for up to 300 licences for the Zellar platform, as part of efforts to get Cheltenham businesses to net zero by 2030. The programme is delivered through CheltenhamZero, a partnership with the local Vision 21 charity, whose membership has exceeded 130 local businesses and community groups committed to working together to help propel the town towards zero emissions by 2030.



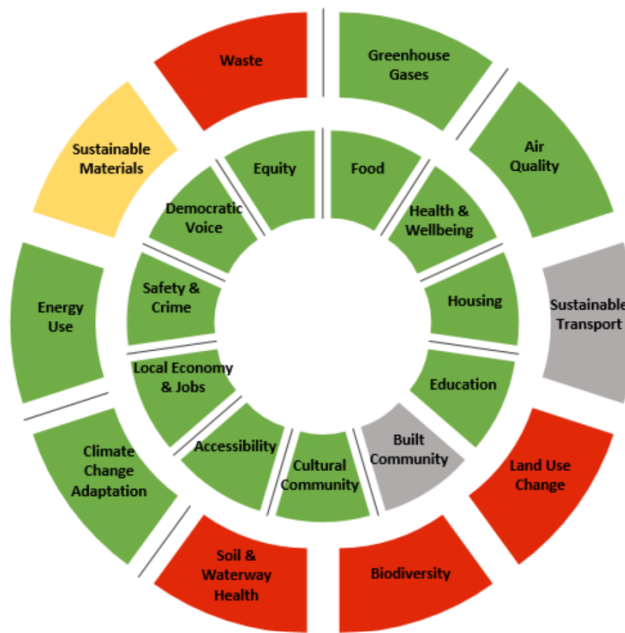
- Approval was given for Cheltenham’s Green Deal to fund enhancements to the Building Management Systems across the CBC estate to control the operation and consumption of energy for heating and cooling. The roll out of the BMS Optimisation programme, due to be delivered in autumn 2023, will help deliver cost savings and reduced carbon emissions. This will be achieved by preventing unauthorised access and unnecessary changes to the heating systems across buildings occupied by CBC and the Cheltenham Trust.
- We are currently working to provide loan support to Cheltenham Town Football Club (CTFC) to help fund the installation of a large solar array, which is likely to be the largest such renewable energy installation in the town to date and will make the club the greenest in Division 1 of the English Football League. The club plans to install a number of high capacity EV charging points in conjunction with this scheme at the Whaddon Road ground. CTFC is willing to work with CBC to help promote their approach to sustainability to the wider business community and local residents.
- Just under £30k grant funding was awarded to Cheltenham community groups to support their net zero journey. Christ Church Cheltenham, 1st Prestbury Scout Group, East Gloucestershire Club Ltd, 10th Cheltenham Scout Group and Hester’s Way Partnership were awarded up to £10k each to fund energy efficiency projects on their buildings, helping to reduce carbon emissions and mitigating the impact of rising energy costs.
- Cabinet adopted Cheltenham’s [Air Quality Action Plan](#) in May 2023. The action plan outlines 16 specific actions deliverable by CBC in partnership with the county council and other organisations. Due to the nature of the action plan, certain actions will have an ongoing measurable impact, whereas others have a definitive deadline and outcomes. Since May, good progress has been made on delivery of the Air Quality Action Plan. For example, we have successfully recruited an officer to deliver the various strands of education and awareness campaigns. The adoption of an air quality supplementary planning document has also been completed. The next steps are to review the borough’s Smoke Control Zones and the adoption of powers to deal with stationary idling of vehicles. A multi-agency meeting was arranged for the end of July to share the Air Quality Action Plan with key partners and to decide on individual roles and responsibilities for delivery of the plan.



- In March 2022, the authority consulted on a draft “Licensed vehicle emission and wheelchair accessibility policy”. This draft policy sets out the authority’s approach to implementing a net zero licensed taxi fleet by 2030. In September 2022, a Cabinet decision was made to launch a further, more focussed, consultation seeking views from people with disabilities and their experiences of using Cheltenham’s licensed vehicles. Whilst the results of this survey were being analysed, Cabinet agreed to phase out euro 3 and 4 licensed vehicles in 2023.
- Based on the results of a Mobilityways staff travel survey, a number of barriers preventing staff from travelling to work more sustainably were addressed. Improvements were made to shower, changing and bike storage facilities at the Municipal Offices, signposting was improved and pool bikes were repaired. Lunchtime walks and e-bike trials further encouraged staff to try something different, ultimately encouraging them to leave the car at home.

Climate Change Adaptation

- For the necessary shift towards a more climate focused culture at CBC, the Climate Impact Assessment Tool (CIAT) was developed in conjunction with West Oxfordshire District Council and applied within our decision-making process to help ensure that new projects and policies are aligned with the Council's commitment to climate action. The tool, which has been widely acclaimed, is designed to enable officers and decision-makers to easily evaluate the environmental and social impacts of projects and policies from the very start of decision-making on project and policy development processes. The team at Cheltenham Festivals has further developed the tool into a free-to-use, simple toolkit to assess an event’s community, accessibility and environmental sustainability impacts. <https://www.vision2025.org.uk/its-a-date-for-the-green-events-code/>

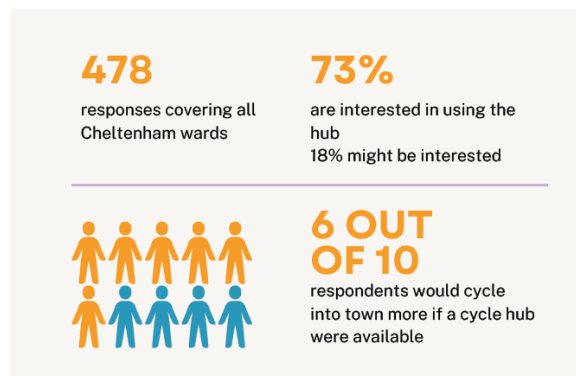


- The Cheltenham Culture Board has recently agreed its new strategy for culture which includes the following commitment: “Use culture, creativity and innovation to contribute to Cheltenham Zero and work collectively to address the climate emergency.” The board has made progress towards this commitment including establishing a sustainability working group that is advising the board and has already hosted a Cycle Hub network meeting.
- With match-funding support from the European Regional Development Fund (ERDF), £900,000 was invested to improve habitat and biodiversity across 14 sites in Cheltenham. The project has focused on providing for pollinators and in particular, solitary bee species. Meadow creation, tree planting, community orchard creation, pocket parks, rain gardens, perennial planting and bulb planting are just some of the range of improvements made to help support nature.



Seems appropriate for some details on this, our big county wide biodiversity memorandum, here: [Report for \[Committee, Date\] \(cheltenham.gov.uk\)](#)

- UK Shared Prosperity Funding (UKSPF) is being used to develop a central cycle hub for visitors, residents and staff to securely store their bikes. This is to encourage more people to cycle into town instead of driving private cars, which will help to reduce emissions and improve air quality and public health. A survey was published to gather feedback on what the facility would mean to residents and what they would like to see in the hub.



- A new partnership project with Planet Cheltenham and GCC commenced to support 11 Cheltenham residents over 8 months to put their sustainability ideas into action to make their part of Cheltenham better for both people and planet. The 'Cheltenham Changemakers' programme will see participants develop their own project plans, which will come to fruition in autumn 2023. Planet Cheltenham will receive further support for its community climate action with Cabinet approval for a £17k contribution to the Planet Cheltenham hub building from our Neighbourhood CIL funds.

- Over 2,000 new trees were planted in 2022-23. These were a mix of native and non-native species, large and small, short- and long-lived, with both insect and wind pollinated species. Increasing the diversity of tree species grown in Cheltenham is a key adaptation strategy for building resilience to climate change-related threats. The impact of Ash die-back is being addressed where appropriate, however it is not possible to control this devastating disease/fungus. Many new Tree Protection Orders (TPO) are being applied through the relevant planning mechanism and recommendations have been made by CBC Trees Officers to enforce developers to plant trees on development sites.
- Volunteer Himalayan Balsam ‘bashing’ days took place over the summer to help control the spread of this invasive species, with the aim of improving the health of the river Chelt. Himalayan Balsam outcompetes native plant species for resources such as sunlight, space and nutrients. The balsam has very sugary nectar which tempts bees and other pollinators away from native plants. The native plants are then less likely to be pollinated and so produce less seed. Himalayan Balsam dies in winter and leaves river banks bare and vulnerable to erosion. This can reduce water quality, cause sediment to collect in fish spawning areas and can lead to increased flood risk.
- Work in Pittville Park continues following the successful [introduction of seed species harvested from Leckhampton Hill](#) last year, and the same is planned for the west side of Tommy Taylors Lane later this year.



- Grazing took place on both Leckhampton Hill and Charlton Kings Common between October 2022 and March 2023. The cattle were removed during spring to allow the wild flowers to proliferate. Gorse and shrub removal has continued on Leckhampton Hill as part of the National Grid funded work to restore Cheltenham’s grassland, increasing the grassed area that the cows graze and the hectareage of calcareous grassland and associated wild flower species.

- In partnership with the friends of Griffiths Avenue Nature reserve, work has continued managing the woodland and meadow areas. A wild flower area was seeded, and surveys were undertaken of moths and bats utilising equipment supplied by the University of Gloucestershire; the results from this will inform future management. Bat surveys were also undertaken in Pittville Park, and Sandford Park by volunteers.
- The attenuation ponds built to store drainage water from the newly refurbished Burrow's Playing Field have been planted with marginal aquatic plants to create a wetland habitat
- The CBC flooding team (Flood Risk/Drainage Officer and Support Officer) was established in September 2022. Prior to the current team being posted the flooding work streams were shared between a flooding resilience officer and an external Publica Flood Risk Management Team (through a technical support contract) following the retirement of the previous CBC flood risk engineer in 2020. The main responsibility of the flooding team is to improve the Borough's resilience to flood risk, in both existing and future climates. Predictions for future climate indicate that storm rainfall intensities are likely to increase, which will have a significant impact on flooding in short-response/flashy urbanised catchments like Cheltenham. The team work collaboratively with numerous CBC departments and other Risk Management Authorities (Environment Agency, the County Council, and Severn Trent Water) to build resilience through a range of workstreams which are listed below and described in more detail in Appendix i. Key priorities include:-
 - Ensuring new development manages flood risk and the water environment through planning and watercourse consents. Promoting sustainable drainage systems (SUDS) that incorporate habitat and amenity value as well as drainage.
 - Managing CBC-owned watercourses and drainage assets with a sustainable approach to mitigate flood risk, improve water quality, and promote biodiversity / habitat creation.
 - Community engagement projects and partnerships to improve community resilience and implement more nature-based solutions to flood risk management within the Borough.
 - Emergency response support and recovery to flood events.
- The Climate Change Supplementary Planning Document (SPD) was created to communicate CBC's ambitions and requirements for all buildings within the borough and sets out how applicants can successfully integrate a 'best practice approach' towards climate and biodiversity in their development proposals. CBC Planning Officers continue to endorse the SPD and the need for a considered response in any pre-application discussions. The SPD was highlighted to one applicant where the original submission made no mention of sustainability and the applicant later responded with a climate change statement and a proposal that includes solar panels on each dwelling and

enhanced landscaping. Since the adoption of the SPD, most applications now include a Sustainability Statement as standard.

- The climate team arranged multiple screenings of the [2040 movie](#), including a panel and screening event at the Cheltenham Science Festival. The film presents some practical solutions to environmental concerns with the hope that the filmmaker's daughter, 21 years old in the year 2040, has a more hopeful future. The screenings encouraged positive conversation around the climate agenda.

3.2 Looking ahead to the next 12 months, the Climate Team will continue to prioritise reducing the direct energy consumption of CBC and its closest delivery partners. There is a direct link between energy consumption and carbon emissions and with the higher costs resulting from the energy crisis, it is imperative that we take this action now. Key priorities will be:

Climate Change Mitigation

- Appraising options for energy reduction interventions across the estate. This will include taking forward the installation of solar PV on a number of our assets and designing a works programme hierarchy with supporting business cases, based on the anticipated impact of the projects.
- Driving forward the recommendations within the Council's new Heating and Energy policy, through delivering a behaviour change programme linked to real-time energy monitoring, to actively help reduce CBC's energy consumption.
- Continuing to work with local businesses and CBC suppliers to drive the wider adoption of the CheltenhamZero Partnership, influencing behaviour change, collaboration and the sharing of information and best practice. A grant fund totalling £100k will be made available to local businesses who have signed up to CheltenhamZero and the Zellar platform, to support their climate action work.
- UK Share Prosperity Funding was allocated for the installation of electricity provision in two of our parks and gardens: Imperial Park and Montpellier Gardens. In the coming year, a multi-disciplinary team of engineers will properly scope the project requirements in order to deliver this project which will reduce the reliance on fossil fuel powered generators, particularly for events.
- Deliver around 40+ Electric Vehicle (EV) chargers, with the majority being in the fast/rapid category. In addition to this, we continue to work with GCC to support their provision of charging points for areas with limited off-street parking. Slow responses from the electricity Distribution Network Operator (DNO) have been the primary reason for delays to date.
- Furthering our commitment to reduce the carbon footprint of our Cheltenham

fleet, there are now three more 3.5 tonne and under electric vehicles on order which will be operated by Ubico during 2023. All 8 EV charging points provided at the Swindon Road depot will be utilised by the end of the year, including for the charging of the Mayor's car.

- Environmental Services continue to optimise the number of vehicles in use to deliver services, to reduce the carbon footprint of our fleet, including looking at our collection rounds and the payload of the vehicles. The introduction of the Podback scheme (coffee pod collection) and FlexCollect (flexible plastics collection) by our existing fleet will be further rolled out in the next 12 months.
- Waste reduction initiatives will continue over the next 12 months to reduce the amount of refuse generated and encourage more recycling of materials which cannot be reduced or re-used. This work will be delivered in conjunction with cross county initiatives via the Climate Leadership Gloucestershire waste group.

4. Next Steps - possible next steps for the committee to consider.

- 4.1** Any transition to low or zero carbon emissions vehicles is unlikely to reduce the number of vehicles on the road, or necessarily improve air quality to the extent required (for example, particulates are still generated from tyre-road abrasion). Many of the existing problems associated with personal transport such as cluttered streets and congestion are likely to remain, or intensify. There is also a significant up-front embodied carbon cost associated with the production of new vehicles.
- In July 2022, a Motion was carried at Gloucestershire County Council's (GCC's) full Council meeting. The Council resolved to call on the Environment Scrutiny Committee to establish a task and finish scrutiny group to examine and make recommendations on how bus service improvements can be achieved. A task group was subsequently set-up in January of this year. The Council Leader, along with relevant officers from the Climate team, will meet with the task group to understand and feed into the long-term strategic aims, objectives and targets for Gloucestershire's local bus services. This will include the relationship with GCC's other transport and corporate policy objectives, including decarbonisation and the Gloucestershire 2050 vision.
- 4.2** Work is being commissioned through Climate Leadership Gloucestershire to undertake a Climate Risk and Vulnerability Assessment for the County which may well have resourcing implications at a local level, beyond those already identified.
- 4.3** Staffing changes in the climate department have created an opportunity to reconsider the strategic priorities of the department, and reflect that consideration in a new staffing structure. CBC anticipates taking on additional staffing capacity, both in terms of team members and in terms of hours, as part of this transition.

Background Documents	Climate Emergency Action Plan: Pathway to Net Zero
Contact Officer	Mike Redman, Director of Climate Change and Place Services, 01242264160, Mike.Redman@cheltenham.gov.uk
Accountability	CLlr Alisha Lewis, Cabinet Member for Climate Emergency

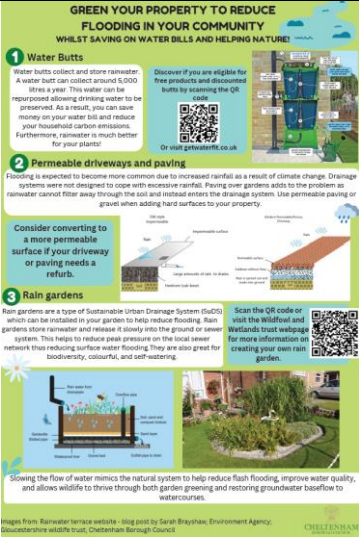
Appendix i


CBC flood team - current works and plan for year ahead


Workstream	Description	Summary of works September 2022 to present	Plan for 2023-2024
Planning	CBC flooding team is a consultee to planning for non-major developments to ensure flood risk mitigation and sustainable drainage design is incorporated.	<ul style="list-style-type: none"> • Consultation is now being undertaken by CBC flooding in-house (previously this was sub-contracted to the Publica flood risk management team). • Provided technical expertise and commentary on 74 individual consultations since October 2022. • Commentary and support provided on CBC applications for major developments (West Cheltenham) and within Greenspaces. 	<ul style="list-style-type: none"> • Training for support officer to review applications to improve capability and resilience of the team. • Work collaboratively with planning team and the new heads of planning department (when the vacant positions are filled) to identify any gaps in the consultation process and current policies on flooding and sustainable drainage.

Workstream	Description	Summary of works September 2022 to present	Plan for 2023-2024
			<ul style="list-style-type: none"> • Work collaboratively with climate emergency team to increase influence on SUDS that incorporate biodiversity improvements.
Consenting and enforcement	GCC (the Lead Local Flood Authority) has delegated consenting and enforcement on ordinary watercourses to CBC flooding	<ul style="list-style-type: none"> • CBC flooding team has dealt with (or are dealing with) 71 enforcement issues since September 2022. These mainly consist of the removal of debris impeding the flow of watercourses which cause either a flood risk or environmental issue. • CBC flooding has reviewed (or provided pre-application advice) on 8 land drainage consent applications since October 2022. Previously these were sub-contracted to the Publica flood risk management team. 	<ul style="list-style-type: none"> • GCC wishes to extend the delegation agreement for another 3 year period with an increased payment to CBC and this is likely to be agreed.
CBC asset/riparian ownership maintenance.	<p>CBC owned / maintained land includes:</p> <ul style="list-style-type: none"> • 20km of watercourse (includes open and culverted watercourse), • 21 debris screens, • 7 CBC managed flood alleviation schemes (each consisting of 	<ul style="list-style-type: none"> • CBC flooding have completed version 1 of a maintenance plan that catalogues all watercourses and assets (as this had not previously been done) and a plan for future maintenance. The first draft of the plan primarily focusses on flood risk, but also incorporates habitat values and carbon emission reductions where possible (i.e. identifies reaches where a more natural flood management approach can be adopted through technical assessment of flood risk). • CBC flooding has inspected all watercourses and assets and have commissioned any necessary maintenance identified. The 	<ul style="list-style-type: none"> • Complete version 2 of maintenance plan with best practice habitat management where possible to promote biodiversity on watercourse corridors. • Version 2 to also include T98 asset inspections and logging of CBC flood assets in Geographical Information System (GIS)

Workstream	Description	Summary of works September 2022 to present	Plan for 2023-2024
	<p>multiple assets).</p> <ul style="list-style-type: none"> 7 Sustainable drainage systems (each consisting of multiple assets). <p>As a riparian owner, CBC has a responsibility to manage these reaches of watercourse and assets for flood risk and environmental management purposes, including management of invasive species.</p>	<p>above mentioned maintenance plan includes an inspection schedule for future years.</p> <ul style="list-style-type: none"> Flood risk officer has recently completed Environment Agency T98 flood asset inspector accreditation. Invasive species such as Himalayan Balsam have been mitigated. 	<p>consistent with Environment Agency database to streamline future inspection schedules, maintenance, and asset performance.</p> <ul style="list-style-type: none"> Consider tendering a maintenance contract based on the plan.
Community engagement	<p>Raising awareness of flooding and enabling communities to take their own actions towards building resilience.</p>	<ul style="list-style-type: none"> Reinvigorated CBC flood warden scheme alongside Gloucestershire Rural Community Council using a grant from the local resilience forum. New wardens recruited and meetings organised every 6 months. <i>“Green your property to reduce flooding in your community”</i> infographic created and distributed at engagement event in Warden Hill. Leaflets being distributed by parish council. 	<ul style="list-style-type: none"> Map flood warden coverage geographically and drive recruitment in areas lacking coverage. Monthly infographic social media posts to raise community awareness of property level flood mitigation and water management. Further community engagement

Workstream	Description	Summary of works September 2022 to present	Plan for 2023-2024
		 <p>GREEN YOUR PROPERTY TO REDUCE FLOODING IN YOUR COMMUNITY WHILST SAVING ON WATER BILLS AND HELPING NATURE!</p> <p>1 Water Butts Water butts collect and store rainwater. A water butt can collect around 5,000 litres a year. This water can be re-used for watering plants, washing cars, or for flushing toilets. As a result, you can save money on your water bill and reduce your household carbon emissions. Furthermore, rainwater is much better for your plants! Discover if you are eligible for free products and discounted butts by scanning the QR code. Or visit www.greenland.co.uk</p> <p>2 Permeable driveways and paving Flooding is expected to become more common due to increased rainfall as a result of climate change. Drainage systems were not designed to cope with excessive rainfall. Paving over gardens adds to the problem as rainwater cannot flow away through the soil and instead enters the drainage system. Use permeable paving or gravel when adding hard surfaces to your property.</p> <p>Consider converting to a more permeable surface if your driveway or paving needs a refurb.</p> <p>3 Rain gardens Rain gardens are a type of Sustainable Urban Drainage System (SuDS) which can be installed in your garden to help reduce flooding. Rain gardens store rainwater and release it slowly into the ground or sewer system. This helps to reduce peak pressure on the local sewer network thus reducing surface water flooding. They are also great for biodiversity, colourful, and self-watering.</p> <p>Scan the QR code or visit the Wildflower and Wetlands trust webpage for more information on creating your own rain garden.</p> <p>Slowing the flow of water mimics the natural system to help reduce flash flooding, improve water quality, and allows wildlife to thrive through both garden greening and restoring groundwater baseflow to watercourses.</p> <p>Images from Rainwater terrace website - blog post by Sarah Brayshaw, Environment Agency, Gloucestershire Wildlife Trust, Cheltenham Borough Council</p>	<p>events including schools.</p>
<p>Projects / partnership schemes</p>	<p>Working collaboratively with partners to deliver nature-based solutions to flood risk management in the Borough.</p>	<ul style="list-style-type: none"> • Warden Hill flood risk management group looking to implement local SUDS where feasible. • Working collaboratively with County Council and Gloucestershire Wildlife Trust on potential SUDS and natural flood management opportunities. • <i>“Reclaim the River”</i> Himalayan Balsam invasive species project in collaboration with greenspaces and climate emergency team. This has involved: <ul style="list-style-type: none"> ○ 7 sessions to pull the balsam with 8-10 volunteers and 3-4 members of staff at each session. Approximately 4km of watercourse managed including litter removal. ○ Letter drops to 121 properties who have riparian ownership of the River Chelt to raise awareness of Himalayan Balsam and remind 	<ul style="list-style-type: none"> • Work with relevant CBC teams and partners to further progress on implementing nature-based flood management solutions. • Utilise skills within the flooding and climate teams to establish potential projects focussing on water quality and water management issues. For example public awareness “only rain down the drain” campaigns and water re-use at CBC property

Workstream	Description	Summary of works September 2022 to present	Plan for 2023-2024
		<p>landowners of riparian responsibilities.</p>  <ul style="list-style-type: none"> • Presentation given at Severn Vale Catchment Partnership meeting and regular updates provided at quarterly Gloucestershire Risk Management Authorities meetings. • Collaboration with CBC Greenspaces to implement SUDS features in public parks (Naunton and Benhall). 	<p>and greenspaces.</p>
<p>Enquires, land charges and FOI</p>	<p>Responding to CON29 land charge enquires related to flooding and drainage and other public enquires regarding flooding and watercourses.</p>	<ul style="list-style-type: none"> • All CON29 questions answered (approx. 20 properties per week). • All Enquiries and FOI requests responded to including media response to water quality issues on River Chelt. 	<p>Update relevant website pages and look at implementing automated forms for enquiries.</p>
<p>Emergency response and recovery</p>	<p>Supporting CBC emergency response team</p>	<ul style="list-style-type: none"> • Ensured flood team actions outlined in CBC emergency response plan have been undertaken before and after flood alerts have been issued. Clearing high risk assets before 	<ul style="list-style-type: none"> • Work with emergency response team, parish councils and flood wardens to identify

Workstream	Description	Summary of works September 2022 to present	Plan for 2023-2024
		<p>and after flood events (example of post event clear-up below).</p> 	<p>potential improvements based on latest best practice guidance.</p>

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Report to September 2023 Meeting of CBC Overview and Scrutiny Committee**Summary of July 2023 Meeting of GCC Health Overview and Scrutiny Committee**

A full recording of this meeting is available in the “Online meetings” section of the GCC website. The public information pack which includes all 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 Maternity Services - Update on Staffing Issues and Extension of Temporary Changes**

In summary a shortage of midwives has led GHFT to conclude that the Aveta birthing unit at CGH should remain closed for labour and births along with six post-natal beds at Stroud maternity unit.

A CQC report in 2022 highlighted lack of staff in rating the maternity service as inadequate. Staffing levels remain a challenge and midwifery staffing is still on the risk register as it remains impossible to meet the required ratio of midwives per birth 100% of the time. There are 30.4WTE vacancies, that’s 14% of the total and sadly those numbers are currently on an upwards trajectory.

The national picture also remains gloomy with newly qualified staff receiving an average of 4 job offers.

The unit at CGH has been closed for labour and births since April 5th last year and six post-natal beds in Stroud have been closed since October 1st. These closures were reviewed as planned in January but high vacancy and sickness absence rates had persisted so it was concluded that the closure needed to continue at least until a further review in April when it was hoped that a new staffing model would have been agreed with some tasks currently being undertaken solely by midwives being re-assigned to non-midwifery staff specifically trained to take them on. However, his model has yet to be agreed and implemented. It is now hoped to do this in time for a report back to the September HOSC meeting.

If enough progress has been made towards developing new attendance methods that don’t rely on 1 to 1 midwife to ratios, plans for re-opening Aveta and Stroud can be made but at the moment staff need to be concentrated in other areas to ensure all 6000 births p.a. in the County can happen in safe, adequately staffed facilities.

It should also be noted that GHNHSFT have just obtained £2.7M of capital funding to upgrade the Aveta unit. Decant arrangements would need to be put in place to implement this scheme so it may make sense to carry out the scheme before the unit reopens depending on how quickly plans can be finalised and the work undertaken.

2. Information Items – see presentations for full details:**2.1 Gloucestershire Integrated Care System (ICS) Performance Report**

- Patients waiting for planned care have risen by another 6899 to the very high total of 79,136 and is set to rise still higher.

- 2512 waiting over 52 weeks up from 1795 in April but over 18-month (78 week) waiters remain eliminated. Also GHNHSFT performance of only 3 per 1000 waiting over 52 weeks is the best in the South-West.
- ED & MIU performance remain slightly better than the national average but ambulance response times are particularly for Cat 2 (less urgent) patients.
- Worrying figures NHS 111 calls were reported with 25% abandoned at weekends and 10% during the week.
- Waits for mental health services for children and young people remain high across all providers.
- More positively most Cancer Waiting Times targets are now being met. However the 62 day referral to treatment target of 85% of patients seen in that time frame is currently at 74% an improvement of 10% from my previous report but still well below target.

2.2 NHS Gloucestershire Integrated Care Board (ICB) Update – this report is now divided into 3 sections

- Section 1 an update on national and local commissioning issues
- Section 2 an update on primary care issues from the commissioner perspective
- Section 3 an update from the 3 provider Trusts; Gloucestershire Health and Care NHS Foundation Trust (GHC), Gloucestershire Hospitals NHS Foundation Trust (GHT) and South Western Ambulance Service NHS Foundation Trust (SWAST)
- Of note from the GHNHSFT report. The new day surgery unit at CGH is now open and fully functional as is the much-improved radiology department.

2.3 Digital Health and Care Gloucestershire 2022-25

This paper talked a lot about what could be done with technology and plans to develop strategies to move things forward but didn't say much as far as I could gather about exactly would actually happen and precisely when we could hope to see things getting implemented. Hopefully you will be able to glean more from it than me.

Gloucestershire Economic Growth Scrutiny Committee (GEGSC)
20th July 2023

This was an almost-entirely Transport focused scrutiny meeting with three successive presentations dealing with aspects of Gloucestershire's transport infrastructure:

- Item 4, Update on the Bus Service Improvement Plan (BSIP)
- Item 5, Update on progress with the Mass Transport Project
- Item 6, Update on Rail Transport within Gloucestershire

All the associated papers are short – no more than six pages and the presentations and Q&A provide a wealth of information about what is happening. There is a really detailed set of background papers covering Govt rail policies that impact on Gloucestershire in item 6. There is no getting away from the fact that GCC's failed bid for Govt funding for Bus Service improvements was unhelpful.

As ever, Colin Chick's Director's Report gives detail about how local projects are getting on. (Junction 10, A40, Cycleways etc.)

You can watch the recording of the meeting here:

https://gloucestershire.public-i.tv/core/portal/webcast_interactive/792037

And the paperwork for the meeting is here:

<https://glostext.gloucestershire.gov.uk/ieagenda.aspx?M=11206> including the draft minutes.

Cllr Paul McCloskey
17th August 2023

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Police and Crime Panel- update from Councillor Clucas from the meeting held on 7 July 2023

The meeting on the 7th of July took place in Shire Hall in Gloucester.

I attended virtually rather than in person. My contributions are in the minutes, though I am down as apologising in the attendance list.

The range of matters discussed included violence against women and girls not in the public domain, but within the police force itself.

It is amazing to see that police officers, themselves are subject to misogyny, discrimination and have reports that are include such matters not fully investigated. We were advised that a number of officers had been suspended following matters raised. The figure is almost unheard of. The move now, following the Casey report, is to change how things are done.

The police have introduced a new report in relation to violence against, and intimidation of, women and girls. The outcomes the report are designed to build trust and confidence, to respond unequivocally to allegations of police perpetrated abuse, helping people to learn from mistakes and seeing best practice.

This will also then involve organisations, including Charities, who support black and minorities women and girls as well as those with a lived experience. It will also collect local and national information on the availability of specialist free VAWG investigators to build the right capacity and capability.

It was agreed how important it is that these matters are fully dealt with and that independent views are also sought in relation to actions that can be taken .

To that end I suggested that Florence Nyasomo-Thomas be invited to attend those meetings, so that her experience and work within the black community can add weight to discussions and debates, and also can assist in training, and in ensuring that people understand the gravity of some of these situations.

That has been accepted both by the police, and by Florence, and I am pleased that she will be taking part on behalf of BLM, CARE and the black women of Gloucestershire.

Other matters under discussion at various points in the meeting were:

Youth Anti Social Behaviour and disturbances.I raised the matter of rival gangs 'at war' in parts of town, which had been reported to me by Cheltenham councillors.

What is clear is that the lack of social interaction and learning during Covid has had a significant effect on behaviour. Taken with social media use and school closures and because of strikes and holidays, there is real concern.

I raised the potential for officers to go into schools and work with our children and

young people.

GCC and the PCC will be working together on these.

Vulnerability during Cheltenham Festival was also discussed. Panel colleagues needed to be aware of safety matters in Cheltenham. There was a discussion which included:

Vulnerability;
Age;
Ethnicity;
Drugs;
The Moors.

We also discussed:

The independent custody visitors annual report.;

The Police and Crime Commissioner's annual report;

The joint independent audit committee's annual report;

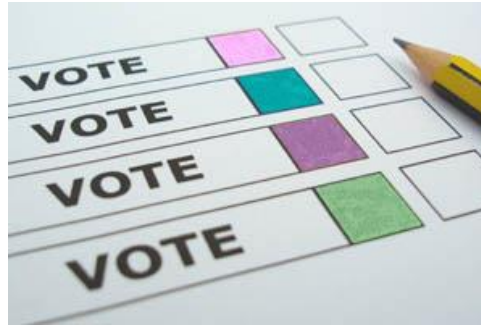
An update from the police and crime Commissioner;

The Chief Executive's report together with the work plan and a range of dates for the coming 12 months.

DRAFT Overview & Scrutiny Annual Report 2022-23



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Foreword

Councillor John Payne, Chair of Overview and Scrutiny

It is my pleasure to introduce the Overview and Scrutiny (O&S) Annual Report for 2022/23.

In keeping with tradition, I would first like to thank all those who have made a positive contribution to O&S. This year has seen a change in the membership, and I would like to take this opportunity to welcome Cllrs. Joy and Nelson to the committee and express my sincere thanks to Cllrs. Holliday and Savage, whose places they took.

For any committee to function efficiently it needs a solid support base, and I would especially like to thank Darren Knight for his input as lead officer, and Democratic Services for their work before, during and after each meeting.

Since the last Annual Report went before Council in October 2022, the committee has considered a wide range of issues and policies.

These include the council's housing delivery and asset management strategies, the future of the Town Centre, the pressures facing the NHS Trust, the renewal of the Business Improvement District (BID), the performance of service providers like Ubico, Solace a Publica, cyber security, upcoming climate change initiatives and the council's response to the Covid crisis. In the coming months, will continue to scrutinise important topics like the Golden Valley development, Gloucestershire Airport and the future of the Municipal Offices.

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

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

Darren Knight

Executive Director of Place and Communities

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

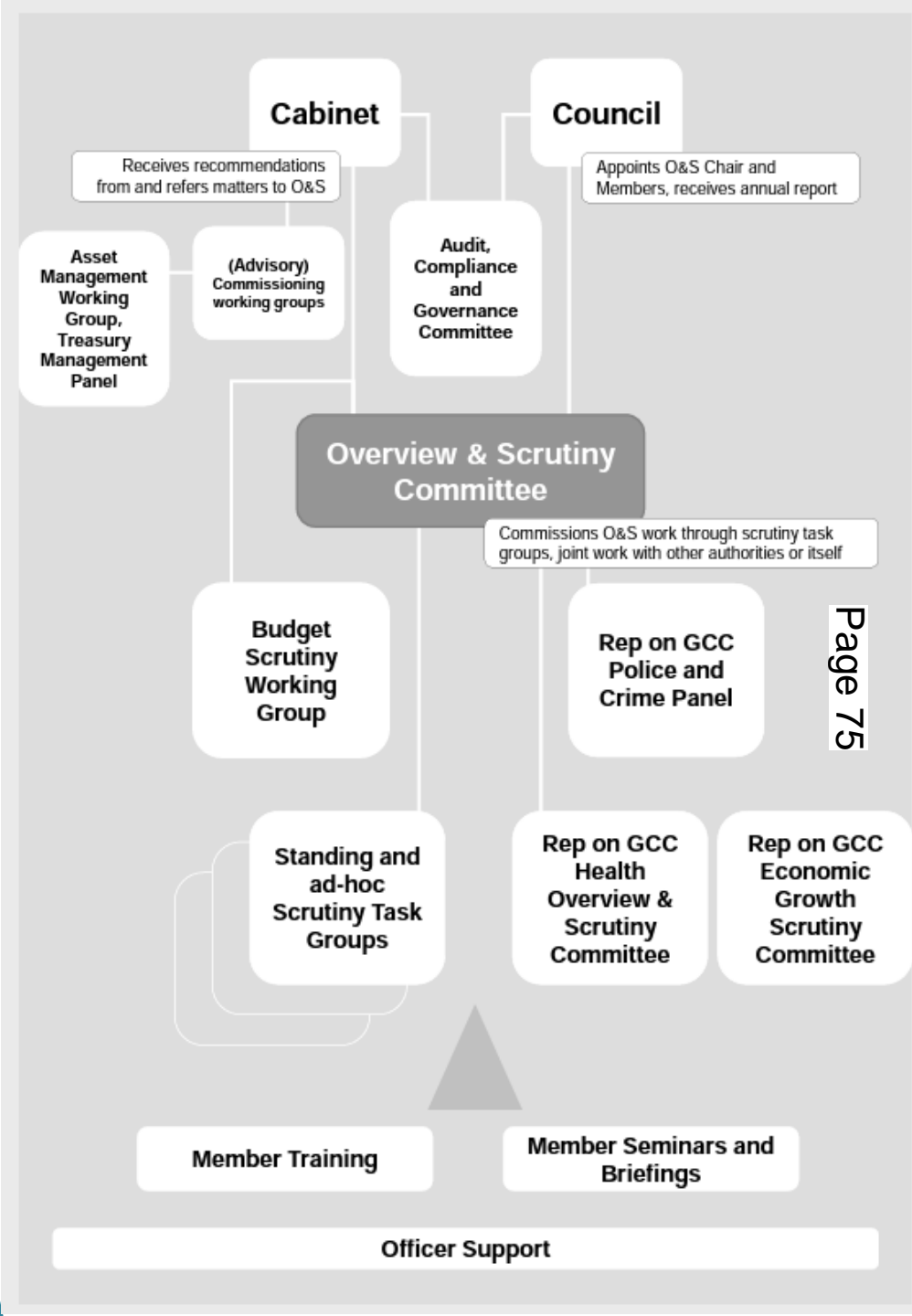
O&S has seen new members join the committee and a new Chair. The committee has explored a broad range of subjects and the standard of reports to the committee has been consistently good.

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On a personal note, I have thoroughly enjoyed working with the Chair's Group and wider committee to support its effectiveness and profile within the council.

As I'm soon to depart Cheltenham Borough Council, I wish the committee well. It is well placed for the future following the improvements it has implemented.

Structure of O&S



Task groups

BUDGET SCRUTINY WORKING GROUP

Councillor Matt Babbage, Chair (2022/23)

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

In 2022/23, BSWG continued to focus on the pressures caused by the Covid crisis and ongoing recovery. Members acknowledged particular pressures on areas like car parking income, although the council's significant property portfolio and cash reserves ensured it was in a relatively strong position compared to other local authorities.

The group also considered budget monitoring reports, the financial outturn report for 2022/23, and the General Fund and Housing Revenue Account budget proposals for 2023/24. Throughout, members agreed that the impact from the pandemic and the changing economic environment needed to be taken into account in order to maintain financial stability and continue to deliver high quality services.

Gemma Bell (Director of Finance and Assets) commented that the Budget Scrutiny Working Group represents *'a valuable process which has given members an opportunity to input into the development of the budget proposals and key initiatives which has added value to the process. BSWG have also provided an independent review of the financial performance of the council during the year, as well as considering the final outturn position and our approach to commercialisation. This has been particularly significant this year where focus has been on the implementation of the Covid recovery strategy and then preparing a budget for 2023/24 under the current cost of living pressures. The group has provided an opportunity for wider member influence over this but also a space for members to ask specific questions on how the council are prepared to respond in the current economic environment.'*

Task groups

TACKLING MULTIPLE DEPRIVATION (now complete)

Following a scrutiny topic request submitted by Cllr. Dr. David Willingham, the Overview & Scrutiny (O&S) committee set up a task group on the topic of Tackling Multiple Deprivation in July 2022. It was agreed that due to the breadth of the issue at hand, it would be split into five broad topic areas : Community Outreach, Health, Education, Housing, and Economic Growth and Employment.

The group was supported by a wide range of officers depending on the topic area, with Richard Gibson (Head of Communities, Wellbeing and Partnerships) as the sponsoring officer and Harry Mayo (Democracy Officer) as the facilitator. Each meeting sought to hear from a variety of perspectives in order to build a comprehensive picture of deprivation in Cheltenham and how it could be alleviated in both the short and long term.

Cllr Dr David Willingham, chair of the scrutiny task group, said: “I would like to thank all the members of the task group, and the witnesses who provided us with first-hand testimony about the various challenges and hardships experienced by some of our residents. The evidence we heard highlighted some stark differences in the quality of life between different communities across our town. As a town with a vision for growth, I hope the recommendations from this report can be incorporated into that vision so as our town grows, we try our utmost not to leave anyone or any community behind.”

The group presented its draft report to the [June 2023](#) meeting of the Overview and Scrutiny Committee. Following this it was sent to Cabinet in July 2023 for consideration and a report on progress would be brought back to O&S in a year’s time.

Cabinet Member Working Groups

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

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

The working groups for 2022/23 included:

Asset Management

Planning and Liaison

Housing Supply (now known as Cabinet Member Housing Working Group (CMHWG))

Members' ICT

Other successes

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

Annual Report of the Police and Crime Commissioner

Chris Nelson Gloucestershire Police and Crime Commissioner, presented his annual report and responded to questions from Members about the policing of major events, road safety, 101 wait times, hare coursing, fly-tipping, Safer Streets funding and antisocial behaviour.

CBH responsive repairs service

The CBH Executive Director Property and Communities presented a paper on the responsive repairs service, which focused on achieving resident satisfaction and value for money. Lockdown restrictions had a significant impact on the delivery of repairs, but their satisfaction rates still compared favourably to other housing organisations. Members discussed the way feedback was recorded and what CBH was doing to increase employee retention.

Social Housing White Paper

The CBH Executive Director Property and Communities presented a paper on the organisation's response to the government's 2020 Social Housing White Paper, which arose out of the Grenfell Tower disaster. CBH were working with ward members to address residents' concerns about the standard of social housing in mixed residential areas in the Benhall and the Reddings ward, and focusing on taking an empathetic approach that listened to residents.

Air Quality Management Plan

The Head of Public Protection and DEPLO introduced a paper on the borough's Air Quality Management Area (AQMA) prior to the relevant plan going out for consultation. Members highlighted with the importance of working closely with the highways authority (the county council) and keeping a close eye on major projects like the airport, Arle Court Transport Hub and Golden Valley.

Other successes

Counter Fraud Unit Partnership

Emma Cathcart (Head of Service, Counter-Fraud and Enforcement Unit) presented an exempt report on the services provided by the CFEU and responded to Member questions. The committee discussed the value of preventative measures and deterrents in order to minimise fraud and prevent financial loss.

Publica

The Managing Director of Publica introduced their annual report, which covered Publica's contributions to IT, cybersecurity,, HR and financial processing. Members queried the lack of specific performance indicators and highlighted the importance of collegiate working relationships between the different councils Publica provided services to.

Biodiversity

Following a request from Cllr. Tooke, the Director of Climate Change and Place Services brought a report to O&S concerning the council's work to protect and promote biodiversity. It was huge topic with significant implications across many different policy areas, including green spaces, planning and flood risk management. Members highlighted the particular importance of biodiversity in the most deprived areas of the town, and the conflict between biodiversity concerns and the tidiness which residents tended to prioritise.

UNICEF child-friendly status and No Child Left Behind

Following a referral from Council, the Head of Communities, Wellbeing and Partnership compiled a report comparing the council's current offer under No Child Left Behind to the possibility of pursuing UNICEF child-friendly city status. Members discussed the options in detail and resolved to recommend to Council that NCLB be ring-fenced and not diluted in any way by pursuit of the UNICEF approach, and to strengthen cross-county co-operation.

High Street defects

The Executive Director of Place and Communities introduced a report in exempt session summarising progress on the High Street defects. Members discussed the complex situation and the council's options.

Other successes

South West Audit Partnership (SWAP)

The SWAP Chief Executive outlined his organisation's role within the local government and charitable sectors and emphasised their focus on the council's core objectives and use of new technology to innovate in a fast-moving field. Members discussed staff recruitment, training and retention and the SWAP's broader strategic focus.

Corporate Plan

The Executive Director of Place and Communities presented the draft Corporate Plan for 2023-27, which set the framework for the council's initiatives over the next few years. Members praised the plan and the level of public consultation, and highlighted issues including night-time safety and affordable housing.

Golden Valley – impact on residents

Senior officers from the Golden Valley project, led by the Director of Major Developments and Regeneration, presented a paper outlining how the impact of the development on local residents was being mitigated. Members advocated continuous assessment of dynamic risks and regular O&S oversight as it was one of the council's most significant and impactful projects.

Race week

The Head of Public Protection and a representative from Cheltenham Racecourse attended successive O&S meetings prior to the festival to discuss how they were planning to cope with more than 250,000 expected racegoers. Members highlighted the importance of street lighting and CCTV to night-time safety, as well as safeguarding processes for workers at the racecourse, and were reassured by the flexible approach that would be able to adapt to different circumstances.

2023/24 budget proposals

The Chair of the Budget Scrutiny Working Group presented the group's response to the budget proposals for 2023/24, which highlighted a number of key aspects like the proposed rent rise on CBH properties, the local government funding settlement and the context of high energy costs and inflation.

Other successes

Residents' survey

The Executive Director of Place and Communities gave a presentation on the results and implications of the borough-wide residents' survey. Members praised the focus on empirical data, highlighted key issues including accessibility for disabled residents and prospects for young people, and advised that the results be shared with the county council.

Information governance

The Monitoring Officer presented a report in her role as the council's data protection officer, having undertaken a review of its internal processes and system data and identified a number of areas for improvement. Members discussed both the legal requirements on the authority and the need for a robust approach in a fast-moving environment, and highlighted the important role of the Audit, Compliance and Governance Committee on this topic.

Cheltenham Trust

The Cheltenham Trust's Chief Executive and Chair of the Board gave a presentation on the Trust's financial situation and responded to Member questions in exempt session. Members noted the uniqueness of the Trust's venues and their value to the community, and advocated communication and consultation with local residents.

Gloucestershire Airport

Following on from a Gloucester City Council O&S meeting in 2022, the airport's Chair and Head of Finance attended to discuss GAL's financial sustainability, both in relation to recent improvements and in the long term, and respond to Member questions.

Golden Valley – risk review

Key officers from the Golden Valley development, led by the Director of Major Developments and Regeneration, presented a discussion paper and the project's Clearview risk register, to show how they were assessing key areas of risk and the mitigating measures in place.

What's next?

Culture Strategy – CBC officers and the Chair of the Culture Board will explain the final version of the new strategy, how it will be implemented and how success will be measured.

Climate change pathway - climate officers and the Cabinet Member Climate Emergency will discuss the progress of the pathway to Net Zero, achievements thus far and the next set of initiatives.

Minster Exchange – CBC officers and the Managing Director of the Workshop Group will report back to the committee on the progress of the project and lessons learned.

CBH emissions – following the publication of the council's own carbon footprint figures for 2022/23, the committee will consider Cheltenham Borough Homes' equivalent report.

Tourism – following a Member request, the committee will consider the council's current tourism provision, how effective it is and what plans there are for future development.

Accessibility – following a Member request, the committee will consider how the council ensures that accessibility is always carefully considered in its decision-making.

Golden Valley – the committee will continue to scrutinise the Golden Valley development as it progresses in 2023/24, with regular updates from key officers focusing on areas of risk and their mitigating measures.

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

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Overview and Scrutiny Committee work plan – 2023-24

Title	Objective	Format & expected date	Author
Monday 30th October 2023 (deadline 18th October)			
Publica Annual Report	Consider annual report 2022/23: where is performance good/need improving	Annual Report	Frank Wilson (Publica Group Finance Director), Sally Walker (Chair)
Christmas in Cheltenham 2023	Understand what the plans are, what remains to be done and where the risks are.	Discussion paper	Helen Mole (Head of Place Marketing and Inward Investment) Cllr. Max Wilkinson (Cabinet Member Economic Development, Culture, Tourism and Wellbeing)
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	Ann Wolstencroft (Head of Performance, Projects & Risk)
Minster Exchange	- What is the strategy and action plan in relation to the letting of the building (EXEMPT)	Discussion paper	Andrew Roughan (Managing Director, Plexal)

Overview and Scrutiny Committee work plan – 2023-24

Title	Objective	Format & expected date	Author
	<ul style="list-style-type: none"> - Members will be invited to attend a short tour of the MX prior to the meeting. 		Paul Jones (Executive Director Finance and Assets), Andy Taylor (Commercial Accountant)
Monday 20 November 2023 (deadline 8 November)			
Police and Crime Commissioner (PCC) / Operational Policing	<ul style="list-style-type: none"> - Current position of levels of criminality in Cheltenham with a particular focus on anti-social behaviour and organised crime. - How is success measured and how are they performing against it in a Cheltenham context? 	Discussion paper	Police and Crime Commissioner Chief Inspector Gav Morgan, Gloucestershire Police
Homelessness	<ul style="list-style-type: none"> - What is the approach in Cheltenham for tackling homelessness and rough sleeping including how we work with partners? - What is the current level of homelessness in Cheltenham? - What support is being provided, how are you performing and how is success being measured? 	Discussion paper	Martin Stacy, Emma Wall CBH, Cabinet Member Housing, Councillor Victoria Atherstone
Monday 15th January 2024 (deadline 20th December)			

Overview and Scrutiny Committee work plan – 2023-24

Title	Objective	Format & expected date	Author
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	Discussion paper, FAQ responses	Claire Hughes (Corporate Director and Monitoring Officer)
Monday 26th February 2024 (deadline 14th February)			
Tourism	To consider CBC’s current tourism and town marketing provision, how effective is it, how is success measured and what plans are there are for further development?	Discussion paper, visitor economy data	Helen Mole (Head of Place Marketing and Inward Investment) Cllr. Max Wilkinson (Cabinet Member Economic Development, Culture, Tourism and Wellbeing)
Monday 25th March 2024 (deadline 13th March)			

Overview and Scrutiny Committee work plan – 2023-24

Title	Objective	Format & expected date	Author
Monday 3rd June 2024 (deadline 21st May)			
Culture Board	Consider its effectiveness, successes and difficulties faced	TBD	Tracey Birkinshaw (Director of Community and Economic Development) Richard Gibson, Head of Communities, Wellbeing and Partnerships Chair of Culture Board
Gloucestershire Airport	Objective: looking at GAL’s financial sustainability, both in relation to recent improvements and in the long term.		Mike Morton (GAL Chair) Ally McLaughlin (GAL Head of Finance) Paul Jones (Executive Director Finance, Assets and Regeneration)

Overview and Scrutiny Committee work plan – 2023-24

Title	Objective	Format & expected date	Author
Monday 1st July 2024 (deadline 19th June)			
Tackling Multiple Deprivation	Report back on progress on recommendations of the Scrutiny Task Group report submitted to Cabinet in July 2024	Discussion Paper	Richard Gibson, Head of Communities, Wellbeing and Partnerships

Items for future meetings			
Title	Objective	Format and Expected Date	Author
LGA Peer Review	To assess progress against the action plan once it is available	LGA Peer Review Action Plan	Gareth Edmundson, Chief Executive
Accessibility	How does the council ensure that accessibility is always carefully considered in CBC’s decision-making, and implemented wherever possible ?	Discussion Paper TBD	TBD
Building Control	Overview and Performance	TBD	Building Control Manager
Community Infrastructure Levy Neighbourhood Panels	Cabinet Member to respond to questions on allocation decisions Impact of allocations made		Cabinet Member Customer and Regulatory Services Tracey Birkinshaw (Director of Community and Economic Development)

Overview and Scrutiny Committee work plan – 2023-24

Annual Items		
Budget proposals for coming year	January	Chair of the Budget Scrutiny Working Group
End of year performance review	July/September	Ann Wolstencroft (Head of Performance, Projects and Risk)
Gloucestershire Airport	June/July	GAL representatives
UBICO annual report	September	Karen Watson (Environmental Partnerships Manager), Cllr. Iain Dobie (Cabinet Member Waste, Recycling and Street Services), UBICO representative
Overview & Scrutiny annual report	September /October	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)
Climate Pathway	July/September	Climate Change Team, Cabinet Member Climate Emergency

Overview and Scrutiny Committee work plan – 2023-24

CIL Neighbourhood Panels	End 2023/beginning 2024	Cllr. Martin Horwood (Cabinet Member Customer and Regulatory Services), Tracey Birkinshaw (Director of Community & Economic Development)
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