
Overview and Scrutiny Committee on 26 November 2018

Update/discussion on process for booking events

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1 Why has this come to scrutiny?

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

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

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

2 Update

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

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

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

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

2.1 Automation

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

2.2 Stakeholder engagement

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

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

2.3 Activity timeframes and ownership

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

2.4 Information storage

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

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

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

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