

CABINET

22 January 2019

Public Questions (3)

1.	Question from Hannah Wright to the Cabinet Member Clean and Green Environment, Councillor Chris Coleman																									
	Many people encountered technical difficulties responding to the consultation into waste collection and facilities in Cheltenham, which was run over the Christmas period. Has any consideration been taken into extending the consultation or adapting the questionnaire to minimise glitches in light of this?																									
	Response from Cabinet Member																									
	<p>Approximately 4,294 consultation responses were received, mainly on-line, but with some paper surveys returned, which is more than the previous consultation for the launch of the new recycling service, conducted in 2016 over a longer time period. The good response suggests that the timing did not impact adversely on the number of responses received.</p> <p>This initial consultation will be followed by a further consultation later in the year over a longer time period with the aim of capturing views from as many residents as possible. In addition, we will be arranging focus groups to help shape both future consultation and service delivery.</p> <p>Regarding the technical difficulties some members of the public experienced (24 residents contacted the council about this) when completing the survey, the website team have investigated and concluded that this was in part due to user error. There was one question on the form (the first question of Part 3) where users were asked to rank items in order of importance from 1 to 4. To do this, users needed to tick one box per row and only one box per column. If a user assigns more than one item, for example two “1 – most important”, the survey shows an error with explanatory text (please see screenshot below).</p> <div><div>Part 3: What are your views on future service changes?</div><div><p>When the council makes changes to its waste and recycling service, what do you think is most important? Please rank in order – 1 being most important and 4 being least important *</p><table><tr><th></th><th>1 (most important)</th><th>2</th><th>3</th><th>4 (least important)</th></tr><tr><td>Increase the type and volume of items accepted</td><td><input checked="" type="radio"/></td><td><input type="radio"/></td><td><input type="radio"/></td><td><input type="radio"/></td></tr><tr><td>Keep any changes to a minimum and easy to follow</td><td><input checked="" type="radio"/></td><td><input type="radio"/></td><td><input type="radio"/></td><td><input type="radio"/></td></tr><tr><td>Reduce impact on the environment</td><td><input type="radio"/></td><td><input checked="" type="radio"/></td><td><input type="radio"/></td><td><input type="radio"/></td></tr><tr><td>Saving money for local tax payers</td><td><input type="radio"/></td><td><input type="radio"/></td><td><input checked="" type="radio"/></td><td><input type="radio"/></td></tr></table><p>Please don't select more than one response per column</p></div></div> <p>If the question isn't completed as per the instructions, the error will remain meaning a user would not be able to submit the form.</p>		1 (most important)	2	3	4 (least important)	Increase the type and volume of items accepted	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Keep any changes to a minimum and easy to follow	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Reduce impact on the environment	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	Saving money for local tax payers	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
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	<p>The problem may be due, to some extent, to the fact that when viewed on a smart phone, all four columns may not be immediately visible. Users may need to scroll across to view the fourth column. This could also occur with the second question in Part 1.</p> <p>This issue could be mitigated by adding help text to relevant questions, instructing users to scroll across if they can't see all X number of columns. And/or we could use a statement telling users to view the survey in landscape on mobile devices. Alternatively, we could look to avoid this type of question in this format in future.</p>
2.	<p>Question from James Clayton to the Cabinet Member Development and Safety, Councillor Andrew McKinlay</p>
	<p>I understand that one of the core principles of the Cheltenham Transport Plan was to put people before traffic; however the closure of the key route appears to be causing more congestion, pollution and making Cheltenham a less appealing place to visit. Will the council listen to the strength of feeling and volume of feedback from residents and bring about an end to the trial at the earliest opportunity.</p>
	<p>Response from Cabinet Member</p>
	<p>It is not yet known if levels of pollution in the Borough have exceeded the national nitrogen-dioxide pollutant annual mean in 2018, but results will be available within the next couple of months.</p> <p>In addition, the Council has commissioned a 'Detailed Assessment of Air Quality' which will help inform the assessment of outcomes relating to the Cheltenham Transport Plan, although it will not be possible to ascertain the specific contribution that the Boots' Corner restriction has, or has not had, on local air quality.</p>
3.	<p>Question from Helen Little to the Cabinet Member Development and Safety, Councillor Andrew McKinlay</p>
	<p>I note that one of the key objectives for the Boots Corner closure trial is that of 'modal shift' to reduce greenhouse gas emissions. Can anyone explain to me how diverting vehicles around the closed road, which increases the distance travelled, time for journey and results in more traffic jams achieves this goal? Specifically, I am very worried about the new inner ring road which has developed from Bayshill around St James's Street and the now very hazardous and polluted double roundabout junction at Clarence Street – Knapp Road – Ambrose Street adjacent to St Gregory's church and school as cars try to access the St George's Street – Swindon Road T-junction heading North.</p>
	<p>Response from Cabinet Member</p>
	<p>We have been implementing an additional air quality monitoring point near St Gregory's Church, in response to perceptions about increased pollution in this area. However, this location is not currently giving any indication that statutory limits would be breached. Results are available each month on our website at: https://www.cheltenham.gov.uk/downloads/download/1645/air_quality_briefing_notes</p>