



Member Questions for Council – 21 January 2026

#	Questioner	Question	Response
1	Cllr Julia Judd to Cllr Andrea Pellegram, Cabinet Member for Environment and Regulatory Services	<p>I regularly receive emails from residents complaining that their food, general waste and/or recycling bins have not been collected.</p> <p>Residents are often unable to report missed bins on the Council web page, and the information about missed collections invariably does not apply to those whose bins have been missed.</p> <p>In their recent annual report, Ubico published that they make 99.92% 'collection accuracy' in their Operational Performance section. This dazzling statistic is hard to believe as it does not represent the reality of resident's day to day experiences across the district.</p> <p>Could you please explain how "collection accuracy" is calculated including how a</p>	<p>Collection services are provided to all residents at a fixed frequency, but each resident will likely not present containers on every scheduled collection day throughout the year. A resident may be on holiday for example.</p> <p>It is for these reasons that industry guidance has been produced on how to understand participation in a service. A resident is deemed to participate in a service if they present their containers a minimum of once in three opportunities (e.g. if the collection service is fortnightly, a container would have to be presented once in a six-week period).</p> <p>As not all containers are presented each collection day, we can't judge collection accuracy by counting the number of containers collected. Missed collections are therefore judged according to the number that have been reported by residents. This is the number that is currently reported.</p> <p>A further measure relates to the number of collections that are attempted by the crews on the scheduled day of collection but</p>



		<p>missed collection is defined? Are missed collections attributed to operational failures (such as vehicle breakdowns or staff shortages) included in this calculation? If so, please can you provide the number of missed collections for green waste, general waste and recycling, broken down by reason (including operational issues)?</p>	<p>not completed. Reasons for non-completion include blocked access or contaminated recycling.</p> <p>A further issue relates to service failures, where collections are not made on the scheduled day of collection due to wider issues e.g. vehicle breakdown.</p> <p>Following comments made at January Overview and Scrutiny, officers have been asked to report on service disruptions differently, so that in future we will be able to see (1) service failures; (2) missed bins.</p> <p>The intention is that this information will better reflect the experience of residents.</p>
2	Cllr Len Wilkins to Cllr Juliet Layton, Cabinet Member for Housing and Planning	<p>The recently published "Service Performance Report 2025-26 Quarter 2 2025" includes a snapshot of Planning Enforcement cases and shows that 648 cases were active at that time with a clear upward trend in new cases.</p> <p>CDC's organisation chart shows that two out of the four of the staff positions in</p>	<p>The Enforcement Team recently completed a review of its structure and capacity, which resulted in a small restructure introducing a new administrative role and an additional Enforcement Officer post. Two recruitment campaigns have since concluded, and we have successfully appointed to the administrative position, with the new starter joining week commencing 12 January 2026, and to the Enforcement Officer role, who is expected to start in late February or early March. A further recruitment exercise is underway for the Senior and Principal Enforcement Officer roles, with adverts closing on 20 January. These posts are historically challenging to fill, so in</p>



		<p>this department are vacant and are interim appointments.</p> <p>It's clear that this department is under resourced and struggling to keep on top of its workload, what plans does CDC have to improve this unfortunate position?</p>	<p>the interim, two contractors are covering these positions until the end of February.</p> <p>Alongside completing permanent recruitment and maintaining interim cover where necessary, the team are reviewing internal systems and processes to improve efficiency and streamline case handling. We are also updating the Enforcement Plan to ensure it provides clear service standards, and we are reviewing the website with the aim to improve access to information. These measures, combined with the additional posts already secured, will help the team manage its growing workload more effectively.</p>
3	Cllr Laura Hall-Wilson to Cllr Andrea Pellegram, Cabinet Member for Environment and Regulatory Services	<p>Earlier this month, we saw bin collections cancelled in Tetbury on Monday 5th January due to weather conditions, the weather continued to be very cold on Monday night and into Tuesday morning and the CDC website let residents know collections would be cancelled across the district. Yet to resident's delight, the Lorries did in fact collect the bins in Tetbury on Tuesday 6th January.</p>	<p>I believe that the information added to the website, in relation to the service suspension, was as follows:</p> <p><i>Any scheduled collections (including outstanding service delays) that were due today have been suspended due to the adverse weather conditions, please leave your containers kerbside and crews will return as soon as possible.</i></p> <p>This information was removed Tuesday AM in recognition of the improvement in weather conditions that allowed Ubico to recommence service delivery.</p>



		<p>Can you let me know why you don't contact members of this council to update them and allow them to communicate with residents about bin collections and why the website gives seemingly contradictory information?</p>	<p>We are currently considering how better to communicate with residents and local councillors in advance of service disruptions and are also seeking to improve our online reporting systems.</p>
4	Cllr David Fowles to Cllr Mike Evey, Leader of the Council	<p>Cotswold District Council recently published and distributed the taxpayer funded "Cotswold Together" magazine. A key focus of the publication were the Local Plan update and Local Government Reorganisation.</p> <p>These are important issues which affect the whole District on which all members and parties have cooperated in attempting to deliver the best outcome for the citizens of the Cotswolds.</p> <p>Despite this, the publication focusses entirely on the Liberal Democrats, why was there no engagement with the Conservatives concerning stories, overall content and format?</p>	<p><i>Cotswolds Together</i> is one tool in a comprehensive communications strategy which engages hundreds of people every day, via multiple channels and content types. This strategy seeks to ensure residents across the district are informed and aware of the services the Council is delivering, the support it provides, and the work it is undertaking on behalf of communities – while also facilitating two-way interaction and engagement.</p> <p>Developed in full accordance with the Code of Recommended Practice on Local Authority, <i>Cotswolds Together</i> was distributed to maximise awareness and engagement around two key, live issues: the Local Plan consultation, and the latest on local government reorganisation. Local Plan content (and the Council's wider suite of messaging on that issue) was informed by comments made by members from across the Council Chamber at Full Council, Cabinet and Overview & Scrutiny Committee meetings between July and October. It</p>



		<p>also included updates on the Council's updated corporate plan, the roll out of EV chargers and other climate issues, and a feature on how funding is being invested into the Cotswold community.</p> <p>Content was planned and developed by the Council's communications team, overseen and approved by the Council's corporate leadership team, and signed off by the Leader of the Council, who has portfolio responsibility for communications. This is in line with normal practice and process for communications distributed via any channel, at councils up and down the country.</p> <p>Several members from across the Council have shared feedback on the newsletter, which the communications team will consider as it creates the next edition of Cotswold Together. More and all feedback is welcome!</p>
5	Cllr Ray Brassington to Cllr Mike Evey, Leader of the Council	<p>The minutes of the meeting of Council held on 24th February 2025 record that a member of the public (Mr Peter Hooper) asked <i>"what action the Council would take to provide more grave plots for the</i></p> <p>There are 106 available full grave spaces at Stratton Cemetery following the expansion into Plot 12 in Q4 2025. There are 350 available full grave spaces at Chesterton Cemetery.</p>



	<p><i>ever-growing number of residents of Stratton".</i></p> <p>In response, Councillor Joe Harris "acknowledged the frustration and suggested meeting up with Mr Hooper to explore the situation further", and "proposed that his Executive Assistant would arrange a meeting with Mr Hooper and relevant officers to find a resolution and provide clarity for people in Cirencester".</p> <p>Could the Cabinet Member currently responsible for Cemeteries please provide an update on the current situation with regard to the availability of grave plots in Stratton and Cirencester?</p>	<p>The cremated remains areas at both Chesterton and Stratton have ample available space.</p>
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