



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 missed collection is defined?</p> <p>Are missed collections attributed to operational failures (such as vehicle</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</p>



		<p>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>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 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>
1b	Cllr Julia Judd to Cllr Andrea Pellegram, Cabinet Member for Environment and Regulatory Services	Supplementary question: How can the council and UBICO make sound, future-proof business decisions	Response to supplementary question: We take this issue very seriously, and



		<p>about the waste service if missed collections cannot be reported on the portal and therefore are not captured in the data, despite clear evidence of these issues through direct resident correspondence?</p>	<p>residents remain at the forefront of our thinking.</p> <p>Service disruption has been caused by factors such as severe weather, an ageing vehicle fleet and staff illness, but we work hard to manage these challenges. All reported cases are scrutinised, and we learn from service failures, maintaining regular engagement with UBICO to drive improvement. A £6 million investment in a new vehicle fleet has just been approved, which should significantly improve service delivery.</p> <p>Improving two-way communication with residents is a corporate priority, including website improvements and longer-term plans for proactive notifications when issues occur.</p> <p>This work is complex but well advanced and remains firmly on my radar.</p>
2	<p>Cllr Len Wilkins to Cllr Juliet Layton, Cabinet Member for Housing and Planning</p>	<p>The recently published "Service Performance Report 2025-26 Quarter 2 2025" includes a snapshot of Planning Enforcement cases and shows that 648</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</p>



		<p>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 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>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 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</p>
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			the team manage its growing workload more effectively.
2b	Cllr Len Wilkins to Cllr Juliet Layton, Cabinet Member for Housing and Planning	Supplementary question: Has the Council followed up the suggestion on resourcing Planning Enforcement through the veterans organisations, whose skills and organisational capabilities would be well suited to the role.	Response to supplementary question: As part of its recruitment processes, the Council advertises vacancies across a wide range of recruitment platforms, including the Career Transition Partnership, which is the official resettlement service for the Armed Forces. This ensures that opportunities are visible to veterans and those leaving military service whose skills and organisational experience may be well-suited to Planning Enforcement roles. All posts are widely advertised and are open to all applicants. Appointments are made on the basis of suitability and merit through the Council's standard recruitment and interview processes. The Council is therefore open to recruiting from any background, including veterans, provided candidates meet the requirements of the role.



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>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>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 the next morning following an improvement in weather conditions that allowed Ubico to recommence service delivery.</p> <p>I am currently working with officers to see how we can improve communications with residents and local councillors about service disruptions and to improve our online reporting systems.</p>
3b	Cllr Laura Hall-Wilson to Cllr Andrea Pellegram, Cabinet Member for Environment and Regulatory Services	Supplementary question: Going forwards can members receive an email if there's due to be a break in service provision for waste collections, so that we (councillors) can fulfil our roles of	Response to supplementary question: The matter will be referred back to officers to explore improved solutions for missed collections and notifications.



		being a conduit between the Council and our residents?	We acknowledge the challenges of relying on councillors to relay information for every missed street, but commit to reviewing options which will directly assist residents. A fuller, written response will be provided after consultation with the relevant officers.
4	Cllr David Fowles to Cllr Mike Evemy, 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</p>



			<p>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 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 me as Leader of the Council and portfolio holder 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>Where Cabinet members are featured in the Council's communications they appear by virtue of their role and their group</p>
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			<p>membership is not mentioned. This would be the same should there be a different group leading the administration.</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>
4b	Cllr David Fowles to Cllr Mike Evey, Leader of the Council	Supplementary question: Given the title of <i>Cotswolds Together</i> , can the administration commit to engaging the opposition on content and stories, including considering featuring members and providing a courtesy sign-off with the opposition leader, to ensure all parties are appropriately included?	Response to supplementary question: The Council's communications follow standard local authority practice. The Leader of the Council is consulted on corporate communications, and Cabinet Members are featured where relevant to their roles. Other members are not routinely consulted for corporate priorities, although backbench members from all parties are occasionally included in published articles. Officers prepare content based on council discussions, including matters such as the Local Plan, for which Councillor Juliet Layton is the lead member, and Local Government Reorganisation, for



			which Councillor Mike Evemy is the lead member, and the communications team ensures professional delivery. The recent <i>Cotswolds Together</i> publication was well received, and we will continue to produce such communications at appropriate times.
5	Cllr Ray Brassington to Cllr Mike Evemy, 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 ever-growing number of residents of Stratton</i>".</p> <p>In response, Councillor Joe Harris "<i>acknowledged the frustration and suggested meeting up with Mr Hooper to explore the situation further</i>", and "<i>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</i>".</p> <p>Could the Cabinet Member currently responsible for Cemeteries please provide an update on the current situation with regard to the</p>	<p>Together with Claire Locke, I met with Mr Hooper in my previous role as Cabinet Member for Finance. Cllr Patrick Coleman now holds that role which includes responsibility for our cemeteries.</p> <p>Following exploratory work, I'm please to advise that there are 106 available full grave spaces at Stratton Cemetery following the expansion into Plot 12 in Q4 2025.</p> <p>There are also 350 available full grave spaces at Chesterton Cemetery.</p> <p>The cremated remains areas at both Chesterton and Stratton both have ample available space.</p>



		availability of grave plots in Stratton and Cirencester?	
5b		No supplementary question was asked.	
6	<p>Urgent Question asked at Full Council:</p> <p>Cllr Laura Hall-Wilson to Cllr Andrea Pellegram, Cabinet Member for Environment and Regulatory Services</p>	<p>For over a week, the people of Tetbury have been blighted by the most appalling smoke pollution from continuous burning of waste on Tetbury Industrial Estate. I have received too many emails, messages and calls to count from distressed residents. The thick black smoke has filled homes, prevented children from playing outside at nursery and poured over the roads blocking visibility. Residents have moved out to nearby relatives or air b and b accommodation.</p> <p>The team at environmental health have been very responsive to me and visited on several occasions, keeping me updated and receiving evidence in the form of photos and videos. The fire brigade have attended and the police have attended. None are in any doubt that a serious offence has occurred and a fixed penalty notice has been issued, yet still the fires rage on.</p>	<p>Officers from Cotswold District Council attended Tetbury Industrial Estate on multiple occasions last week in response to reports of fires and nuisance affecting nearby residents.</p> <p>As part of our enforcement powers, the owner of the site has been issued with a fixed penalty notice and a nuisance abatement notice, which is the action available to the council at this stage.</p> <p>Should the fine not be paid, or the smoke nuisance recur, the council will be able to commence legal proceedings. We will continue to monitor the situation and take further action where appropriate to protect local residents.</p> <p>The fire is now completely out, which was established from officer visits this morning, Tuesday 20 January 2026..</p>



		<p>What more can this council do to enforce the law and protect our residents from this dreadful intrusion and prevent a very serious fire spreading on the site?"</p>	<p>In future, as on this occasion, it is important to establish early contact with the Fire Service, and to liaise with the Police and the Environment Agency, especially if there's an escalation. The Council used the legal powers available to it, and if the fire had spread, putting public safety at risk, the emergency services would be the 1st responders responsible for dealing with the incident.</p>
6B		<p>Supplementary Question: Can you please give an indication of the likely timescale for further legal action, and what advice the Council would give to residents should the burn start again in the future?</p>	<p>Response to supplementary question: Actions open to the Council: A case file is being prepared concerning the offence of an unauthorised or harmful deposit, treatment or disposal of waste. The file will be submitted to legal services who will make an assessment of the evidence and the seriousness of the offence. They will come to a decision on the disposal of the case, for example, whether to prosecute and which offences to pursue, based on the evidential and public interest tests.</p> <p>If the FPN already served, is not paid within the prescribed period of 28 days, then a</p>



			<p>case file on this offence will also be submitted to legal services.</p> <p>If fires recur on site, further investigations will take place, but in addition, a potential breach of the abatement notice will be investigated, and if there is evidence of breach, then a case for prosecution will be prepared. Depending on the nature of the material being burnt, action can be taken under the Clean Air Act 1993, if the emissions are assessed as dark smoke (there is a legal assessment for this) . If the abatement notice is ignored, and site burning of waste continues, consideration can be given for an application to High Court for an injunction.</p> <p>What advice the Council would give to residents should the burn start again in the future?</p> <p>We would ask residents to report any future incidents to the Council, and we will advise and investigate. Residents are asked to keep a log of events, to provide supporting evidence of the incidents and the impact on them. As with any fire, if it</p>
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