

To All Members of the Heritage, Environment and Community Committee

Councillors: Zowie Baker (Chair), Suzanne Sanderson (Vice Chair), Nikki Ind, Alison Figueiredo, Colin Pearce, Rodney Smith, and Ian Watson.

You are summoned to attend the Heritage, Environment and Community Committee on **Monday 2nd March 2026** Tetbury Library, Close Gardens, Tetbury, for the transaction of the following business. **All members of the public & press welcome.**



Executive Officer
24th February 2026

AGENDA

1. Apologies for absence
2. Public consultation (Note: Fifteen minutes is allowed for public questions or statements. Each person to state name and to be allowed three minutes maximum. Questions may be answered briefly but not debated. Issues may be referred for subsequent response if necessary)
3. Declarations of interest
4. To approve the Minutes of the meeting held on Monday 12 th January 2026
5. To note Budget, spend to date and forecast spend
6. To note Heritage Environment and Community Action updates
7. To note Visitor Information Centre report
8. To receive the Police Museum report
9. To note Grounds Team monthly Play Park Inspection
10. To discuss accommodation preferences and logistical arrangements for the Zwingenberg Delegation attending the Christmas Event 2026
11. To consider and approve a request for financial support towards purchasing a plaque at Bath Bridge
12. To consider and approve resident volunteer support for the Big Green Spring Clean
13. To seek Council approval for the Executive Officer to submit a nomination for Tetbury to the Bee Friendly Trust Awards 2026
14. To consider Correspondence
15. To receive members Reports
16. Items for inclusion on the April 2026 agenda
17. To note the dates and time and date of the next Heritage, Environment and Community meeting 7pm Monday 13 th April 2026 at Tetbury Library – Close Gardens – Tetbury

Members are reminded that the Council has a general duty to consider the above matters in the exercise of any of its functions: Equality and Diversity, Crime & Disorder, Health & Safety and Human Rights.

Members are also reminded that they are required to comply with the ethical standards laid down in the seven "Nolan" principles of public life in their conduct within Council meetings and at all times when acting as a Councillor.

**MINUTES OF THE HERITAGE, ENVIRONMENT & COMMUNITY
held at Tetbury Library, Close Gardens, Tetbury, GL8 8DU on the
2nd February 2026**

Present:

Town Councillors: Z Baker (Chair), S Sanderson (Vice Chair), N Ind, and R Smith.

Officers: V Bolwell (EO)

Public: Cllr K Painter

HEC01. 02/26 To receive and accept any apologies for absence:

Cllr Colin Pearce – Personal – Received and accepted.

Cllr Alison Figueiredo – Personal – Received and accepted.

Cllr I Watson – Gloucestershire County Council – Received and accepted.

HEC02. 02/26 Public Consultation:

Cllr K Painter attended to answer question regarding Agenda item 15.

It was proposed by Cllr Z Baker seconded by Cllr N Ind that Standing Orders be suspended to bring forward Agenda Item 15, allowing Cllr K. Painter to respond to questions.

Voting record	For 4	Against 0	Abstain 0	Absent 3
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HEC15. 02/26 To consider and approve draft letter to be sent to the Chamber of Commerce requesting information on the number of businesses it supports and related details:

Discussion took place regarding correspondence received by Full Council (FC) at the December meeting concerning Tetbury Chamber of Commerce (TCC) which FC requested HEC to respond.

K. Painter in his chamber capacity advised that TCC is not a formally constituted organisation. At present there is no committee beyond the Chair (K Painter) and the Secretary (C Pearce), and the group has no membership fees or dedicated bank account.

Members noted that TCC is not an accredited member of the British Chambers of Commerce.

Concerns were raised regarding the TCC website, which currently displays a “Connection Not Private” security warning and includes several outdated business listings (e.g. Quales, Church Street Barbers). Members expressed reservations about its accessibility and the potential security risks associated with attempting to access the site.

Members further noted that seeking clarity on the status and operations of TCC support the Tetbury Town Council’s (TTC) 2024–2028 Business Plan objective 3.1 To review and re-establish the Council’s relationship with TCC to strengthen business support within the town.

K Painter also reported that an update had not yet been received from District Cllr L. Hall-Wilson regarding the market research study undertaken by Heartflood.

Questions identified for clarification included:

Status and security of the website

Number of businesses currently registered with TCC

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 2nd February 2026**

It was proposed by Cllr N Ind seconded by Cllr S Sanderson that a formal letter would be drafted and sent to the TCC Chair's address requesting responses to the questions raised. The correspondence and any reply will be included within public correspondence. Members expressed its support for constructive dialogue and for the potential relaunch of a functioning and representative Chamber for Tetbury.

Voting record	For 4	Against 0	Abstain 0	Absent 3
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HEC03. 02/26 Declarations of Interest:

Cllr S Sanderson declared a non-pecuniary interest in Agenda item 11, as they are a Governor at Sir William Romney's School.

HEC04. 02/26 To approve the Minutes of the Heritage, Environment and Community meeting held on Monday 12th January 2026: It was proposed by Cllr N Ind seconded by Cllr S Sanderson to approve the minutes of the Heritage, Environment and Community meeting held on 12th January 2026

Voting record	For 3	Against 0	Abstain 0	Absent 3
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HEC05. 02/26 To note Budget, spend to date and forecast spend:
 Noted.

HEC06. 02/26 To note Heritage, Environment community Action Plan from previous meeting:
 Noted.

HEC07. 02/26 To note Visitor Information Centre report:
 Noted.

HEC08. 02/26 To receive the Police Museum Report:
 No report received.

HEC09. 02/26 To note Grounds Team monthly Play Park Inspection:
 Noted.
 Cllr R Smith and Cllr S Sanderson are available for this February inspection.

HEC10. 02/26 To note Highways Working Group notes 20th January 2026:
 Noted.

HEC11. 02/26 To consider a request from Sir William Romney School (SWR) for financial support towards their Community Day and approve funding: Members noted that Tetbury Area Youth and Community Trust (TAYCT) were missing from the proposal. **Action** - Cllr S Sanderson will raise this with SWR.

Cllr N Ind suggested contacting the Feoffees for support.

Members also felt it would be a good opportunity to raise Tetbury Town Council profile.

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It was proposed by Cllr Z Baker seconded by Cllr R Smith to approve a maximum budget of £500.00 for the Sir William Romneys Community Day BBQ – Budget Code 4316 – Youth Provision.

Voting record	For 4	Against 0	Abstain 0	Absent 3
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HEC12. 02/26 To discuss and approve Citizen Advice Bureau grant application: Members noted that previous grant allocations to other organisations had reduced the remaining grant budget. It was proposed by Cllr Z Baker and seconded by Cllr R. Smith that £1,000 from the remaining grant funds be awarded to the Citizens Advice Bureau in support of their grant application.

Voting record	For 4	Against 0	Abstain 0	Absent 3
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Members discussed that, prior to the Covid-19 pandemic, the Citizens Advice Bureau (CAB) received a strategic grant from the Council. It was agreed that Tetbury Town Council should consider reinstating a strategic grant of £1500.00 for CAB in the 2027/28 financial year.

HEC13. 02/26 To discuss and approve funding for Town Crier Uniform:

Our previous Town Crier is considering whether to donate or sell the jacket. **Action** – EO to follow up.

Members agreed for “Emeritus” status for the retiring Town Crier.

There are currently no public events planned, so there is no urgency regarding regalia. It was agreed to explore sustainable sourcing options for future regalia, including local dressmakers and vintage suppliers.

It was noted that the Tetbury Advertiser still lists the contact details for the previous Town Crier, who retired before Christmas after approximately ten years’ service. The EO will arrange for this to be updated.

HEC14. 02/26 To review and approve proposed uses for the adopted Gumstool Hill Phone Box:

It was proposed by Cllr N Ind seconded by Cllr Z baker to approve the following proposed uses for the adopted Gumstool Hill Phone Box:

- Installation of a public Bleed Kit.
- Creation of displays featuring historic information about the town, including the Woolsack Races, Tetbury’s history as a market town, the Feoffees of Tetbury, and other notable local landmarks.

Voting record	For 4	Against 0	Abstain 0	Absent 3
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It was agreed that the Executive Officer will contact the History of Tetbury Society to collaborate on the design and content of interpretation boards. This will be progressed as an **Action**.

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HEC16. 02/26 To discuss Business Plan for the Visitor Information Centre for the financial year 2026/27, consider recommendations, and agree next steps:

Members discussed the budget for 2027/28 and the development of a digital plan for the Visitor Information Centre (VIC). It was emphasised that there are no plans to close the VIC; rather, the Council is exploring alternative ways to enhance Tetbury’s digital presence as a visitor destination.

It was agreed to establish a working group to progress the digital plan, consisting of the following councillors: Councillors - S Sanderson – Z Baker – N Ind – R Smith. It was also agreed that absent members would be invited to join the working group.

HEC17. 02/26to update members on the ongoing parking ongoing parking challenges within Tetbury and to seek agreement on coordinated plan of action in collaboration with the Car parking Working Group: Email to be sent to Chair of working group Cllr J Taylor to discuss plans.

Cllr N Ind highlighted the car park spaces at Tesco, noting that Love Lane provides a scenic walk into the town and showcases Tetbury’s heritage. Cllr Ind also raised concerns about excessive foliage along the route, suggesting that improvements could be made to enhance accessibility and the overall appearance of this key access point. It was noted that this matter is on the Highways agenda, and a site visit has been arranged to assess the potential for improvements.

It was also noted that Stow-on-the-Wold currently offers two hours of free parking for residents and visitors, which may be a useful comparison for future consideration.

HEC18. 02/26 To consider and approve whether HEC wishes to support the development of a Town of Culture 2028 bid: It was proposed by Cllr Z Baker seconded by Cllr N Ind to support the development of a Town of Culture 2028 bid.

Voting record	For 4	Against 0	Abstain 0	Absent 3
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HEC19. 02/26 To approve the SLA between Gloucestershire Constabulary Tetbury Town Council for the provision of Community Speed watch cameras: It was proposed by Cllr N Ind seconded by Cllr R Smith that the Service Level Agreement (SLA) between Gloucestershire Constabulary and Tetbury Town Council for the provision of Community Speed Watch cameras be approved, subject to the recommended camera sites from Gloucestershire Constabulary being approved by Full Council.

Voting record	For 4	Against 0	Abstain 0	Absent 3
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HEC20. 02/26 To note Wellbeing Week 2026 report:

No report received.

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HEC21. 02/26 To consider correspondence:

Community Litte Pick – EO to contact Insurance company regarding public liability

Wildlife Trust HabiMap programme – Members agreed to the survey and asked EO to highlight landowners.

Daily Telegraph – Information required regarding Antiques in Tetbury – Visit Tetbury responded.

It was proposed by Cllr Z Baker seconded by N Ind to suspend standing orders regarding correspondence received.

Voting record	For 4	Against 0	Abstain 0	Absent 3
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Correspondence was received from a resident concerning one of Tetbury Town Council’s trees, which was previously crown reduced in 2017. The Council’s tree surgeon has inspected the tree and identified a possible case of Ash Dieback. He advised that the most cost-effective approach would be to revisit the tree in the spring, during leaf growth, to assess its condition more accurately. At that time, a decision may need to be made regarding removal.

Considering this, the Executive Officer requested that £3,000 be ringfenced from` the 2025/26 budget to cover any unexpected costs associated with the tree’s management in 2026/27 financial year. The tree surgeon has confirmed that the tree does not currently pose a risk to the public and will continue to monitor its condition.

It was proposed by Cllr N Ind seconded by Cllr Z Baker to ringfence £3000 from the 2025/26 budget to cover unexpected costs associated with the tree’s management in 2026/27

Voting record	For 4	Against 0	Abstain 0	Absent 3
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HEC22. 02/26 To receive members reports:

None.

HEC23. 02/26 Items for the inclusion of March 2026 Agenda:

Please let EO know by the 23rd of February 2026

HEC24. 02/26 To note the dates and time and date of the next Heritage, Environment and Community meeting 7pm Monday 2nd February 2026 at Tetbury Library – Close Gardens – Tetbury:
 Noted.

Chair.....

Date.....

Meeting ended 850 pm

Detailed Income & Expenditure by Budget Heading 01/02/2026

Month No: 11

Cost Centre Report

	Actual Year To Date	Current Annual Bud	Variance Annual Total	Committed Expenditure	Funds Available	% Spent	Transfer to/from EMR
<u>110 HEC</u>							
1141 Christmas Markets	1,175	0	(1,175)			0.0%	
1804 Highfield Allotment Income	815	0	(815)			0.0%	
1901 Donation Received	1,000	0	(1,000)			0.0%	
HEC :- Income	2,990	0	(2,990)				0
4095 St Saviours Water	98	115	17		17	85.5%	
4310 Current Youth Services	29,600	29,600	0		0	100.0%	
4315 Emergency Fund	7	600	593		593	1.2%	
4316 Holiday Youth Provision	2,704	5,000	2,296		2,296	54.1%	
4317 Organisation Grants	3,000	3,000	0		0	100.0%	
4400 Equipment & Repairs	1,553	3,500	1,947		1,947	44.4%	
4410 Fuel	956	2,000	1,044		1,044	47.8%	
4420 Clothing	467	660	193		193	70.7%	
4430 Open Spaces	3,387	6,050	2,663		2,663	56.0%	64
4435 Trees / Tree Work	5,251	10,000	4,749		4,749	52.5%	
4440 Planting	1,257	1,819	562		562	69.1%	
4451 Christmas	64	1,000	936		936	6.4%	
4460 Playground Inspection & Repair	473	2,000	1,527		1,527	23.6%	
4470 Projects	3,267	4,500	1,233		1,233	72.6%	
4471 Awards	0	500	500		500	0.0%	
4472 Market License	1,029	0	(1,029)		(1,029)	0.0%	
4475 Allotments Highfield	237	0	(237)		(237)	0.0%	
4476 Town Centre	0	3,000	3,000		3,000	0.0%	
HEC :- Indirect Expenditure	53,349	73,344	19,995	0	19,995	72.7%	64
Net Income over Expenditure	(50,359)	(73,344)	(22,985)				
6000 plus Transfer from EMR	64	0	(64)				
Movement to/(from) Gen Reserve	(50,295)	(73,344)	(23,049)				
Grand Totals:- Income	2,990	0	(2,990)			0.0%	
Expenditure	53,349	73,344	19,995	0	19,995	72.7%	
Net Income over Expenditure	(50,359)	(73,344)	(22,985)				
plus Transfer from EMR	64	0	(64)				
Movement to/(from) Gen Reserve	(50,295)	(73,344)	(23,049)				

	Actual Year To Date	Current Annual Bud	Variance Annual Total	Committed Expenditure	Funds Available	% Spent	Transfer to/from EMR
<u>115</u> <u>Police Museum</u>							
1130 Police Museum Donations	1,803	0	(1,803)			0.0%	
1135 Police Museum Grants Received	3,400	0	(3,400)			0.0%	
1900 Miscellaneous Income	0	0	(0)			0.0%	
	<u>5,203</u>	<u>0</u>	<u>(5,203)</u>				<u>0</u>
Police Museum :- Income							
4061 PM Training and Expenses	0	400	400		400	0.0%	
4121 Police Museum Insurance	627	750	123		123	83.6%	
4141 Police Museum Marketing	1,041	850	(191)		(191)	122.5%	
4161 Police Museum Memberships	356	100	(256)		(256)	355.6%	
4480 Police Museum Staff Costs	3,665	4,750	1,085		1,085	77.2%	
4481 Police Museum Collections Care	583	1,000	417		417	58.3%	
4482 PM Training and Expenses	169	400	231		231	42.2%	
4483 Police Museum Education	1,448	0	(1,448)		(1,448)	0.0%	
4485 Police Museum Grant Expenditur	7,308	0	(7,308)		(7,308)	0.0%	
4487 PM Marketing	21	0	(21)		(21)	0.0%	
4491 Bank Charges	94	102	9		9	91.7%	
	<u>15,311</u>	<u>8,352</u>	<u>(6,959)</u>	<u>0</u>	<u>(6,959)</u>	<u>183.3%</u>	<u>0</u>
Police Museum :- Indirect Expenditure							
Net Income over Expenditure	<u>(10,109)</u>	<u>(8,352)</u>	<u>1,757</u>				
Grand Totals:- Income	5,203	0	(5,203)			0.0%	
Expenditure	15,311	8,352	(6,959)	0	(6,959)	183.3%	
Net Income over Expenditure	<u>(10,109)</u>	<u>(8,352)</u>	<u>1,757</u>				
Movement to/(from) Gen Reserve	<u>(10,108)</u>	<u>(8,352)</u>	<u>1,756</u>				

11:21

Detailed Income & Expenditure by Budget Heading 01/02/2026

Month No: 11

Cost Centre Report

	Actual Year To Date	Current Annual Bud	Variance Annual Total	Committed Expenditure	Funds Available	% Spent	Transfer to/from EMR
<u>200 Visitor Information Centre</u>							
1805 Maps	566	1,200	634			47.1%	
1830 Ticket Sales Nat. Express Inc	458	300	(158)			152.8%	
1840 Ticket Sales Goods Shed	588	300	(288)			196.0%	
1862 Cards/Notelets and Postcards	385	450	65			85.6%	
1865 Postage and Packaging	4	200	197			1.8%	
1870 Walks & Cycles	347	500	153			69.3%	
1872 Tea Towels	765	1,000	235			76.5%	
1875 Gifts & Souvenirs	811	750	(61)			108.2%	
1880 Books and Guides	228	250	22			91.1%	
1882 Local Crafts	541	0	(541)			0.0%	
1885 Calendars	168	50	(118)			335.5%	
1897 Cards for Good Causes	1,406	0	(1,406)			0.0%	
1900 Miscellaneous Income	1,462	0	(1,462)			0.0%	
Visitor Information Centre :- Income	<u>7,729</u>	<u>5,000</u>	<u>(2,729)</u>			154.6%	0
4801 Banking charges	85	102	17		17	83.3%	
Visitor Information Centre :- Direct Expenditure	<u>85</u>	<u>102</u>	<u>17</u>	<u>0</u>	<u>17</u>	83.3%	0
4070 Business Rates	142	0	(142)		(142)	0.0%	
4090 Utilities	582	0	(582)		(582)	0.0%	
4800 Maps	946	2,000	1,054		1,054	47.3%	
4810 Post Cards	203	0	(203)		(203)	0.0%	
4825 Cards/Notelets & Postcards	68	0	(68)		(68)	0.0%	
4830 Books - Heritage	78	0	(78)		(78)	0.0%	
4835 Tea Towels	0	750	750		750	0.0%	
4840 Calendars	110	100	(10)		(10)	110.0%	
4845 Gifts & Souvenirs	1,408	2,000	592		592	70.4%	
4870 Website	564	470	(94)		(94)	120.0%	
4885 Local Craft	243	0	(243)		(243)	0.0%	
4900 Ticket Sales Nat. Express	433	250	(183)		(183)	173.3%	
4935 Ticket Sales Good Shed Arts Ce	533	0	(533)		(533)	0.0%	
4940 VIC Staff Costs	21,948	24,100	2,152		2,152	91.1%	
4961 Square Automatic Charges	91	500	409		409	18.2%	
4970 VIC Repairs/IT	178	1,000	822		822	17.8%	
4980 VIC Stationery/Miscellaneous	167	350	183		183	47.7%	
Visitor Information Centre :- Indirect Expenditure	<u>27,696</u>	<u>31,520</u>	<u>3,824</u>	<u>0</u>	<u>3,824</u>	87.9%	0
Net Income over Expenditure	<u>(20,052)</u>	<u>(26,622)</u>	<u>(6,570)</u>				

	Actual Year To Date	Current Annual Bud	Variance Annual Total	Committed Expenditure	Funds Available	% Spent	Transfer to/from EMR
Grand Totals:- Income	7,729	5,000	(2,729)			154.6%	
Expenditure	27,781	31,622	3,841	0	3,841	87.9%	
Net Income over Expenditure	<u>(20,052)</u>	<u>(26,622)</u>	<u>(6,570)</u>				
Movement to/(from) Gen Reserve	<u>(20,052)</u>	<u>(26,622)</u>	<u>(6,570)</u>				

Purpose of Report

To note the actions taken on previous decisions of the Committee.

Recommendation

That the Action Points be noted.

Ref	ACTION	WHO	STATUS
HR10. 01/24	Information Board Repair – The Goods Shed	EO	Contacted Information board supplier to update current boards. Seeking funding ongoing .
HE10. 01/25	Riverbed	All members	Interpretation board to be installed January/February 2026 - See Attached .
HWY13. 03/25	Recognition of Highstreet Business	EO	Ongoing.
HEC13. 10/25	Bath Bridge Historic Plaque Planning application	EO	Final application to be sent to CDC following on from 2 nd March HEC meeting.
HC13. 02/26	Town Crier Sustainable Uniform	EO	EO to confirm donation of current Town Crier Jacket.
HEC14. 02/26	Gumstool Hill Phone box	EO	Installation of Bleed Kit Feb– History of Tetbury collab interpretation boards to be discussed.
HEC16. 02/26	Visitor Information Centre Working Group	Cllr S Sanderson Cllr Z Baker Cllr N Ind Cllr R Smith	Working group reviewing the future retail offer within the VIC to ensure it best meets visitor needs for 27/28 budget
HEC17. 02/26	Car park Working Group	All	Email sent to the Chair of the Car Parking Working Group. The chair has suggested a meeting on the 18 th of March – early evening. Please let EO know if you can attend.
HEC15. 02/26	Letter to Chamber of Commerce	All	Correspondence sent 04/02/26

River Bed Project

Herd Lane Old Tip in Tetbury

Herd Lane is known today primarily for its allotment gardens and proximity to Preston Park and the Tetbury Rail Lands. The old tip at Herd Lane refers to a 1950's rubbish dump site, which has since been repurposed and improved. It is now part of a community area that includes allotments and green spaces. The Feoffees of Tetbury have been involved in enhancing the area, including resurfacing Herd Lane, updating the allotments, and planting a community orchard.

Current Use and Improvements

The area is now used for community allotments, managed by the Tetbury Feoffees. Preston Park, located at the end of Herd Lane, is part of the Tetbury Rail Lands Regeneration Trust project, offering green space and public amenities. Improvements include resurfacing of Herd Lane, repairs to bridges and walkways, and planting of daffodils and orchard trees.

Allotments



Tetbury Allotments are home to around 30 individual plots, each cultivated by local residents who grow an impressive variety of fruit, vegetables, flowers, and young trees. The site has become a vibrant community space where people of all ages come together to garden, share knowledge, and enjoy the outdoors. As well as providing fresh, home-grown produce, the allotments play an important role in encouraging wildlife and supporting nature, with many plot-holders creating habitats that attract pollinators, birds, and beneficial insects.

Herd Lane



Herd Land in Tetbury has undergone a remarkable transformation. Once used as the town's rubbish tip in the 1950's, it has since been carefully restored and repurposed into an inviting green space that now forms the gateway to one of Tetbury's most beautiful circular walks. The lane connects residents and visitors to open countryside and its transformation reflects Tetbury's commitment to enhancing green spaces.



Tetbury
Town Council

Visit
Tetbury
www.visittetbury.co.uk



Preston Park



Preston Park was originally part of Tetbury Common and under the ownership of the Feoffees of Tetbury. In 1920 the land was sold to the Preston family, and in 1990 it was renamed Preston Park and leased back to the Feoffees on a 1,000-year term at a peppercorn rent.

A stream runs through the park, fed by the same source that forms the River Avon. The park sits in a beautiful valley rich with wild flowers, which are protected by allowing grazing only for a short period each year. This careful stewardship has created a haven for butterflies, wild birds, and other wildlife.

The park is enjoyed by the community throughout the year. It forms part of the weekly Park Run route, and is well used by dog walkers, joggers, and families. Children play freely in the shallow stream and open parkland, making the most of the natural landscape.

Public access is permitted across the whole of the park.



Kingfisher



Roe Deer



Water Vole

Community Orchard



Established in 2011 through the efforts of local residents and with the support of the Feoffees of Tetbury, the Community Orchard is home to a wide range of traditional and heritage apple varieties. Each autumn the fruit is harvested and shared with the community, offering a seasonal reminder of Tetbury's growing traditions and the value of this shared green space.

spot the
Fauna & Flora
on the trail

Depending on the time of year, see if you can spot any of the fauna and flora on your walk, if you'd like send us a picture too!

During the dry seasons please do not walk on the river bed, this disturbs the wildlife



February has been a positive and productive month for Visit Tetbury, with strong progress across both our digital platforms and the Visitor Information Centre shop. The recently updated TripAdvisor and Google Business listings are now generating noticeably increased traction, with more views, interactions, and engagement from potential visitors. These improvements — including refreshed imagery, corrected business information, and updated descriptions — have significantly enhanced our visibility in tourism-related searches. As a result, more visitors are discovering Tetbury online before arriving, and several have already commented that they were directed to us after finding our improved listings.

Our social media presence continues to perform strongly, supported by consistent high-quality photography, regular event promotion, and features on local businesses. Engagement has grown across both Instagram and Facebook, contributing to increased website traffic as users click through to explore the town and its attractions. This momentum is helping to reinforce Tetbury's profile as a welcoming and vibrant destination ahead of the spring season.

In the Visitor Information Centre shop, we have welcomed another local stockist this month, further expanding our range of locally made products. This addition strengthens our commitment to showcasing independent Tetbury makers and offering visitors a broader selection of high-quality, locally sourced gifts. Sales remain steady, with items produced by local artisans continuing to be among the most popular choices for both visitors and residents.

Customer interaction at the VIC has also remained strong, with enquiries covering accommodation, walking routes, local attractions, and upcoming events. We have seen an increase in people calling in after discovering us online, which highlights the positive impact of our improved digital presence. As we look ahead to April, our focus will shift toward preparing for increased Easter tourism, continuing to build our online visibility, expanding our local retail offer, and supporting council-led events to strengthen visitor engagement.

Following the findings of the Mystery Shopper 2025 report, I have implemented a series of strategic improvements to address areas where we underperformed and to enhance the overall visitor experience. Recognising the need to strengthen our online reputation, I refreshed and optimised our Google Business and TripAdvisor listings, updated imagery, and introduced a more structured approach to gathering new visitor reviews to counter the previously low volume and outdated feedback. In response to recommendations around accessibility, I have noted we need clearer signage, improved promotion of nearby accessible facilities, and adopt a more proactive approach in asking visitors about their access needs to ensure a more inclusive and personalised service. To improve sustainability and transport information, I expanded the promotion of public transport options both online and in-centre, responding directly to the report's call for clearer non-car travel guidance. This has also included meeting with Car Free Cotswolds to discuss a strategic plan.

Report to Heritage, Environment and Community
Monday 2nd March 2026
Agenda item 7. To note Visitor Information Centre report

We have also implemented a regular review cycle for all printed materials to prevent outdated leaflets being displayed. These actions demonstrate not only our commitment to meeting expected standards, but also our intention to continually elevate Visit Tetbury's offer and align our service delivery with best practice across visitor information centres.

Alongside this, I have been exploring the use of QR-based destination advice, with the aim of curating a series of interactive walking routes around the town. This will allow visitors to access tailored, real-time information on their mobile devices and help encourage greater exploration of the town's heritage, independent businesses, and key points of interest. These actions demonstrate not only our commitment to meeting expected standards, but also our intention to continually elevate Visit Tetbury's offer and align our service delivery with best practice across visitor information centres.

Victoria Bolwell

Visitor Information Supervisor



Visit Tetbury

Overview of the Mystery Shopper Report

Our mystery shopper assessment provides a **very positive overall impression** of the Tetbury Visitor Information Centre, highlighting warm customer service, good presentation, and strong local engagement. It also identifies a number of practical improvements that could further elevate the visitor experience — especially around accessibility, digital presence, and encouraging reviews.

Below is a structured summary of the full report.

1. Key Strengths

Excellent Customer Service

- You were praised for a **friendly, well-presented welcome** and immediate assistance.
- The staff member went “**out of his way**” to gather leaflets, make personalised suggestions, and offer ideas for a family visit.
- Email enquiries were answered within **24 hours** with **detailed, tailored information**, including wheelchair-friendly suggestions and useful links.

Engaging Social Media Presence

- Facebook: **1.2k followers**, good local content and regular posting.
- Instagram: **3120 followers**, good local collaborations and varied visuals.

Well, -Presented Centre

- Beautiful Cotswold building; interior small but **used well and tidy**.
- Good variety of **leaflets, books, and local gifts**.
- Being next to a museum was noted as a **clear benefit**.

Shop & Local Links

- Strong support for local independent businesses.
- Good-quality local products in the shop.

Overall Testimonial

The judge described Visit Tetbury as “**a great shop and information centre**... with friendly staff and a wealth of information”.



2. Areas for Improvement

A. Online Reviews

- Google rating: **4.9 stars**, but only **7 reviews**, all **2+ years old**.
- No clear TripAdvisor presence for the centre.
- The judge had to “go looking” to find your Google listing — visibility is low.

Implication: You urgently need a review-collection strategy.

B. Social Media Opportunities

- While strong overall, the judge notes:
 - Need **more reels** and **trend-style videos** for engagement.
 - Email signatures should link to social media + review page.
-

C. Accessibility & Inclusivity

- Staff were friendly but did **not ask about access needs or preferences**, which would improve personalisation.
 - Large-print materials or accessibility tools were **not clearly displayed**.
 - No toilets onsite; nearest ones are across town — this should be better signposted.
 - Accessibility improvements are planned but not yet implemented.
-

D. Sustainability & Transport Information

- Website and centre information leans heavily toward car travel.
 - Judge suggests:
 - Promoting **public transport** options more clearly.
 - Adding **more sustainability information** online.
 - Continuing plans for future sustainability workshops.
-

E. Printed Materials

- One attraction leaflet found was **out of date** (2024).
- Judge recommends a regular review to ensure all print info is current.



F. Website Improvements

The judge praised the site layout but suggested enhancements:

- Add explicit **Accessibility** and **Sustainability** pages/links.
- Add **Meet the Team** page for personal connection.
- Promote the **Information Centre itself** more clearly.

3. Summary Score Overview

Category	Score	Notes
Website & Social Media	6/10	Good content, needs more digital depth and accessibility/sustainability info.
Online Reviews	1/10	Very few reviews; all old; no clear visibility.
Enquiry Handling	7/10	Excellent in-person & email service; could personalise more.
Venue Presentation	7/10	Lovely building, tidy, well-stocked; one outdated leaflet.
Accessibility & Inclusivity	5/10	Good building access but need more proactive service & visible aids.
Sustainability	6/10	Strong local sourcing; improve sustainable transport info.



4. Overall Impression

The mystery shopper had a **strongly positive experience**, noting particularly:

- Friendly and proactive staff
- Good local knowledge
- Well-presented centre
- Strong community feels

The report also makes it clear that digital presence, review generation, and accessibility practices are your biggest opportunities for rapid improvement.

Monthly Playground Inspection Checklists

Tetbury Town Council - Play Parks: Suffolk Close, Webb, and Goods Shed

Suffolk Close – Monthly Inspection Checklist

Date 13/02/26	Inspection Item	Condition	Comments
	Play equipment condition	Good	Shackles replaced
	Safety surfacing	Good	
	Signage visibility and condition	As new	
	Litter and debris removal	None	
	General safety (trip hazards, sharp edges)	None	
	Fencing and gates	Ok	
	Benches and seating	Fair condition	
	Drainage and water pooling	Ok	

Signatures:

Councillor: _____ R Smith _____

Grounds Team: _____ CW _____

Webb Road- Monthly Inspection Checklist

Date 13/02/26	Inspection Item	Condition	Comments
	Play equipment condition	OK	
	Safety surfacing	OK	
	Signage visibility and condition	As new	
	Litter and debris removal	None	
	General safety (trip hazards, sharp edges)	None	
	Fencing and gates	Good	
	Benches and seating	Good	Treat in Spring
	Drainage and water pooling	Good	

Signatures:

Councillor: _____ R Smith _____

Grounds Team: _____ CW _____

Committee and Date	Heritage, Environment and Community 2 nd March 2026
Agenda Item	10
Subject	To discuss accommodation preferences and logistical arrangements for the Zwingenberg Delegation attending the Christmas Event 2026
Accountable Members	All
Accountable Officer	EO
Summery/Purpose	<p>Delegates from Tetbury's twin town, Zwingenberg, have expressed their wish to attend the Christmas Event in 2026 as part of the continued development of the twinning relationship. In their initial correspondence, the delegates indicated that they would prefer to stay in private accommodation, as they feel this would offer a more authentic and personal experience of Tetbury's community life.</p> <p>This preference aligns with the nature of many twinning exchanges, which often encourage cultural immersion and opportunities for closer interpersonal connections. However, the delegation has confirmed that if suitable private accommodation cannot be sourced, they would be willing to arrange and pay for their own stay in a local hotel.</p> <p>Members are asked to consider whether appropriate private accommodation options might be available within the community, and if so, how these could be coordinated. Should this not be feasible, the Council is invited to note the delegates' willingness to secure hotel accommodation independently and to determine whether any support or guidance should be provided in identifying suitable local hotels or guest houses. In addition to accommodation arrangements, the Council may also wish to consider potential logistics support to ensure the visit runs smoothly. This could include providing assistance with transport. Offering a welcome briefing or itinerary to help the delegates navigate the town and its facilities; arranging opportunities to meet with councillors, local groups, or business representatives; and ensuring clear points of contact throughout the visit.</p> <p>Members may also wish to discuss whether any formal or informal hospitality should be offered during their stay, particularly around the main Christmas event.</p>
Recommendations	To approve
Financial Implications	None
Legal Legislation	Localism Act 2011, s.1(1)
Report written by	EO

Committee and Date	Heritage and Environment Committee – 2 nd March 2026
Agenda Item	11
Subject	To consider and approve a request for financial support towards purchasing a plaque at Bath Bridge
Accountable Members	All
Accountable Officer	EO
Summary/Purpose	<p>This matter was first raised by a Councillor in October 2024 and has been discussed by Council on several occasions.</p> <p>In November 2025, Council resolved to support the submission of a planning application for the installation of a commemorative plaque at Bath Bridge.</p> <p>To ensure the design is consistent with existing historic signage within the town, the same specialist supplier used in 2018 was approached for an updated quotation.</p> <p>Due to increased production costs, the total cost of the plaque is now £919.20, comprising £747.00 for manufacture (excluding VAT) and £19.00 postage.</p> <p>A local resident has kindly offered a contribution of £350.00, and Tetbury History Society has offered £450.00 towards the project. This leaves a remaining shortfall of £119.20. The Committee is asked to consider covering this outstanding amount.</p> <p>If approved, the plaque would be installed during the 250th anniversary year of Bath Bridge’s construction, adding significance to the project.</p> <p>The proposal remains subject to planning permission; however, the planning authority required details of the plaque design and proposed location prior to the Executive Officer submitting the final application.</p>
Recommendations	To discuss
Financial Implications	£119.20
Legal Implications	Localism Act 2011, s.1(1)
Report written by	EO

Committee and Date	Heritage, Environment and Community - 2 nd March 2026
Agenda item	12
Subject	To consider and approve resident volunteer support for the Big Green Spring Clean.
Accountable Members	All
Accountable Officer	EO
Summary/Purpose	<p>To support the Big Green Spring Clean from 13 to 29 March 2026 the Town Council is asked to agree the operational and safety arrangements for the event.</p> <p>Local residents have approached the Council offering their time as volunteers for a community litter-pick and spring clean. This initiative will help to promote civic pride, improve the local environment, and encourage wider community participation.</p> <p>The Council is asked to approve the involvement of resident volunteers in the Big Green Spring Clean and to formally adopt the event risk assessment (Appendix A), which must be followed throughout. Authority will be delegated to the CEO to finalise the operational arrangements, including identifying locations, organising supervision, managing the issue and return of equipment, and arranging disposal of collected waste.</p> <p>Subject to the approved risk assessment, the event will be managed with a nominated Council lead or supervisor present on the day. Volunteers will be required to sign in and out and will receive a safety briefing before beginning any activity.</p> <p>Suitable gloves and high-visibility clothing will be provided or required, in line with the risk assessment. Volunteers will also be given clear instructions on what they must not do—for example, handling hazardous waste or sharps, lifting heavy objects, or working in trafficked areas.</p> <p>Any such issues identified during the event will be reported to the appropriate authority.</p> <p>The Council has a duty to identify, assess and record risks associated with its activities and to ensure proportionate controls are in place, including the use of insurance where appropriate. Insurance forms an important part of managing legal liability risks. For the purpose of volunteer insurance, volunteers will be considered to be acting under the Council's direction only when taking part in the organised event and complying with the approved risk assessment.</p>
Financial Implications Budget code and cost centre	None
Recommendation	To approve
Report written by	EO

HEALTH & SAFETY ADVICE

Bring with you/wear:

- 1) Protective gloves (e.g. leather, gardening gloves)
- 2) Sturdy shoes
- 3) Appropriate clothing for weather conditions (e.g. waterproof jacket, sun hat, sun block)
- 4) Long sleeves and long trousers
- 5) Drinking water
- 6) Mobile phone to contact co-ordinator if necessary

Hygiene:

- 1) Protect any cuts with waterproof plasters
- 2) Avoid rubbing the mouth and eye area while working
- 3) Wash hands and forearms before eating, drinking, smoking, using the toilet

Do not litter pick:

- 1) Any needles/syringes
- 2) Any knives/blades
- 3) Unidentified drums, cans or canisters
- 4) Poisons, insecticides
- 5) Clinical waste
- 6) Condoms
- 7) Broken glass
- 8) Other hazardous substances (e.g. suspected asbestos)
- 9) Animal faeces

Hazardous items: if you come across any of the following, report them to your co-coordinator, do not pick them up. If in doubt – leave it.

Do not litter pick:

- 1) On main roads (only on pavements - or for village lanes, keep on or next to the verge)
- 2) Near unstable banks of ditches/ponds or any boggy wet areas
- 3) Near electric fences (identified by yellow warning signs)
- 4) In streams, bodies of water (you risk catching leptospirosis from water contaminated by rats' urine)
- 5) On private land, building sites or business premises

Bending/lifting/twisting:

- 1) Do not lift large/heavy/awkward items (contact your co-ordinator)
- 2) Only carry a manageable weight in the bin bag
- 3) Beware of repetitive injuries while bending and twisting – use your litter picker, remember this is only a litter pick not a rubbish collection

Children: MUST BE SUPERVISED AT ALL TIMES

Only work in pairs or part of a group and always use your litter picker – **if you cannot safely reach the litter, leave it.**



Report any problems to your co-ordinators on:

or

AS A VOLUNTEER YOU HAVE A DUTY TO PROTECT YOURSELF, YOUR FELLOW VOLUNTEERS AND THE GENERAL PUBLIC.

ANY PROBLEMS? STOP THE LITTER PICKING AND CONTACT YOUR CO-ORDINATOR

DO NOT CHALLENGE ANYONE YOU SEE DROPPING LITTER



TETBURY TOWN COUNCIL
LITTER PICKING RISK ASSESSMENT

LITTER PICKING EVENT IN TETBURY TOWN
DATE OF EVENT:
ORGANISED BY: TETBURY TOWN COUNCIL

Risk assessment carried out by:
Date of assessment:

Risk Assessment for

LP = litter pickers
TTC = Tetbury Town Council

Traffic, roads, verges, paths

Main roads through village, so LPs will be advised to stay on pavements and not to litter pick in the roads

Dogs – LPs will be advised to keep away from dogs who bark at garden gates

Streams, ditches and wet areas – LPs advised to use caution near wet areas and deep ditches and not to step into any waterlogged areas

Lone working – LPs advised to work in pairs or more, if litter picking on their own they are advised to carry a mobile phone if possible

HAZARDS	CONTROL MEASURES TO BE PUT IN PLACE FOR LITTER PICK	HOW WILL THIS BE MANAGED	WHO BY
Traffic	<ul style="list-style-type: none">• Litter picking on main roads – LPs must stay on pavements only and must not step into the road under any circumstances• Basingstoke Road – adults only• Litter picking on lanes – warning signs to be put up at each end of lane• Tabards to be worn• Advise LPs not to use personal music players	<ul style="list-style-type: none">• Safety briefing and H&S info sheet to be handed out• Monitoring	<ul style="list-style-type: none">• Event Coordinator• Event Coordinator

Weather	<ul style="list-style-type: none"> • Volunteers advised to wear suitable shoes and clothing • Volunteers advised to bring/use sun protection cream • If weather conditions hazardous the event would be postponed e.g. lightening or cancelled e.g. heavy rain 	<ul style="list-style-type: none"> • Advance information • Check weather forecasts • Assessment on the day 	<ul style="list-style-type: none"> • TTC/local organiser • local organiser • Event Coordinator
Cuts from sharp objects e.g. glass	<ul style="list-style-type: none"> • Volunteers advised to bring and wear protective gloves • Volunteers provided with a litter picker device 	<ul style="list-style-type: none"> • Advance information • Equipment supplied by WBC 	<ul style="list-style-type: none"> • TTC/local organiser • Local organiser
Manual handling	<ul style="list-style-type: none"> • Volunteers provided with a litter picker device • Volunteers instructed not to lift heavy, awkward objects • Volunteers advised not to reach, twist or stoop • Any such items will be reported to TTC for removal 	<ul style="list-style-type: none"> • Request to TTC • Safety briefing and H&S info sheet • Log details, notify TTC 	<ul style="list-style-type: none"> • Local organiser • Event Coordinator • Event Coordinator
Infection/disease	<ul style="list-style-type: none"> • Volunteers instructed not to touch hypodermic syringes etc. and to notify the Event Co-ordinator • Volunteers made aware of the risks from contaminated water and dog faeces • Volunteers instructed on good personal hygiene 	<ul style="list-style-type: none"> • Safety briefing and H&S info sheet 	<ul style="list-style-type: none"> • Event Coordinator
Unsupervised children	<ul style="list-style-type: none"> • Ages of children to be ascertained • Ensure that ratios of adults to children are adequate and adults made aware that they are responsible for the supervision of children in their charge 	<ul style="list-style-type: none"> • On the day • Organise and brief adults on the day 	<ul style="list-style-type: none"> • Event Coordinator • Event Coordinator
Lone working	<ul style="list-style-type: none"> • Volunteers not permitted to work alone 	<ul style="list-style-type: none"> • Organise groups on day 	<ul style="list-style-type: none"> • Event Coordinator
Violence/verbal abuse	<ul style="list-style-type: none"> • Litter picking area will exclude privately owned land • Volunteers instructed not to challenge litter droppers 	<ul style="list-style-type: none"> • Safety briefing and H&S info sheet 	<ul style="list-style-type: none"> • Event Coordinator
Hazardous substances	<ul style="list-style-type: none"> • Volunteers instructed not to touch hazardous substances but to report them to the events coordinator • Details of such items will be reported to WBC 	<ul style="list-style-type: none"> • Safety briefing and H&S info sheet • Log details, notify TTC 	<ul style="list-style-type: none"> • Event Coordinator • Event Coordinator
Slips and trips	<ul style="list-style-type: none"> • Volunteers advised to wear sturdy footwear 	<ul style="list-style-type: none"> • Advance information 	<ul style="list-style-type: none"> • TTC/local organiser
Water hazards e.g. drowning	<ul style="list-style-type: none"> • Volunteers instructed to stay clear of water • No lone working • Children supervised 	<ul style="list-style-type: none"> • Safety briefing and H&S info sheet 	<ul style="list-style-type: none"> • Event Coordinator
Dangerous dogs	<ul style="list-style-type: none"> • Volunteers instructed not to trespass, avoid farms etc., remain in groups, stay away from dogs and be vigilant 	<ul style="list-style-type: none"> • Safety briefing and H&S info sheet 	<ul style="list-style-type: none"> • Event Coordinator
Electricity	<ul style="list-style-type: none"> • Volunteers warned of electrical hazards 	<ul style="list-style-type: none"> • Safety briefing and H&S info sheet 	<ul style="list-style-type: none"> • Event Coordinator

Committee and Date	Heritage, Environment and Community – 2 nd March 2026
Agenda Item	13
Subject	To seek Council approval for the Executive Officer to submit a nomination for Tetbury to the Bee Friendly Trust Awards 2026
Accountable Members	All
Accountable Officer	EO
Summery/Purpose	<p>As Executive Officer, I am seeking permission from the Council to nominate Tetbury for the Bee Friendly Trust’s Bee Friendly Awards 2026 because I believe the town’s ongoing environmental work deserves national recognition and aligns strongly with the award’s purpose. The Bee Friendly Trust launched these awards to encourage communities to transform unused spaces into pollinator-friendly habitats and to celebrate towns that demonstrate a commitment to supporting bees and wider biodiversity. The award criteria include habitat creation, youth involvement, community collaboration, and long-term sustainability, all which Tetbury is already actively delivering.</p> <p>Tetbury has made significant progress in recent years in improving its green spaces, planting pollinator-friendly species, and embedding biodiversity-focused practices within its operations. Volunteers and residents frequently support these efforts, and the Council has demonstrated strong leadership in encouraging environmental responsibility.</p> <p>Submitting a nomination would allow this work—and the contributions of the wider community—to be recognised at a national level. It would also help strengthen the town’s environmental identity and demonstrate the Council’s commitment to promoting sustainability and ecological wellbeing.</p> <p>In addition, seeking this award encourages deeper community engagement. The application process would involve gathering insights and evidence from local groups, giving residents an opportunity to celebrate the impact of their contributions.</p> <p>National recognition could further enhance civic pride and inspire greater participation in future biodiversity projects. It may also support future funding applications or partnerships by showcasing Tetbury as a town committed to delivering ongoing, measurable environmental improvements.</p> <p>There are also clear governance reasons for seeking formal approval. As the nomination represents the Council publicly and nationally, obtaining Council permission ensures transparency, accountability, and alignment with Council objectives.</p>

	<p>The application itself carries no financial cost, other than the Officer time required to prepare and submit the documentation, which is emailed directly to the Bee Friendly Trust by the deadline.</p> <p>For these reasons, I am requesting approval to proceed with the nomination. It would provide an opportunity to highlight the Council's achievements, strengthen Tetbury's environmental profile, and support continued community-led efforts to enhance biodiversity throughout the town.</p>
Recommendations	To approve
Financial Implications	None
Legal Legislation	Localism Act 2011, s.1
Report written by	EO

Dear Vicky

Do you know who I would contact about the memorial at St Saviours? Our wonderful nonagenarian neighbour is very upset about how dirty it is. He tells me it is so bad he can't read a single name on it & given he lived through the war (he was an evacuee) he feels really strongly about it, so I said I would ask.

I understand it was last cleaned in 2018 at great expense but it would be good to find out if there are plans to maintain it?

Thanks in advance