

All about Highways and Transport

A guide for elected members of Gloucestershire County Council



Welcome to
Gloucestershire

May 2025

 Gloucestershire
COUNTY COUNCIL

Highways

Gloucestershire County Council's Highways services cover a wide range of areas. We take care of the roads and footpaths, we deliver major projects, we improve road safety, we maintain highway drainage, and much more!

Traffic and Transport shape development at the planning stage, procure essential bus services and manage our signals,

parking, electric vehicle charge points and council fleet. We're working with schools, communities and the police to improve road safety and increase walking and cycling.

A lot of information is available on our website and this guide provides a short overview, to introduce you to the teams and help you find everything you need to know.

Who are Gloucestershire Highways?

As the Highway Authority we are responsible for maintaining the highway network which includes roads, bridges, pavements, cycleways and footpaths. Gloucestershire County Council staff work with several partners to deliver highways services, including:

- **Ringway** – Term Maintenance Contractor
- **WSP** – Professional Services Contractors
- **Tarmac** – Structural Maintenance Contractor
- **M Group** – Street Lighting Contractor

Staff are based at Shire Hall, (Block 5, 5th and 6th floors), or at one of six highways depots across the county. We have five highways maintenance depots in Cannop, Cirencester, Moreton, Bamfurlong and Stroudwater, plus Coleford for Street Lighting.

To find out who looks after the roads in your local area visit the maps and schedules page of our website to view the Local Highways Areas and Managers map: <https://www.gloucestershire.gov.uk/roads/road-maintenance/maps/>

How do we plan our work?

Every time a Gloucestershire resident steps outside their home they encounter our highways services when they use the paths and roads. We face an extremely high demand for highways services all year round. Every week we receive hundreds of enquiries covering a broad range of issues such as street lighting and pavements, grass verges, trees, drains and road condition. We prioritise tasks based on safety criteria and standards detailed in the Highways policy and guidance documents pages of our website: www.gloucestershire.gov.uk/highways-policy

The cycle of our seasonal work is published on our website in a chart showing annual routine maintenance schedules: www.gloucestershire.gov.uk/roads/road-maintenance/annual-routine-maintenance/

Our teams work through the night and day to carry out improvements and create better journeys for everyone in Gloucestershire.

Contact us

Fix My Street is the easiest and fastest way to report an issue and get it to the relevant team to investigate. Ninety nine percent of our enquiries can be processed through Fix My Street, including issues with roads, footways, public rights of way, streetlights, grass verges, traffic lights and more: www.gloucestershire.gov.uk/fixmystreet

In the rare case that Fix My Street can't process your enquiry, an online contact form is available: www.gloucestershire.gov.uk/highways/contact-highways/

There is a dedicated councillor's email address (highwayscouncillors@gloucestershire.gov.uk) which can be used for non-standard queries/enquiries. This should not be used for urgent/emergency issues or as an alternative to Fix My Street or the online contact form.

The Highways Customer Service Team (HCST) oversees the flow of enquiries raised by the general public and co-ordinates our responses. The team also handles emergency calls which should only be raised by calling **08000 514 514**.

The working hours of our in-house HCST is 0830-1630hrs Monday to Friday (excluding Bank Holidays). At all other times we have an out-of-hours service for urgent issues and emergencies only. This service is provided by our out-of-hours call centre provider Island Roads.

A lot of information about our work is available on our website, covering all the topics below. This guide provides a short summary to help you answer frequently asked questions from residents.

Winter operations

Our core winter period runs from the start of October to the end of April every year. During winter our gritters and teams are on standby to work on the roads and help Gloucestershire get through whatever the weather throws at us. Our fleet of 29 gritting vehicles makes sure main routes across the county are safe to drive. We store 11,400 tonnes of rock salt in storage domes across four depots in the county from the start of the season. Volunteer Snow Wardens and Snow Plough Operators help clear local roads and routes leading to villages and hamlets.

Tips

- Report empty or damaged grit bins on Fix My Street. (Please bear in mind during cold spells we will prioritise gritting the main transport routes).
- Local self-help plays a vital role in helping to deal with snowfall. We encourage parish and town councils to develop winter action plans to deal with local issues and promote community self-help. Please contact your Local Highways Manager for advice on how to produce a winter action plan.

Useful links

- **Web pages:** visit www.gloucestershire.gov.uk/winter/ to find out more about our gritting routes, grit bins, snow clearance and more.
- **Booklet:** a short booklet summary of our winter operations is available for members at: www.gloucestershire.gov.uk/winter-booklet/
- **Policy:** The Adverse Weather Plan provides a detailed guide to our winter operations and is available on our website at: www.gloucestershire.gov.uk/highways-policy



Drainage and flooding

Every year we clear more than 130,000 drains across the county. Each drain is cleared at least once and some more often. Sometimes, during periods of very heavy rainfall, even clear drains can be overwhelmed. But our proactive approach to drain clearing means that most flash flooding on roads drains away quickly. Every week we clear more than 1,000 drains in routine clearing operations. We also carry out reactive clearing operations in response to reports.

Each year Gloucestershire County Council invests more than £2m in drainage and flood prevention schemes. We are carrying out pioneering work to work with nature to prevent flooding with natural flood management projects.

Tips

- Report blocked drains on Fix My Street. If a puddle remains 30 minutes or more after the rain has stopped, that may indicate there's a blockage in the pipe or an issue with the system – and that's worth reporting to us via FMS.
- Residents can remove leaves from blocked drains (if it's safe to do so) and add them to compost or garden waste bins.
- With climate change severe weather events are occurring more frequently. During wet periods, when the ground is saturated, any further rainfall could cause flash flooding in places we wouldn't usually expect.

Useful links

- Road closures due to flooding are reported on our Glos Roads social media channels and listed on our website: <https://www.gloucestershire.gov.uk/winter/current-road-closures/>
- The Flood Guide offers important advice about potential emergency situations we could face in the event of flooding: <https://gloucestershire.gov.uk/flood-guide>
- We encourage residents to report incidents of flooding to property using FORT the Flooding Online Reporting Tool: <https://fort-gloucestershire.dorsetcouncil.gov.uk/>
- Information about drain clearing, including our gully-emptying schedules are available online: <https://www.gloucestershire.gov.uk/roads/road-maintenance/gully-emptying-schedules/>



Defect repairs

When a problem with a road or path is reported, we call this a 'defect', for example, a pothole or deterioration at the edge of a road. Issues are reported to us through Fix My Street or discovered during our routine inspections. We regularly inspect all the roads and footways we're responsible for and the busiest and largest roads are inspected most often.

We work to prioritise the most unsafe problems. Inspectors consider several factors, such as the volume and speed of traffic, the likely rate of further deterioration and the severity of a defect to determine the level of risk to road users and which repairs need to be dealt with first. Unsafe or high-risk defects are categorised to be made safe within 2 hours, or to be addressed by the end of the next working day. But the vast majority are classed for repair within 28 days which gives us time to plan and group repairs as efficiently as possible.

Highways maintenance is a fast-paced area of work for us, we have between 20-30+ teams travelling from our depots early every morning to carry out a variety of jobs across the county. While minor road repairs make up much of the work, we also respond to flash flooding, storm damage, fallen trees, carry out gritting and more.

Over the last year we've been testing new methods and machines to boost the efficiency of pothole repairs as part of the Highways Transformation Programme. We have used a spray injection patcher in the spring to carry out faster repairs, particularly along rural roads. A Roadmender has also been deployed to cover damaged patches of road with a water-tight seal made using recycled car tyres. Many pothole repairs typically involve using a hot asphalt material, but we're also using a new cold material to save energy costs and reduce time spent travelling back and forth from the depots.

Tips

- The fastest way to request a repair is to make a report online with Fix My Street. We can provide leaflets to help promote Fix My Street.
- We have listened to feedback and we're investing more in proactive pothole repairs. Whenever we travel to fix one pothole we will check and fix any smaller ones close by (as long as we're not called away to a more urgent issue).
- Sometimes, during wet or cold weather conditions we carry out temporary repairs to make areas safe. We return during the spring or summer, when conditions are more suitable, to make a longer-lasting repair.
- The peak season for pothole reports is during spring. If water enters cracks in the road during the winter, and then freezes, the extent of the damage usually becomes clearer when the road begins to dry after the winter.

Useful links

- A detailed explanation of how we classify different defects is published in our Highways Safety Inspection Manual, on the Highways Policy page: <https://www.gloucestershire.gov.uk/highways-policy/>
- Frequently asked questions about pothole repairs: <https://www.gloucestershire.gov.uk/roads/potholes/>

Highways Local

The Highways Local scheme provides an opportunity for county councillors to help prioritise certain highway works in their constituency. The scheme provides £30,000 per councillor, of which £20,000 must be spent on capital schemes (e.g. resurfacing, road safety, drainage). Please approach your Local Highways Manager with any ideas.

Tips

- Contact your LHM with proposals as soon as possible. It takes time to explore ideas, develop a plan and efficiently programme it along with other similar schemes across the county. The usual deadline for proposals is the end of May.
- Highways local should be spent (wherever possible) within the respective financial year.

Useful links

- <https://www.gloucestershire.gov.uk/highways/communities-and-parishes/parish-and-member-services/>



Resurfacing

Investment and improvement of Gloucestershire's Highways network is a top priority. We work with Tarmac in all seasons to resurface the maximum number of roads we can each year. We also carry out surface dressing which extends the life of a road by using bitumen and chippings to seal the surface of the road against water and air.

Tips

- Surface dressing is for roads that are nearing the end of their life but haven't yet started to fail. You can't apply surface dressings to roads that have deteriorated significantly, so this means that roads being treated may be in a better condition than some others in the county.
- Before resurfacing we contact local businesses and communities, and we always take measures to minimise disruption, and consider all options for planning the works. If we have to rearrange, phase or cancel works it can be very costly and this means that other schemes have to be deferred so we try to stick to our schedule wherever possible.

Useful links

- See the resurfacing schedule: <https://www.gloucestershire.gov.uk/resurfacing/>
- Resurfacing news: <https://www.gloucestershire.gov.uk/resurfacing/resurfacing-overview/>



Streetworks

The majority of roadworks in Gloucestershire are carried out by utility companies supplying essential services such as broadband, gas, water and electricity. Gloucestershire County Council deals with approximately 27,000 works activities across the highway network each year, working closely with utility companies to monitor and coordinate their work. All road works and street works must comply with a complex set of regulations, and we robustly manage performance, based on compliance with these regulations.

Works are classified by duration and require specific lead-in times. However, not all works can be planned. In emergency situations such as gas or water leaks, work must take place immediately. It's often a very complex and challenging balance of managing utility companies' legal right to work on their own apparatus within our road network and our legal duty to manage the network.

The utility companies must meet certain standards when carrying out work. In cases where utility companies are breaching regulations, you can help us reduce traffic disruption and look after your streets by reporting the following issues on Fix My Street:

- **Abandoned materials** - Signs, barriers and cones left on site after the work is complete
- **Information board identifying emergency contact company/number not displayed** - All works must display a permit board, telling people who is working there and who to call if any issue arises whilst the work is taking place. A permit number must be displayed
- **Poor repairs (reinstatement)** - e.g. Missing painted lines. Once works are completed the repair carries a two-year warranty. If you see trenches sinking or lines missing in the area of the work, please let us know
- **Unpermitted roadworks** - All works require a permit. Permitted works are visible on the One Network map and permit details must be displayed on site
- Once reported we will investigate and if we find there is a problem we can issue fines and work with the utility company to manage their performance
- The streetworks team are here to help you. For any other queries about streetworks please contact streetworks@gloucestershire.gov.uk

Useful links

All permitted streetworks are on the [Causeway one network map](#) or <https://www.gloucestershire.gov.uk/roads/roadworks/>

Street lighting

There are around 62,500 streetlights across the county and 7,500 illuminated signs and bollards. This number is forever growing as new housing estates or business units are built and tied into existing highways.

Gloucestershire County Council are currently at the beginning of a new street lighting contract which will last for 5 years and 8 months and started on 3 August 2025. The term maintenance contract consists of some replacement of assets as well as repair of general faults and routine maintenance.

The time it takes to resolve a reported fault varies on an issue-by-issue basis. For example, an urgent repair can be completed in 24 hours while a construction replacement job can take up to 40 days. Our target timescales are contractual and we pride ourselves on trying wherever possible to complete works within these timescales. In some situations, to resolve an issue we must liaise with Distribution Network Operator (DNO) providers who are responsible for certain power cables.

We also carry out testing on our steel structures and we do this on around 12,000 assets each year. This allows us to capture the structure integrity of our units to make sure they are safe.

We are proud to have completed a nine-year project to replace all streetlights with LED bulbs. The modernisation has resulted in a more reliable service, reducing lighting outages by 50%. It has also significantly reduced energy consumption and carbon emissions by up to 70%.

Tips

- We often receive requests for additional lighting. Street lighting is not a statutory requirement and we are not obliged to provide street lighting at every location. However, we always consider the circumstances presented and we aim to suggest the best way forward. For example, we may be able to assist with the construction and installation of additional lighting funded by a third party such as a councillor, parish or town council, or even in some cases members of the public. Providing the design and asset is built to the council's specification we would then consider adopting this equipment for future maintenance.

Useful links

- <https://www.gloucestershire.gov.uk/major-projects-list/led-street-lighting/>
- Media release: <https://gloucestershire.gov.uk/gloucestershire-county-council-news/2024-news-archive/news-september-2024/brighter-journeys-ahead-for-gloucestershire/>

Traffic signals

The council has 392 traffic signal sites across the county, comprising of 181 road junctions and 211 light controlled crossings. We engage specialist contractors to ensure that signal installations are maintained and continue to provide reliable, safe passage for all road users at junctions and safe crossing points for pedestrians, cyclists, and other vulnerable road users.

The service ensures that traffic signal equipment is inspected and maintained to a standard that minimises the number of equipment failures to avoid delays and safety risks to road users.

This ensures the efficient management of traffic on the road network, in accordance with the statutory duty under the Traffic Management Act. The contract also enables essential investments into junction redesigns and the delivery of new installations of signalised sites. Any faults with traffic signals can be reported via Fix my Street.



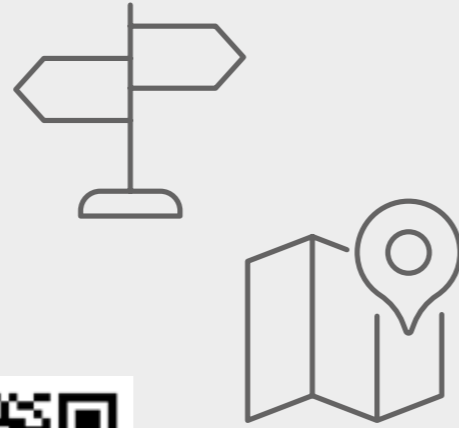
Public Rights of Way (PROW)

Public rights of way are open to everyone at any time and give you the right to walk, ride a horse or cycle along certain routes. Some rights of way are open to vehicles.

The PROW team are responsible for the maintenance and enforcement of the public rights of way in Gloucestershire. We work to maintain, signpost and enforce the public's right to use the right of way in the manner it was intended. This includes working with landowners to keep footpaths clear and accessible, helping with anti-poaching and trespass, or signposting and mending bridges, footpaths and stiles to maintain a right of way.

Useful links

- [Frequently asked questions and further information](#)



Major projects

Alongside day-to-day highway repairs and smaller improvements schemes, Gloucestershire County Council also works on major projects for key parts of the road network.

Works include improvements to congestion and capacity at locations of strategic and economic importance to improve journey times and enable growth.

Major projects also encompass the geotechnical and structures teams who monitor and maintain bridges, landslips, culverts etc., on the network and within Gloucestershire.

Major projects are responsible for the completion of any major improvement works to the network, for example:

- The Gloucestershire cycle spine, which aims to promote healthier living and provide a safer network for cyclists from Bishops Cleeve to Stroud.
- The M5 junction 10 and local improvement project. Funded by national Government as part of the Housing Infrastructure Fund (HIF) it also includes the Arle Court Transport Hub and the Coombe Hill junction improvements and aims at providing significant improvements to M5 Junction 10, a new road linking Junction 10 to West Cheltenham and widening of the A4019 Tewkesbury Road.

Find out about our major projects: <https://www.gloucestershire.gov.uk/major-projects-list/>

Structures and geotechnical teams

Gloucestershire County Council is responsible for the structural maintenance of highway bridges and ensuring the stability of highways. For problems with bridges, or movement of the ground, such as landslips, our structures and geotechnical teams will investigate.

These projects are often complex and require input from multiple parties. Before repair work can begin, investigation and survey work is followed by an engineering design phase. We may need to liaise with utility companies, consult the Environment Agency or seek the approval of Historic England.

Geotechnical projects address movement of the land and require long-term monitoring. We may need to dig boreholes deep beneath the ground to install monitoring equipment that over 12 months or more, gives us the information we need to design a long-term solution.

Tip

- For significant projects, updates can be provided via a dedicated web page. This helps to show that a lot of work is happening behind the scenes even when the location itself may appear quiet at times.

Useful links

<https://www.gloucestershire.gov.uk/major-projects-list/geotechnical-and-structural/>

Parking

The Parking Services team is responsible for on-street (and some off-street) parking, bus lanes and moving traffic enforcement. Our partner, NSL, delivers the Parking Operational Services contract employing 32 Civil Enforcement Officers who enforce parking restrictions as well as bus lane and moving traffic offences using automatic number plate recognition (ANPR) cameras.

We have an in-house parking appeals team to consider and respond to parking, bus lane and moving traffic enforcement challenges and representations. This allows motorists to challenge penalty charge notices (PCNs) and offer mitigation as to why they believe that a ticket should not have been issued, or why they were unable to comply with a restriction. It should be noted that the parking appeals process is a legally defined statutory process that should be independent in its decision making.

Where parking debt remains unpaid the council has a contract with Marston Holdings for debt recovery in line with statutory process.

In addition, the Parking Team is responsible for resident parking reviews, working closely with the local member and community to implement restrictions that support residents who struggle to park close to their homes.

The parking team is responsible for maintaining parking related assets around the county including, pay-and-display ticket machines, ANPR cameras and parking signs and lines. We manage parking at Arle Court Transport Hub and Waterwells Park-and-Ride sites, Ashchurch for Tewkesbury and Cam & Dursley stations as well as council car parks.

Useful team contacts are:

Email - parking@gloucestershire.gov.uk

Telephone: 01452 425610



Highway Records

1. Highway Records (Road Records Team)

We provide the Highways and County planning responses to the 'Con29 Enquiries of a Local Search' form in relation to property conveyancing and searches, and we provide responses to enquiries (both internal and external) relating to extent of highway and highway status.

We maintain the County highway records, paper maps and digitised highway network (in the form of the National Street Gazetteer) which is used across the council, and by various external organisations, highway utilities and contractors both locally and nationally. The Team also processes applications to stop-up and/or divert highway under Section 116 of the Highways Act 1980 and coordinates the responses to applications to stop-up and/or divert highways under the Town & Country Planning Act 1990.

2. Highway Records (Definitive Map Modification Orders Team)

Gloucestershire County Council is responsible for maintaining the Definitive Map and Statement (DMS), which is the legal record of public rights of way across the county. The rights recorded on the DMS are as follows:

- **Footpath** - right of way on foot only
- **Bridleway** - right on foot and to lead or ride a horse; pedal cycles may be used on a bridleway
- **Restricted Byway** - carriageway which carries rights on foot, and to lead or ride a horse, and for all non-mechanically propelled vehicles (for example, a bicycle or a horse and cart)
- **Byway Open to All Traffic (BOAT)** - special category of carriageway that usually has the character of a footpath or bridleway, and which carries a right on foot, to lead or ride a horse, and a full vehicular right that includes motor vehicles.

A Definitive Map Modification Order is a legal mechanism for amending the DMS. This could involve adding, deleting, or altering a route based on evidence that suggests that the legal record is incorrect or incomplete. The process, under section 53 Wildlife and Countryside Act 1981, aims to ensure that public access rights are accurately reflected and legally upheld.

Any changes to the legal record requires a thorough investigation and detailed research in accordance with established codes of practice, relevant case law and statutory legislation. A report will then be prepared and submitted to elected members at the Commons and Rights of Way Committee or an Internal Officers Panel who will determine whether the evidence gathered is sufficient to justify modifying the DMS.

Useful team contacts:

Email: highwayrecords@gloucestershire.gov.uk and modificationorders@gloucestershire.gov.uk

Telephone: 01452 328977 and 01452 328980

Highways Development Management

Highways Development Management (HDM) support economic growth and delivery of housing by advising Local Planning Authorities (LPAs) on the highways and transport aspects of planning applications through its role as a statutory consultee. We aim to ensure safe and suitable access for all users is provided whilst maintaining the operation of the highway network.

We also provide technical approval of new, or altered, highway infrastructure proposed as part of development proposals and approve road layouts offered for future adoption as highway maintainable at public expense. The team also liaises with LPAs to provide highways and transport input to future proposed allocations within emerging Local Plans. Highways Development Management consists of two teams, with the following core functions:

- 1. Highways Development Management Team (application response)**
 - Highway Authority responses to submitted planning applications
 - Highway Authority responses to pre-application inquiries
 - Attendance at Planning Committee
 - Preparation of appeal documentation
 - Representing the Highway Authority at Public Inquiries and Appeal Hearings
- 2. Legal Agreements Team**
 - Respond to technical submissions
 - Instructing/enabling legal agreements
 - Site Inspections
 - Administration/issuing certificates for adoption of roads

Manual for Gloucestershire Streets
[Manual for Gloucestershire streets | Highways](#)

Travel Planning
[Travel Plans \(Our Guide for Developers\) | Gloucestershire County Council](#)

Useful team contacts:
Devcoord@gloucestershire.gov.uk
Highwaylegalagreements@gloucestershire.gov.uk

Find out more

Manual for Gloucestershire streets <https://www.gloucestershire.gov.uk/mfgs/>

Guide for Developers <https://www.gloucestershire.gov.uk/transport/travel-plans-our-guide-for-developers/>

Integrated Transport Unit

The Integrated Transport Unit (ITU) is responsible for the council's Local Transport Authority statutory functions. We aim to increase the availability and use of public transport in the county, where over 20 million trips are made every year. We spend over £7m a year subsidising over 100 local services and we work closely with commercial operators such as Stagecoach. The ITU's role includes developing, running and maintaining infrastructure ranging from Arle Court Transport Hub to bus shelters and timetable displays.

The ITU is responsible for administering bus passes under the English National Concessionary Travel scheme (ENCTS). Free bus passes are issued to those eligible due to age or disability. We also operate a Veterans Bus Pass scheme.

The ITU is responsible for the procurement and delivery of education transport for more than 6000 entitled pupils travelling on Mainstream and SEND transport. In total we manage almost 900 local bus and school transport contracts.

In addition to operational work, the ITU works with other teams to develop the council's public transport network strategy, manage delivery of the Bus Service Improvement Plan and secure funds from developers and government.

Useful link:

<https://www.gloucestershire.gov.uk/transport/apply-for-a-free-concessionary-bus-pass/>



Traffic and Active Travel Team

We comprise the Road Safety, ThinkTravel, TRO and Traffic Engineering teams. Our work supports the council, local communities and developers by applying the Safe System approach to road safety and by making changes to the highway to improve safety, sustainability and accessibility.

Road Safety Team

In 2022 benchmarking showed Gloucestershire in the bottom 6 authorities for reducing the number of people killed and seriously injured on our roads (KSIs). We re-launched the Gloucestershire Road Safety Partnership and agreed a new strategy to halve KSI's by 2032.

The Road Safety team plays a key role in fulfilling statutory obligations including analysing collision and traffic data. We use an evidence-based approach to identify and prioritise road safety interventions. Our road safety audits and monitoring review the effectiveness of safety schemes and highway improvements including new cycling infrastructure.

The team provides comments and advice on road safety concerns raised by communities, members and internal teams. We coordinate Community Speedwatch with parish councils and the police to support communities where speeds are a concern.

The Traffic Engineering Team

We are the council's in-house design and delivery service for improvement schemes, primarily the road safety programme. We help to fulfil the council's objectives to improve road safety, increase walking, cycling and public transport journeys and support new development in the county. Our team is comprised of Project Managers responsible for scheme co-ordination and stakeholder engagement and engineers who carry out the design and technical aspects. The largest schemes, known as Major Projects, are delivered separately within Highways.

Traffic Regulation Orders (TROs)

A Traffic Regulation Order (TRO) is a legal document required for the council or the police to enforce a traffic restriction and manage the highway network for all road users. It can be made on its own or as part of an improvement scheme. Examples of TROs are:

- Speed limits
- On-street parking (e.g. yellow lines, parking bays)
- Weight limits
- One-way streets

Our TRO Team, part of the Traffic and Transport team, manages the TRO process from end to end. The requirement for public consultation, which follows a statutory process, means that a typical TRO can take 12 to 18 months to deliver and contentious TROs can take longer.

Following a member review of TRO processes officers are developing a new, more transparent process for managing the high volume of requests for schemes requiring TROs. This will be shared with members in 2025. During the year there will be 'windows' when scheme requests from members may be submitted for assessment and prioritisation in the work programme.

Useful links

[Frequently Asked Questions and further information available](#)



Think Travel

The ThinkTravel team is dedicated to promoting active and sustainable travel within Gloucestershire. Last year we delivered a wide range of initiatives:

Bikeability training for 5500 pupils (70% of 9-11 years olds) on how to ride a bike.

School Crossing Patrols at 32 sites to support young people making their way to school safely.

Travel plan consultation: Empowering schools, businesses and organisations to support active and sustainable travel via a structured travel plan document (13 are nationally accredited)

Pedal Eazy scheme: Launching a successful new e-bike loan scheme in partnership with local bike shops, with some locations being fully booked after just 3 months

VOI E-scooter hire scheme: Overseeing the rollout of a larger service area, linking Gloucester, Cheltenham and Bishops Cleeve, to provide low-carbon transport options to more residents

Active travel activities: Procuring and providing 150 fun, interactive activities such as scooter training, bike maintenance lessons and history walks. Providing 12 organisations with match-funded grants to enable larger projects such as bike storage and events. Supporting a new employer-led network of businesses committed to active and sustainable travel.

Love to Ride app: Enabling Gloucestershire's residents to access a platform that incentivises cycling, while capturing valuable data on rider numbers and their infrastructure experience

Carshare Gloucestershire: Enabling Gloucestershire's residents to access the Mobilityways platform and join the 3,700 strong carsharing community

Walking and cycling maps: Continually updating our collection of online resources and supporting with the development of new sustainable travel maps

For any further inquiries, please email us at thinktravel@gloucestershire.gov.uk. Additionally, stay up-to-date with our latest news by following us on X and Facebook: [@thinktravelglos](#)



EV Charge Point Programme

The Electric Vehicle Infrastructure team is responsible for the council's Ultra Low Emissions Vehicle (ULEV) Strategy helping to reduce CO2 emissions from car use in the county. We coordinate the roll out of EV chargers on street and at off street sites including Arle Court Transport Hub.

At the end of 2024/25 128 charge points were installed at 33 locations, with a further 114 at Arle Court Transport Hub and St Georges Road car park in Cheltenham. These helped to save 28,000kg of CO2e. The EV Programme team also enabled the fleet and property teams to install a further 59 EVCPs to support the switch to electric vehicles in the council's fleet.

In 2025 the council will be using £3.1 million from government to accelerate the roll out of on street chargers to over more than 1000. The scheme is primarily for residents with no off-street parking and most sites must be on the highway. Councillor and public engagement takes place for every proposed site and we actively seek site suggestions from communities and EV users.

For EV chargepoint related enquiries or resident queries during engagement contact the team on Electric Vehicles Gloucestershire electricvehicles@gloucestershire.gov.uk

Tips:

You can find help for using the chargers and our existing live EV Charge points on the Connected Kerb website or app:

<https://connectedkerb.com/charge-your-car/find-a-charging-point/>

Related Strategy Links:

https://glostext.gloucestershire.gov.uk/documents/s83851/GCC%20ULEV%20Strategy_v4.0_Final.pdf



Corporate Fleet Unit

The Corporate Fleet Unit Team is based in our Waterwells Tri Service Centre site in Quedgeley. We manage all aspects of GCC and Gloucestershire Fire and Rescue Service (GFRS) fleet of over 230 vehicles, including Highways vehicles, carrying out maintenance, repairs and servicing on vehicles and equipment, to ensure safe and legal operations.

As part of the Electric Vehicle Charge Points (EVCP) programme we are responsible for the roll out of charge points at council sites and fire stations, critical for enabling services to transition to an electric and low carbon fleet. To date we have installed 63 chargers at 17 locations across Gloucestershire, this included 10 at St Georges Road, Cheltenham, accessible to the public and staff. A further 18 sites are planned in 2025/26.

Currently the Corporate Fleet Unit has many major vehicle projects underway, including a refresh of GFRS vehicles, with 10 new fully quipped Fire Appliances under construction due in service in October 2025. The Business Fire Safety and Community Safety teams in Fire have a new fleet of fully electric vans to conduct their important work in the community. Further electric replacements are also underway for Station vehicles and Officer Response vehicles.

With our support our Parking enforcement contractor, NSL and our Edge of Care team have been using electric vehicles since 2022. This year GELS (Gloucester Equipment Loan Service) will receive 10 large fully electric Transit vehicles for delivering palliative care equipment to support vulnerable people in the community.

For further information and to contact Corporate Fleet Unit email: coporatefleetunit@gloucesershire.gov.uk or call: 01452 425226

Transformation

A transformation journey has boosted innovation across Highways services. We have tested new technology and methods to improve the efficiency of operations and positively impact customer experience. In December 2022 the Highways Transformation Board was created and since then we have carried out extensive customer research and implemented several key changes to improve the service.

For example, with the establishment of Fix My Street it is now much easier to report issues and track repairs online. We have tested machines for faster and more durable pothole repairs as well as investing in proactive repairs to fix smaller potholes ahead of schedule.

Read more about the impact of the Highways Transformation Programme in the following reports:
2023/24 Highways Transformation Annual Review:
<https://www.gloucestershire.gov.uk/media/w4dhwqhd/highways-transformation-annual-review-july-2024.pdf>

One Year of Highways Transformation:
https://www.gloucestershire.gov.uk/media/n1vjx3cv/gcc_4163-highways-celebration-a4-leaflet_dev3.pdf



Notes

All about Highways and Transport

A guide for elected members of Gloucestershire County Council

May 2025

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