



CHELTENHAM

BOROUGH COUNCIL

Notice of a meeting of Council

Monday, 24 June 2013

2.30 pm

Council Chamber, Municipal Offices

Membership	
Councillors:	Colin Hay, Wendy Flynn (Chair), Andrew Chard, Garth Barnes, Ian Bickerton, Nigel Britter, Chris Coleman, Barbara Driver, Bernard Fisher, Jacky Fletcher, Rob Garnham, Les Godwin, Penny Hall, Tim Harman, Rowena Hay, Diane Hibbert, Sandra Holliday, Peter Jeffries, Steve Jordan, Andrew Lansley, Paul Massey, Helena McCloskey, Andrew McKinlay, Paul McLain, David Prince, John Rawson, Anne Regan, Rob Reid, Chris Ryder, Diggory Seacome, Duncan Smith, Malcolm Stennett, Charles Stewart, Klara Sudbury, Pat Thornton, Jon Walklett, Andrew Wall, Simon Wheeler (Vice-Chair), Roger Whyborn and Suzanne Williams

Agenda

1.	APOLOGIES	
2.	DECLARATIONS OF INTEREST	
3.	MINUTES OF THE LAST MEETING 13 May 2013	(Pages 1 - 8)
4.	COMMUNICATIONS BY THE MAYOR	
5.	COMMUNICATIONS BY THE LEADER OF THE COUNCIL	
6.	PUBLIC QUESTIONS These must be received no later than 12 noon on Tuesday 18 June.	
7.	MEMBER QUESTIONS	
8.	REPORT OF THE COUNCIL'S PERFORMANCE AT END OF 2012-13 Report of the Cabinet Member Corporate Services, Councillor Jon Walklett	(Pages 9 - 46)
9.	APPOINTMENT TO THE GLOUCESTERSHIRE HEALTH, COMMUNITY AND CARE OVERVIEW AND SCRUTINY COMMITTEE	(Pages 47 - 48)

	Report of the Cabinet Member Corporate Services, Councillor Jon Walklett	
10.	<p>NOTICES OF MOTION</p> <p>Proposed Cllr Klara Sudbury Seconded Cllr Chris Coleman</p> <p>This Council is dismayed at the decision taken by the NHS community in Gloucestershire to permanently divert ambulances overnight between 8pm and 8am from Cheltenham General Hospital to Gloucestershire Royal Hospital.</p> <p>We are particularly concerned about the potential for increased mortality rates of patients being taken further across the county for emergency care, alongside the impact on waiting times at Gloucestershire Royal Hospital and on ambulance response times. We are also concerned that measures to mitigate access issues for Cheltenham patients being discharged from Gloucester remain uncertain.</p> <p>In the light of the national review of urgent and emergency care, published on 17th June, this Council agrees to write formally to the Board of the Gloucestershire Clinical Commissioning Group to ask that the decision to downgrade Cheltenham A&E should only be temporary to:</p> <ul style="list-style-type: none"> a) allow more time for local and national workforce issues to be addressed and b) allow the impact of the downgrading to be properly understood by the health community and the County's Health, Community and Care Overview and Scrutiny Committee. 	
11.	TO RECEIVE PETITIONS	
12.	ANY OTHER ITEM THE MAYOR DETERMINES AS URGENT AND WHICH REQUIRES A DECISION	

Contact Officer: Rosalind Reeves, Democratic Services Manager, 01242 775153
Email: democratic.services@cheltenham.gov.uk

**Andrew North
Chief Executive**

Council

Monday, 13th May, 2013

5.00 - 5.27 pm

Attendees	
Councillors:	Wendy Flynn (Chair), Colin Hay, Andrew Chard, Garth Barnes, Ian Bickerton, Nigel Britter, Chris Coleman, Barbara Driver, Bernard Fisher, Jacky Fletcher, Rob Garnham, Penny Hall, Tim Harman, Rowena Hay, Peter Jeffries, Steve Jordan, Andrew Lansley, Paul Massey, Helena McCloskey, Andrew McKinlay, Paul McLain, John Rawson, Anne Regan, Chris Ryder, Diggory Seacome, Charles Stewart, Klara Sudbury, Jon Walklett, Simon Wheeler (Vice-Chair), Roger Whyborn and Suzanne Williams

Minutes

1. A MOMENT OF REFLECTION

Reverend Robert Pestell invited members to take a moment of reflection.

The Mayor took the opportunity to welcome newly elected Councillor Chris Ryder.

2. APOLOGIES

Councillors Godwin, Stennett, Thornton, Holliday and Smith had given their apologies.

3. ELECTION OF THE MAYOR 2013-2014

Councillor Wendy Flynn was proposed for the office of Mayor by Councillor Walklett and seconded by Councillor Ryder.

Upon a vote it was unanimously

RESOLVED that Councillor Wendy Flynn be, and is hereby, elected Mayor of the Borough of Cheltenham and Council chairman for the ensuing year.

Councillor Hay congratulated the Mayor on her election.

The Chief Executive invited the Mayor to sign a Declaration of Acceptance of Office of Council chairman for the ensuing municipal year 2013 – 2014.

The Mayor, Councillor Wendy Flynn took the chair.

4. ELECTION OF THE DEPUTY MAYOR 2013-2014

Councillor Whyborn proposed Councillor Simon Wheeler for the office of Deputy Mayor, seconded by Councillor Fletcher.

Upon a vote it was unanimously

RESOLVED that Councillor Simon Wheeler be, and is hereby, elected Deputy Mayor of the Borough of Cheltenham and Council vice-chairman for the ensuing year.

The Mayor congratulated Councillor Simon Wheeler on his appointment and looked forward to working with him over the coming year.

The Chief Executive invited the Deputy Mayor to sign a Declaration of Acceptance of Office of Council vice-chairman for the ensuing municipal year 2013 – 2014.

5. DECLARATIONS OF INTEREST

No interests were declared.

6. MINUTES OF THE LAST MEETING

The minutes of the last meeting had been circulated with the agenda.

The Leader asked that the minute of his communications at the last meeting be amended to better reflect the fact that he very much hoped the incinerator would be a topic of conversation at the waste partnership meetings.

Upon a vote it was unanimously

RESOLVED that the minutes of the meeting, as amended, held on the 25 March 2013 be agreed and signed as an accurate record.

7. COMMUNICATIONS BY THE MAYOR

The Mayor thanked Councillor C. Hay for his hard work as Mayor over the previous year and welcomed Councillor Ryder, congratulating her on her recent election as ward member for Warden Hill.

She also took the opportunity to give her best wishes and thanks to Saira Malin, Democracy Officer, who had supported Council and would soon be leaving for maternity leave.

8. COMMUNICATIONS BY THE LEADER OF THE COUNCIL

The Leader gave congratulations to the Mayor and Deputy Mayor on their election and wished them well for the coming year. He welcomed back Councillor Ryder and congratulated her on her recent election and thanked Councillor C. Hay for the great deal he had done for the town in his time as Mayor.

9. NOTICES OF MOTION

No notices of motion had been received.

10. TO RECEIVE PETITIONS

No petitions were submitted, nor had any been received since the last meeting.

11. ANY OTHER ITEM THE MAYOR DETERMINES AS URGENT AND WHICH REQUIRES A DECISION

The Mayor referred members to the report which had been circulated at the start of the meeting.

The Cabinet Member Corporate Services introduced the report which related to committee appointments following the Warden Hill bi-election on the 2 May 2013 and set out the proposed changes to some committees/groups to achieve political balance or fill vacancies.

Councillor Garnham, spoke on behalf of the Conservatives. He firstly congratulated the Mayor and Deputy Mayor on their appointment, thanked Councillor C. Hay for all he had done during his time as Mayor and passed on his congratulations to Councillor Ryder on her election. He explained that there would probably be further changes to committee membership and whilst not in a position to arrange them at this time he would undertake to do this in the coming months within the legal framework.

The Mayor invited nominations for the Chair of the Appeals Committee. Councillor Sudbury was nominated by Councillor McCloskey, which was seconded by Councillor C. Hay and upon a vote this nomination was CARRIED.

Upon a vote it was unanimously

RESOLVED that;

- 1. The amendments to the membership of the Appointments and Remuneration Committee, the Overview and Scrutiny Committee, the Appeals Committee and Planning Committee as set out in the report, be approved;**
- 2. Councillor Hall be appointed as vice-chair of the Planning Committee;**
- 3. Councillor Sudbury be appointed as the chair of the Appeals Committee.**

12. LOCAL GOVERNMENT ACT 1972 -EXEMPT INFORMATION

Upon a vote it was unanimously

RESOLVED that in accordance with Section 100A(4) Local Government Act 1972 the public be excluded from the meeting for the remaining agenda items as it is likely that, in view of the nature of the business to be transacted or the nature of the proceedings, if members of the public are present there will be disclosed to them exempt information as defined in paragraph 1 and 3, Part (1) Schedule (12A) Local Government Act 1972, namely:

Paragraph 1; Information relating to any individual.

Paragraph 3; Information relating to the financial or business affairs of any particular person (including the authority holding that information)

13. EXEMPT MINUTES

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The exempt minutes of the last meeting had been circulated with the agenda.

The list of attendees was amended so as not to include those that had left prior to this item being discussed.

Upon a vote by those that had been present, it was unanimously

RESOLVED that the exempt minutes, as amended, of the meeting held on the 25 March 2014 be agreed and signed as an accurate record.

Wendy Flynn
Chair

**Cheltenham Borough Council
Council**

Committee appointments following Warden Hill bi-election

Accountable member	Cabinet Member Corporate Services, Councillor Jon Walklett
Accountable officer	Chief Executive, Andrew North
Ward(s) affected	All
Significant Decision	No
Executive summary	<p>Since the resignation of Councillor Teakle (Lib Dem) in March 2013 there has been a vacancy on the Council and on the committees and the working groups where Councillor Teakle was a member. Following the election of Councillor Ryder (Conservative) at the bi-election on 2 May there has been a slight change to the political balance of the Council from 25 Lib Dems, 11 Conservatives and 4 PABS to 24,12,4 respectively.</p> <p>This impacts on the following committees/groups appointed by Council where the Conservatives are entitled to gain one member whilst the Lib Dems should lose one.</p> <p>Appointments and Remuneration Committee - 9 members Was (2 Con, 6 Lib Dem, 1 PAB) and is now (3 Con, 5 Lib Dem and 1 PAB)</p> <p>Treasury Management Panel - 9 members Was (2 Con, 6 Lib Dem, 1 PAB) and to be exactly politically balanced it would be (3,5,1). The requirement is for this panel to be cross party rather than exactly politically balanced so members may want to leave this panel as it stands.</p> <p>There are also Lib Dem vacancies on the following committees/groups;</p> <p>O&S Committee - 1 member vacancy</p> <p>Appeals Committee - 1 member vacancy and a chair vacancy</p> <p>Appointments Committee - 1 substitute vacancy</p> <p>Joint Planning and Liaison Group - 1 member vacancy</p> <p>The chairs and vice-chairs for all committees were elected at Selection Council on 14 May 2012 and so on that basis any changes should be agreed by Council.</p> <p>Regarding outside bodies, Cllr Teakle was the representative on the Brizen Young People's Centre so this is a vacancy. The process is for Group Leaders to make a nomination and if there is Group Leader agreement this can be agreed by Cabinet.</p> <p>The Group Leaders were advised of the position on 7 May 2013 and their nominations are set out in the table below.</p>

Committee/ working group	Lib Dem	Conservative	Council decision required
Appointments and Remuneration Committee	Cllr Wheeler to step down and become a substitute	Cllr Garnham to join the committee (was a substitute)	Council to agree new committee composition and appointments
Treasury Management Panel	Cllr Barnes will stand down if required	No nomination	No action required
Overview and Scrutiny	Cllr Stewart to join the committee	No change	Council to note
Appeals Committee	Cllr Thornton to join the committee	No change	Council to note Council to appoint a new chair
Planning Committee	Cllr Walklett standing down and becoming as a reserve and will be replaced by Cllr Sudbury	Cllr Fletcher to stand down as vice chair and be replaced by Cllr Hall	Council to note new Lib Dem appointment and appoint new vice-chair.
Joint Planning and Liaison Group	Cllr Wheeler nominated		No action from Council as scrutiny task groups are not appointed by Council

Recommendations

We therefore recommend that Council approve:

Amendments to the membership of the Appointments and Remuneration Committee, the Overview and Scrutiny Committee, the Appeals Committee and Planning Committee as set out in the table

Councillor Hall to be appointed as vice-chair of Planning Committee to replace Councillor Fletcher

A Councillor be appointed to chair the Appeals Committee from the membership listed in Appendix 1

Financial implications	No financial implications
Legal implications	None Contact officer: Sara Freckleton, Borough Solicitor sara.freckleton@teWKesbury.gov.uk, 01684 272012
HR implications (including learning and organisational development)	None
Key risks	None
Corporate and community plan Implications	None

Report author	Contact officer: Rosalind Reeves, Democratic Services Manager, Rosalind.reeves@cheltenham.gov.uk, 01242 77 4937
Appendices	1. Current membership of the Appeals Committee
Background information	1. Minutes of Selection Council 14 May 2012

Appendix 1

Proposed membership of the Appeals Committee

Chairman to be appointed from:

Councillor Hall
 Councillor McCloskey
 Councillor Sudbury
 Councillor Thornton
 Councillor Godwin
 Councillor Harman (sub)

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Cheltenham Borough Council

Council – 24 June 2012

Review of the council's performance at end of 2012-13

Accountable member	Councillor Jon Walklett, Cabinet Member Corporate Services
Accountable officer	Richard Gibson, Strategy and Engagement Manager
Accountable scrutiny committee	Overview and Scrutiny Committee
Ward(s) affected	All
Key Decision	No
Executive summary	The report takes information and data from our performance management system to enable Council to review the corporate performance of the organisation at the end of the financial year 2012-13.
Recommendations	Council to approve the review of performance in 2012-13.

Financial implications	None as a result of this report
Legal implications	None as the result of this report
HR implications (including learning and organisational development)	None as the result of this report
Key risks	<p>The business planning process helps the council manage risk in a number of areas, but particularly through creating a strategic framework for the management of projects and initiatives.</p> <p>If we do not respond to performance information, then we may not direct change and improvement in a positive direction.</p>
Corporate and community plan Implications	This report sets out performance information relating to the delivery of corporate priorities in 2012-13.
Environmental and climate change implications	None identified as a result of this report

1. Background

- 1.1 The council agreed its corporate strategy action plan 2012-13 in March 2012. The action plan set out our 5 objectives and 10 outcomes and a range of milestones and indicators to measure performance in 2012-13.
- 1.2 The performance report takes information and data from our performance management system to provide Cabinet with an overview of how the council performed last year. There are three performance appendices – Appendix 2 is an overview of performance against the 10 outcomes in terms of what went well and what didn't go so well. Appendix 3 provides a more detailed picture of the progress made against the corporate strategy milestones and indicators. Appendix 4 lists out how Cheltenham Borough Homes has contributed to the delivery of the council's outcomes.

2. 2012-13 Performance Overview

2.1 Corporate Strategy milestones

2.2 In the 2012-13 action plan, we identified 78 milestones to track our progress. Out of these:

- 56 (72%) of milestones were completed at the end of the year.
- 16 milestones are classed as being amber as there are plans for their completion within a reasonable timeframe.
- 6 milestones are red and will not be achieved within a reasonable timeframe.



The six red milestones are:

Milestones	owner	Progress
Completion of Joint Core Strategy (JCS) public consultation on preferred option.	Mike Redman	Further work is currently being undertaken by consultants Cambridge Centre for Planning and Research to be reported to Member Steering Group in May 2013. This will assist in reviewing the Objectively Assessed Need in light of projections arising from 2011 Census. To ignore the release of this data could make the JCS unsound. This additional work has impacted upon the JCS programme, pushing the public consultation back to September 2013. This delay has been agreed by JCS Cross-Boundary Programme Board.
Consideration of JCS preferred option by Council for purposes of public consultation.	Mike Redman	The preferred option will not now be considered by the partner councils until September 2013, following additional evidential work commissioned by the Cambridge Centre for Housing and Planning Research looking at economic requirements. This process will need to agree both the objectively assessed need for development (including that required to support the economy) and the strategic locations for growth within the JCS area.
Consideration of revisions to JCS in light of 2011/12 public consultation by CBC planning working group	Mike Redman	A timetable for the Cheltenham Plan has now been established, together with revised milestones for the JCS which will reach the preferred option stage in September 2013, with planned adoption after public examination following sequentially in 2014.

Community governance review of parish council boundaries – agree terms of reference	Richard Gibson	A decision was made by council to not proceed with the review as planned - will now be postponed to tie in with parish elections in 2018
Community governance review – Undertake consultation	Richard Gibson	as above
Community governance review – Report to council recommending future parish council boundaries	Richard Gibson	as above

2.3 Performance indicators



In the 2012-13 action plan, we identified 52 key indicators to track our progress. Out of these:


- 32 were indicators which CBC is directly accountable for and targets have been set.
- 12 were indicators which CBC is directly accountable for and no targets have been set
- 8 were community-based indicators for economic development and community safety

Out of the 32 CBC indicators with targets:

- 26 (81%) were met;
- 3 (9%) are currently red, meaning that they did not meet targets;
- 3 (9%) have not yet been updated;

The three red indicators are:

Indicator	Status	end of year target	Actual	Commentary
Amount of household waste reused, recycled and composted (quarterly)		48%	45.14%	<p>Whilst the total amount of waste recycled improved by 100 tonnes during 2012/13, the amounts of garden waste collected were below that estimated, which is assumed to be because of the wet summer. This shortfall together with an increase of 1,000 tonnes of general waste collected compared to the previous year as a result of the continued collection of side waste in a number of areas within Cheltenham and the large amounts of waste produced after the snowfall, has impacted on the total percentage calculations and associated measured performance.</p> <p>The 'no side waste' and 'closed bin lid' policy enforcement began being introduced on a phased approach in July 2012 and had a positive effect in reducing the total amounts of general waste collected. Whilst it is not possible to provide an accurate estimation, the total increase in general waste would have undoubtedly been higher if this initiative hadn't been launched, which would have had more of a negative impact on performance.</p>
Attendance on the Re-Active programme (quarterly & cumulative)		12000	9,417	Attendances registered through the reactive concessions schemes were affected by reduced referral numbers from health partners and changes in pricing which had caused some confusion for some of the clients and a degree of migration onto other concession schemes.

				<p>The shortfalls seen in the first part of the year were not mirrored in second half of the year and low initial numbers skewed the result across the year. The year closed with 9417 attendance recorded against a target of 10350.</p> <p>It is noteworthy that the attendances at the centre generally were ahead on previous years and against target achieving 304,000 versus a target of 302,000.</p> <p>In summary trends and actual attendances show a strong growth and uptake in the concession schemes on offer despite the small changes in one of two products.</p>
Number of reactive concession referrals (quarterly & cumulative)		350	281	<p>These link directly to the indicator above (attendances on the Reactive programme). Significant shortfalls in the first 6 months of the year ensured that the target would not be met. Reduced NHS services linked to mental health and alternative schemes in combination with lower referrals, pricing changes resulted in a 33% shortfall Apr - Sep. Actions over pricing, product and work with remaining NHS partners saw recovery in the second part of the year with referrals returning to target levels. Sadly the cold weather in March saw the numbers in that single month fall very short skewing the 2nd half of the year. Overall the year saw 281 referrals to reactive concession cards against a target of 383.</p> <p>All concessions registered started in March 2012 at 3003 and by March 2013 had grown to 3100.</p> <p>Wider membership also grew from 1189 to 1621 members - a growth of over 36%.</p>

3. Consultation and feedback

- 3.1** The draft performance report was presented to the council's Overview and Scrutiny Committee on 16th May 2013. Matters of interest included the Joint Core Strategy and the Parish Council boundary review where milestones were not met and the waste and recycling performance indicator which was below target. The committee was satisfied that appropriate mechanisms were in place to enable the effective scrutiny of future performance on these three matters.
- 3.2** Other performance matters raised included progress on meeting the carbon emissions reduction target, provision of activities for young people and the future approach to neighbourhood management. Again the committee was satisfied that elected members had opportunities to contribute to the council's approach to the first two matters and would consider looking at neighbourhood management at a future meeting.

Report author	Contact officer: Richard Gibson, Strategy and Engagement Manager. 01242 235 354 richard.gibson@cheltenham.gov.uk
Appendices	<ol style="list-style-type: none"> 1. Risk Assessment 2. Review of outcomes 2012-13 3. Corporate Performance 2012-13 4. CBH contributions to CBC Corporate Plan 2012-13
Background information	2012-13 Corporate Strategy action plan, Report to Council, 28 th March 2012

The risk				Original risk score (impact x likelihood)			Managing risk				
Risk ref.	Risk description	Risk Owner	Date raised	Impact 1-5	Likelihood 1-6	Score	Control	Action	Deadline	Responsible officer	Transferred to risk register
CD5a	If the division does not use performance information and feedback from customers, communities and elected members to effectively monitor the delivery of commissioned services in stage 4 of the commissioning cycle, then we will not be able to use this information to inform future commissioning exercises.	Jane Griffiths	March 2013	2	3	6	reduce	Development of consistent performance management reporting for commissioned services Build into the Futures Council programme	31-Mar-14	Rachel McKinnon	on commissioning division risk register
<p>Explanatory notes</p> <p>Impact – an assessment of the impact if the risk occurs on a scale of 1-5 (1 being least impact and 5 being major or critical)</p> <p>Likelihood – how likely is it that the risk will occur on a scale of 1-6 (1 being almost impossible, 2 is very low, 3 is low, 4 significant, 5 high and 6 a very high probability)</p> <p>Control - Either: Reduce / Accept / Transfer to 3rd party / Close</p>											

Review of outcomes 2012-13

Outcomes	What has been accomplished so far to deliver the outcome	What are the obstacles/blockages that may affect delivery of this outcome?
<p>Cheltenham has a clean and well-maintained environment.</p>	<p>During 2012/13 the council started to enforce its no side waste and closed lid policy on a phased basis to encourage more recycling, reduce the number of black bags on pavements and reduce the amount of waste to landfill. Officers are working with residents who are finding it difficult to manage their waste and encouraging them to use the recycling facilities which are available.</p> <p>Cabinet in December approved the waste policy which sets out the councils policies in relation to waste and recycling. A similar policy will be drawn up for street cleansing.</p> <p>The number of subscribers to the garden waste scheme is continuing to increase.</p> <p>Ubico was established on 1 April 2012 and are delivering the services for CBC. Good working relationships have been established between the company and the council to ensure that the outcomes can be achieved.</p> <p>During the wet weather and flooding there was a focus from street cleaning on ensuing where possible gutters and drains were kept clear.</p> <p>Cabinet has agreed to join the joint waste committee from 1 April 2013 which will provide an opportunity to share ideas and best practice and develop service improvements.</p> <p>The scrutiny committee have undertaken a review of the impacts of bad weather on the grass verges contract and also the impact of snow on waste and recycling and identified a number of actions which have been approved by cabinet.</p> <p>The council and Ubico have continued to work with residents to undertake litter picks, special street cleaning and maintenance of parks and gardens through friends groups.</p>	<p>The wet weather over the summer impacted on the growing season and also on the weed contract. The snow in January resulted in a disruption to service. The way in which the council dealt with the matter came under scrutiny and suggested improvements have been put in place following a lessons learnt exercise.</p> <p>So far in those areas where the "no side waste" is being enforced there has been little public reaction and most people understand the need to recycle. It has however increased the demand for recycling bins. There are areas of the town however where it may be harder to implement which is why the scheme is being undertaken in a phased approach.</p> <p>The actual turn-out for Percentage of household waste reused, recycled and composted was 45.14%, 3% below the target of 48%. Although the amount of waste for recycling increased by 100 tonnes, there was also an increase of 1,000 tonnes of general waste collected which impacted on the percentage calculations.</p>

Outcomes	What has been accomplished so far to deliver the outcome	What are the obstacles/blockages that may affect delivery of this outcome?
<p>Cheltenham's natural and built environment is enhanced and protected.</p>	<p>The Promenade (east) footway replacement scheme was completed, with agreed enhanced materials (York stone) funded by CBC. The Promenade (west) footway is now underway.</p> <p>Following first stage public consultation on the Joint Core Strategy (JCS) and in light of the new National Planning Policy Framework, a nationally respected consultant was commissioned to review the validity of advice on the objectively assessed need for housing within the JCS area. A report to Council on this issue was considered on 24th September and additional work requested in relation to household formation. An O&S JCS task group was established to take this work forward and report its findings to the JCS Member Steering group (MSG).</p> <p>The O&S JCS task group commissioned work on household formation from the Cambridge Centre for Housing and Planning Research. Its findings will be reported to O&S in January and O&S will make recommendations to the JCS MSG.</p> <p>The Urban Design team supported a number of community-led street-scape projects including the improvements to the Road Block in Mersey and Avon Roads in Whaddon and the Bath Road project which is nearing completion.</p>	<p>Further work is currently being undertaken by consultants Cambridge Centre for Planning and Research to be reported to Member Steering Group in May 2013. This will assist in reviewing the Objectively Assessed Need in light of projections arising from 2011 Census.</p> <p>To ignore the release of this data could make the JCS unsound. This additional work has impacted upon the JCS programme, pushing the public consultation back to September 2013. This delay has been agreed by JCS Cross-Boundary Programme Board.</p>
<p>Carbon emissions are reduced and Cheltenham is able to adapt to the impacts of climate change.</p>	<p>The council has commissioned new lighting in Regent Arcade car park which will save 200,000kg of CO2 as well making financial savings. We are also progressing a number of ICT related projects which will reduce our carbon emissions.</p> <p>Cabinet in November considered a report on the feasibility of whether the council should adopt a target of 40% reduction by 2020. Cabinet agreed to keep the current carbon reduction target of 30% by 2015, and approved further work to:</p> <ul style="list-style-type: none"> • Explore the potential for Smart metering to reduce costs • LED lighting will be installed in September to the main pool hall at Leisure@ • The infrastructure is in place to facilitate the installation of a power pector in May. 	<p>Given the current financial situation it is important that projects which seek to reduce carbon emissions are seen as an "invest to save" initiative and that clear financial and environmental aspects are demonstrated when putting forward the business cases.</p> <p>The carbon emissions figures are not yet available as not all the energy bills in yet. Figures will be calculated and set out in the annual emissions report</p>

Outcomes	What has been accomplished so far to deliver the outcome	What are the obstacles/blockages that may affect delivery of this outcome?
<p>Cheltenham has a strong and sustainable economy</p>	<p>The council launched the second round of the Promoting Cheltenham Fund; a total of £141,500 was allocated to 22 projects.</p> <p>Cheltenham Tourism were successful in securing a £25k grant from the Promoting Cheltenham Fund for the development of a new tourism website - Marketing Cheltenham.</p> <p>Planning permission has been secured for North Place/Portland Street site subject to finalisation of Unilateral Undertaking. Contracts have been exchanged with the deal planned to be completed in the summer</p> <p>Planning permission for Phase 2 works to improve the Brewery complex were approved in July 2012, subject to a Section 106 agreement to secure appropriate planning obligations.</p> <p>In Cheltenham 116 new businesses started up in October 2012, 29 more than the previous month and 26 more than in October 2011. This equates to a rate of 15.5 start - ups per 10,000 working age individuals. In terms of industry the most start - ups were in the Real estate, professional services and support activities sector. This reflects the picture seen at County level.</p> <p>Signs of economic growth continue in Cheltenham as many other shops have recently opened their doors, highlighting the town is still an attractive place for retailers to invest in. New arrivals included US organic and natural food retailer Whole Foods Market, which this autumn opened only it's second UK shop outside London. Pitta Place, a healthy fast food alternative in the High Street, betting shop Paddy Power and The Present People in the Regent Arcade. There are also Expansion plans for TK Maxx and River Island, as well as the arrival of H&M and Toys R Us later this year.</p>	<p>The unemployment rate, at 3.1% remains higher than in Gloucestershire as a whole; there are three wards which are in the 10% wards with the highest claimant rates in the county; St. Marks (5.4%), Hesters Way (6.1%) and Oakley (6.4%).</p> <p>In terms of young people not in education, employment or training, Cheltenham has the highest rate in the county at 5.1%, Gloucester has a rate of 4.6%.</p>

Outcomes	What has been accomplished so far to deliver the outcome	What are the obstacles/blockages that may affect delivery of this outcome?
<p>Communities feel safe and are safe.</p>	<p>Tackling acquisitive crime – a rise in domestic burglaries prompted a huge amount of partnership working to address this rise earlier this year; crime rates have now decreased; over 57% decrease since last year.</p> <p>Reducing alcohol related violence (RARV) – CBC has reinvigorated the RARV project in response to the rises in violent crime associated with the night time economy.</p> <p>Supporting neighbourhood management – CBC continued to work with communities through the 14 neighbourhood coordination groups to tackle the issues of most importance to them.</p> <p>Tackling anti-social behaviour (ASB) – CBC has continued to work in partnership to tackle anti-social behaviour via the ASB steering group - ASB rates are down 41% from last year.</p> <p>Safeguarding – CBC helped work in partnership through the Gloucestershire Safeguarding Children’s Board (GSCB) and the Cheltenham Safeguarding Forum to promote the importance of safeguarding. This including hosting a seminar on safeguarding in February.</p>	<p>Recent rises in violent crime is being monitored and responded to</p>
<p>People have access to decent and affordable housing.</p>	<p>A total of 101 affordable housing completions were logged in the year; this was made up of 27 shared ownership properties, 30 Social rent properties, 18 Affordable rent properties and 26 Supported accommodation.</p> <p>The council have adopted a housing and homelessness strategy which sets out a number of outcomes as well as a high level delivery plan as to how these outcomes will be delivered. The strategy includes the council’s housing renewal policies for private rented sector.</p> <p>The housing options service is being reviewed to ensure that it is delivering against the outcomes as identified within the strategy and whether the service needs to be redesigned to meet future need and demands.</p> <p>The council continues to work with the supporting people partnership which looks at housing support needs.</p>	<p>The demand for housing remains high and welfare reforms will only increase the pressure on affordable housing.</p> <p>The supporting people programme has a challenging decommissioning remit which could impact on vulnerable people. CBC has been working via the Supporting People Partnership to mitigate any potential impacts.</p>

Outcomes	What has been accomplished so far to deliver the outcome	What are the obstacles/blockages that may affect delivery of this outcome?
<p>People are able to lead healthy lifestyles.</p>	<p>The council and CBH have identified development opportunities and funding solutions for St Pauls phase 2, Cakebridge Place and a number of garage sites and the appropriate decisions have been made to enable this to progress in 2013/14.</p> <p>The council working with CBH were able to identify additional resources within the Housing Revenue Account (HRA) to help mitigate the impact of welfare reform on tenants and also to put in additional community infrastructure. The HRA has also been used to provide PV panels in some properties which will help reduce the cost of electric for the tenants.</p> <p>The supporting people partnership has let new contracts for vulnerable adults with complex needs which has resulted in additional provision in Cheltenham - previously all support was based in Gloucester.</p> <p>The council and its partners have been working with those who will be affected by the welfare reforms.</p>	<p>In terms of the active referral programme, CBC has met with the referring partners and the main cause for the drop in referrals and subsequent activity has been a change in referring personnel from 2gether trust has moved departments and reorganisation has meant a drop in referrals. The physiotherapy teams have also undergone significant organisational change and have now put actions in place to restart the referral processes.</p> <p>In February and March, overall trading was quieter than hoped in some areas of business, forward enquiries and bookings into next year were strong, forthcoming maternity leave will see increased waiting times for referral schemes despite the backfill support available.</p>







Outcomes	What has been accomplished so far to deliver the outcome	What are the obstacles/blockages that may affect delivery of this outcome?
<p>Our residents enjoy a strong sense of community and involved in resolving local issues.</p>	<p>Leisure@ has seen continued strong performance and some progress with NHS partners. Overall footfalls are higher than target including those target groups in the community. General Membership levels continue to recover boosted by the summer promotions and at the end of September membership was above target for the year. Enrolments on courses have again been the largest on record with well over 1000 young people enrolled on courses.</p> <p>This year has seen a huge amount of activity to build stronger communities;</p> <ul style="list-style-type: none"> • Two asset-based community development projects were supported and both have now secured additional funding from Barnwood Trust; • £1m secured from the Lottery to deliver a Big Local project in the St. Peters and the Moors - activity underway to engage and involve residents; • A new PACT project launched to support residents near the Honeybourne Lane; • 16 groups received community pride grants to improve their neighbourhoods and 14 groups received smaller grants up to the value of £250 to run small-scale projects, events and activities to help them build better communities; • Community Pride grants were secured by five new community groups • 19 community-based organisations secured funding to deliver positive activities for young people through the second year of the positive activities fund; • The Inspiring Families project was worked with 30 vulnerable families to turn their lives around as part of the government's troubled families project; • The council published a book to celebrate the Queens Diamond Jubilee 	<p>A decision was made by council to not proceed with the community governance review as planned - will now be postponed to tie in with parish elections in 2018.</p>
<p>Arts and culture are used as a means to strengthen communities, strengthen the economy and enhance and protect our environment.</p>	<p>The work to the Art Gallery and Museum has continued throughout 2012-13 and although behind original schedule, good progress is now being made. The contractors "ISG" have now indicated a revised date for completion of the major part of works by the 30th April 2013. However, work will still continue on the adjoining walls of No.51 and the 1989 building. From the 1 May, work will start on some areas of the fitting out programme.</p>	<p>Due to the delay in handover of the building by ISG, this has a knock on effect to internal fit-out completion date, now revised to 31 July with the opening scheduled for later in 2013.</p>

Outcomes	What has been accomplished so far to deliver the outcome	What are the obstacles/blockages that may affect delivery of this outcome?
<p>The council delivers cashable savings, as well as improved customer satisfaction overall and better performance through the effective commissioning of services.</p>	<p>Press and media interest has increased as the completion of the major building work nears. The fundraising campaign is continuing to be supported through various events by the Friends of Cheltenham AG&M and the Cheltenham AG&M development trust. This included the launch of a public fundraising specific website in February - MyFace</p> <p>The council has delivered a number of initiatives that have delivered cashable savings over the past year.</p> <ul style="list-style-type: none"> • The GO Shared Services (GOSS) programme has seen the introduction of a shared approach to our finance, HR, payroll and procurement services across four councils – West Oxfordshire, Cotswold, Forest of Dean and Cheltenham. GOSS also provides services to Ubico and CBH. GOSS is estimated to save CBC £270k. • We have set up a shared ICT service with Forest of Dean District Council which will create additional resilience in the service, create the framework for a £1m investment programme and will deliver annual savings of £159,500 per annum by 2015/16. • We have set up Ubico with Cotswold DC, which will save £91k. <p>The council found savings / increased income of £1.2m to meet the 2013-14 budget gap.</p>	<p>The implementation of the HR self-service function of the new agresso business world platform has been delayed though is scheduled to be implemented in May 2013.</p>

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Appendix 3 - Corporate Performance Quarter 4 2012-13

Cheltenham has a clean and well-maintained environment.

Improvement Action	Milestones	End Date	Lead	Progress
We will increase take-up of the garden waste and trade waste schemes.	Explore opportunities to increase plastic recycling for consideration in the 2013/14 budget.	Fri-30-Nov-12	Rob Bell, Scott Williams	
	Implement the roll out of the garden waste bag scheme and monitor take-up.	Sun-31-Mar-13	Rob Bell, Scott Williams	
	New company established	Sun-1-Apr-12	Jane Griffiths, Rob Bell	
We will ensure a smooth implementation of the new Local Authority Company, Ubico, from 1 April 2012.	Transfer of SITA employees (Cotswold).	Mon-6-Aug-12	Jane Griffiths, Rob Bell	
	Work with other partners who wish to join the company.	Sun-31-Mar-13	Jane Griffiths, Rob Bell	
We will work with GCC and other districts on the development of a Joint Waste Committee.	To review the business case and report back to Cabinet.	Sun-30-Sep-12	Jane Griffiths	
				Q4 An options appraisal / feasibility study has been developed. This shows that any increase in the provision of plastic recycling from kerbside will require a change of vehicle. The lengthy lead time for procurement of new vehicles and uncertainty over industry guidance on mixed glass recycling has meant that changes to kerbside recycling are not possible for 2013/14. Officers are continuing to explore options and will focus on improvements to the bring site service which is set out in the 2013-14 corporate strategy action plan as action ENV1
				Q4 Roll-out implemented though take up continues to be limited. However side waste enforcement hasn't been rolled out in most of the areas where the bag scheme is operational and so take up may increase when the side waste/closed lid policy is operational.
				Q4 - Company established (Ubico Ltd) with 50/50 ownership between Cheltenham Borough Council and Cotswold District Council. Ubico Ltd commenced trading in April 2012 providing services for Cheltenham Borough Council. Cotswold services and staff were transferred to Ubico in August 2012.
				Q4 Complete - as above
				Q4 - TBC have delayed a decision regarding joining the Ubico partnership until a technical matter regarding VAT has been resolved. In the meantime, Ubico continue to provide management services to TBC. This matter is still outstanding and will be rolled into 2013/14
				Q4 - Cabinet at their meeting in December endorsed their previous decision to join the joint waste committee with effect from 1 April 2013. The IIA was signed at the end of March and the new joint waste committee and joint management unit established from 1 April with responsibilities delegated to the committee. A member seminar was held so that there was a greater understanding of the implications of joining the committee.

Cheltenham has a clean and well-maintained environment.






Overall Summary Serious concerns Below Target but recoverable = On Target = Below target but recoverable = Serious concerns

Service Indicators

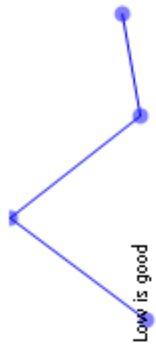
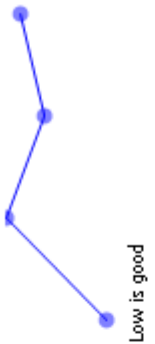

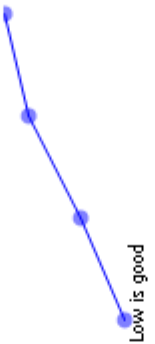
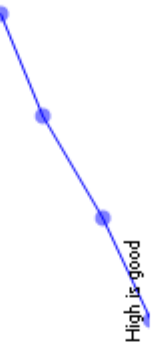
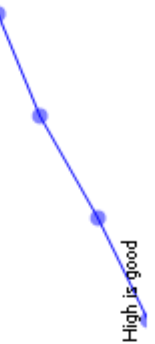
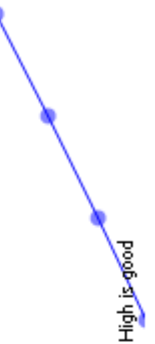
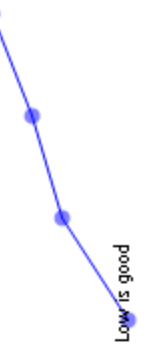
Indicator	Baseline	Target	Current	Comments	Status
Percentage of collections completed on schedule	new indicator	99.90 %	99.97 %	data for Q3	
Residual household waste per household (kg/h'hold), quarterly and cumulative	590kg	499.0	446.0		
Percentage of household waste reused, recycled and composted (quarterly)	48%	48.00 %	45.14 %	Although the amount of waste for recycling increased by 100 tonnes, there was also an increase of 1,000 tonnes of general waste collected which impacted on the percentage calculations	



Cheltenham's natural and built environment is enhanced and protected

Improvement Action	Milestones	End Date	Lead	Progress
We will implement the recommendations of the Built environment commissioning review and prepare for market testing in 2013.	Business plan setting out how service will deliver the agreed outcomes.	Thu-31-May-12	Mike Redman	 Three year business plan and associated performance matrix submitted to the commissioning division. Q4 - performance reports being submitted quarterly to the Commissioning division, with associated review meetings taking place in tandem.
We will implement the recommendations of the Built environment commissioning review and prepare for market testing in 2013.	First interim review of performance.	Thu-20-Sep-12	Mike Redman	 Building Control commissioning review now included within the Corporate Business plan for 2013-14, but market testing of Built Environment was dropped from the corporate workplan as a result of changing priorities. Significant divisional achievements recorded in respect of development activity, work in support of the Cheltenham Development Task Force and to manage the transition of the on-street parking service to GCC's chosen private contractor, thus necessitating the implementation of a revised off-street parking solution for CBC.
We will listen to the feedback from the developing options consultation and bring forward the preferred option for the Joint Core Strategy for council approval in 2012.	Completion of public consultation on preferred option.	Fri-15-Nov-13	Mike Redman	 Q4 - Further work being undertaken by consultants Cambridge Centre for Planning and Research to be reported to MSG May 2013. This will assist in reviewing the Objectively Assessed Need in light of projections arising from 2011 Census. To ignore the release of this data would make the JCS unsound. Additional work has impacted upon the JCS programme, pushing public consultation back to September 2013. Revised programme agreed by JCS Cross Boundary Programme Board. This is set out in the 2013-14 corporate strategy action plan as action ENV5
	Consideration of preferred option by Council for purposes of public consultation.	Mon-30-Sep-13	Mike Redman	 Q4 - the preferred option will not now be considered by the partner Councils until September 2013, following additional evidential work commissioned by the Cambridge Centre for Housing and Planning Research looking at economic requirements. This process will need to agree both the objectively assessed need for development (including that required to support the economy) and the strategic locations for growth within the JCS area. This is set out in the 2013-14 corporate strategy action plan as action ENV5
We will listen to the feedback from the developing options consultation and bring forward the preferred option for the Joint Core Strategy for council approval in 2012.	Consideration of revisions to JCS in light of 2011/12 public consultation by CBC planning working group.	Mon-30-Sep-13	Mike Redman	 Q4 - A timetable for the Cheltenham Plan has now been established, together with revised milestones for the JCS which will reach the preferred option stage in September 2013, with planned adoption after public examination following sequentially in 2014. This is set out in the 2013-14 corporate strategy action plan as action ENV5

Service Indicators

Indicator	Baseline	Target	Current Comments	Status
Percentage of planning appeals allowed	42%		33.0%	 <p>Low is good</p>
Number of days to process an application from receipt to issuing of decision	65 days		61	 <p>Low is good</p>
Number of projects implemented as a result of working with local interest groups on street redesign projects	1	2	3	 <p>High is good</p>
Number of planning applications appealed	29		20	 <p>Low is good</p>
Number of planning applications approved	1512		1,486	 <p>High is good</p>
Number of planning applications determined	1577		1,554	 <p>High is good</p>
Number of planning applications received	1590		2,020	 <p>High is good</p>
Number of planning applications refused	57		68	 <p>Low is good</p>

*Whaddon project complete. *Bath Road project - nearing completion. Further work this quarter - GCC highway safety scheme (completed); installation of planters (completed) - CBC Community Pride funding, refresh existing street furniture (completed), design work for information panels and welcome signs, preparatory work for front garden design and planting project - both CBC Environment Fund; design work for public art (complete) and planning permission secured - CBC Public Art Panel funding.

Despite reduced number of applications determined in the final quarter, it was a satisfactory full year performance.

Despite reduced number of applications determined in the final quarter, it was a satisfactory full year performance.

Carbon emissions are reduced and Cheltenham is able to adapt to the impacts of climate change.

Who has helped complete this card?

Jane Griffiths
Gill Morris
David Roberts

What has been accomplished so far to deliver the outcome?

The council has commissioned new lighting in Regents Arcade car park which will save 200,000kg of CO2 as well as financial savings. It is progressing a number of ICT related projects which will reduce our carbon emissions, as well as a number of property related projects. It is anticipated that the total CO2 emissions savings will be in the region of 570,000kg. Cabinet in November considered a report on the feasibility of whether the council should adopt a target of 40% reduction by 2020. Cabinet agreed to keep the current carbon reduction target of 30% by 2015, and approved further work to:

- explore the potential for Smart metering to help in Bridging the Gap
- LED lighting will be installed in September to the main pool hall at Leisure@
- The infrastructure is in place to facilitate the installation of a power perceptor in May.
- continue to explore other initiatives to deliver financial and carbon savings

How has this been promoted?

The intranet and the internet are used to promote the projects which are underway and are also used as a way of raising awareness amongst employees and members. Each division has been asked to update its climate change risk assessment. Property Services to arrange implementation

What are the obstacles/blockages that may affect delivery of this outcome?

Given the current financial situation it is important that projects which seek to reduce carbon emissions are seen as an invest to save initiative and that clear financial and environmental aspects are demonstrated when putting forward the business cases

Given any obstacles/blockages you now see-what are the next steps?

Cabinet in November indicated that they aspire to a target of 40% by 2020 and approved further work to:

- look in more detail at the case for installing a biomass boiler at Leisure@ as a potential replacement for the combined heat and power (CHP) unit on expiry of the lease in 2015
 - explore additional projects which reduce the council's carbon footprint
3. Cabinet requires consideration of carbon emissions as a key criterion in developing the accommodation strategy
 4. Cabinet requests that cabinet reports relating to all future council projects identify the likely impact on the council's carbon emissions

Carbon emissions are reduced and Cheltenham is able to adapt to the impacts of climate change.				
Improvement Action	Milestones	End Date	Lead	Progress
We will implement a range of energy saving initiatives that will reduce the council's carbon emissions.	Evaporative cooling installed in the server room at the Municipal Offices.	Mon-31-Mar-14	David Roberts	A
	Grosvenor Terrace car-park upgraded.	Mon-31-Mar-14	David Roberts	A
	Low energy LED lighting installed in the swimming pool hall at Leisure@.	Mon-30-Sep-13	David Roberts	A
	Voltage optimisation project implemented in council buildings.	Fri-31-May-13	David Roberts	A

Q4 - Design and build solution will be required that will be subject to Listed Building consent and Business Case. Currently on hold pending relocation to alternative premises.

Q4 - carbon reduction measures will be considered as part of the review to determine priorities of identified Capital Schemes.

Q4 - Various LED units trialled. Optimum design solution being sought. Will be considered as part of the Capital Scheme review which will determine investment priorities.

Q4 - Infrastructure in place, power perfect to be installed by end of May.

Carbon emissions are reduced and Cheltenham is able to adapt to the impacts of climate change.

Overall Summary Serious concerns Below Target but recoverable **G** = On Target **A** = Below target but recoverable **R** = Serious concerns

Environment Indicators

Indicator	Baseline	Target	Current Comments	Status
Water usage	Figures for year 2011/12 will be used to set a baseline		calculating water usage is proving to be more difficult than first anticipated; the information either isn't available or isn't in an accessible format	Low is good
Reduction in CO2 emissions from energy use, fuel use	4,661 tonnes CO2 (2005/06) - we now report our emissions as CO2e (carbon dioxide equivalent) not just CO2 and using DEFRA reporting guidelines baseline has changed to 5,557 tonnes CO2e for 2005/6	4,600	Carbon emissions figures are not yet available as not all the energy bills in yet. Figures will be calculated and set out in the annual emissions report	High is good
Office recycling	Figures for year 2011/12 will be used to set a baseline		Information not yet available	High is good
Gas and electricity consumption	10,992,635 kWh (2008/9)	9,883,371	Information not yet available	Low is good

Improvement Action	Milestones	End Date	Lead	Progress
We will undertake a review of 2011 Promoting Cheltenham Fund to inform how the 2012 funds are allocated.	Assess applications and award funding.	<u>Tue-31-Jul-12</u>	<u>Richard Gibson</u>	Q4 COMPLETE - Final decisions made and published. In total 42 applications were received, with a cumulative request for £532,000. These were assessed by a panel and a report went to cabinet on 17 July making decisions about how the funding would be allocated.
	Launch 2012 round with clear application guidelines and promote widely.	<u>Mon-30-Apr-12</u>	<u>Richard Gibson</u>	Q4 COMPLETE 2012 round launched in April 2012
	Complete plans to revitalise Grosvenor Terrace car park.	<u>Sat-31-Aug-13</u>	<u>Jeremy Williamson</u>	Q4 First phase improvement repairs and maintenance complete; The car park has been re-named Town Centre East. A signage project has been fully scoped and ready for implementation as soon as the development of North place and Portland Street commences.
We will make significant progress on our plans to revitalise Cheltenham's town centre through Cheltenham Development Task Force.	Complete the sale of North Place/Portland Street which itself is predicated on receipt of a planning permission.	<u>Fri-31-Aug-12</u>	<u>Jeremy Williamson</u>	Q4 - Planning secured for North Place/Portland Street site subject to finalisation of Unilateral Undertaking. Contracts exchanged; deal will be completed in the summer
	Consultation on the opportunity of AGM redevelopment to bring forward plans to regenerate St. Marys Churchyard.	<u>Fri-31-Aug-12</u>	<u>Jeremy Williamson</u>	Q4 - discussions continue with various partners including the diocese.
	Use development opportunities to improve access to the Brewery site from the High Street and improve the local street-scene.	<u>Sun-30-Sep-12</u>	<u>Jeremy Williamson</u>	Q4 - Planning permission for Phase 2 works to improve the Brewery complex were approved in July 2012, subject to a Section 106 agreement to secure appropriate planning obligations. Brewery aiming to finalise S106 in order to trigger stopping-up order on Baynham way.
	Invest collaboratively with GCC over Promenade East public realm improvements.	<u>Sun-30-Sep-12</u>	<u>Jeremy Williamson</u>	Q4 - COMPLETE and next phase Promenade West has begun.
	Work with GCC to review findings from Junction efficiency trial on St. Margaret's Road.	<u>Sat-30-Jun-12</u>	<u>Jeremy Williamson</u>	Q4 - Junction efficiency trial took place in November 2012 and deemed a success subject to future amendments and funding being available for the changes.
We will commission support and advice for local businesses so that they are more resilient.	Ensure that the business support service is in place as soon as possible.	<u>Sat-30-Jun-12</u>	<u>Richard Gibson</u>	Q4 - Contracts have now been entered into with Glos Enterprise Ltd who commenced the sessions in January
We will prepare for the move of our Tourist Information Centre to the redeveloped Art Gallery and Museum ready for opening in April 2013.	Explore funding for a new tourism website.	<u>Mon-30-Apr-12</u>	<u>Jane Lillystone</u>	Q4 Funding secured Cheltenham Tourism were successful in securing a £25k grant from the Promoting Cheltenham Fund for the development of a new tourism website - Marketing Cheltenham. Since April, a number of consultation events /

					sessions have taken place with key external and internal stakeholders - including Cotswold Tourism. Following these sessions, a working group is currently being drawn together to regularly advise and link into the development of a brief for the procurement of a designer / content.
	Review of signage within the town (i.e. signposting visitors to the new building) will need to be considered as part of the re-location plans.	Sun-31-Mar-13	Jane Lillystone		Q4 Input into this project is now complete. Staff have attended meetings with the Wayfarers strategy group inputting into this key project to ensure that the TIC is signposted.
	Testing new ways of delivering joint TIC / AG&M customer services prior to the move, ready for the opening.	Sat-1-Jun-13	Jane Lillystone		Q4 Work will progress on this until the reopening of the new building and the relocation of the TIC.


Cheltenham has a strong and sustainable economy

Overall Summary Serious concerns
 Below Target but recoverable = Below target but recoverable = Serious concerns
 On Target

Community Indicators

Indicator	Baseline	Target	Current Comments	Status
Unemployment claimant rate	3.3% (January 2012)		3.1% At March 2013, the claimant count stood at 3.1%, which compares to a rate of 2.7% in Gloucestershire.	
Proportion of young people not in education, employment or training	5.7% (January 2012)		6.1% Figures as at March; Cheltenham has the highest NEET rate in the county. Gloucester has a rate of 4.6%	

Communities feel safe and are safe.					
Improvement Action	Milestones	End Date	Lead	Progress	
We will work in partnership to reduce the impact of alcohol to individuals and families and alcohol-related violence.	<p>Review the Reducing Alcohol Related Violence Project and update the principles and Codes of Practice to meet changes to current licensing legislation.</p> <p>Support the establishment of a Task and Finish Group to consider how best to reduce the harm that alcohol causes to vulnerable people.</p>	<p>Wed- 31-Oct- 12</p>	Trevor Gladding		<p>Q4 - On going process also now linking in to P&CC's Crime Plan. Codes of Practice & Best Bar None Scheme continuing to be updated and will now include involvement of Cardiff Model (Information received from A&E admissions re misuse of alcohol resulting in violence). Also looking at appropriate ways to update and refresh original research documents with a view to cascading this project in one form or another to other districts across the county in line with the above Crime Plan</p> <p>Q4 - Task and Finish group continues to meet; and is bringing a proposal to fast-track street drinkers through the treatment pathway to Positive Lives Partnership on 17 Jan. Action day planned to target street drinkers with information and support on 18 Jan. Second under age drinking operation carried out in October half term and some youth work outreach sessions to be done in Hatherley Park in response to reports from there.</p>
We will continue to work in partnership to reduce incidences of anti-social behaviour and the harm this causes to communities	<p>The Anti Social Behaviour Working Group to explore whether gating orders would be beneficial in addressing anti-social behaviour (and burglary) and to explore potential funding streams.</p>	Sun-31-Mar-13	Trevor Gladding		<p>Q4 -Following an ongoing scoping exercise, an appropriate location has been identified and action is being taken to take this forward subject to funding requirements.</p>
	<p>The Anti Social Behaviour Working Group to respond to national guidelines resulting from the Hidden in Plain Sight final inquiry report into disability related harassment.</p>	Sun-31-Mar-13	Trevor Gladding		<p>Q4 - Still awaiting appropriate guidance following the progress of the new Draft ASB Act currently working it's way through the legal process which is being undertaken by the County ASB Strategic Partnership with support from the GSSJC. This is set out in the 2013-14 corporate strategy action plan as action COM1</p>
	<p>To complete a partnership review of the Anti Social Behaviour Working Group to ensure its efficiency and effectiveness and monitor progress.</p>	Wed-31-Oct-12	Trevor Gladding		<p>Q4 - Review of ASB Working Group carried out and changes made to it's structure and the way that it operates ensuring that it is fit for purpose re efficiency and effectiveness and progress will be monitored.</p>
We will explore how best the council can work in partnership to tackle high-profile crime; the current focus is on burglary in the town.	<p>To review the effectiveness of phase 1 of the CCTV on the Honeybourne Line project in reducing domestic burglary (and ASB) and look for ways to attract external funding to implement phase 2.</p>	Wed-31-Oct-12	Trevor Gladding		<p>Q4 - A review will be carried in July 2013 together with how the introduction of the Honeybourne Line PACT (People and Communities Together) initiative launched in February 2013 has impacted on the number of reported incidents of burglary, low level crime and asb. Action is now at a planning stage to implement phase 2 of CCTV along the Honeybourne Line between Waitrose and the POW Stadium.</p>
	<p>To support the Burglary Task and Finish Group deliver its actions and work to ensure that resources are in place to deliver all elements linked to this outcome including prevention, enforcement, intelligence, and communications.</p>	Wed-31-Oct-12	Trevor Gladding		<p>Q4 - Task and finish group continues to meet with a new focus on all acquisitive and emerging crime.</p>

	<p>To work with the new Police and Crime Commissioner to ensure that we gain their support for enhancing partnership working in Cheltenham to tackle crime.</p>	<p><u>Sun-31-Mar-13</u></p>	<p><u>Chief Executive</u></p>		
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Communities feel safe and are safe.

Overall Summary = Below target but recoverable = Serious concerns

Community Indicators

Indicator	Baseline	Target	Current	Comments	Status
Incidents of recorded violence in the Town Centre (Friday & Sat eve.)	262 (2011-...		87.00	Total for 2012-13 is 281 which is a 7.3% increase from last year.	
Domestic burglary incidents	1,453 (2011-...		155.00	619 in total in 2012-13, a 57% decrease from 2011-12	
Number of anti-social behaviour incidents	5,548 (2011-...		792	Total for the year is 3,234, a decrease of 41% from 2011-12	
Number of incidents of domestic abuse	153 (2011-12		16	Total is 129 for 2012-13, a reduction of 15% from 2011-12	
Number of Repeat incidents of domestic abuse	51 (2011-...		0	Number of repeats is 42, 17% less than in 2011-12	
Total volume of recorded crime per annum	9,565 (2011-...	10,039	1,792	Total figure for 2012-13 is 7,481, a 21.8% reduction from 2011-12	
Serious acquisitive crime incidents	2,366 (2011-...		295.00	Total for the year is 1,221, a decrease of 48% from 2011-12	

People have access to decent and affordable housing.

Improvement Action	Milestones	End Date	Lead	Progress
We will support Cheltenham Borough Homes so that they are able to progress the St. Pauls regeneration project.	Agree plans for phase 2.	Sun-31-Mar-13	Jane Griffiths	Q4 Cabinet and council have given all the necessary approvals for the work on St Pauls phase 2 to commence in 2013/14. CBH have been able to secure via a development partner some HCA funding.
	Complete phase 1 of St. Pauls regeneration project	Sun-31-Mar-13	Jane Griffiths	Q4 Residents are now living in the area and the site is due for official opening in April 2013.
We will undertake a commissioning review about the best way to deliver our housing options service.	Complete initial options appraisal	Wed-31-Oct-12	Jane Griffiths	Q4 Cabinet considered the report at their meeting in December with the conclusion that there are 2 potential commissioning options for Housing Options be endorsed, i.e. in-house and transfer the service to CBH and that a further report be brought back to Cabinet in June 2013
We will develop local policies in response to the government proposals for benefits changes.	Delivered via activities identified with the Housing & Homelessness Strategy.	Sun-31-Mar-13	Jane Griffiths	Work is ongoing with those impacted by the welfare reforms. Publicity for the changes and support for those who may need help to move or think about their options
We will complete our housing review and publish a new housing and homelessness strategy and develop local policies in response to the government proposals for benefits changes.	To publish the new Housing & Homelessness Strategy following consultation and cabinet approval.	Tue-31-Jul-12	Jane Griffiths	COMPLETE The strategy was approved by cabinet in July.
We will enable the provision of more social housing.	Within the context of the HRA business plan to consider proposals for new build social housing.	Sun-31-Mar-13	Jane Griffiths	Q4 CBH are still progressing development opportunities on other sites and St Pauls phase 2 and development on garage sites will commence in April 2013.



People have access to decent and affordable housing.

Overall Summary

Service Indicators

Indicator	Baseline	Target	Current	Comments	Status
Gross housing completions	150	0	284	Annual indicator - Year end data will not be available until monitoring work is complete.	G High is good
Net housing completions		0	276	Year end data will not be available until monitoring work is complete.	G Low is good
Affordable housing completions	23	50	101	Owner occupied - 27 (shared owners 10) Social rent - 30 Affordable rent - 18 Supported accommodation - 26	G High is good
Number of households living in temporary accommodation	16 as at 31st March 2012	24	12	08.04.13 04Yr end data not yet collared 12.04.13 Data confirmed	G Low is good
Number of homelessness acceptances	42	54	2		G Low is good

People are able to lead healthy lifestyles.










Improvement Action	Milestones	End Date	Lead	Progress
<p>We will bring forward thoughts about the next steps on how best we provide Leisure@ and sports, play and healthy lifestyles as part of our leisure and culture commissioning review.</p>	<p>Discussions to take place with NHS Commissioners to explore future opportunities for direct provision of health related activities, alongside the traditional mix leisure activities that appeal to casual users and members in a challenging and increasingly competitive leisure market.</p>	<p>Wed-31-Oct-12</p>	<p>Craig Mortiboys, Stephen Petherick</p> 	<p>Q4 Meetings continued with current health partners to continue the partnerships noted in Q3. The target populations with known health inequalities continued to benefit from access to concession schemes and uptake on the programmes again exceeded expectation in the last quarter of the year. £40k secured from NHS Gloucestershire to support joint working to deliver Healthy Lifestyles work during 2013/14 which will be commissioned and co-ordinated through the Positive Lives Partnership and Healthy Lifestyles Development Officer. Leisure@ continues to work directly with local GP practices across the Borough, into Cotswold & Tewkesbury areas to provide the Reactive GP referral scheme. Beyond this scheme partnerships are in place and performing well with the local Physiotherapy teams delivering 2 programmes, Back 2 Fitness (general rehabilitation & pain management), ACL (Anterior Cruciate Ligament pre & post operative support programmes), we work with stroke rehabilitation, respiratory failure group, substance abuse groups, British Lung Foundation & Cystic Fibrosis. Ongoing programmes are delivered with the 2gether trust although the direct referral scheme with that group has fallen foul of NHS reorganisation.</p>
<p>We will use the opportunity of the Olympics and the torch relay to create a legacy that increase participation levels and promotes more healthy active lifestyles.</p>	<p>Ensure a well managed Olympic Torch Relay through the town and associated evening celebration event at Cheltenham Racecourse.</p> <p>Successfully deliver a series of Olympic related initiatives and events during Summer 2012 in conjunction with local sports clubs and community partners.</p>	<p>Wed-23-May-12</p> <p>Fri-31-Aug-12</p>	<p>Craig Mortiboys</p> <p>Craig Mortiboys</p> 	<p>Complete Torch Relay successfully promoted, organised and managed on Wednesday 23rd May. Police estimated that as many as 30,000 people lined the streets along the route to celebrate the passing of the flame with the largest crowds seen on Bath Road, Montpellier and the Promenade. Series of local community events supported along the route as well as the main event at Cheltenham Racecourse which attracted a further crowd of approx 25,000.</p> <p>Complete Easter Sports programme successfully delivered in April 2012, as an introductory programme ahead of the Olympics. Schools Event delivered at Leisure@ on May 23rd to celebrate the Torch Relay day, with lots of schools and pupils taking part Gloucestershire School Games supported in Cheltenham on 15th/16th June in conjunction with Active Gloucestershire and the Cheltenham School Sport Network Summer of Sport school holiday programme delivered during July/August attracted a record breaking total of 1818 attendances, with many of the sports specific courses in conjunction with local sports clubs being fully booked. The Sport Development Team also supported the Leisure@ Open Day that incorporated a Gold Challenge fundraising event in partnership with th4e National Star College.</p>

Overall Summary ■ Serious concerns ■ On Target G = On target A = Below target but recoverable R = Serious concerns




Service Indicators

Indicator	Baseline	Target	Current	Comments	Status
Number of Under 16 swims (quarterly & cumulative)	49,700	51,001	53,686	Free swimming continues to prove a valuable tool in encouraging families to swim	G High is good
Attendance on the Re-Active programme (quarterly & cumulative)	1,000	12,001	9,417	Attendance continued to be stable in the 4th quarter with Q3 and Q4 attendance ahead of target but insufficient to fill the shortfall from Q1 and Q2 which was effected by reduced referral numbers and changes in pricing which caused some confusion for the clients and a degree of migration onto other concession schemes.	R High is good
Number of reactive concession referrals (quarterly & cumulative)	250	351	281	qtr 4 referrals were particularly low in March at only 9 of which 1 came through the back to fitness scheme. Significant shortfalls in the first 6 months of the year ensured that the target would not be met. Reduced NHS services linked to mental health and alternative schemes in combination with lower referrals, pricing changes resulted in a 33% shortfall Apr - Sep.	R High is good
Number of GP referrals (quarterly & cumulative)	250	351	366	Good referrals seen in January & Feb 2013, leave and sickness in March caused some slippage and an increase on waiting lists as a result	G High is good
Annual attendances at sport and play children's holiday programmes	9247 for summer 2011	1,488	10,570	The Play Development team delivered a small February half term programme with total attendances of 82. During the Easter school holidays, sports development projects had 282 attendances and play schemes had 130 attendances. Total attendances during Quarter 4 were 484	G High is good
Concession card membership (quarterly & cumulative)	227	2,501	2,939		G High is good
Overall footfall (measure of transactions) at leisure@ (quarterly & cumulative)	294,500	302,001	304,162	Quarter 4 footfalls were as expected overall contributing to overall footfall for the year being ahead of target	G High is good
Attendance at Active Life sessions (quarterly & cumulative)	35,000	55,001	62,070	attendance on these targeted programmes and schemes continues to deliver above expectations and has completed the year ahead of target	G High is good

Residents enjoy a strong sense of community

Improvement Action	Milestones	End Date	Lead	Progress
We will undertake a community governance review of parish boundaries ahead of parish elections in 2014.	Agree terms of reference	Sat-30-Jun-12	Richard Gibson	Q4 - Decision made by council to not proceed with the review as planned - will now be postponed to tie in with parish elections in 2018 
We will undertake a community governance review of parish boundaries ahead of parish elections in 2014.	Undertake consultation	Fri-30-Nov-12	Richard Gibson	Q4 as above 
We will undertake a community governance review of parish boundaries ahead of parish elections in 2014.	Report to council recommending future parish council boundaries	Sat-31-Mar-12	Richard Gibson	Q4 as above 
We will work in partnership to enable more voluntary and community sector organisations to provide positive activities for young people.	For the Positive Lives Partnership to take a report from County Community Projects, Aston Project, Targeted Youth Support Service and others to build up a detailed picture of current provision (gaps, risks and opportunities), an assessment of the impacts on communities of the lack of youth activities and build a business case for a community-based approach. To review the building resilience contract with County Community Projects and put arrangements in place to deliver the second year of the funding.	Tue-31-Jul-12	Richard Gibson	Q4 - Decision made to renew contract with CCP, new outcomes agreed and positive meeting held with partners and elected members in December and February to agree key legacy activities from the building resilience project 
		Tue-31-Jul-12	Richard Gibson	Q4 – COMPLETE Formal evaluation of the contract undertaken and results published. 
	We will organise the 2012 Borough council elections	Thu-3-May-12	Kim Smith, Rosalind Reeves	Q4 - COMPLETE Completed within the statutory timescales - 20 councillors elected. 
	We will organise the Police and Crime Commissioner elections	Thu-15-Nov-12	Kim Smith, Rosalind Reeves	Q4 COMPLETE all planning completed, elections took place on 15 November. 
We will deliver the 2012 elections in May and November elections for the Police and Crime Commissioner.	We will prepare for the county council elections being held in May 2013	Sun-31-Mar-13	Kim Smith, Rosalind Reeves	Q4 All work to prepare for the county elections is on target 
	We will support new councillors through an induction programme and provide ongoing support for all councillors	Tue-31-Jul-12	Kim Smith, Rosalind Reeves	Complete the roll out of the induction programme to new councillors has now been completed. New members were asked to complete a questionnaire giving their feedback and this was reported to SLT. Generally new members were very satisfied with the induction programme with the majority of sessions scoring a 4 (good) on a scale of 1-5. They particularly welcomed the buddying from SLT and mentoring from fellow councillors and the general support they received from Democratic Services. Issues they raised related to members ICT provision and contact procedures for areas outside the council such as Glos. Highways. 

Residents enjoy a strong sense of community

Overall Summary  Serious concerns  = Below target but recoverable  = Serious concerns

Community Indicators





Indicator	Baseline	Target	Current	Comments	Status
Number of VCS organisations supported by GAVCA	18 (Sept 2011)	26	36	Support provided on a range of issues: governance, trustee support, income and fundraising, information services.	

High is good


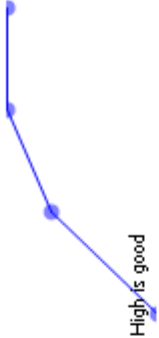

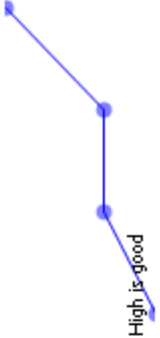


Arts and culture are used as a means to strengthen communities, strengthen the economy and enhance and protect our environment.

Improvement Action	Milestones	End Date	Lead	Progress
We will progress the Art Gallery and Museum redevelopment in order that it is able to open on time from June 2013 and within budget.	Completion of construction programme	Tue-30-Apr-13	Jane Lillystone	Q4 Following further discussions with ISG, they have now indicated a revised date for completion of the major part of works by the 30th April 2013. However, work will still continue on the adjoining walls of No.51 and the 1989 building. From the 1 May, work will start on some areas of the fitting out programme..
	Completion of internal fit-out	Mon-30-Sep-13	Jane Lillystone	Q4 Due to the delay in handover of the building by ISG, this has a knock on effect to internal fit-out completion date, Revised date for fitting out of some areas from the 1 May.
We will investigate the possibility of major capital investment into the Town Hall to help promote the building as a first class entertainment venue.	Feasibility review depending on outcome of option appraisal	Tue-30-Apr-13	Gary Nejrup, Pat Pratley	Q4 Tender has been awarded to Charcoal Blue and a revised end date has been agreed as the 30th April 2013. Charcoal Blue have held meetings with stakeholders and council staff and are working on the first 2 stages of the feasibility study. The final presentation will be presented on the 29th April.
	Initial scoping of investment required for options appraisal	Tue-31-Jul-12	Gary Nejrup, Pat Pratley	Q4 Tender has been awarded to Charcoal Blue
We will test outcomes for the Town Hall and Pittville Pump Room with councils who provide other similar venues.	Outcomes reviewed as part of options appraisal	Tue-31-Jul-12	Pat Pratley	Q4 We have informally tested our outcomes for these venues with one other trust, eg, Colston Hall in Bristol PQQ evaluation taking place and progressing according to timeline.
We will review organisational options for Art Gallery and Museum service balancing value for money with the need to deliver a range of agreed outcomes.	Report to Cabinet on the options for the delivery of the outcomes for the Art Gallery and Museum	Tue-31-Jul-12	Pat Pratley	Q4 Art Gallery and Museum provision is being considered as part of the overall PQQ process.












Arts and culture are used as a means to strengthen communities, strengthen the economy and enhance and protect our environment.











Overall Summary  **Serious concerns**  = Below target but recoverable  = Serious concerns  = On Target

Service Indicators

Indicator	Baseline	Target	Current	Comments	Status
Number of people accessing the AGM engagement programme (quarterly & cumulative)	20,000	25,001	79,993	closed at the end of December 2012, the website is still continuing to attract a large number of hits/enquiries and from April 2012 to March 2013 a total of 228,714 people have viewed our web sites for the AGM and the Arts &	 High is good 
Town Hall/PPR hire income generated (quarterly & cumulative)	£305,000	350,301	352,472	The Hire income for the PPR & TH are 2% above target for the year end	 High is good 
Town Hall/PPR website visits (quarterly & cumulative)	120,000	160,001	286,414	Website functionality continues to be strong with marketing campaigns directing people to book online.	 High is good 
Town Hall/PPR total income (quarterly & cumulative)	£479,952	535,176	568,329	significant rise in ticket sales. We also saw increases in catering at the PPR, due to dinner dances and weddings and increases in hires of both venues due to several new events happening in the town	 High is good 
Town Hall/PPR catering commission (quarterly & cumulative)	£100,962	106,701	112,102	Catering Commission for the year came in at 14% above target	 High is good 
Town Hall/PPR ticket sales (quarterly & cumulative)	£68,200	76,175	103,756	Had a very successful 3rd & 4th Quarter. Ticket sales for year end are 50% above baseline	 High is good 

We will meet our 'Bridging the Gap' targets for cashable savings and increased income

Improvement Action	Milestones	End Date	Lead	Progress	
We will move to the GO shared service arrangements for Finance, HR, payroll and procurement support.	GO Shared Services savings to commence.	Mon-1-Oct-12	Pat Pratley		Q4 - GOSS restructure complete and savings as per the business plan taken as part of budget savings for 13-14. This action is complete.
	Implementation of Agresso ERP system in CBC.	Tue-10-Apr-12	Pat Pratley		Q4 - The Agresso system has been implemented in CBC in April 2012, the introduction of the HR self service module is now underway and will be complete in May 2013
We will develop and publish a fully-costed asset management strategy and contribute to the wider review of asset management being led by Leadership Gloucestershire.	TUPE (Transfer of Undertakings (Protection of Employment) Regulations) transfers of staff to GO Shared Services (Cotswold as the employing council).	Mon-30-Apr-12	Pat Pratley		TUPE took place as planned. This action is complete.
	Develop the AMP to capture corporate aspirations for the council's property portfolio.	Sun-30-Jun-13	David Roberts		The development of the AMP will be considered as part of the capital project review This action (VFM6) is in the 2013-14 corporate strategy action for completion by Sept 2013
	We will agree an accommodation strategy based on analysis of the options agreed by Cabinet in July 2011.	Sun-31-Mar-13	David Roberts		Positive progress with regard to potential acquisition on one of the identified alternatives. This action (VFM5) is in the 2013-14 corporate strategy action.
	We will continue to explore opportunities to work collaboratively with other Authorities and public sector bodies.	Mon-31-Mar-14	David Roberts		Regular attendance at the One Gloucestershire Estates Strategy meetings. Continual review of respective frameworks to investigate potential cost savings
We will implement new scrutiny arrangements that enable us to provide a better overview of our commissioning projects.	Implement new arrangements after elections and complete induction	Tue-31-Jul-12	Rosalind Reeves, Sara Freckleton		Q4 Complete - new arrangements are in place. Induction was undertaken and feedback and lessons learnt has been captured
	Ongoing support for new arrangements during first 6 months and complete review of first year by July 2013	Wed-31-Jul-13	Rosalind Reeves, Sara Freckleton		Q4 - officers are supporting the new scrutiny task groups which are being well received by members. Continuing to promote the work of scrutiny and encourage wider involvement from across the council
	Work with members and officers to refine new arrangements and develop new procedures	Thu-31-May-12	Rosalind Reeves, Sara Freckleton		Q4 - Arrangements put in place and guidance and advice issued on how new arrangements will work
We will move to the full partnership arrangements for audit.	TUPE transfers of staff to Cotswold D.C.	Mon-30-Apr-12	Mark Sheldon		Staff TUPEd to Cotswold DC as planned on 1/4/12
	We will have competed an annual audit cycle supported by the partnership.	Sun-31-Mar-13	Mark Sheldon		Q4 - The Audit Partnership has successfully supported each partner council for a full cycle. A significant amount of work has been undertaken to streamline and standardise approach to audit committees. The sharing of management and audit resource across the partner councils has delivered the service in accordance with the service level agreement, delivered the audit plan and generated the benefits outlined in the business case i.e. built resilience, shared best practice and expertise and delivered savings.

<p>We will review the current structure and service provision for ICT and undertake a sourcing project with a particular focus on a shared service model.</p>	<p>We will develop an updated ICT strategy which determines the way forward for the service and gained Cabinet / Council approval.</p> <p>We will have considered the potential for a shared service with other councils.</p> <p>We will have agreed a local policy in response to the localisation of council tax benefit which deals with the implication of a 10% cut in government support.</p> <p>We will have determined the impact on the MTFS of the government proposals for retention of business rates.</p> <p>We will have identified savings and additional income (including those from commissioning) to meet the budget gap identified for 2013/14.</p> <p>We will have redeveloped a budget strategy for 2013/14 for approval by Cabinet.</p> <p>Develop and agree the action plan by end December 2012.</p> <p>Review progress against the action plan by end October 2012</p>	<p>Tue-30-Oct-12</p> <p>Wed-30-May-12</p> <p>Mon-31-Dec-12</p> <p>Mon-31-Dec-12</p> <p>Tue-18-Dec-12</p> <p>Tue-16-Oct-12</p> <p>Mon-31-Dec-12</p> <p>Wed-31-Oct-12</p>	         	<p>Mark Sheldon</p> <p>Mark Sheldon</p> <p>Mark Sheldon</p> <p>Mark Sheldon</p> <p>Mark Sheldon</p> <p>Mark Sheldon</p> <p>Mark Sheldon</p> <p>Amanda Attfield</p> <p>Amanda Attfield</p>	<p>Q4 - The capital expenditure to support CBC ICT infrastructure upgrade strategy was approved by council in February 2013.</p> <p>Q4 - The shared service between FOD and CBC was created on 1/4/13. The roadmap for 4 way sharing of ICT was supported by the Joint Monitoring and Liaison group.</p> <p>Q4 - policy now agreed across the county. All necessary system changes to convert the previous benefit scheme into a local council tax discount have been completed and council tax bills issued.</p> <p>Q4 - The pooling arrangements and practical housekeeping for operation of the pool has been signed off by the Gloucestershire CFO's and the pool became effective wef 1/4/13.</p> <p>Q4 - The final budget proposals for 2013/14 were agreed by Council on 8/2/13. The budget identified savings and additional income which met the final funding gap of £1.245m, from a variety of sources, including shared services and savings from commissioning reviews and delivered a council tax freeze for 2013/14.</p> <p>Q4 - the final budget proposals included a budget strategy which demonstrated how the council proposed to work towards bridging the projected funding gap over the period of the MTFS. It includes targets for future workstreams including future shared services, commissioning reviews and the accommodation strategy.</p> <p>Q4 - In December 2012, our IIP assessor undertook a Strategic Review. In the context of the level of change that was taking place within the council, she concluded the council required a further 12 months before it would be in position to undertake a re assessment against the standard. In the meantime, the council retains recognition of the award. The decision whether to apply for reassessment in December 2013, will be considered as part of the future council workstream 3 - Performance & Organisational Culture.</p> <p>SLT agreed that any actions / re-accreditation for IIP would be considered as part of the Cheltenham Futures Workstream 3. If a decision was made not to apply for re-accreditation, then CBC would need to be clear how it would ensure to maintain its people management standards.</p>
<p>We will continue to develop the 'Bridging the Gap' programme for delivering future year's savings including for the commissioning reviews</p> <p>We will implement the actions agreed from the Investors in People strategic review.</p>					

BRG programme savings / income target for 2012/13	2012/13 budget	1,120,001	1,200,000	Delivered target savings and income		High is good
Medium Term Financial Strategy (MTFS) funding gap	MTFS estimate @ Feb 2012 2013/14 -2017/18) - £2.1m	2,096,999	303,541	£3.3m in February 2013. A budget strategy was developed and approved by council in February 2013 which outlined how the council plans to reduce the MTFS budget gap to a residual gap of c£303k over the period		Low is good
BRG programme savings / income target for 2013/14	MTFS estimate @ Feb 2012 (2013/14) - £734k	734,001	1,244,800	Budget gap increased to £1.2m. Savings and additional income identified and approved by council in February 2013.		High is good
Percentage of staff appraisals completed	2011-12 100%	100.00 %	100.00 %	version of the Learning Gateways is being revised and it is not possible to extract the current appraisal status from the system, however, managers have confirmed that current employees have received appraisal		High is good
No. days lost due to sickness absence	TBA for 2011-12	6.99		Agresso system has now been installed and verified. It is expected that the detailed absence reports will be generated within the next few weeks. However, apart from the normal seasonal variation, the overall absence figure remains within target		Low is good
number of Freedom of Information internal reviews	3		3			Low is good
Number of stage 3 complaints	8		11			Low is good
number of complaints forwarded to the LGO complaint investigation decisions	stage 2 complaints = 8 / stage 2 complaints = 7 / stage 1 complaints = 196 / LGO decisions = 0		0	LGO decisions = not available yet, they usually issue their Annual Review Letters by June		Low is good

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Cheltenham Borough Council

Council – 24 June 2013

Appointment to Gloucestershire Health, Community and Care Overview and Scrutiny Committee

Accountable member	Cabinet Member Corporate Services, Councillor Jon Walklett
Accountable officer	Director of Commissioning, Jane Griffiths
Accountable scrutiny committee	Overview and Scrutiny Committee
Ward(s) affected	All
Significant Decision	No
Executive summary	<p>Gloucestershire County Council is responsible for setting up a Health, Community and Care Overview and Scrutiny Committee and each of the district councils is entitled to appoint a member to the committee.</p> <p>At Selection Council on 14 May 2012, Council nominated Councillor Klara Sudbury to the committee and Councillor Colin Hay as a substitute.</p> <p>Following her election to the County Council in May 2013, Councillor Sudbury is now a county councillor member of the committee and as she cannot perform two roles, there is a vacancy for the district member.</p> <p>The County Council have confirmed that the district nomination can be any member provided they are not a member of the authority's Executive.</p> <p>Group Leaders were requested to consider their nominations by the end of May and Councillor Penny Hall was nominated by Councillor Rob Garnham. No other nominations were received and Group leaders have indicated their support for this nomination.</p> <p>Although there is no requirement to appoint a substitute, the county find it helpful to have one appointed as they are then able to copy that member in on any relevant communications. Councillor Colin Hay remains in the role of substitute member. In the event that the substitute cannot attend, the county have confirmed that they would be happy to accept any borough council member as a substitute provided they are not a member of the Executive.</p>
Recommendations	<p>Council is asked to RESOLVE that</p> <p style="text-align: center;">Councillor Penny Hall be nominated to the Gloucestershire Health, Community and Care Overview and Scrutiny Committee</p>
Financial implications	<p>The council makes an annual financial contribution to the administration of the committee but there are no financial implications associated with the appointment.</p> <p>Contact officer: Paul Jones, Head of Finance</p> <p>Paul.jones@cheltenham.gov.uk, 01242 775154</p>

Legal implications	<p>The County Council is empowered to appoint co-opted members under the Local Authority (Overview and Scrutiny Committees Health Scrutiny Functions) Regulations 2002.</p> <p>Contact officer: peter.lewis@tewkesbury.gov.uk, 01684 272012</p>
HR implications (including learning and organisational development)	<p>There are no HR implications associated with this report.</p> <p>Contact officer: Julie McCarthy , Human Resources Manager West Julie.mccarthy@cheltenham.gov.uk, 01242 26 4355</p>
Key risks	<p>None identified</p>
Corporate and community plan Implications	<p>Strengthening our communities</p>
Environmental and climate change implications	<p>There are no sustainability implications arising directly from this report.</p>
Report author	<p>Contact officer: Rosalind Reeves, Democratic Services Manager, Rosalind.reeves@cheltenham.gov.uk, 01242 77 4937</p>
Appendices	<p>None</p>
Background information	<p>None</p>