



# CHELTENHAM

## BOROUGH COUNCIL

### EXECUTIVE DECISIONS NOTICE

Committee: **Cabinet**  
Date of meeting: **Tuesday, 26 January 2021**  
Date of publication: **Thursday, 28 January 2021**  
Call-in period to expire on: **Midnight on Thursday, 4 February 2021**

**NOTE:**

The publication of this document constitutes notice of the various decisions made by the Cabinet as required by the Constitution and, except where otherwise stated, those decisions will take effect five working days after they are published, unless an overview and scrutiny committee objects to them and they are called in.

<b>Agenda item 5</b>	<b>Draft Updated Corporate Complaints and Feedback Policy</b>	
	<b>RESOLVED THAT:</b>  1. The updated draft Corporate Complaints and Feedback Policy be adopted;  2. Key Performance information be regularly reported using the Clearview reporting system with an annual report to Overview and Scrutiny and the Executive Leadership team together with a summary of learning;  3. Authority be delegated to the Customer Services Manager, in consultation with the Cabinet Member for Corporate Services, in respect of future updates to this policy.	
	Subject to call-in period - Yes	
<b>Agenda item 6</b>	<b>Strategic Housing Review</b>	
	<b>RESOLVED THAT:</b>  1. The Independent Strategic Housing Review Report provided by Campbell Tickell (Appendix 2) be noted;  2. The key recommendation within the Campbell Tickell report to retain Cheltenham Borough Homes (CBH) as the Arms-length Management Organisation (ALMO) as the model of housing service	

	<p>delivery for Cheltenham Borough Council (CBC) be agreed;</p> <p>3. Authority be delegated to the Managing Director for Place and Growth in consultation with the Cabinet Member for Housing and CBH to review and establish appropriate governance for an ambitious transformation programme that will seek to:</p> <ul style="list-style-type: none"> <li>a. Implement identified opportunities within the Campbell Tickell Report and subsequently by CBC and CBH that will evolve and strengthen the partnership between the Council and the ALMO to deliver improved outcomes for CBH tenants, customers and Cheltenham’s communities;</li> <li>b. Deliver annual efficiencies for reinvestment and/or savings of up to £487K by the end of the financial year 2023/24 while requiring £175K of transformation costs.</li> </ul> <p>4. Authority be delegated to the Managing Director for Place and Growth in consultation with the Cabinet Member for Housing to update the current CBH Management Agreement, HRA Business Plan and associated documents to:</p> <ul style="list-style-type: none"> <li>a. Deliver a strong partnership that enables the delivery of shared corporate priorities and a high quality service;</li> <li>b. Support the implementation of identified opportunities and efficiencies set out within the CT report and identified by CBC/CBH;</li> <li>c. Support the implementation of the CBH Board Effectiveness review;</li> <li>d. Allow for appropriate monitoring of delivery against priorities and milestones.</li> </ul>
	<p>Subject to call-in period - Yes</p>