

## CBH contributions to CBC Corporate Plan, 2011/12

CBC Objectives	CBC Outcomes	CBH contribution for 2011/12
<p><b>Enhancing and protecting our environment.</b></p>	<p><b>Cheltenham has a clean and well-maintained environment.</b></p>	<ul style="list-style-type: none"> <li>▶ Fly tipping removed from HRA land by CBH Estate Cleaning Team: 3,319 individual fly tipping requests were dealt with in 2011/12. All fly tipped waste from CBH managed land is removed within five working days</li> <li>▶ 100% of emergency requests for fly tipping (where there is a risk to public health) are responded to within two working hours from receipt of instruction , between the hours of 0800 and 1500 hours Monday to Friday</li> <li>▶ Estate cleaners perform 6,630 scheduled cleans per year</li> <li>▶ 100% of emergency cleaning requests (where there is a risk to public health) are responded to within two working hours from receipt of instruction</li> </ul>
	<p><b>Cheltenham’s natural and built environment is enhanced and protected.</b></p>	<ul style="list-style-type: none"> <li>▶ Community House in St Paul’s has been given a facelift thanks to the CBH’s maintenance contractors PH Jones and Ian Williams. The centre has been transformed and now boasts a new kitchen and bathroom with full disabled access. The interior has also been treated to a fresh coat of paint thanks to decorating contactor Ian Williams who donated paint and carried out the decorating work.</li> <li>▶ Sheltered Housing schemes have been upgraded across the borough. Works includes garden and landscaping works, development of bespoke scooter storage, lift upgrades and internal redecoration; improving both the environment and quality of life for residents.</li> <li>▶ New regeneration project launched for Hobart House: Residents in Hobart House and the surrounding area will soon enjoy a transformation to their communal outdoor space thanks to the launch of the new Hobart House Community Project. Over the next six months CBH will be working closely with residents in Hobart House, 33-55 Shelly Road and 170-192 Shakespeare Road to develop</li> </ul>

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	<p><b>Carbon emissions are reduced and Cheltenham is able to adapt to the impacts of climate change.</b></p>	<p>designs to improve the grassed areas and parking around the properties. In addition to the physical regeneration works social and educational opportunities will be developed for residents</p> <ul style="list-style-type: none"> <li>▶ The 16 new homes built at Brighton Road have all been built to Code for Sustainable Homes Level 4 and boast the installation of cutting edge technologies (including Photo Voltaic (PV) Cells) which will boost the homes' energy performance</li> <li>▶ Energy efficiency linked SAP (Standard Assessment Procedure) rating has increased for existing properties</li> <li>▶ SWEA (South West Energy Agency) have attended neighbourhood picnics for awareness raising around environmental and energy use – helping to address fuel poverty</li> <li>▶ CBH Environmental forum set up with a Board Champion</li> <li>▶ Environmental data produced to understand Carbon Footprint and set future targets. External energy assessments of company offices to produce action plan and an Environmental Management System (EMS) set up in line with ISO14001 guidance</li> <li>▶ CBH are members of CBC Carbon Reduction Group and the Low Carbon Partnership</li> </ul>
<p><b>Strengthening our economy.</b></p>	<p><b>Cheltenham is able to recover quickly and strongly from the recession.</b></p>	<ul style="list-style-type: none"> <li>▶ Specialist Benefits and Money Advisor employed to help residents sort through their finances and make sure that they are receiving all the benefits they are entitled to</li> <li>▶ CBH-led Financial Inclusion Working Group held three money advice drop-in events at locations across the borough. Visitors to the events were given support and information on a range of money matters including: debt management, energy bills, bank accounts, saving schemes and welfare benefits advice. This partnership event was well attended and included information stands from CBH, CBC, Citizens Advice Bureau, Barclays Bank, Gloucestershire Credit Union, Job Centre Plus, A4e, EbiCo,</li> </ul>

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		<p>Age UK, Illegal Money Lending Team and Money Advice Service. Further money advice events are being planned for next year.</p> <ul style="list-style-type: none"> <li>▶ Employment Initiatives Advisor has been employed to help residents into training and/or employment</li> <li>▶ The 'Hub' opened at Edward Wilson House providing advice and guidance for residents around training and employment opportunities</li> <li>▶ CBH Academy to provides tenants with skills</li> </ul>
<p><b>Strengthening our communities.</b></p>	<p><b>We attract more visitors and investors to Cheltenham.</b></p> <p><b>Communities feel safe and are safe.</b></p>	<ul style="list-style-type: none"> <li>▶ CBH's 'safer estates team' respond to 100% reports of serious ASB within one day</li> <li>▶ CBH's 'safer estates team' works closely with CBC and Police Authority to combat anti-social behaviour. Proactive partnership work has supported vulnerable residents of sheltered accommodation</li> <li>▶ An anti-social behaviour injunction was successfully brought against local man Danny Johnson, banning him from entering Hester's Way and surrounding areas. CBH applied for the ASB injunction after receiving many allegations that he had, over many years, threatened violence and used violence against a number of Cheltenham residents and had engaged in the supply of drugs in Hester's Way. Gloucester County Court have placed a five-year ASB injunction against him. CBH has been working hard to tackle and prevent incidents of ASB and the majority of cases are resolved without the need for legal action through an independent mediation service and via a number of preventative measures CBH has in place to tackle anti-social</li> <li>▶ A new anti-social behaviour (ASB) reporting service, available to customers 24 hours a day seven days a week has been launched. The new ASB support line has been developed to provide emergency support and advice to</li> </ul>

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		<p>anyone in the borough who wishes to lodge a complaint of ASB in connection with a CBH managed property. Calls will be answered by experienced telephone handling specialists Sitex Orbis who will gather the relevant information which will be passed onto the CBH Safer Estates team to deal with on the next working day. The new support line also offers an out-of-hours repairs service and if repairs are classed as an emergency, will arrange for someone to attend within two hours.</p>
	<p><b>People have access to decent and affordable housing.</b></p>	<ul style="list-style-type: none"> <li>▶ CBH maintains CBC's housing stock at 100% decency</li> <li>▶ Introduction of updated property information system will enable proactive identification of potential decency lapses</li> <li>▶ St Paul's - work now well underway on the transformation of 80 homes and the building of 48 new properties. Work started in June and houses in Manser and Hudson Street with many of them now having received new bay windows, repaired rendering, repainting and, improvements to the property fronts and garden areas. The 48 new homes which will range from 1 bed flats to 4 bed houses are expected to be ready in 2012.</li> <li>▶ Construction work on CBH's first new homes was completed. The 16 new homes at Brighton Road have all been built to Code for Sustainable Homes Level 4 and boast the installation of cutting edge technologies which will boost the homes energy performance. The first tenancies were handed over on 4<sup>th</sup> August 2011.</li> <li>▶ Tenants can now sign up to a home swap service for free as CBH is a partner with the mutual exchange service, 'HomeSwapper'. The HomeSwapper service helps council tenants who want to move home by matching them with other tenants who want to swap. Tenants are able to swap homes in their local area or at any location across the UK.</li> <li>▶ CBH have received confirmation that we have attained Registered Provider (RP) status. Gaining RP status will allow CBH to receive government funding for the financing</li> </ul>

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	<p><b>People are able to lead healthy lifestyles.</b></p>	<p>of any successful future bids to build new affordable homes.</p> <ul style="list-style-type: none"> <li>▶ Staying warm and well this winter was the theme of CBH's community events in November. Four Winter Warmer events were held at community venues across the borough. Visitors to the events got top advice including; money saving tips, cooking on a budget, how to stay warm and well this winter - all washed down with a free bowl of delicious soup. Along with CBH officers Age UK and Vision 21 were also on hand to offer top class advice on how to stay warm and well this winter.</li> <li>▶ Partnership work with CBC Officers attracted funding to develop bespoke activities for older people – this including sit-fit classes, circle dancing activities and healthy eating advice.</li> <li>▶ Community events such as neighbourhood picnics and fun days have promoted healthy eating and training courses on cooking and eating healthily have been provided</li> <li>▶ Over 300 budding Olympic sporting stars turned out to take part in the Hester's Way Sports Fun Day. The event organised by CBH was held to mark the run-up to the London 2012 Olympics and was held at the Christ College Sports Centre, youngsters enjoyed a number of activities on offer including football, hockey, bowls, curling, jousting, and wrestling. The event was also held to help encourage the community to get active and take an interest in sport</li> <li>▶ Children in the Whaddon area are enjoying a summer of fun after the start of CBH's programme of summer activities. The programme ran throughout the summer holidays and the group got to experience many different activities including: raft building, volunteering, fishing, graffiti artwork and cooking</li> <li>▶ A new community gardening project has been launched for Clevedon Square and Rowanfield residents. Residents in will be able to enjoy a transformation to communal outdoor</li> </ul>

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	<p><b>Our residents enjoy a strong sense of community and are involved in resolving local issues.</b></p>	<p>space thanks to the launch of the 'Get up and Grow' Project in conjunction with Vision 21. Over the next two years CBH will be enabling Vision 21 to work closely with residents in Rowanfield to grow their own food locally through the establishment of shared growing spaces. Training will be provided to emphasise health benefits within a sustainable living framework. The project will provide information, inspiration, and benefit some disadvantaged community groups.</p> <ul style="list-style-type: none"> <li>▶ The local wildlife population in Hester's Way is reaping the benefits of Cheltenham Borough Homes' extensive makeover of Scott House and Edward Wilson House after the launch of a resident project to improve the spaces around the properties. All part of CBH's transformational improvements to the area, the Proud to be Green! project was developed after residents said that in addition to the external makeover and improvements to the buildings they wanted to see wildlife habitats on their doorstep and create a community garden for residents and locals with benches, bird-feeding stations and planted areas.</li> <li>▶ The names of four new streets in St Paul's have been decided by local residents after we launched the 'Up Your Street!' competition, inviting suggestions for the new cul-de-sacs being built as part of the 'Transforming St Paul's' regeneration scheme. CBH junior wardens kept up their good work over the summer holidays by taking part in a variety of activities out and about in the community. The youngsters, aged 8 to 10 years old and all from the Hester's Way area enjoyed a competitive game of bowls on the Wii with sheltered scheme residents at Pope's Close and have started a recycling project.</li> <li>▶ At CBH's AGM Three current Board members; Justine Hurst, Dan Clutten and Graham Templeton were signed in as Tenant Board representatives for a further three year term</li> </ul>

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		<ul style="list-style-type: none"> <li>▶ A new resident group has been launched offering the community a new and exciting way to give their neighbourhoods a voice. The Cheltenham Tenants and Leaseholders Voice (CTLV) has been created to offer residents the chance to become a neighbourhood ambassador and represent their community. After an excellent response to the call for volunteers there are now 13 neighbourhood ambassadors who undertook training at the CBH Community Academy.</li> <li>▶ We support regular neighbourhood meetings that involved around 200 people and produce regular community newsletters</li> <li>▶ We support ten fully accredited Tenant and Resident Associations (TARAs) and 34 street, scheme and block CBH Community Representatives</li> <li>▶ We held around 122 community development activities</li> <li>▶ Bespoke activities for older people tackled isolation and helped in developing strong communities in schemes.</li> </ul>
<p><b>Enhancing the provision of arts and culture.</b></p>	<p><b>Arts and culture are used as a means to strengthen communities, strengthen the economy and enhance and protect our environment.</b></p>	<ul style="list-style-type: none"> <li>▶ Scott &amp; Edward Wilson House Community Group designed and made a mosaic for display, demonstrating the history behind the blocks of flats. This was completed with the support of Gloucestershire Adult Education through the hub at Edward Wilson House. The mural has been fitted to a wall at Edward Wilson House</li> </ul>
<p><b>Ensuring we provide value for money services that effectively meet the needs of our customers.</b></p>	<p><b>The council delivers cashable savings, as well as improved customer satisfaction overall and better performance through the effective commissioning of services.</b></p>	<ul style="list-style-type: none"> <li>▶ The CBH <i>Junior Warden Scheme</i> was named the best youth involvement project in the South of England at the TPAS Awards 2011 – the scheme now goes forward to the national finals.</li> <li>▶ Our <i>‘Annual Report to Residents’</i> was highlighted in the National Tenant Organisation’s (NTO) 2011 annual report review as one of the highest rated reports produced by an ALMO. The NTO also praised CBH for allowing tenants the opportunity to feedback and said that they “particularly liked that it was tenant-led and that there was a good partnership between all the stakeholders involved.”</li> </ul>

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		<p>handheld device, completed job information to be sent back to the office and re-ordering of supplies direct to Travis Perkins. After a successful start to the trial, the project team is now going out to tender for the PDA software</p> <ul style="list-style-type: none"> <li>▶ CBH provides excellent services that return benchmarkable performance information which consistently places CBH in the top 25% nationally when compared to other ALMOs for key service areas. Customer satisfaction is very high, placing CBH among the highest rated ALMOs in the country.</li> <li>▶ A large scale consultation with our customers was undertaken in order to arrive at agreed 'Local offers' for services</li> </ul>