




Number	Recommendation	Officer/s responsible	Additional funding required?	Linked to <a href="#">Corporate Plan priority?</a>	Update – October 2024
<b>Cost of living</b>					
1	Distribute accessible key information to households to ensure residents are fully aware of the support funds and benefits available to them and how to apply.	Richard Gibson	No	4	<p>The Council has been actively promoting information to local residents throughout the cost of living crisis.</p> <p>We have compiled a central repository of information on its website:  <a href="https://www.cheltenham.gov.uk/cost-of-living-support-and">https://www.cheltenham.gov.uk/cost-of-living-support and</a>                      have used videos and social media posts to get information out to local residents:  <a href="https://tinyurl.com/2vn82etj">https://tinyurl.com/2vn82etj</a></p> <p>In addition, we have used CBH news, a quarterly newsletter sent to around 4600 tenants, to provide specific information to our tenants – see sample article below.</p>

Number	Recommendation	Officer/s responsible	Additional funding required?	Linked to <a href="#">Corporate Plan priority?</a>	Update – October 2024
					<div data-bbox="1406 295 1601 359"> <p><b>22CBHnews</b> AUTUMN 2023</p> </div> <div data-bbox="1406 383 2072 574"> <h2>WE ARE HERE TO HELP YOU WITH BENEFITS AND MONEY ADVICE</h2> </div> <div data-bbox="1406 590 1724 630"> <p><b>Are you concerned about your benefits and money? We are here to help.</b></p> </div> <div data-bbox="1406 638 1724 702"> <p>Our friendly team is on hand to give you free and confidential advice on all benefits and day-to-day money management.</p> </div> <div data-bbox="1406 710 1724 790"> <p>If you are struggling to afford your rent or manage your bills, we can suggest simple budgeting tips, energy advice and can carry out a benefit check-up.</p> </div> <div data-bbox="1406 798 1556 813"> <p><b>We can help with:</b></p> </div> <div data-bbox="1406 821 1724 997"> <ul style="list-style-type: none"> <li>- Claiming all the benefits you may be entitled to</li> <li>- Help with DWP or HM Revenues &amp; Customs reconsiderations and appeals</li> <li>- Support requesting back dating benefit claims, if you have good cause</li> <li>- Budgeting tips</li> </ul> </div> <div data-bbox="1758 598 2094 798">  </div> <div data-bbox="1758 805 2094 949"> <ul style="list-style-type: none"> <li>- "Better Off in Work Calculations" – to show you how a change of job can affect your benefit entitlement and income</li> <li>- Explain benefit changes, such as Universal Credit</li> <li>- Sign-post to support organisations.</li> </ul> </div> <div data-bbox="1758 957 2094 997"> <p>Get in touch with us today. Email <a href="mailto:bma@cbh.org">bma@cbh.org</a> or call on Freephone 0800 408 0000.</p> </div> <div data-bbox="1422 1029 1736 1077"> <h3>Cost of living support</h3> </div> <div data-bbox="1422 1085 1736 1236"> <p>We know that the cost of living crisis continues to be a real challenge. We're here to support you with advice around money and benefits, training, employment and we offer a helping hand in our communities with cooking, youth sessions, coffee mornings, voucher schemes and volunteering.</p> </div> <div data-bbox="1422 1244 1736 1348"> <p>We work with a number of partners and community organisations who offer a range of advice, help and information. Visit <a href="http://cheltenham.gov.uk/cost-of-living-support">cheltenham.gov.uk/cost-of-living-support</a> for more details.</p> </div> <div data-bbox="1758 1029 2094 1348">  </div>

Number	Recommendation	Officer/s responsible	Additional funding required?	Linked to <a href="#">Corporate Plan priority?</a>	Update – October 2024
2	Take advantage of online and social media communication opportunities, but also ensure that support is not only advertised online.	Richard Gibson	No	4, 5	<p>As above, the council has used a mix of flyers and social media to communicate information to local residents.</p> <p>In addition, the Council has circulated benefits and money advice leaflets to our food banks and pantries to handed out to customers as well as using social media  <a href="https://tinyurl.com/45sderwt">https://tinyurl.com/45sderwt</a>  <a href="https://tinyurl.com/2ff5knxd">https://tinyurl.com/2ff5knxd</a></p>
3	Ensure borough councillors are fully briefed on signposting, referral and support routes throughout the cost of living crisis, through member seminars and ongoing support.	Richard Gibson	No	4	<p>An update on the work of the facing hardship group was provided to members as part of the induction session on 23 May.</p> <p>The presentations from this session are also available on the members hub</p>
4	Consider a financial inclusion partnership (like that between Tewkesbury Borough Council and Citizens Advice) to increase strategic working.	Richard Gibson	No	4	<p>The Council has worked with other partners to establish the Facing Financial Hardship Group with the aim of reducing the impacts of poverty and stigma through a collective partnership to better support communities in response to cost of living impacts.</p> <p>Members include; the Council, Citizens Advice, Feed Cheltenham, Cheltenham Housing Aid Centre, DWP, GCC adult skills and CCP.</p> <p>The group held a cost of living seminar on 6 June 2024, that 33 partners attended representing 22 organisations. Some of the data from this session was used to inform the allocation of the <a href="#">Household Support Fund</a></p>

Number	Recommendation	Officer/s responsible	Additional funding required?	Linked to <a href="#">Corporate Plan priority?</a>	Update – October 2024
5	Continue to provide signposting and advice to residents regarding debt management support, raise awareness of predatory lending and report any concerns to the appropriate regulatory body.	Martin Stacy / Matt Ward	No	4	<p>The Council works with council tenants in our communities to help maximise their income and promote financial capability and independence through the delivery of our Financial Support Teams (Benefits and Money Advice &amp; Training and Employment Services). The team has already exceeded their target for the current financial year as the demands for the service continue to grow. The target for the year based on previous year’s performances was £1m. At the end of September ‘24 actual performance was £1,152,514.</p> <p>The team has been making themselves even more accessible and are seeing a higher volume of customers and assisting them with claiming benefits and backdated awards (Universal Credit and Housing Benefit etc) and grants and other sources of funding.</p> <p>The Council also pro-actively promotes awareness of debt management issues and welfare benefit availability and encourage customers to engage with all appropriate support. In addition to this the Council works closely with the Illegal Money Lending team and promoted this as recently as September 2024</p> <p>In addition, the Council funds Citizens Advice to provide comprehensive debt and benefits advice, including support around financial exclusion to help equip individuals with the skills to manage their finances better.</p>
<b>Housing</b>					

Number	Recommendation	Officer/s responsible	Additional funding required?	Linked to <a href="#">Corporate Plan priority?</a>	Update – October 2024
6	Provide specific advice to CBH residents about how to get support with the causes and risks of mould and damp, and ensure that reports of respiratory diseases are followed up in the council’s housing stock.	Mark Way	No	3	<p>Bespoke policy and procedures are in place for Damp Mould and Condensation (DMC).</p> <p>Information leaflets and communications re DMC are available. Tenants are made aware of how to report issues, and we have a dedicated team in place to respond.</p> <p>The article below was published in the Autumn 2023 version of CBH News.</p> <div data-bbox="1391 627 2145 1342" data-label="Complex-Block">  <p><b>DAMP AND MOULD MEET THE NEW TEAM</b></p> <p><small>Image shows: L to R Ian, Mike, Bekki, Dave, Ange, Ben, Nick, Ash</small></p> <p>We are proud to have formed a brand new team, specialising in all issues relating to damp, mould and condensation. The team comprises of Mike, our DMC repairs manager, Ben, our supervisor, our two logistics administrators, Ange and Bekki, two multi-skilled operatives, Ash and Nick and two specialist cleaners, Ian and Dave, who all have a passion for what they do and really care about making a difference.</p> <p>The team's aim is to ensure you receive the best level of service and support, as well as information to help prevent mould occurring in your home. Our work includes home inspections, cleaning and repairs where necessary, as well as education and advice for customers, all colleagues and contractors, so that together, we can make sure your home is a safe, secure and healthy place to live.</p> <p>If you are experiencing damp, mould or condensation please contact the team through your MyCBH account or call 0800 408 0000</p> </div>

Number	Recommendation	Officer/s responsible	Additional funding required?	Linked to <a href="#">Corporate Plan priority?</a>	Update – October 2024
					Our risk-based approach takes account of the age and vulnerability (where we are informed) of the resident.
7	Use Housing Act powers to pursue issues like mould and damp to the highest possible standard through enforcement in the private rented sector.	Louis Krog	No	3	<p>Under The Housing Health and Safety Rating System (HHSRS), dealing with mould and damp is business as usual for the Private Sector Housing Team. This is part of their statutory duties and responsibilities.</p> <p>Damp and mould growth is classed as a Category 1 hazard – the most serious and immediate risk to a person's health and safety.</p>
8	Tackle fuel poverty in CBH dwellings by investing in the retrofit of existing homes, continuing a fabric-first approach and delivering net zero carbon homes on council-owned land-led sites.	Vicky Day/Frances Crick	No	3	<p>Council dwellings are being targeted based on lowest energy performance ratings and non-traditional properties first to reach those most likely to be in fuel poverty. Works are on-going with grant funding received from the Social Housing Decarbonisation Fund supporting the improvement works.</p> <p>Under SHDF Demonstrator and Wave 1: 61 properties were improved: 35 fabric only improvements and 26 fabric improvements and heat pumps fitted.</p> <p>Under SHDF Wave 2.1 there is a target to improve around 200 properties with approx. 50 completed or close to works completion (September 2024) and the rest in progress (some on-site with energy efficiency measures being installed, some at the design stage and some at the assessment stage).</p>
	<b>Health</b>				

Number	Recommendation	Officer/s responsible	Additional funding required?	Linked to <a href="#">Corporate Plan priority?</a>	Update – October 2024
9	Engage with the NHS to encourage use of outreach vehicles in areas with particular difficulties in accessing healthcare, and lobby the county council and Integrated Locality Partnership to expand outreach clinics in deprived areas.	Richard Gibson	No		<p>We have worked with local health partners to use outreach vehicles to support community events. These include having the vehicle in attendance at Springbank and Coronation Square, plus at the Party in the Park event held this summer.</p> <p>In addition health partners have run drop-in health clinics including one at Springbank over the summer as part of the West Cheltenham Healthy equity project.</p> <p>There is a willingness from health partners to find more ways of engaging with local residents – the Council has been recently contacted about helping to arrange a winter ready event for those residents with Chronic Obstructive Pulmonary Disease (COPD).</p>
10	Strengthen partnerships and encourage data sharing between health services and housing providers, acknowledging the physical health risks of poor-quality housing.	Martin Stacy, Richard Gibson	No	3	<p>Via the Cheltenham Integrated Locality Partnership (ILP), the Council has developed effective working relationships with health partners. For the past four years, the Council has received an NHS grant so that it can work in conjunction with the Cheltenham Integrated Locality Partnership, health commissioners and the Gloucestershire Strengthening Local Communities steering group to deliver community focussed work based around local priorities with a focus on reducing health inequalities.</p> <p>There is regular data sharing at ILP meetings - particularly on the subject of health inequalities. This is then used to inform the priority setting for the ILP. The current priorities for the ILP are:</p>

Number	Recommendation	Officer/s responsible	Additional funding required?	Linked to <a href="#">Corporate Plan priority?</a>	Update – October 2024
					<ul style="list-style-type: none"> <li>• Children and young people with mental health challenges</li> <li>• Older people who are at risk of becoming frail</li> <li>• West Cheltenham health equity project</li> </ul> <p>Whilst poor housing is not a priority for the ILP, health partners are aware of national research (led by the <a href="#">Institute of Health Equity</a>) that demonstrates the impact of housing on health outcomes, highlighting the disproportionate burden borne by deprived and low-income communities.</p> <p>The Institute recommends that addressing housing-related health inequalities requires a multifaceted approach that encompasses not only improving housing quality, security and affordability, and improving the neighbourhoods where individuals and families live.</p>
11	Ensure that pollution and its impact on public health continue to inform decisions, especially within the Air Quality Management Area (AQMA), and continue to work closely with the county council on the issue of air quality.	Louis Krog	No	2	<p>A full update on air quality is due to be considered by O+S in November.</p> <p>The Council <a href="#">recently received feedback</a> from the Department for Environment, Food and Rural Affairs (Defra) on our Air Quality Annual Status Report (ASR) for 2024. The report notes that:</p> <ul style="list-style-type: none"> <li>• There were no breaches of air quality objectives in 2023</li> <li>• There has been a significant reduction in nitrogen dioxide</li> <li>• The Council’s work is indicative of good practice.</li> </ul>



Number	Recommendation	Officer/s responsible	Additional funding required?	Linked to <a href="#">Corporate Plan priority?</a>	Update – October 2024
					<p>It is worth noting that No Child Left Behind recently led a campaign in June 2024 to raise awareness of the impact of air pollution on children in our town, to coincide with clean air day.</p> <p><a href="https://tinyurl.com/2wvtbvxh">https://tinyurl.com/2wvtbvxh</a></p>
<b>Education</b>					
12	Ensure that as many schools as possible are involved with No Child Left Behind, and use these links to encourage uniform share banks and clothes recycling programs.	Richard Gibson	No	4	<p>To date, there are 24 schools signed up to No Child Left behind – with these schools covering c11,500 pupils. Plus there are three schools, Gardners Lane, Shurdington and Pitville that have representatives on the No Child Left Behind Board.</p> <p>Council colleagues also held two events to help with the cost of school uniform during the cost of living crisis. The events enabled parents to collect free, pre-loved school uniform and receive money-saving advice. Across both events, 134 items were re-homed which helped 29 families and supplied more than 43 children with school uniform.</p> <p><a href="https://tinyurl.com/24rzupuh">https://tinyurl.com/24rzupuh</a></p>
13	Support work building digital literacy and getting young people interested in future careers in cyber and digital technology, and continue working with the Large Enterprise Action Group to link	Tracey Birkinshaw / Bekka Mann	No	1	<p>The Community Investment Team identified geographic areas most at risk of digital exclusion and looked to bring digital/cyber activities into those communities.</p> <p>The team were successful in securing an initial £800 from the build back better fund to run a coding club in partnership with Code Ninjas in Oakley. This then led to securing £19,200 in sponsorship from Spirax Sarco so</p>

Number	Recommendation	Officer/s responsible	Additional funding required?	Linked to <a href="#">Corporate Plan priority?</a>	Update – October 2024
	schools with businesses and digital creative pathways.				<p>that 10 children can join the Code Ninjas club at Gloucestershire College for 2 years.</p> <p>The team are continuing to work with businesses such as BAE systems, CGI, Amiosec to offer outreach activities into areas of deprivation to inspire children into future cyber career pathways. Activities are promoted to local schools and those in underrepresented groups.</p> <p>Officers also work closely with the GCC Skills Team who offer all Gloucestershire residents free advice and support on training and skills development, including higher / further education and apprenticeships as well as work placements in all sectors.</p> <p>This includes links to the Gloucestershire Careers and Skills Portal which has a dedicated section focusing on cyber and digital skills, acknowledging the importance of this growing sector in Cheltenham’s economy (<a href="#">Digital Skills Development   Gloucestershire Skills Portal (skillsportalglos.com)</a>)</p> <p>In addition, the Golden Valley team have a dedicated skills workstream, particularly focusing on the development of cyber and digital skills at all ages and stages of career development. This includes partnerships with local and national education providers as well as businesses.</p>
14	Work with the Communities Partnership to provide tailored support for young people in	Richard Gibson, Tracy Brown	No	4	Supporting vulnerable children and young people continues to be a high priority for the Communities Partnership. In response to the risk to our young people

Number	Recommendation	Officer/s responsible	Additional funding required?	Linked to <a href="#">Corporate Plan priority?</a>	Update – October 2024
	<p>school who are at risk of being excluded, as well as those with adverse childhood experiences (ACEs) and other contributors to cycles of deprivation.</p>				<p>from criminal exploitation, the partnership has worked with the police and other partners to establish the Endeavour programme, which is based on the Clear-Hold-Build methodology.</p> <p>The programme was launched over the summer:  <a href="https://tinyurl.com/4v3fyeau">https://tinyurl.com/4v3fyeau</a></p> <p>NCLB have commissioned the Rock to provide detached youth work in St Pauls, the Moors and the town centre (until March 2025). Detached youth work allows young people to socialise, gain advice and develop positive relationship with their peers and adults in time and place that meets their needs. So far since the beginning of the contract in August the Rock have engaged with over 290 young people.</p> <p>Through a partnership with the St Giles, a young people’s worker has been employed to support young people in the Moors and St Pauls who are at risk of or being criminally exploited. This post has been developed in partnership with GCC Social care and funded through the serious violence duty funding. (The post is funded for a year as a pilot when it will be reviewed)</p> <p>St Giles have also developed a bespoke training programme to upskill local professional, decision makers and the community itself to understand and tackle criminal exploitation. So far around 40 professionals have received training with further training planned for November.</p>

Number	Recommendation	Officer/s responsible	Additional funding required?	Linked to <a href="#">Corporate Plan priority?</a>	Update – October 2024
<b>General</b>					
15	Continue to recognise the physical and mental health benefits of access to good quality open spaces, and ensure that parks and green spaces are safe and accessible for all residents to enjoy a diverse set of outdoor activities and the natural environment.	Adam Reynolds	No – current resourcing levels sufficient to maintain existing standards, though extending these further would have a knock-on effect on maintenance budgets.	2, 4	<p>The Green Space Team continues to undertake regular safety inspections of all green space and play areas, programming all necessary repairs and maintenance as required.</p> <p>An annual capital replacement programme allows for replacement of larger items and safer surfacing supplemented by site specific S106 contributions, and external grants and fund raising undertaken by volunteer friends groups. This might typically fund outdoor exercise equipment and informal recreational facilities.</p> <p>The Community Ranger continues to facilitate and organise environmental volunteer activities for local people and businesses on a regular or one off basis. The past year has seen an increase in the number of people and groups taking part in such projects, in the natural environment. Activities often include vegetation/habitat management, tree planting, and improvements to parks infrastructure.</p>
16	Continue to take a whole system approach to dealing with drug and alcohol addiction through Change, Grow, Live, and maintain strong links between supported housing associations, specialist support agencies and other commissioned services across the county.	Martin Stacy, Ewan Wright, Nigel Potter	No	3	<p>Our approach focuses on continuing <a href="#">Housing First</a>, providing people with histories of repeat homelessness or entrenched rough sleeping, with secure independent housing prioritised whilst offering tailored, open-ended, wraparound support.</p> <p>This work is supported by collaboration with (and between) Via (supporting drug and alcohol addiction and treatment), Complex Homelessness Partnership Support</p>

Number	Recommendation	Officer/s responsible	Additional funding required?	Linked to <a href="#">Corporate Plan priority?</a>	Update – October 2024
					Services (CHPSS) and a range of NHS services addressing emotional, behavioural or mental health difficulties amongst young people.
17	Support green skills and jobs, particularly for young people, amongst the council's partners on the pathway towards Net Zero.	Helen Mole, Laura Tapping	No	2	<p>The council has used £70,000 of its shared prosperity fund towards the delivery of the <a href="#">Gloucestershire College Sustainable Construction Centre</a> to support high quality skills training with a particular focus on zero carbon. Now open, the bespoke centre will be a thriving hub of activity, equipping students with key green skills needed to futureproof their careers. The centre will feature 10 plumbing bays, 12 electrical bays, and 20 bays for carpentry, as well as four classrooms.</p> <p>The Council has also committed £10k each to both Business West and to People Powered Retrofit (PPR) to map local skills development provision around retrofit. This will feed into Business West's local skills plan. The BW research will then be passed along to PPR who (for the second phase of the project) will offer training and support to encourage existing contractors to move across to retrofit.</p>
18	Continue supporting Solace's work on antisocial behaviour and the Community Safety Partnership's sub-group on ASB hotspots.	Katie Mellon (GCC), Louis Krog, Kelly Patterson	No	3	<p>Via the Multi-Agency Problem Solving forum (MAPS) which is a collective of partners including police, fire, housing, business presentation, youth and VCS sector, priorities and task groups are developed to tackle issues of ASB.</p> <p>The ASB Town Centre task group identified graffiti as a high priority for the town, and via funding secured through</p>

Number	Recommendation	Officer/s responsible	Additional funding required?	Linked to <a href="#">Corporate Plan priority?</a>	Update – October 2024
					<p>the Police and Crime Commissioner (PCC) has enabled a 3-month graffiti response pilot led by Cheltenham BID.</p> <p>The council has also successfully obtained funding from the PCC to pilot the employment of a further neighbourhood warden, with a specific focus on ASB in the town centre.</p> <p>Endeavour has been launched in Moors and St Pauls, facilitating a multi-agency approach to working to tackle serious organised crime and ASB and to support communities to empower and challenge culture change in their areas.</p> <p>As part of the clear phase of the programme a number of civil injunctions were obtained by Solace.</p>
19	Use the council's networks and partnerships to promote continued support for food banks, including lobbying supermarkets where appropriate for consistency in their donations, focusing on non-perishable items.	Richard Gibson	No	4	<p>The council continues to be active in its support for our community food partners which comprises six food pantries, plus the Elim food bank and Open Door.</p> <p>Via the council's allocation of the household support fund, the council has been able to provide financial support to our food partners in the sums of circa £100k in 23/24 and a further £50k allocated for the period of April to September 2024.</p> <p>In addition, the council helps coordinate the Cheltenham Food Network where food banks and pantries meet to coordinate their plans.</p>

Number	Recommendation	Officer/s responsible	Additional funding required?	Linked to <a href="#">Corporate Plan priority?</a>	Update – October 2024
					<p>The council will also be involved in the emerging Cheltenham Food Board which will bring together all those who have an impact on food within Cheltenham with the aim of creating a long-lasting, strategic difference to the food scene in Cheltenham.</p>
20	<p>Look to ensure that the dividends of major developments like Golden Valley are leveraged to deliver community benefits and social value to deprived areas around them.</p>	<p>Martin Chastney, Paul Minnis</p>	<p>No</p>	<p>1, 4</p>	<p>Within the Golden Valley Development (GVD) the delivery of Social Value (SV) plays a pivotal role throughout its lifecycle. The GVD project team understands the importance and the vast opportunities available to positivity impact the surrounding communities and wider Cheltenham through many avenues of the GVD.</p> <p>Currently the GVD team are going through a revision of the wider SV strategy. This revised strategy will include recent community engagement feedback we have received which includes suggestions of short- and long-term activities that could be implemented to help local community groups. The strategy will include the overarching SV principles that have been re-designed by specialist SV experts at HBD who worked closely with the GVD team to develop them. These principles will be guiding the SV workstream to ensure the GVD team and our Developers, HBD, deliver the aspirations we have for the local people and communities.</p> <p>In the next few months, we will be undertaking a detailed exercise with HBD to agree the SV targets which the preferred contractor will be expected to deliver during stage one construction of the Innovation Centre and Mobility Hub.</p>

Number	Recommendation	Officer/s responsible	Additional funding required?	Linked to <a href="#">Corporate Plan priority?</a>	Update – October 2024
					<p>The GVD team have an SV lead who is managing the SV strategy and driving the workstream ensuring close collaboration with HBD and our local community.</p> <p>A detailed GVD SV report is due to be submitted and reviewed at the 13<sup>th</sup> January 2025 meeting of the Overview &amp; Scrutiny Committee.</p>
21	Facilitate ongoing conversations between partners across the issues raised by the Scrutiny Task Group, and use the Council website to ensure there is clear signposting regarding these topics.	Richard Gibson	No		<p>Via its many partnership arrangements, such as the facing hardship group, No Child Left Behind and Cheltenham Integrated Locality Partnership, the council continues to have a good working relationship with a wide range of partners that are actively supporting people living with the issues identified in the Scrutiny report.</p> <p>The Council continues to use its website – particularly the <a href="#">cost of living pages</a>, to provide information to residents alongside social media and printed newsletters.</p>