

## CBH contributions to CBC Corporate Plan 2012-13

CBC Objectives	CBC Outcomes	CBH contribution for 2012/13
<b>Enhancing and protecting our environment.</b>	<b>Cheltenham has a clean and well-maintained environment.</b>	<ul style="list-style-type: none"> <li>▶ Fly tipping was removed by CBH Estate Cleaning Team: 3,719 individual fly tipping requests were dealt with in 2012/13 which was over 10% up on the previous year. 99.8% of requests were handled within the target of 5 working days.</li> <li>▶ 100% of emergency requests (where there is a risk to public health) were responded to within two working hours from receipt of instruction.</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> </ul> <p>CBH's community involvement and development regularly co-ordinate community events. 'Fido Fiesta Day' was a new initiative specifically aimed at promoting responsible dog ownership. The event included fun activities and various stands providing information, money off vouchers and freebies to dog owners in the area. Poop bags were also provided to owners signing up to the CBH's 'Good Dog Owner Register'.</p>
	<b>Cheltenham's natural and built environment is enhanced and protected.</b>	<ul style="list-style-type: none"> <li>▶ CBH community involvement team support a number of tenant groups including a group that maintains shared outdoor communal space at Edward Wilson House.</li> <li>▶ A community garden was created through a transformation of the communal area at Clevedon Square flats. This was completed with the very kind assistance of 15 members of Barnett Waddingham staff as part of a larger Vision 21 project. The garden is expected to produce a variety of fruit and veg for the residents to enjoy.</li> <li>▶ Phase 1 of the St Paul's regeneration project has now been completed and CBH recently held a well attended launch event to mark this achievement and to open the new community hub, which replaces the existing community house. CBH were awarded a commendation in the '<i>An Improvement to the Built or Landscaped Environment category</i>' for the improvements made to 93 existing homes in Hudson and Manser Street by Cheltenham Civic Society.</li> </ul>
	<b>Carbon emissions are reduced and Cheltenham is able to adapt to the impacts of climate change.</b>	<ul style="list-style-type: none"> <li>▶ CBH's Sustainability and Energy Officer primarily heads up projects investing in sustainable homes but also promotes environmental interest and activity amongst our tenants. In addition to the environmental benefit of physical and behavioural changes there is also a money saving benefit to our tenants and leaseholders.</li> <li>▶ This year a new tenant eco panel has been formed to help review current CBH environmental plans and to gather further suggestions from residents.</li> <li>▶ Thermal imaging is being used to look at the effectiveness of energy saving measures for</li> </ul>

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		<p>decent homes work applied to housing stock using before and after images.</p> <ul style="list-style-type: none"> <li>▶ A photovoltaic (solar) panel pilot was launched in which 49 properties were fitted with these panels. In addition to a reduction in electricity bills due to “free energy” for tenants the council receives a return on it’s investment through money received from the feed in tariff. All panels have been fitted with monitoring to ensure there effectiveness and to prove money savings regarding this technology. A voltage optimisation pilot has also been kicked off to try and help tenants reduce energy consumption in homes not suitable for PV.</li> <li>▶ CBH responsive repairs In partnership with Severn Trent (ST) are investigating potential ST hardware that CBH could install to help reduce water usage.</li> <li>▶ The new St Paul’s properties were all built to Level 4 Code for Sustainable Homes and incorporate some of the latest environmental features. Features include photo-voltaic panels; high efficiency gas-combi boilers; high levels of insulation in walls and loft space; double glazed windows; and Mechanical Ventilation and Heat Recovery (MVHR). All features will help tenants save money on utility bills.</li> </ul>

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<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>▶ In 2012/13 that the value of the benefits our CBH money advisor helped to secure was in excess of £327,000 additional funds or improved circumstances to those residents he worked with.</li> <li>▶ Our and benefits and money advisors not only provide advice on claiming benefits but also assist with budgeting, provide assistance regarding illegal money lending, advise on energy saving measures, provide advice on switching service providers and, help signpost to other useful agencies e.g. citizens advice.</li> <li>▶ The CBH-led Financial Inclusion Working Group meets regularly and also holds regular money advice drop-in events at locations across the borough. Amongst other activities CBH have continued to promote basic bank accounts and contents insurance. We have also been working with Gloucestershire Credit Union to provide another means of saving and responsible borrowing for customers.</li> <li>▶ In September CBH were delighted to welcome 3 apprentices the workforce. 2 of the new apprentices are currently undertaking a 2 year apprenticeship in responsive repairs. 1 of the apprentices will be undertaking 18 months in community involvement.</li> <li>▶ CBH has launched new work clubs in St. Paul's and Hester's Way after joining forces with JobCentre Plus. The clubs provide practical support to help residents find work and prepare for a return back into work.</li> <li>▶ A leaflet explaining the impacts of Welfare Reform was produced by CBH alongside a media campaign and other initiatives to advise of changes and to provide guidance and assistance to tenants.</li> <li>▶ CBH has made contact directly with those tenants affected by the under occupancy benefit reductions to advise them of the changes and to advise on potential options.</li> </ul>
<p><b>Strengthening our communities.</b></p>	<p><b>Communities feel safe and are safe.</b></p>	<ul style="list-style-type: none"> <li>▶ The Safer Estates Team was reviewed this year to ensure that processes and procedures were fit for purpose and that CBH continues to deliver a high quality service for all customers.</li> <li>▶ One instance of the Safer Estates Team in action saw the courage of neighbours and the work of officers from CBH leading a judge to grant a prison sentence for CBH tenant for disturbing neighbours with arguments and noise in the early hours. This was granted following breaches to their existing anti-social behaviour injunction, and followed on from a 28 day suspended sentence in April 2012. Cases are often publicized to help reassure</li> </ul>

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		<p>tenants that we take ASB complaints very seriously.</p> <ul style="list-style-type: none"> <li>▶ Free Restorative Justice training for Safer Estates and Housing Management Colleagues provides an ability for early intervention to find a solution to ASB reducing time and cost in dealing with cases.</li> <li>▶ PCC funding is now being used for Support for Sanctuary Scheme increasing security for victims of domestic abuse.</li> <li>▶ Victims and witness support guide has been produced providing information and signposting for residents to the service.</li> <li>▶ This year saw a re-launch of safer estates meetings with local agencies encouraging improved partnership working and providing a more efficient service.</li> <li>▶ An ASB tackling event was hosted by CBH on behalf of the Social Landlords Crime and Nuisance Group (SLCNG). The event runs quarterly and looks for ways of tackling ASB and also provides an opportunity for landlords to share experiences, successes and frustrations.</li> <li>▶ During 2012/13 18 cases of serious ASB were reported to the safer estates team and were responded to within the target period of 1 working day. During the same period 218 cases of less serious ASB were responded to within the target 5 working day period.</li> <li>▶ During 2012/13 all ASB cases reported received a written action plan.</li> <li>▶ Police and PCSOs are invited to and attend neighbourhood events wherever possible helping build a relationship with the community they serve.</li> <li>▶ In the past year the noise nuisance protocol has been revised by the Safer Estates Team to ensure a consistent and clear approach.</li> <li>▶ This year CBH hosted the South West Warden Network Conference at Cheltenham Football Club. The attendees included Alliance Homes, Plymouth City Council, Forest of Dean Council and West Berkshire. This event is a valuable way to share best practice and obtain help and advice in dealing with specific issues in Cheltenham.</li> </ul>
	<p><b>People have access to decent and affordable housing.</b></p>	<ul style="list-style-type: none"> <li>▶ 30 new council homes were completed in St. Paul's and all are now occupied by tenants. Additionally a further 18 shared ownership properties were sold. Over 90% of new occupants regarded the quality of their new home as good or very good. Around 74% of new occupants regarded their new homes as cost effective to run.</li> <li>▶ Planning permission has been granted to build two and three bedroom homes across four sites. The construction work is expected to be completed by Summer 2014.</li> </ul>
	<p><b>People are able to lead healthy lifestyles.</b></p>	<ul style="list-style-type: none"> <li>▶ A community garden was created through a transformation of the communal area at Clevedon Square flats. This was completed with the very kind assistance of 15 members of Barnett Waddingham staff as part of a larger Vision 21 project. The garden is expected to produce a variety of fruit and veg for the residents to enjoy.</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>	<ul style="list-style-type: none"> <li>▶ A recent 12 month review by the Centre for Housing and Support (CHS) assessed CBH's sheltered housing service as "excellent" and continuing to provide a high quality service.</li> <li>▶ This year CBH welcomed our first leaseholder onto the CBH Board. CBH recognises the importance of representation across a wide spectrum of CBH stakeholders.</li> <li>▶ The Community Involvement Team supports many customer groups including, the Sheltered Housing Forum, Tenant Scrutiny Improvement Panel (TSIP), the Disability Forum, other residents associations and recently the new Polish Community Forum and. These groups all feedback to CBH and ensure that the customer is at the heart of everything we do.</li> <li>▶ The Pittville Park Easter Egg Hunt was hosted by CBH, helping to bring community together and provide an opportunity for residents to meet and chat with CBH staff.</li> <li>▶ The Hobart House Community Gardens regeneration consultation started with residents. As part of the consultation a BBQ hosted by CBH was arranged, inviting views on play equipment which will be incorporated into the garden.</li> <li>▶ The transformation of the rear Garden of St. Paul's Community House was achieved by the efforts of 10 Young Prince's Trust Volunteers in partnership with CBH.</li> <li>▶ The annual CBH Oakley Fun Day was the best attended ever with perfect weather assisting. On Friday 27 July hundreds of local residents descended on Clyde Crescent and tried their hand at a variety of outdoor games and enjoyed the mini-motos, bouncy castle, an array of art and crafts stalls and much more. The event offers a great chance for CBH to engage with local residents, not just tenants, and get people out and mixing together in a fun, open environment, helping to build stronger communities and provide support and guidance where possible.</li> <li>▶ Over 200 tenants and leaseholders attended the first CBH Festival held at the town hall despite the cold weather. The festival was another chance for tenants and leaseholders to meet with CBH staff but also provided entertainment for children, workshops on welfare reform, information about CBH services and signposting to other organisations that provide services. The feedback received was on the whole very positive.</li> <li>▶ Community Action days have started at Coates House and Elgar House.</li> <li>▶ Over 130 tenants, leaseholders and staff turned out for the annual CBH "Community Heroes" event held this year at the Thistle Hotel. The event recognises the contribution of individuals and groups in the neighbourhoods CBH manages. This year there were 8 award categories: Tenant of the Year, Young Tenant of the Year, Community Safety Award, Green Achiever Award, Commitment &amp; Determination Award, Community Award, Embracing Technology</li> </ul>

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		<p>Award, and Shaping Services Award.</p> <ul style="list-style-type: none"> <li>▶ Junior Wardens from Oakwood and Gloucester Road Primary Schools have been engaging well with residents at Popes Close Sheltered Scheme .</li> <li>▶ CBH have been working closely with Gloucestershire Probation and have been involved working on specific projects with the service.</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>	
<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>▶ At end Q3 100% of Emergency Repairs, 99.85% of Urgent Repairs and 99.25% of Routine Repairs were completed on time. This puts CBH in the top 25% of housing providers for these categories using Housemark Benchmarking. (out of approx 265)</li> <li>▶ 100% of repair appointments made with customers were kept by CBH.</li> <li>▶ At end Q3 the average re-let time excluding major voids was 15.76 days. This put CBH in the top 25% of housing providers that had submitted data (out of 191).</li> <li>▶ % rent lost due to dwellings becoming vacant was 0.54% at end Q3. This was in the top 25% of housing providers that submitted data. (out of 202).</li> <li>▶ At end Q3 0.04% of tenants were evicted for rent arrears and current tenant arrears worked out at 1.50% of rental income. Both of these indicators put CBH in the top 25% of housing providers for low eviction rate and low arrears.</li> </ul>