

Towards an outcomes framework v 1.3

Under-pinning principles

Use of the website to encourage self-service

Easy to access in different ways, including options for face-face advice

Positive, proactive and approachable with customers being sign-posted to other sources of advice

Transparent and fair processes with customers knowing that their views have been listened to

Processes that take into account the **emotional aspect** of the service

Customers have a right to re-dress when things go wrong

Effective engagement, consultation and participation processes

Service has a CBC identity and complies with CBC policies and procedures

Working in partnership with others to deliver the outcomes

Environmental outcomes

To ensure the conservation and enhancement of Cheltenham's architectural and landscape heritage

Cheltenham's architectural and landscape heritage is well maintained and their long-term future is secured

New developments meet high design and sustainability standards, respecting and responding to Cheltenham's special heritage identity

Social outcomes

People have an improved quality of life and wellbeing by ensuring that people can access and enjoy formal and informal recreation spaces.

People have an improved quality of life and wellbeing by enhancing and sustaining a sense of local distinctiveness and good design of new buildings

People have an improved quality of life and wellbeing by maintaining a high quality environment

People have an improved understanding of Cheltenham's cultural heritage

People live in safe, warm & affordable homes that meet their personal needs

People have access to a wide range of social and community facilities

People have influence over and contribute to their local environment

People receive value for money from the services

Economic outcomes

Cheltenham's heritage and sense of local distinctiveness makes the borough a desirable location for businesses.

Cheltenham's heritage and sense of local distinctiveness creates an attractive environment where people choose to relocate in search of employment

Cheltenham's heritage and sense of local distinctiveness creates an attractive environment which attracts visitors

Cheltenham's businesses are able to grow and invest in the borough through encouraging good quality new architecture designed for the future as well as reinforcing the special qualities of historic buildings

Ensuring that the economy develops in a sustainable way which reflects environmental limits and the need to reduce carbon emissions.

Strategic objectives and outcomes - contribution to be assessed using the community objectives assessment toolkit

Enhancing and protecting our environment

Enhancing the provision of arts and culture

Strengthening our economy

Strengthening our communities

Providing value for money services

Cheltenham has a clean and well maintained environment

Natural and built environment is enhanced and protected

CO2 emissions are reduced & we adapt to impacts of climate change

Cheltenham recovers quickly from the recession

We attract more visitors and investors to Cheltenham

Communities feel safe and are safe

People have access to decent and affordable housing

People are able to lead healthy lifestyles

Residents enjoy a strong sense of community