

Chesham Town Council



Annual Performance Plan 2013/14



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Performance Plan 2013/14 – An Introduction

This plan sets out the following:

- the Town Council's objectives
- the services we provide to achieve our objectives
- the cost of these services, including a comparison of performance against performance indicators
- summaries of key projects undertaken in the past year
- proposed projects for the coming year

How We Monitor Performance

The performance of the Council is overseen by our Policy and Resources Committee, which is composed of Councillors. Over the course of the Council year, the committee assesses the Council's performance against the targets and performance indicators (PIs) specified in this annual performance plan. The committee also oversees any reviews of specific services provided by the Council.

The majority of PIs used within this plan were agreed in 2004 in consultation with other town and parish councils, as appropriate general indicators of council performance, with additional PIs included over time to encompass the expanding role of the Council. Within the plan, the performance of the Council is compared with the previous year's performance and the target to enable improvements to be easily identified. Where there are exceptional differences between years, or between actual performance and the target, these are explained.

The Council's performance is also measured in terms of public satisfaction with services. The Council regularly consults with residents and other service users on specific service areas.

About Chesham Town Council

Chesham Town Council is the parish authority for the town of Chesham. With a population of 21,483 (2011 census), it is the largest parish in Chiltern District. Chesham Town Council's mission statement is:

“To improve the quality of life of the residents of Chesham.”

To achieve this we aim to:

- take part in an open dialogue with residents to better understand their needs, and in turn explain how we will address these needs within the resources and powers available to the Town Council;
- provide high standard, cost-effective services to help meet the needs and wishes of the residents;
- assist and encourage other bodies to provide such services; and
- promote the best interests of the town for the benefit of the local community.

To fulfil its mission, the Town Council supplements the provision of local government services in Chesham and provides a wide range of social and recreational facilities, while promoting the town in its representations to other bodies. The Town Council works in partnership with the larger Chiltern District Council, which covers the towns of Chesham, Amersham and surrounding villages. The District Council is responsible for the Local Development Framework and development control, car parking, housing, environmental health and rubbish collection. The Town Council also works in partnership with Buckinghamshire County Council, which covers the whole of Buckinghamshire except Milton Keynes. The County Council is responsible for education, social services, highways, strategic planning and libraries. The Town Council works closely with the Chesham Chamber and Better Chesham to contribute to the economic well-being of the town and has a successful partnership with Transition Town Chesham in running the Local Produce Market. Our other partners include: the Chesham Society, Town Twinning Association, Chilterns Conservation Board, Chesham Action Partnership and other agencies and voluntary bodies working together to improve service delivery or resolve local problems. The Council has the general ‘Power of Competence’ arising from the Localism Act, which extends the powers of the Council to spend monies on projects and services for the benefit of the town.

The Town Council has 19 Town Councillors, elected for a term of four years. The last Town Council elections were held in May 2011. The Chairman of the Council, who also undertakes the office of Town Mayor, is elected annually by the Councillors in May, together with a Deputy Town Mayor.

Town Councillors are unpaid and, with the exception of the Mayor, do not receive any attendance allowance or payments for their duties, which they undertake purely on a voluntary basis.

The Town Council has a committee structure with three main standing committees: Development Control, Policy and Resources, and Recreation and the Arts.

Agenda for all meetings are available to the public at least three clear days before the meeting date at the Town Hall, on the Council web site (www.chesham.gov.uk) and at Chesham Library in Elgiva Lane. Meetings are held at the Town Hall, Chesham (HP5 1DS) and the public is encouraged to attend. A calendar of meetings of the Council and its standing committees for 2013 is shown in Appendix 1.

The Town Council appoints representatives to the following charitable bodies:

Chesham Town Picture Fund, Francis Trust
Duke of Bedford's Trust
Ken Denham Trust
Rachel Johnson's Eleemosynary
Weedon's Almshouses Charity Trust

The Town Council also appoints representatives to a large number of outside bodies:

Allotments Group
Central Chilterns Group (HS2)
Chesham in Bloom
Chesham4Fairtrade
Chesham Action Partnership
Chesham Action Volunteers
Chesham and Villages Local Area Forum
Chesham & District Community Association
Chesham & District Transport Users' Group
Chesham Chamber
Chesham Over 50s Positive Action Group
Chesham Town Twinning Association Committee
Chesham Youth Centre
Chesham Youth Council
Chiltern Citizens Advice Bureau
Chiltern Dial-A-Ride Limited
Chilterns Chalk Streams Project
Christmas Day Party for the Elderly
Community Resilience Response Group
Elgiva Board of Management
Friends of Chesham Cemetery
Friends of Chesham Moor Gym & Swim
Ranfurly Charitable Services
Transition Town Chesham
Walkers Are Welcome

The Town Council awarded 23 donations totalling £8,040 in 2012 to local organisations.

The Town Council employs a team of 14 full-time staff and 10 permanent, part-time staff headed by the Town Clerk, Bill Richards. This is supplemented by the use of a number of temporary/casual staff. The Town Council's staffing structure is shown in Appendix 2.

Strategic Objectives

The Town Council's strategic objectives are based on the Council's overall vision. The objectives are:

1. To enable residents to enjoy high quality social, recreational, and cultural facilities within the town and to seek the continuing improvement and development of these facilities in accordance with the desires expressed by the residents.
 - a. Our parks are the green lungs of Chesham and reflect its position as a gateway to the Chilterns. They will be maintained to a high standard and all residents encouraged to make best use of them though the provision of appropriate facilities and events.
 - b. The Moor Gym & Swim, with its outdoor pool, ball courts and gym, is a unique facility which provides family friendly leisure and fitness opportunities in a rural setting. It will be maintained and enhanced wherever possible in an environmentally friendly way.
 - c. The Elgiva is central to the social, cultural and economic wellbeing of Chesham. Working closely with partner organisations, this unique facility will be developed and promoted actively to meet the evolving needs of residents and to act as a catalyst for the further development of Chesham as a centre for the performing arts.

2. To encourage and promote the economic and commercial vitality of Chesham in a way that encourages sustainable employment opportunities, housing and business facilities that respect the Area of Outstanding Natural Beauty in which it is situated.
 - a. Promote a thriving town centre which provides leisure and shopping facilities to meet the needs and wishes of residents and visitors
 - b. Encourage the establishment and ongoing development of vibrant local markets that provide shopping and employment opportunities for residents of Chesham and the surrounding villages
 - c. Pursue transport policies that seek to improve access for all to local amenities, local communities and the nearby larger towns.
 - d. Encourage the provision and take-up of high-speed broadband and internet access, which are essential for a modern economy, in particular a working town like Chesham.
 - e. Promote harmony between commercial and residential requirements, and ensure that initiatives accord with the Council's Environmental Policy.

3. To preserve the unique identity of Chesham and promote its heritage.
 - a. Chesham has many attractive landscape features, notably the River Chess, Lowndes Park and the surrounding woodlands, and an historic built environment that includes the church and old town. These need to be enhanced, protected and publicised.
 - b. Access to the surrounding countryside needs improving sensitively, for walkers and cyclists, both local and visiting, so that Chesham can be seen as a tourist centre and a gateway to the Chilterns.

- c. Support the Chesham Museum and actively encourage the celebration of Chesham's unique heritage.
 4. To consult with, understand and represent the views and wishes of the citizens of Chesham.
 - a. Through regular consultation with residents, including town-wide surveys, and representation on local voluntary organisations, assess how well current services meet residents' needs, understand how those needs are changing and respond effectively to those changes
 - b. Consult with and respond to District Council, County Council and other Authorities on current services and planned changes, to ensure continuing improvement in services consistent with local needs
 5. To help create a socially inclusive and caring community, which embraces all its residents equally, seeking to develop their well-being, knowledge, understanding, and mutual co-operation.
 - a. Encourage community associations and other voluntary organisations which actively engage in projects that contribute to social inclusiveness and community cohesion.
 - b. Engage and work with COPAG, the CAB, youth groups and other voluntary organisations to provide for the needs of more vulnerable or isolated groups in Chesham.
 - c. Encourage local employer organisations and the educational establishment to work together to provide education and skills development to meet the needs of students and the business community, including the promotion of apprenticeships.
 6. Chesham Town Council will ensure that the money entrusted to it by the residents of Chesham is securely managed and spent effectively on achieving the above strategic objectives.
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Public Consultation and Feedback

Underlying our strategic objectives is the need to consult the community. The Town Council is the first tier of local government, closest to its community. We fully endorse our duty and in 2007 adopted a Consultation Policy and Procedure to ensure that we carry out appropriate consultation in an inclusive and effective manner. The Council will:

- put consultation at the heart of its service delivery
- be clear about what it wishes to consult on, with whom and when
- ensure people know the standard of service they should expect
- be honest and open about what is, and what is not, possible
- encourage people to decide what services they want and how they would like them delivered, within existing constraints
- aim to engage all sections of the community
- make consultation an integral part of improving service delivery
- promote consultation good practice with partners

The Council runs satisfaction surveys and other forms of consultation on specific services and issues on an ad hoc basis. A town-wide residents' survey to assess satisfaction with our services was conducted in 2012. In addition to this, consultation is a core part of our service reviews which we run regularly to ensure that we run our services in a cost-effective manner that meets public expectations. We also produce quarterly, free **newsletters** and the annual **Town Guide** as a means of regular communication with residents. The council **web site**, www.chesham.gov.uk, provides a wealth of information, including up-to-date contact information for the Council and Councillors, details of Council services, news and events, plus financial information, policy documents and committee agendas, reports and minutes. The public can contact the Council via a dynamic enquiry form on the web site. We have also embraced social media, with a Facebook profile and Twitter feed (@cheshamcouncil).

Councillors have a key role in consultation because they bring to Council the views, concerns and ideas of their constituents. The Council allows 15 minutes before the beginning of every meeting of the Council for **Public Question Time**. During this time the public may question the Council on any matter in relation to which the Council has powers or duties, or which affects the town. The **Annual Town Meeting** in May is another means of consulting the public. This forum enables town issues to be freely debated. The Council also holds **Local Council Open Surgeries** during Saturday markets for members of the public to meet and discuss any issues with Town Councillors representing Chesham and the surrounding area.

The Council has established **focus groups** to consult with our users on the services we provide. These discussion groups are the Allotments Group, Elgiva Board of Management, Chesham Environmental Group, Friends of Chesham Cemetery, Friends of Lowndes Park, Friends of Chesham Moor Gym & Swim and the Impress the Chess Group. These groups have evolved into highly active organisations that not only provide their opinions to the Council, but are involved in volunteering to improve the services and having a strategic input into the future of these services and facilities.

Finally, the Council communicates and invites feedback via **media releases** to the local press and radio; and through talks by Council officers to local organisations, clubs and societies.

What Do You Think?

We welcome your views on this Performance Plan. Comments, queries, complaints and compliments regarding the services we provide can be made:

In person to the Town Hall or by **telephone** on 01494 774842 between the hours of 10 am-4.30 pm, Monday to Friday.

By **Letter** to The Town Clerk, Chesham Town Council, Town Hall, Chesham, HP5 1DS or by writing to your local Town Councillor. A full list of Councillors and their contact details is shown in Appendix 3 at the end of this Plan.

By **Fax** : 01494 582908

By **E-mail** : admin@chesham.gov.uk

By **Web site** via Contact Us:

http://www.chesham.gov.uk/DynamicEnquiry/Contact_Us.aspx

By **Twitter**: @cheshamcouncil

By **Facebook**: <http://www.facebook.com/CheshamTownCouncil>

Council Tax 2013/14

The Council Tax paid by Chesham residents includes the spending requirements of Buckinghamshire County Council, Chiltern District Council, Thames Valley Police, Buckinghamshire and Milton Keynes Fire Authority and Chesham Town Council. The District Council is responsible for collecting your Council Tax on behalf of all five authorities. Chesham Town Council **does not receive** revenue support from Central Government, unlike the District and County Councils. Neither is funding received from local businesses and retailers through their Non Domestic Rate. This is collected by the District Council on behalf of the government, reallocated and paid back to the District Council in the form of a grant.

Chesham Town Council is funded by Chesham householders and from the income generated from services such as the Elgiva, letting income from the Town Hall and other fees and charges. Each year, the Town Council calculates the money it needs to raise to provide its services (the services we provide are detailed from p. 21 of this plan). Then we deduct the income collectable from our activities to leave an amount we require to spend on these services for the year ahead. This sum, called the precept, is the amount the District Council collects on our behalf as a proportion of the total Council Tax paid by Chesham residents. This year, ending 31 March 2014, our precept will be £844,825*. Therefore, if you live in an average Band D house, you will be contributing £100.28* (a 1.9% increase on 2012/13) to Chesham Town Council out of your total Council Tax Bill of £1,557.06 for 2013/14.

*Note these figures do not take into account any accounting adjustment regarding the new local scheme for council tax support.

The net cost of the Town Council's precept can be summarised as follows:

NET EXPENDITURE 2012/13 £	<u>CHESHAM TOWN COUNCIL</u>	FORECASTED EXPENDITURE 2013/14 £
	<i>Service</i>	
187,735	Administration & Democratic Services	191,455
8,515	Allotments	8,560
46,455	Cemetery & Churchyard	41,465
111,245	Chesham Moor Gym & Swim	138,450
(7,005)	Housing	(7,975)
203,175	Parks & Open Spaces	201,790
9,205	Sports Pavilions & Pitches	7,005
183,360	The Elgiva	182,710
23,105	Town Centre Christmas Lights & Flora	45,480
44,885	Town Hall and Little Theatre by the Park	40,055
17,755	Lowndes Park Toilets	17,830
828,430		866,825
0	Contribution to (from) Reserves	(22,000)
828,430	Precept	844,825

Net Expenditure 2012/13

The below table provides a detailed summary of the Council's net expenditure for 2012/13, compared with the budgeted expenditure. In addition to the Statutory Annual Return the Council also produces un-audited Financial Statements which are made available to the public.

Service	Net Budgeted Expenditure £	Net Actual Expenditure £	Explanation of main differences and over 15%
COST CENTRE			
Central Support Services – recharged to services	0	0	
Civic Activities	17,005	21,305	Chesham Events Jubilee Funding
CCTV	195	187	
Cemetery	41,960	36,165	
Closed Churchyard	2,020	4,671	Maintenance costs
Interest	-7,500	-12,497	Higher interest rates
Housing	-9,605	-10,323	
Corporate Management	88,665	87,910	
Democratic Management	86,555	89,674	
Section 137 Expenses	1,320	982	Lower internal grants for use of the Town Hall
Chesham Moor Swim and Gym	90,625	103,556	Reduction in Gym income
Codmore Field	4,330	2,999	Lower maintenance costs
Marston Field	1,865	985	Lower maintenance costs
Amenities	31,445	25,838	Lower insurance and maintenance costs
Open Spaces	156,655	149,092	
Lowndes Park Toilets	17,755	17,800	
Agency Work	-10,450	-11,130	
Skatepark Noise Abatement	3,015	2,727	
Works Depot – recharged	0	0	
The Elgiva	154,085	117,115	Increased income; lower pantomime, utility and insurance costs
Temperance Hall	-100	-100	
Town Hall	32,270	22,078	Back-dated non domestic rates refund and increased income
Allotments	7,860	8,118	
Town Centre Revitalisation	21,230	15,225	Culvert grant and lower Christmas lighting maintenance costs
GC2C – recharged	0	0	
RESERVES			
Renewal and Repairs	97,230	97,230	
Net cost of services	828,430	769,607	
Solar Energy Scheme	0	(2,938)	New scheme – Moor Gym & Swim (Estimated payback 9 years)
Chesham Moor Gym & Swim	0	11,554	New water treatment system & roof safety fencing
Transfer to Renewals & Repairs	0	22,060	Additional transfer to reserve
Appropriation to (from) Reserves	0	28,147	See explanations above
Precept	828,430	828,430	

Renewals and Repairs Programme

	2012/13* ESTIMATE £	2012/13* REVISED £	2013/14 ESTIMATE £	2014/15 ESTIMATE £
BALANCES BROUGHT FORWARD:				
Capital – Marston Pavilion	17,000	17,000	17,000	17,000
Renewal & Repairs	206,794	206,794	155,664	57,632
INCOME:				
Precept contributions	97,230	97,230	104,030	106,460
Christmas Lighting – Town Centre	-	-	1,000	1,000
Contribution towards Play Area	-	15,000	10,000	-
Transfer from General Reserve	-	22,060	32,500	-
Transfer from Elgiva Reserve	-	-	8,013	-
TOTAL LESS EXPENDITURE	321,024	358,084	328,207	182,092
Allotments Fence – deferred £12,000	-	-	-	-
Allotments – paths	-	-	1,000	1,000
Computer/office equipment	4,647	2,000	1,500	1,500
Elgiva	21,498	19,000	20,000	25,000
Elgiva Cinema Projector	-	-	65,000	-
Town Hall	27,454	24,000	10,000	10,000
Paths – Lowndes Park	-	10,000	5,500	-
Play Equipment - General	20,000	25,000	-	20,000
Marston – Return to Grass	2,000	2,000	-	-
Skate Park	-	-	60,000	-
Seats	1,500	1,500	2,250	2,250
Litter bins	750	750	1,125	1,125
Paths – Red Lion St Gardens	3,000	3,000	-	-
Moor hard standing	1,000	1,000	-	-
Information boards	5,151	5,000	-	-
Allots/Cemetery/Station Rd/Roads				
Depot buildings	24,589	28,500	3,000	4,000
Tractor/Trailers/Vehicles	21,000	24,000	-	36,230
Codmore Pavilion – redecoration, etc.	1,660	1,660	1,000	-
Football Pitches – Vertidrain	-	-	3,200	3,200
Cemetery Chapel – renovation	-	-	-	5,500
Cemetery Hearse House Roof	-	-	5,000	-
Cemetery paths	-	-	10,000	10,000
St. Mary's – Paths/Walls/Trees	-	1,140	10,000	2,000
Christmas Lights	18,000	-	18,000	-
Swimming Pool	49,560	36,000	35,000	15,000
War Memorial Path (refurbishment deferred £5,500)	700	-	2,000	-
Gazebo	760	870	-	-
TOTAL EXPENDITURE	203,269	185,420	253,575	136,895
BALANCE CARRIED FORWARD	117,755	172,664	74,632	45,197

*Includes schemes & balances carried over from 2011/12

Projects in 2012/13

1. Reducing Chlorine Levels at the Open Air Pool

Project summary:

In July, the Council installed an ionising generator at Chesham Moor Gym & Swim as a new technological advancement in pool disinfection. Using an electrolytic ion generator will reduce the amount of chlorine that has to be added to the pool water to achieve satisfactory levels of disinfection. Chesham is one of the very few councils to introduce this revolutionary technology. It is reducing the undesirable side effects that chlorine can have on bathers, such as respiratory problems, and on the environment (e.g. chlorine is linked to a number of environmental problems including acid rain and global warming).



Swimmers enjoying our cleaner, clearer, open air pool

How did the project meet the Council's objectives?

Strategic Objective	How the Project meets the Objective
To enable residents to enjoy high-quality social, recreational, and cultural facilities within the town and to seek the continuing improvement and development of these facilities in accordance with the desires expressed by the residents.	The implementation of modern technology will reduce the amount of chlorine used in the pool, which will help to create a better swimming experience.
It accords with the Council's Environmental Policy.	Reducing the amount of chemicals to treat the pool water will decrease the harmful impacts of chlorine on the environment.

2. Refurbishment of The Elgiva

Project summary:

The Elgiva foyer/café was in need of re-decoration, due to general wear and tear. It was last decorated about seven years ago. In addition to general maintenance, fresh, new colours were used to update the feel of the area. The Front of House toilets, entrance lobbies, cloakroom, box office and bar were also decorated.

Previously there were six rather large leather Chesterfield sofas, which were looking rather battered and took up a considerable amount of space. The Elgiva replaced them with three more modern and compact sofas, freeing up more space in front of the bar for busy events.

The Gents Front of House toilet floor was replaced and a new entrance mat fitted at the main doors, to cope with the amount of foot traffic. A new advertising board made of a good quality brushed fabric, was fitted to the main curved wall for display purposes. Finally to eliminate the ‘Greenhouse Effect’ caused by sunlight through the foyer/café windows (which cover an area 16.5 m by 4 m), blinds were installed with a 2 m drop. These will filter the heat and glare of the sun, without affecting the amount of light coming into the foyer.

The majority of the work took place the week beginning 20th August 2012, when the café was closed. Additional work took place during July and August, with as little disruption to the public as possible.



Elgiva foyer - redecorated August 2012

How did the project meet the Council’s objectives?

Strategic Objective	How the Project meets the Objective
To enable residents to enjoy high-quality social, recreational, and cultural facilities within the town and to seek the continuing improvement and development of these facilities in accordance with the desires expressed by the residents.	The refurbishment works improved the appearance of one of the key recreational facilities in town.

3. Renovation of Gordon Road Play Area

Project summary:

Having successfully provided new play equipment in the Lowndes Park, Marston Field, Moor Road and Windsor Road play areas, the Council agreed to next renovate the Gordon Road Play area. The Council worked in partnership with the Waterside Community Association, which consulted with residents to find out the type of equipment that people want to see installed. Based on this consultation, the Waterside Community Association secured a grant from Paradigm Housing and, from the Lottery ‘Awards for All’. Renovation was completed in December 2012.



Last year’s Mayor, Councillor Mrs Colette Littley, with Paradigm representatives and Local residents at the official re-opening

How did the project meet the Council’s objectives?

Strategic Objective	How the Project meets the Objective
To enable residents to enjoy high-quality social, recreational, and cultural facilities within the town and to seek the continuing improvement and development of these facilities in accordance with the desires expressed by the residents.	The redevelopment of these play areas gives younger residents a much needed enhanced play experience in the Waterside area.
To consult with, understand and represent the views and wishes of the citizens of Chesham.	Consultation with residents and particularly the Waterside Community Association was a vital element of this project to ensure that the play area met the needs of local people.

4. Town Wide Survey

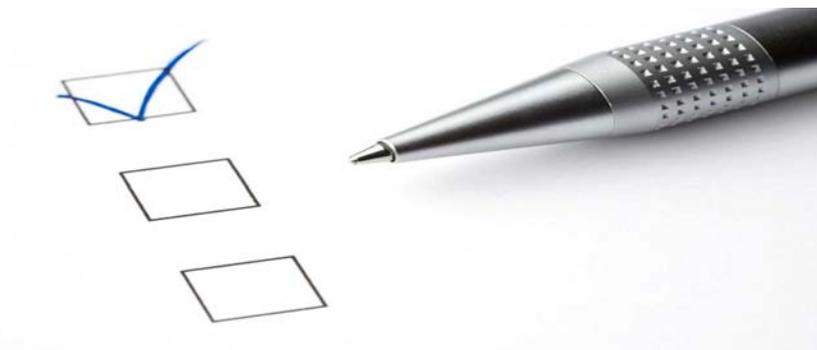
Project summary:

The Council undertook a town-wide survey to assess residents' satisfaction with the services that it provides. The previous town-wide survey was carried out in 2005 and yielded a lot of useful information about the Council's performance. The results from the 2012 survey will help to inform decision making on the future provision of services.

In September, the survey was sent to all Chesham residents asking for views and opinions on the Town Council's services. The Council would like to thank the 2,054 residents who gave their time to let it know their views. Discovering what its residents find both good and not so good about the Council will enable both elected Members and officers to identify areas for improvement, as well as inform its long term priorities.

Overall there was high awareness of the Council, with over 97% of residents saying that they had heard of the Council before receiving the survey. And 96% of residents rated the Council as satisfactory to excellent, which is an increase on the 2005 survey. They also felt the Council was better value for money than in 2005, with 44% rating it as 'in between' and 42% rating it as 'good' or 'very good' value for money (compared to 37% in 2005).

All individual service sectors – Parks & Open Spaces; Sports Pavilions and Playing Fields; Community Buildings; The Elgiva and Chesham Cemetery and St. Mary's Churchyard – all received an increased 'satisfaction' rating than in 2005. The only exception to this was the Chesham Moor Gym and Swim Centre but even here, the Open Air Pool obtained a rating of 'good' or 'excellent' by 78% of its users.



How did the project meet the Council's objectives?

Strategic Objective	How the Project meets the Objective
To help create a socially inclusive and caring community, which embraces all its residents equally, seeking to develop their well-being, knowledge, understanding, and mutual co-operation.	The survey will allow the Council to build on its social cohesion and exclusivity agenda by better knowing residents' concerns and aspirations.
To consult with, understand and represent the views and wishes of the citizens of Chesham individuals, to ensure an improving standard of service that meets with local needs.	This major consultation exercise will provide an objective and up-to-date view on residents' perceptions of the standard of service provided by the Council.

Projects for 2013/14

1. New Skatepark, Lowndes Park

Lowndes Park's existing skatepark was built in 2000 and has reached the end of its natural life. The many users of the facility have been calling for a bigger and better facility in the centre of Chesham that is accessible to all. It is proposed that the new skatepark be located in a more central location in the park so it is away from nearby residents and therefore is free from the noise abatement notice the existing facility currently has on it and which restricts the hours of its use. The new facility will be much more robust and quieter and will offer the users a much greater skating experience whether on skateboard or BMX. Moreover the look will be enhanced by sympathetic banking around part of the site. The additional pathway proposed will be accessible for wheelchairs to allow use by the whole community.

The Council and Friends of Lowndes Park (FoLP) have done much consultation, in liaison with Chesham Youth Council, with both the potential users and nearby local residents. This has included widespread circulation of designs on social media sites; FoLP and the Council's website; letters to residents and direct showing of plans to skaters themselves and a request for them to list designs in order of preference. The local paper has also assisted with the consultation. Thames Valley Police have undertaken consultation with users and potential users and the community police officer presented her findings to the Council's Recreation and Arts Committee highlighting need for the facility as an important diversionary tool to tackling anti-social behaviour in November 2012.

All the major skatepark companies were approached and asked to tender for the works and given an indicative price guideline of between £40,000-60,000 to submit designs. Nine designs were received. FoLP and the Council have decided not to go strictly on the lowest price but also to ensure the right facility will be installed for its users. Accordingly the users of the old skatepark were invited to list their top three designs and a three company shortlist was drawn up from there. Following a presentation from the three shortlisted companies in front of a panel of Members, users and local residents, a preferred contractor was chosen and approved by Council.

While the timescale is somewhat dependent on what, if any, external grants are obtained, it is hoped that the new facility will be operational by the end of this financial year i.e. March 2014.



Our old skatepark – ready for closure

How will the project meet the Council's objectives?

Strategic Objective	How the Project meets the Objective
To enable residents to enjoy high-quality social, recreational, and cultural facilities within the town and to seek the continuing improvement and development of these facilities in accordance with the desires expressed by the residents.	The new skate park will give young people, particularly those in the 13-25 years category/ an enhanced leisure facility very different from play-areas which tend to cater for the younger age group.

2. Installation of Digital Projector, The Elgiva

The Elgiva Theatre will be purchasing and installing a state-of-the-art digital projector allowing for the facility not only to continue to operate as a cinema but also now to show 3-D films and live streaming of events across the globe.

The Elgiva's existing projection equipment is now some 20 years old. Recent investment in Dolby Digital sound quality had enabled the Elgiva to show top quality films in a highly suitable environment. Audiences last year reflected a wide public interest in film with attendances in the first half of 2012/13 hitting a record level of almost 4,000 (compared with 1,445 in the same period in 2011/12). However, several major distributors are no longer making films available in reel-to-reel format and it is believed that by the end of 2013, this format will completely disappear.

This changing technology had already impacted on the Elgiva in two ways. Firstly, it had led to a rapid decline in advertising revenue (advertisers are no longer prepared to supply film) from £5,900 in 2008 to £1,300 in 2011/12 and down to zero by the start of 2012/13. Secondly, it had already cost the theatre the ability to show some 'first run' films such as 'Senna'. By the end of 2013, no major 'first run' films will be available to the Elgiva in reel-to-reel.

The Elgiva Board of Management made a persuasive case to the Council that if the Elgiva is to retain a role in showing films, it is essential that a significant investment is made in digital projection equipment. By doing so, not only will the theatre retain the ability to show new mainstream films, but it will also open avenues for alternative income streams through direct streaming of major sporting and arts events such as opera from the New York Met. This should result in a payback period of 4 years with a return on investment. Moreover it was highlighted that the recent door-to-door survey emphasised Chesham's residents were keen to see the Elgiva retain its role as the only 'cinema' in the district and, indeed, there were many requests for more films to be shown.

The projector and associated ancillary equipment such as 3-D glasses will be provided by Future Projections Ltd at a cost of £62,930 with a proposed installation date of August 2013.



'The Great Gatsby' – the Elgiva's first digital film in 3-D.

How will the project meet the Council's objectives?

Strategic Objective	How the Project meets the Objective
<p>To enable residents to enjoy high-quality social, recreational, and cultural facilities within the town and to seek the continuing improvement and development of these facilities in accordance with the desires expressed by the residents.</p>	<p>The digital projector will not only allow residents of Chesham continued access to the world of cinema on the big screen but will allow them access to other cultural events such as the live screening of opera and ballet from the Royal Opera House and New York Met previously unavailable to them both geographically and economically.</p>

3. All Year Swimming at the Open Air Pool

Following repeated requests from the loyal regular swimming community at the open air pool at the Chesham Moor Gym and Swim Centre and after the Friends of Chesham Moor Gym and Swim Centre had made a persuasive business case to the Council that all year round swimming will ultimately increase revenue and reduce the subsidy, it was agreed that the pool should be opened for twelve months of the year. The costs will be defrayed in part by bookings from local triathlon clubs looking to use the centre as their base for swimming training. Moreover the pool, while remaining heated, will have its temperature setting considerably reduced to save on energy bills.

With open air pools being closed down in other parts of the country, it is hoped that, by expanding the hours of this much enjoyed and supported facility, the Council will attract new swimmers to the pool and increase income, not just for the pool itself but to the complementary leisure provision such as the gym and tennis courts in 2013/14.



Outdoor swimming in the festive season is now possible at the Chesham Moor Gym and Swim Centre.

How will the project meet the Council’s objectives?

Strategic Objective	How the Project meets the Objective
To enable residents to enjoy high-quality social, recreational, and cultural facilities within the town and to seek the continuing improvement and development of these facilities in accordance with the desires expressed by the residents.	The decision to open the pool all year round will, self-evidently, give residents an enhanced opportunity to partake in this recreational activity.

4. 60th Anniversary of Lowndes Park Celebrations

2013 sees the sixtieth anniversary of the Lowndes family bequeathing the last part of Lowndes Park over ‘to the people of Chesham’. To commemorate this historical event, the Council, in partnership with the Friends of Lowndes Park and ‘Rafe’s Place’, are organising an event on the 3rd August.

The event will have a definite post-war ‘feel’ to it with rockabilly bands; a 1950’s car display; a fancy dress competition from the era; jive dancing and rock’n’roll dance classes and a swing singer amongst other events. It will have involvement from the Chesham Mosque with activities and events reflecting the Muslim community’s important cultural contribution to Chesham life in the last 60 years. There will also be activities and games for younger people, as it is very firmly aimed at making it a day out for all the family.

The event is being funded by the Council together with a great deal of voluntary and community support to celebrate Chesham’s well-loved park.



Lowndes Park – sixty years in its current guise and still going strong

How will the project meet the Council’s objectives?

Strategic Objective	How the Project meets the Objective
To preserve the unique identity of Chesham and promote its heritage and its environment.	The event will celebrate the Park’s and the community’s last sixty years reflecting its cultural diversity and uniqueness.

5. Partnership Working

The Council has a set of ambitious strategic objectives, which pose quite a challenge for a small organisation with 19 voluntary councillors and 24 staff (14 full-time and 10 part-time) to cover the Town Hall, Elgiva, Chesham Moor Gym and Swim Centre, the Cemetery and our many open spaces. It’s clear that we can’t do this in isolation and we are very fortunate to work in partnership with a great number of organisations who share our vision and objectives and have tremendous expertise, ranging from Better Chesham to the Friends of Lowndes Park. We are actively seeking to develop these relationships further to achieve the best we can for Chesham. Over the coming year we will be investigating how to celebrate and acknowledge the existing support we receive, as well as how to work more closely and effectively with our partners. We will look into the feasibility of a formal “town partner” scheme and have greater input from our partners into future editions of this Annual Plan.



Some of our Friends and partners who already help us

How will the project meet the Council's objectives?

Enhanced partnership working will help the Council towards achieving all of its strategic objectives

Our Services, Performance 2012/13, and Targets for 2013/14

This section of the Plan explains the Council's aims and objectives and performance measures for each of the services we provide.

Corporate Performance Indicators

The following Performance Indicators, shown below, represent a measure of our corporate performance.

Performance Indicator Corporate	Target 2011/12	Actual 2011/12	Target 2012/13	Actual 2012/13	Target 2013/14
Cost of all Town Council services per elector per annum	£51.05	£49.63	£50.52	£48.80	£52.33
Percentage attendance by Councillors at meetings of the Council, including standing committees	80.0%	77.2%	80.0%	78.5%	80.0%
Percentage of correspondence dealt with within 7 days	100.0%	100.0%	100.0%	100.0%	N/A

The remaining pages of this section deal specifically with the services we provide.

Allotments

The Council's service objective is:

"To provide allotments where a demand exists, in keeping with our statutory obligation."

The service we provide...

The Council owns three allotment sites at Asheridge Road, Amersham Road and Cameron Road.

Performance Indicator Allotments	Target 2011/12	Actual 2011/12	Target 2012/13	Actual 2012/13	Target 2013/14
Cost to the Council per elector	£0.61	£0.55	£0.48	£0.50	£0.48
Income to the Council per hectare of workable allotment land	£1,023.74	£1,076.56	£1,089.02	£1,162.02	£1,133.53
Percentage of uncultivated allotment land	0.0%	0.0%	0.0%	0.0%	0.0%

Annual summary of Allotments

The allotments continue to be an extremely popular service, with full occupancy on all sites. The new quarterly inspections of all plots has seen a marked improvement in the cultivation of plots, with those few tenants who fail to tend their plots receiving warning notices quicker, and as a last resort, being evicted. This has allowed a number of eager people on the waiting list to take over and improve those plots.

The Council helped to fund and provided practical assistance to the Allotments Group to improve the facilities at the Cameron Road Focal Point, including the provision of a water tap, electricity supply, additional paved area for social activities and replacement of some of the more seriously deteriorating sleepers along the central drive edges.

The Allotments Group continues to promote the allotments and involve tenants in a variety of regular social activities, such as quiz nights and coffee mornings. A beautiful terraced garden has been developed around the focal point at the Cameron Road site and a wildflower area has been created near its main gate as a contribution to the Chesham in Bloom campaign.

Parks, Open Spaces and Playgrounds

The Council's service objective is:

"To satisfy the requirement to provide good social and recreational facilities."

The service we provide...

The Town Council owns, and maintains Parks, Gardens and Open Spaces at the following 18 locations within Chesham:

- **Lowndes Park** - an area of some 36 acres. The Lower Park was a gift to the town by the Lowndes family in 1953. Its main features include Skottowe's Pond, children's play areas, a skatepark and multi-sports court, a family tree planting scheme, Sovereign Coppice and the bowl barrow scheduled ancient monument. Also the location for the annual Schools of Chesham Carnival, summer open-air concerts and community events.
- **Meades Water Gardens** - formerly disused watercress beds, a 3 acre wildlife habitat and recreation area including a stretch of the River Chess, regenerated by a national award winning project in 2007/08.
- **Chesham Moor** - formerly the town's Victorian domestic refuse site, now an attractive stretch of common land of some 17 acres alongside the River Chess. Its main features include sports pitches, children's play equipment and Chesham Moor Swim & Gym.
- **Nashleigh Hill Recreation Ground** - a 9.5 acre open space. The site is used for circuses and small fun fairs. The park also accommodates a children's play area and a goal for informal recreational use.
- **Berkhamstead Field** – adjacent to Nashleigh Hill Recreation Ground, this field is popular with dog walkers and is a good site for chalk grassland wildlife.
- **Co-op Field** - a sloping 4 acre field, a popular location for tobogganing, with an enclosed children's play area.
- **Marston Playing Field** - an 8 acre open space with enclosed children's play area and football pitches.
- **Codmore Playing Field** - a 7 acre open space with enclosed children's play area, football pitches, multi-goal area and a cricket wicket.
- **Big Round Green** - an area of woodland leased to the Woodland Trust.
- **Manor Way Island** - a small area of open space in Manor Way.
- **Lye Green** - a small area of common land off Lye Green Road.
- **The Chalk Dell** - a small area of open space off Nashleigh Hill.
- **Batchelors Way** - an enclosed area within an open space owned by Paradigm Housing.
- **Bois Moor Road** - an enclosed children's play area off Bois Moor Road.
- **Gordon Road** - a small children's play area off Gordon Road.
- **Hodds Wood Road** - an enclosed children's play area off Hodds Wood Road.
- **Windsor Road** - an enclosed children's play area within an open space owned by Chiltern District Council but maintained by this Council.
- **Woodland View** - an enclosed children's play area off Woodland View.

Performance Indicator Parks, Open Spaces & Playgrounds	Target 2011/12	Actual 2011/12	Target 2012/13	Actual 2012/13	Target 2013/14
Cost to the Council per elector	£11.78	£10.55	£11.65	£10.83	£11.40
Percentage of play equipment inspected and made safe within 24 hours of reported defect	100%	100%	100%	100%	100%
Percentage of sites visited and inspected weekly	100%	100%	100%	100%	100%

Annual summary of Parks, Open Spaces and Playgrounds

Our flagship green space, Lowndes Park, again achieved Green Flag status in 2012 thanks to the hard work of the Council officers and the Friends of Lowndes Park volunteers, providing a safe, welcoming and relaxing space for all the community to enjoy. It was agreed in 2012 that a new skatepark should be created in the park. This would replace the existing skatepark that has proved very popular. The existing facility is 12 years old, and is suffering from the rigours of the high level of use. The restrictions imposed by a noise abatement order reduce the hours that the facility can be used. A new skatepark - type and design chosen by stakeholders - will be located further into the park and away from residential property, thus removing those restrictions. It is hoped that consultation, putting out to tender, securing funding, and the actual installation will be achieved in 2013.

The refurbishment of the town's playgrounds continued with a complete overhaul of the Gordon Road play area. This was jointly funded by the Waterside Community Association, Paradigm Housing and the Council.

2012-13 saw the welcome formation of the 'Friends of Nashleigh Hill Recreation Ground' community group. The group will work to enhance the facilities at the recreation ground, and it is hoped that over time they may be able to secure funding in partnership with the Council to refurbish the playground facilities in this intensively used recreation ground.

The Elgiva

The Council's service objective is:

"To ensure a varied programme of entertainment, social and cultural activities is available to all sections of the community."

The service we provide...

Built in 1998, the Elgiva Theatre (which replaced the former 22 year old venue based in Elgiva Lane) is owned and managed by Chesham Town Council. The venue provides a varied and popular range of entertainment including professional and amateur theatre productions, live music and one-nighters as well as a pantomime.

The Elgiva boasts the area's most hi-tech and advanced Dolby Digital Cinema and surround sound. A *What's On* brochure is published three times a year and distributed to over 60,000 homes in the area. The Elgiva also has its own web site, www.elgiva.com, providing 24 hour access to cinema and theatre listings and on-line booking. The Elgiva provides a bar and there is also a franchised café. The venue's tiered 300 seat auditorium can be quickly converted to a flat floor suitable for exhibitions, wedding receptions and parties, discos and rock concerts and art and craft fairs. A long stay Pay and Display car park surrounds The Elgiva and is owned and managed by Chiltern District Council. The car park can accommodate 70 vehicles, including 3 spaces for the registered disabled.

Performance Indicator The Elgiva	Target 2011/12	Actual 2011/12	Target 2012/13	Actual 2012/13	Target 2013/14
Cost to the Council per elector	£8.88	£8.53	£9.40	£7.14	£8.85
Income as a proportion of operating costs	73.3%	73.6%	71.4%	78.6%	74.0%
Number of patrons attending cinema performances	6,000	6,914	6,200	9,749	6,500
Number of patrons attending theatre performances	36,000	33,602	35,000	33,750	35,000
Average attendance – cinema (matinee)	10%	15%	12%	22%	20%
Average attendance – cinema (evening)	25%	35%	28%	41%	40%
Average attendance – theatre	60%	57%	57%	59%	60%

Annual summary of the Elgiva

It has been another incredibly busy year for the team at the Elgiva who have worked tirelessly, helping to achieve an excellent financial end of year result. Almost 25% savings against agreed budgets resulted from all this effort and amounted to some £37,550. (excluding Repairs & Renewals). This was possible due to increased income in all three main fields, cinema (up 7%), council productions (professional shows, up 2%), pantomime and theatre hires, along with canny savings in expenditure and more intense marketing activities. The manager would like to 'temper' these good results with the reminder that the economic climate remains volatile and it will take a lot more effort to continue to be as successful in 2013/14.

This year has as ever been busy but not just in the usual way, the team have had the extra task of having to oversee the long tendering process and then the installation and testing of a new digital cinema system (with 3D) and the exciting new income stream for the theatre, live streaming of opera from the New York Met or ballet from the Royal Opera House along with many other one-off live events. The Great Gatsby will be the first digital film screening on 6th September and the first 'live' events will take place at the start of 2014 (as it was too late to programme for this year).

The Town Hall

The Council's service objective is:

"To ensure high quality social, recreational and cultural facilities are available to all sections of the community."

The service we provide...

Opened in 1998, The Town Hall overlooks Lowndes Park and is accessible on foot from the High Street or by car through Star Yard Car Park. The venue boasts a ground floor Community Hall with seating capacity for 110 and adjoining kitchen facilities. There is full disabled access to the first floor and the Lowndes Room, which can seat up to 50 and has its own private kitchen. The Council Chamber, which is ideal for conferences and training courses can accommodate up to 100 delegates. There is a small meeting room, which can seat eight people. The venue offers a laptop, data projector, delegate microphones and internet connection. The Town Hall is used extensively by a wide range of societies and community organisations, plus local companies for business meetings, including AGMs, and training. It is the town's only licensed venue for civil marriages and partnerships. The adjacent car park is owned and managed by Chiltern District Council and can accommodate 59 vehicles including 3 spaces for the registered disabled.

Performance Indicator The Town Hall	Target 2011/12	Actual 2011/12	Target 2012/13	Actual 2012/13	Target 2013/14
Cost to the Council per elector	£2.14	£2.05	£1.96	£1.34	£1.65
Income from lettings as a proportion of operating costs	54.9%	56.9%	57.5%	69.1%	63.2%
Number of lettings for the Town Hall	1,300	1,237	1,270	1,332	1,344
Number of free-of-charge sessions granted	15	25	20	9	10
Number of civil marriage/partnership ceremonies	11	5	8	6	7
Little Theatre – number of theatre lettings*	N/A	156	N/A	165	N/A
Little Theatre – number of class lettings*	N/A	288	N/A	303	N/A
Little Theatre – number of private bookings*	N/A	20	N/A	27	N/A

*The Little Theatre PIs were introduced in 2007/08. Targets are not set, but performance is assessed by continued comparison of data.

Annual summary of the Town Hall

The Town Hall was pleasingly busy during 2012-13. Our target for room bookings for was 1,270 and we have achieved 1,332, exceeding the target by 62 bookings. As predicted we have lost some of the larger bookings/conferences due to funding cuts from larger councils, but we have been able to replace those and more with new bookings from local organisations and clubs. The recent refurbishment has helped tremendously and teamed with the new marketing plan and Town Hall brochure, we are again anticipating a busy year for 2013-14. We are hopeful that recent advertisements in “yourChesham” will attract additional weekend bookings, such as wedding ceremonies/receptions, birthdays, social events and children’s parties.

The Council has agreed to renew the Town Hall’s wedding licence for a further 3 years, and with an increase in the marketing budget for the Town Hall this now enables us to market the venue more following recommendations from the Marketing Committee. We are hoping this will lead to an increase on this year’s total of six ceremonies, which is slightly below the target.

Sports Pavilions and Playing Fields

The Council's service objective is:

"To satisfy the requirement to provide high quality recreation facilities within the town."

The service we provide...

- **Codmore Playing Field** – This 7-acre sports ground accommodates two football pitches, a multi-use goal, an artificial cricket wicket and pavilion that provides changing facilities and a small social area which is available for hire for social functions.
- **Marston Playing Field** – This sports ground accommodates two football pitches.
- **The Moor Playing Fields** – The Moor is owned and managed by the Town Council. The playing fields on the lower Moor accommodate four football pitches.

Performance Indicator Sports Pavilions & Playing Fields	Target 2011/12	Actual 2011/12	Target 2012/13	Actual 2012/13	Target 2013/14
Cost to the Council per elector.	£0.36	£0.35	£0.38	£0.24	£0.24
Income from lettings as a proportion of operating costs.	35.5%	51.2%	38.5%	44.3%	50.0%
Number of lettings for football matches.	62	65	75	60	65
Number of regular football teams in total using these facilities.	5	5	6	7	7
Number of non-football, ad-hoc chargeable users hiring these facilities & other open spaces	16	7	7	7	6

Annual summary of the Sports Pavilions and Playing Fields

Although the number of teams using the facilities has gone up, the number of matches has decreased due to fewer teams/competitions within the Chesham Sunday League. In addition to the non-football chargeable users shown above, Lowndes Park played host to a number of events celebrating the Queens Jubilee for which no hire charge was made.

Chesham Moor Gym & Swim

The Council's service objective is:

"To satisfy the requirement to provide an open-air swimming pool and fitness facilities for the town."

The service we provide...

Owned and managed by the Town Council, this facility provides a heated outdoor swimming pool open May to October and adjoining gym, football pitches, a tennis court and a multi-court. The centre was closed in 1995 for extensive refurbishment and re-opened in 1997. It now provides changing-room facilities for the outside sports pitches as well as a pool hire facility.

Performance Indicator Chesham Moor Gym & Swim	Target 2011/12	Actual 2011/12	Target 2012/13	Actual 2012/13	Target 2013/14
Cost to the Council per elector	£4.96	£5.55	£5.53	£6.31	£7.28
Income as a proportion of operating costs	68.6%	63.1%	65.3%	61.8%	56.0%
Number of swims	17,000	21,781	22,000	20,569	23,000
Number of lettings for tennis court (in h)	1900	967	1,000	919	1,200
Number of lettings for multi-court (includes netball, football, basketball, in h)	900	478	500	380	400
Number of gym visits	15,500	13,895	14,000	11,376	8,000

Annual summary of Chesham Moor Gym & Swim

After a financially challenging 2012, the centre required major changes to remain in touch with the current health and fitness market. Big decisions were needed and we set about this challenge by drastically remodelling our corporate image to remain competitive in Chesham amongst two budget chains and a large 'not for profit' leisure provider.

Our web site underwent a comprehensive overhaul along with a price reduction, longer opening hours and tennis was included into the new price. As well as these changes we

utilised ***tennis, swim, gym £25 all in*** as our slogan and this has been incorporated into our adverts, posters, flyers, banners and website.

The result has been excellent with increased foot traffic and income increasing; we are offering a good product for a fair price and with consumer confidence on the rise, we confidently forecast a successful 2013/14.

Chesham Cemetery and Closed Churchyard

The Council's service objective is:

“to provide and maintain a local cemetery and Garden of Remembrance for the town.”

The service we provide...

- **Chesham Cemetery** - owned and managed by the Town Council for and on behalf of the residents of Chesham. The cemetery is situated at the northern end of the town with entrances in Bellingdon Road, Berkhamstead Road and Alma Road. The cemetery caters for all religious persuasions. A small chapel with a seating capacity of 50 is available and may be hired for a service prior to interment. An Avenue of Remembrance is also available for the interment of ashes.
- **St. Mary's Closed Churchyard** - maintenance passed to Chesham Town Council by the Parochial Church Council in 1974. The Town Council is responsible for the upkeep of the Churchyard including its grass, walls, fences, gates and trees.

Performance Indicator Chesham Cemetery & Churchyard	Target 2011/12	Actual 2011/12	Target 2012/13	Actual 2012/13	Target 2013/14
Cost to the Council per elector – cemetery & churchyard	£2.86	£2.71	£2.68	£2.49	£2.35

Annual summary of Chesham Cemetery and St. Mary's Closed Churchyard

In 2012 the cemetery facilitated 24 burials, which saw a decrease from the 2011 figure of 33. As in previous years, ashes interments are the most popular form of interment (14 of the burials). The majority of burials took place in existing graves, only 6 interments requiring the purchase of a new plot.

The computerised version of the cemetery's burial records has now been completed and phase two of the digital mapping is now underway to merge all the burial records data into the map. This will enable officers to access all data – including photographs of a particular grave - at the touch of a button.

The Council, concerned to maintain the chapel in good structural order, had the building inspected by a local surveyor in the autumn of 2012. A number of minor issues of concern were recorded. Having been proactive in allocating monies in future budgets for such a requirement, the work – mainly damp proofing, minor repairs, and checking the integrity of structures such as the tall chimney stack - will be carried out in June 2013.

The Administration Manager and the Parks and Premises Manager plan in the summer of 2013 to investigate all potentially vacant plots in the old sections to see if they are available for future use. This will allow us to more accurately assess how many more burials can be accommodated within the cemetery.

Democratic Services and Corporate Management

The Council's service objectives are:

"To provide the necessary and cost effective support to the democratic process and delivery of the Council's services."

"To preserve the town's identity and promote its heritage through the Town Mayor's attendance at Civic and local organisations' events."

The service we provide...

- **Advice and support activities** - administrative support is provided to Members as part of the Council's decision making process. This includes officer time spent on the preparation of agenda items and reports to Council, minutes, and attendance at meetings involving Members.
- **Consultation** - the Town Council is consulted in the planning process and submits comments to Chiltern District Council on all planning applications concerning development within the parish. Residents may attend meetings of the Council's Development Control Committee and may make statements either for or against a particular development. The Council is also consulted on the Local and County Structure Plans and other Plans such as the Local Transport and the Waste Management Plans.
- **Customer services** - the Town Hall is a vital information point for the public; a "one-stop-shop" where information is provided not only about the Town Council's services but also on matters involving the services outside the remit of the Council, including tourist information and community events.
- **Representational issues** - the Town Council aims to be the representative voice of Chesham's residents and lobbies other agencies and organisations on various matters in relation to the services that they provide. Examples include highway issues, e.g. traffic calming measures and road safety schemes; London Underground; Thames Valley Police Authority and the Environment Agency. The Council is represented on a number of charitable bodies, (see p. 3 for details), and on a further 30 organisations.
- **Other support services** - the Town Council also supports and promotes the role of the Town Mayor within the local community through, among other things, the Annual Civic, Remembrance and Carol Services and Annual Town Meeting. Other services that the Council supports include: Town Centre Revitalisation, Chesham in Bloom, Christmas Lights, War Memorial and Town Clocks.

Finally, the provision of information required by members of the public in the exercise of statutory rights (other than about specific services); completing, submitting and publishing statements of accounts, annual reports and performance plans; treasury management; external audit and external inspections are all part of the Council's Corporate Management services.

Performance Indicator Democratic Services	Target 2011/12	Actual 2011/12	Target 2012/13	Actual 2012/13	Target 2013/14
Cost to the Council per elector	£11.71	£10.57	£10.68	£10.83	£10.81

Annual summary of Democratic Services and Corporate Management

The door-to-door residents' survey conducted in 2012 was a major undertaking for the Council. The results are proving vital in helping steer the future direction and management of our services. The Council also took the opportunity to review its strategic objectives to help focus on achieving meaningful outcomes for the community.

The Council has played an active role in the Town Team, which has successfully unlocked funding to help revitalise the High Street. And the Council continues to represent the community on a wide variety of topics, such as the much-needed repair work to the culvert running underneath Market Square.

The Council has supported a wide range of local groups in different ways, including its annual donations scheme, councillor representation on a number of bodies and through the provision of officer support.

Environmental Performance

The Council's objectives are:

"To minimise the negative impacts of the Council's activities on the general environment."

"To work towards enhancing and protecting the immediate environs of Chesham."

Annual summary of Environmental Performance

The Town Council has worked with a broad range of groups to protect Chesham's environment:

- Installed a 2,800 litres rainwater harvesting tank at the Parks Depot to reduce the amount of mains water required for watering floral displays.
- Worked with the Chilterns Chalk Streams Project to hold a very popular Impress the Chess public walk.
- Completed a £26,000 three-year programme to eradicate the Japanese knotweed infestation on Chesham Moor.
- Worked with the Friends of Lowndes Park to retain Green Flag status for Lowndes Park.
- Installed an ionisation system at the open air swimming pool to reduce the level of chlorination required.
- Chesham achieved a Silver Gilt award for its 2012 entry into Britain in Bloom and won its category in the Thames & Chilterns regional competition.
- Continued to tackle fly-posting in the town centre in partnership with Bucks County Council.
- Offered free chipping of real Christmas trees to residents. The chippings were then recycled on open spaces.
- A Walkers Are Welcome section has been developed on the Town Council web site to promote walking in the area.

Calendar of Meetings – 2013-14

All meetings start at 7.30 pm unless otherwise specified and are held at Chesham Town Hall, HP5 1DS.

2013

June

24 – Development Control
24 – Council (8pm)

July

15 – Development Control
15 – Policy and Resources (8pm)
29 – Development Control

August

19 – Development Control

September

16 – Development Control
16 – Council (8pm)
30 – Development Control
30 – Recreation and the Arts (8pm)

October

28 – Development Control
28 – Policy and Resources (8pm)

November

4 – Executive
18 – Development Control
18 – Council (8pm)
25 – Recreation and the Arts

December

9 – Development Control
9 – Policy and Resources (8pm)

2014

January

6 – Development Control
6 – Council (Precept) (8 pm)
27 – Development Control
27 – Recreation and the Arts (8pm)

February

17 – Development Control
17 – Policy and Resources (8pm)
24 - Council

March

10 – Development Control
10 – Recreation and the Arts (8pm)
31 – Development Control
31 – Policy and Resources (8pm)

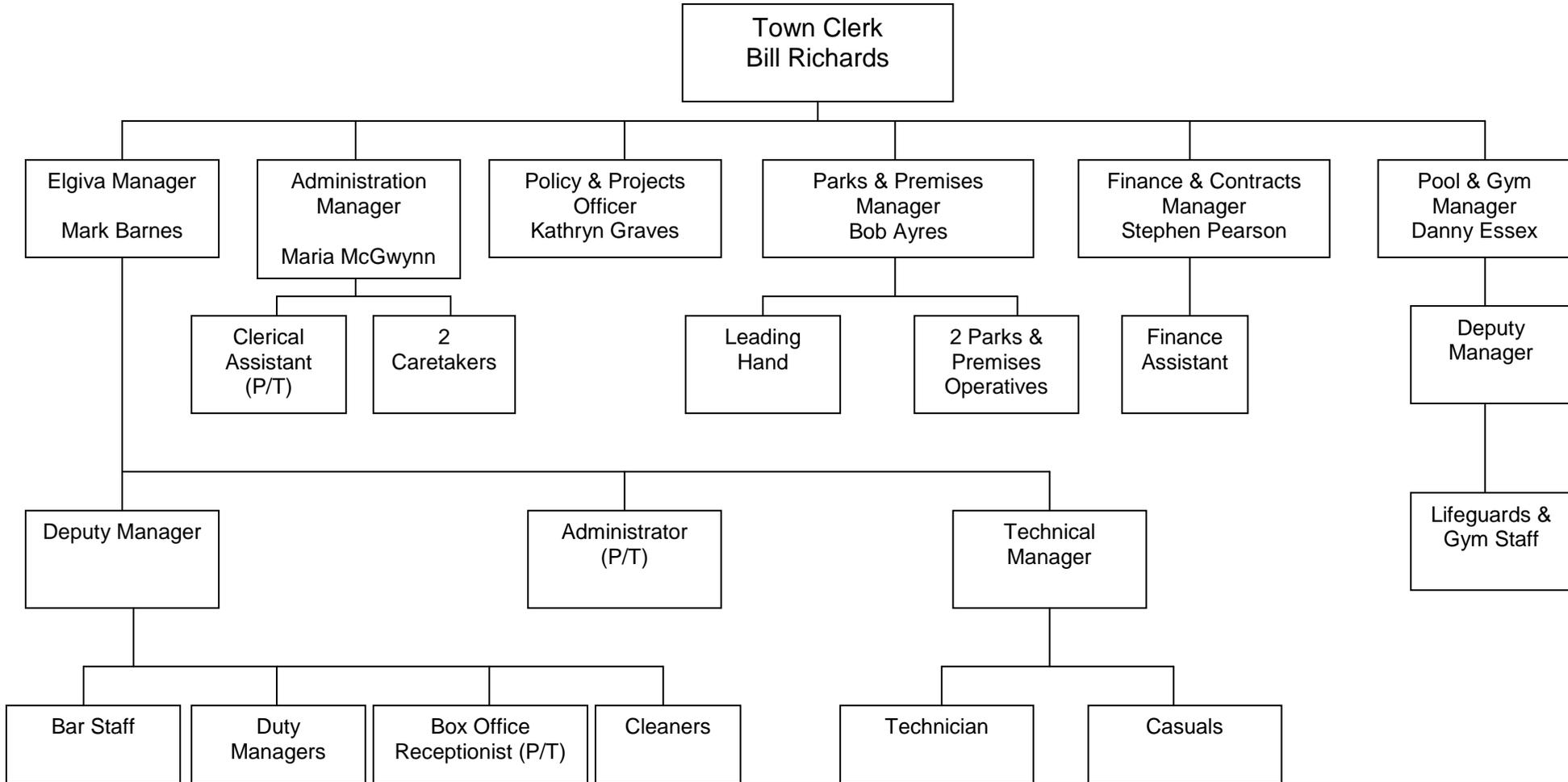
April

14 – Development Control
14 – Council (8pm)

May

12 – Development Control
15 – Annual Town Meeting
19 – Annual Council Meeting

Chesham Town Council Structure



Chesham Town Councillors

Asheridge Vale Ward

Mohammad Fayyaz	11 Chalk Hill, Chesham HP5 2DN	Lib.Dem	778791
Chris Spruytenburg	35 Nalders Road, Chesham, HP5 3DQ	Lib.Dem	785160

Hilltop Ward

Noel Brown	7 Hospital Hill, Chesham, HP5 1PJ	Con	783164
Fred Wilson	7 Warrender Road, Chesham, HP5 3NE	Con	07901 555383

Lowndes Ward

Alan Bacon	Windrush, Bellingdon, Chesham, HP5 2XN	Lib.Dem	774870
Christina Michael	126 Lye Green Road, Chesham, HP5 3NH	Lib.Dem	782047

Newtown Ward

Rabia Bhatti	16 Lansdowne Road, Chesham, HP5 2BA	Con	
Mark Shaw	4 Meadow Close, Chesham, HP5 2LZ	Con	07951 744656

Ridgeway

Derek Lacey	32 Overdale Road, Chesham, HP5 2DZ	Ind	771508
Peter Yerrell	9 West View, Chesham, HP5 3DE	Ind	771583

St. Mary's Ward

Colette Littley	1 Germaines Close, Chesham, HP5 1JJ	Lib.Dem	772230
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Townsend Ward

Roy Abraham	11 Woodcote Lawns, Chesham, HP5 2LY	Lib.Dem	07821 122654
Roderich McCulloch	10 Crossway, Chesham, HP5 3LW	Con	778223
Ruth Juett	83 Hivings Hill, Chesham, HP5 2PG	Lib.Dem	785456

Vale Ward

Patricia Cherill	52 Church Street, Chesham, HP5 1HY	Lib Dem	778780
Alison Pirouet	76 Deansway, Chesham, HP5 2PF	Lib.Dem	261951

Waterside Ward

Christine Boxer	c/o Town Hall, Chesham, HP5 1DS	Con	07854 395089
Tony Franks	80 Church Street, Chesham, HP5 1JD	Con	771003
Peter Hudson	3 Hyatts Yard, Chesham, HP5 1EU	Con	07939 643810

Key Con Conservative
 Lib.Dem Liberal Democrat
 Ind Independent