

Chesham Town Council



**Performance Plan
2008/09**

Executive Summary

Welcome to our Performance Plan for 2008/09. The plan explains the role of the Town Council and lists our strategic objectives, which describe how we will achieve of our mission statement: "To improve the quality of life of the residents of Chesham".

The plan also details our expenditure for 2007/08. We explain our precept for this financial year and what this means for your Council Tax.

We describe the major projects undertaken by the Council in 2007/08. We have successfully completed enterprises in very disparate areas, from the environmental regeneration of Meades Water Gardens to developing a new web site to enhance our communication with the public. Whilst working on such a broad range of projects, the summaries in this document explain how each of the projects accord with the Council's strategic objectives, plus those of the Chesham Community Vision; Chesham's official Market Town Health-check that provides a 10 year vision for the development of the town. In addition to those projects previously mentioned, we describe our work in submitting a bid to the Heritage Lottery Fund to regenerate Lowndes Park; the highly popular event to celebrate the 750th anniversary of Chesham's charter; and the transformation of Woodland View Play Area into a play facility for young children.

In the plan we also outline an ambitious selection of projects for 2008/09: the installation of solar panels at Chesham Moor Gym & Swim; the development of an on-line ticket booking system at The Elgiva; the production of a booklet to commemorate the 150th anniversary of Chesham Cemetery; the Green Flag application for Lowndes Park; and the development of new sporting facilities at Marston Field.

In the final section of the plan, we describe the services that we offer, an over-view for the year for each service, plus indicators of our performance in each area. For each indicator we provide performance data for the past two years, measured against annual targets, plus a target for 2008/09. This enables you to judge whether our services are improving.

Your views are very important to us as we strive to achieve our objectives and continually improve our performance. Please help us to help you by sending in your comments, suggestions, queries, complaints and compliments, either to your local Town Councillor or the staff at the Town Hall.

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Performance Plan 2008/09 – 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 major projects undertaken in the past year
- proposed projects for the coming year

How We Monitor Performance

A Performance Review Committee, composed of Councillors, oversees the performance of the Council. The committee meets quarterly to assess 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 PIs used within this plan were agreed in 2004 in consultation with other town and parish councils, as appropriate general indicators of council performance. 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. A door-to-door survey is conducted every five years and the results are published separately to this plan. The next satisfaction survey is due in 2010.

About Chesham Town Council

Chesham Town Council is the parish authority for the town of Chesham. With a population of 20,350 (2001 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 local plans 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. Our other partners include: Chesham Chamber of Trade and Commerce, Chesham Society, Town Twinning Association, Chilterns Conservation Board and other agencies and voluntary bodies working together to improve service delivery or resolve local problems.

The Town Council has 19 Town Councillors, elected for a term of four years. The last Town Council elections were held in May 2007. 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 four main standing committees: Development Control, Performance Review, Policy and Resources and Recreation and the Arts.

Agendas for all meetings are available to the public at least three clear days before the meeting date at the Town Hall, on the Council website (www.chesham.gov.uk) and at Chesham Library in Elgiva Lane. Meetings are held at the Town Hall, Chesham and the public is encouraged to attend. A calendar of meetings of the Council and its standing committees from May 2008 to May 2009 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
John Cheyney's Charity
Ken Denham Trust
Rachel Johnson's Eleemosynary
Milk Hall (John Gaudrey's Charity)
Weedon's Almshouses Charity Trust

The Town Council awarded donations in 2007/08 to 25 local organisations.

The Town Council employs a team of 17 full-time staff and 14 permanent, part-time staff headed by the Town Clerk, Bill Richards. This is supplemented by the use of a number of 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.
2. To encourage and promote the economic and commercial vitality of the town.
3. To preserve the unique identity of Chesham and promote its heritage.
4. To ensure that harmony exists between commercial and residential requirements.
5. To consult with and take due regard of all comments received from other statutory bodies, voluntary organisations and individuals, to ensure an improving standard of service that meets with local needs.
6. To represent the views and wishes of the citizens of Chesham.
7. 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.

Chesham Community Vision

The Town Council is also working to fulfil the objectives defined in the Chesham Community Vision, launched in December 2005. As the town's official Market Town Health-check, we are a key partner in its delivery.

The Chesham Community Vision has produced its own vision (see Appendix 3) for 2015 which is:

"An active and vibrant working market town with an integrated but varied community where people support one another and can live, work, shop, visit and enjoy themselves in an environment that is constantly cared for and enhanced. A town that:

- Provides sustainable employment opportunities, housing and business facilities that respect the Area of Outstanding Natural Beauty in which it is situated.
- Encourages young and old from all areas to work together to achieve continual improvement to the facilities and future prospects of the town.
- Promotes a thriving town centre which provides leisure and shopping facilities to meet the needs and wishes of residents and visitors.
- Has a fully linked transport and communication system providing good services for people to travel within the town and regular connections to London and surrounding towns and villages."

The key values identified by the Chesham Community Vision are:

- A town of character
- A solid community infrastructure
- A sound local economy
- Best access to services
- An integrated community
- Better choice of shops
- Integrated transport system
- A vibrant social mix
- Regeneration of the High Street
- Improved communication
- A strong sense of community
- Easy accessibility to green open spaces
- Linking of education, training and employment

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

In addition to the **door-to-door survey** carried out every five years to ascertain residents' views, the Council runs satisfaction surveys and other forms of consultation on specific services and issues on an ad hoc basis. We also produce quarterly, free **newsletters** and the annual **Town Guide** as a means of regular communication with residents. In 2008, a new council **web site** was launched, www.chesham.gov.uk, that provides up-to-date contact information for the Council and Councillors, listings of Council services, news and events, plus policy documents and committee agendas, reports and minutes. The public can contact the Council via a dynamic enquiry form on the web site.

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 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** for members of the public to meet and discuss any issues with Town, District and County 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 Moor Road Facilities, Impress the Chess Group and the Town Centre Consortium.

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 10am-4.30pm, 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 4 at the end of this Plan.

By **Fax** : 01494 582908

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

By **Website** via Contact Us: http://www.chesham.gov.uk/DynamicEnquiry/Contact_Us.aspx

Council Tax 2008/09

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. 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 2009, our precept will be £758,798. Therefore, if you live in an average Band D house, you will be contributing £91.09 (an increase of 4.9%) of your total Council Tax Bill of £1,459.48 to Chesham Town Council in 2008/09.

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

Service	Estimate 2008/09 £
Administration and Democratic Services	165,120
Allotments	17,630
Cemetery and Churchyard	53,260
Housing	(6,070)
Parks and Open Spaces	223,430
Sports Pavilions and Pitches	22,465
Open Air Swimming Pool & Leisure Facilities at The Moor	79,095
The Elgiva	163,890
Town Centre Revitalisation	29,840
Town Hall	43,520
Lowndes Park Toilets	16,760
Net cost of Services	808,940
Contribution to/(from) Reserves	(50,142)
Precept	758,798

Net Expenditure 2007/08

The below table provides a detailed summary of the Council's net expenditure for 2007/08, compared with the budgeted expenditure. In the Statutory Final Accounts, which are made publicly available, the figures will be adjusted for Capital charges.

Service	Net Budgeted Expenditure £	Net Actual Expenditure £	Explanation of differences over 15%
COST CENTRE			
Central Support Services – recharged to services	0	0	
Civic Activities	8,635	9,068	
CCTV	0	(27)	
Cemetery	46,240	42,417	
Closed Churchyard	2,640	2,081	Maintenance charges
Interest	(25,000)	(41,745)	Higher interest rates and balances
Housing	(7,950)	(8,190)	
Corporate Management	67,000	59,873	Central admin recharges
Democratic Management	80,325	63,377	Election costs and central admin recharges
Section 137 Expenses	10,225	6,886	Increased non section 137 grant allocation
Chesham Moor Swim and Gym	40,280	86,813	New emergency management following CVSLA's voluntary liquidation
Codmore Field	7,650	6,975	
Marston Field	0	2,377	Pitch maintenance costs
Community College	4,500	3,097	Part grant paid in 2008/9
Amenities	35,770	33,010	
Open Spaces	141,880	133,580	
Lowndes Park Toilets	15,380	14,653	
Agency Work	(1,700)	(2,037)	Maintenance charges
Skatepark Noise Abatement	2,740	2,611	
Works Depot – recharged	0	0	
The Elgiva	135,190	120,689	Ticket sales
Temperance Hall	(100)	(100)	
Town Hall	32,405	21,787	Maintenance costs
Allotments	15,285	10,867	Maintenance costs
Town Centre Revitalisation	31,525	25,179	Christmas lighting and Revitalisation budget carried forward
RESERVES			
Renewal and Repairs	96,000	96,000	
Net cost of services	738,920	689,241	
Appropriation from (to) Reserves	(21,400)	28,279	
Precept	717,520	717,520	

Renewals and Repairs Programme

	2007/08 * ESTIMATE £	2007/08 REVISED £	2008/09 ESTIMATE £	2009/10 ESTIMATE £
EXPENDITURE				
Allotments fence	500	500	500	500
Computer/office equipment	3,140	5,730	3,500	3,500
Franking Machine	-	-	-	1,500
Elgiva	21,800	21,800	20,000	20,000
Town Hall	10,935	11,000	20,000	20,000
Swing replacement – cradle	4,000	4,000	5,000	5,000
Play equipment – Swings-Gordon Road, etc.	-	-	8,000	-
Play equipment – Codmore	7,760	8,000	-	-
Play equipment – Marston Field	5,000	12,760	-	-
Play equipment-Woodland View	-	8,400	-	-
Play Equipment -General	10,000	10,000	40,000	12,000
Skate park Resurface (5 years 2010)	-	-	-	-
Play equipment – fencing (Windsor Road/Batchelors Way,Bois Hill,Codmore)	13,790	13,790	6,000	6,000
Seats	1,500	1,500	1,500	1,500
Litter bins	3,000	3,000	3,100	700
Paths – Lowndes Park pond	-	-	30,000	-
Paths – Red Lion Street Gardens	5,500	-	5,500	-
Moor Hard standing	500	500	3,500	500
General fencing (Meades/Bury Lane/Lowndes Park/Codmore)	6,015	-	8,500	-
Information Boards – Allotments	1,970	-	1,970	-
Bus shelters	-	-	-	-
Depot main building-doors/ driveway	3,395	-	4,000	6,500
Harrows/mowers	3,000	-	3,500	-
Tractor/Trailers	2,700	2,000	-	15,000
Marston pavilion	17,245	17,245	-	-
Codmore car park	5,000	-	15,000	-
Codmore Pavilion – redecoration, etc.	3,560	3,000	2,000	2,000
War memorial	300	300	-	-
Cemetery Lodges	5,000	-	5,000	5,000
Cemetery walls/fences	6,855	7,000	7,000	7,000
Cemetery Chapel – chairs	-	-	-	2,500
Cemetery Chapel – renovation	6,200	-	6,200	-
Cemetery roads	-	-	-	-
Cemetery paths	2,000	-	5,000	5,000
Cemetery Hearse House	-	-	-	-
St. Mary's Walls / trees	5,000	-	5,000	-
Christmas lights	4,000	-	12,000	2,000
Swimming Pools	-	10,000	10,000	10,000
Multi-Courts	-	-	50,000	-
Moor Marsh	-	-	5,000	-
TOTAL EXPENDITURE	159,665	140,525	286,770	126,200

	2007/08* ESTIMATE £	2007/08 REVISED £	2008/09 ESTIMATE £	2009/10 ESTIMATE £
BALANCES BROUGHT FORWARD:				
Capital –Marston Pavilion	17,000	17,000		
Renewal & Repairs	192,507	192,507	195,982	18,052
INCOME:				
Precept contributions	96,000	96,000	107,840	111,830
Christmas Lighting –Town Centre Consortium	1,000	1,000	1,000	1,000
CVSLA Funds	-	30,000	-	-
TOTAL	306,507	336,507	304,822	130,882
LESS EXPENDITURE SHOWN ABOVE	159,665	140,525	286,770	126,200
BALANCE CARRIED FORWARD	146,842	195,982	18,052	4,682

*Includes schemes and balances carried over from 2006/07

Projects In 2007/08

1. Meades Water Gardens Regeneration Project

Project summary:

Meades Water Gardens, in Red Lion Street, was converted by the Council from watercress beds to public formal gardens in 1979. As part of this scheme, the stretch of the River Chess flowing through the gardens was converted into ornamental lakes. Over time, the lakes silted up becoming unsightly. Overgrown trees gave the site a dark and unkempt appearance, attracting antisocial behaviour.

Following consultation with nearby residents, the Impress the Chess steering group which is led by the Town Council, have undertaken the regeneration of the gardens. The project aims to improve the site's appearance, accessibility, habitat value for wildlife and to acknowledge the important industrial heritage of the land as the site of a historic mill.

Pollarding and felling of trees to increase light levels was carried out in March 2007. In 2008 the ornamental ponds were converted back to a single-thread chalk stream, recreating a characteristic Chilterns wildlife habitat.

How does 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 regeneration of the site will provide a beautiful place for residents and visitors to relax and enjoy peace and tranquillity within the centre of the bustling town.
To preserve the unique identity of Chesham and promote its heritage.	The project has restored a stretch of chalk stream, which is a characteristic natural asset of the Chilterns. The project will enhance people's understanding of the site's heritage through the historical information provided on the interpretation board.
To consult with and take due regard of all comments received from other statutory bodies, voluntary organisations and individuals, to ensure an improving standard of service that meets with local needs.	The Impress the Chess steering group spearheading the project includes representatives from a nearby residents association. Residents were consulted before and during each phase of the project. The Steering group also includes members of the Chilterns Conservation Board, Environment Agency and Chesham Environmental Group who had significant input into the project.

How does the project meet the aims of the Chesham Community Vision?

Vision Statement and Key Values	How the Project meets the Objective
A town that encourages young and old from all areas to work together to achieve continual improvement to the facilities and future prospects of the town.	The project has been carried out with a partnership approach and has galvanised many sections within Chesham, including local residents and voluntary groups, to participate.

Vision Statement and Key Values	How the Project meets the Objective
A town that promotes a thriving centre which provides leisure and shopping facilities to meet the needs and wishes of residents and visitors.	Regeneration of the site will provide a valuable recreational facility for residents and visitors in the centre of town.
Easy accessibility to green open spaces.	The gardens are safer and more welcoming following the tree management works. The final phase of the project will see the footpaths upgraded to improve accessibility for all.

Total Project Costs: To be confirmed

External Funding Raised: £25,000 Onyx Environmental Trust, £9,000 Chiltern District Council, £8,000 Chilterns Chalk Streams Project, £7,597 Sustainable Development Fund, £3,083 Environment Agency, £2,000 Buckinghamshire County Council.

2. Lowndes Park Heritage Lottery Fund Bid

Project summary:

Lowndes Park is a 36 acre site in the town centre and was donated to the town in 1953 by the Lowndes family. The land has an illustrious history, having formed part of the Bury Hill House manor and also contains a scheduled ancient monument, the 'rolling pin'. The park provides a number of recreational facilities, including play areas, a skate park and a multi-sports court. However, the heritage of the site is not well publicised and many facilities and features are in need of refurbishment or replacement.

A >£1 million bid to the Heritage Lottery Fund's Parks for People funding programme has been developed to access funding to upgrade the park facilities and conserve the park's heritage. Match-funding is being sought from other agencies, including the South East England Development Agency (SEEDA). The major benefit of the park regeneration will be increased park usage by residents and visitors, particularly by 'hard-to-reach' groups.

The bid has been developed by a steering group that is led by the Town Council, but has representation from many local groups, including the revitalised Friends of Lowndes Park. To support the bid, the park has also been submitted for the Civic Trust's Green Flag award and was judged in May 2008. The bid was submitted to the Heritage Lottery Fund in March 2008.

How does 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.	A successful bid will provide funds to improve the recreational facilities within the park.
To encourage and promote the economic and commercial vitality of the town.	The regeneration of the park is essential to the local term sustainability of the town. The park is located within the centre of Chesham and is a focal point for both residents and visitors. It attracts thousands of people at weekends and the summer and its close proximity to the High Street means that many of its users also visit the retail and refreshment outlets there.
To preserve the unique identity of Chesham and promote its heritage.	The park has strong historical links to the two manors in Chesham, including the Bury, which was owned by Chesham's most famous family, the Lowndes. The written history of the park has been documented since the 12th century and the site includes a scheduled ancient monument. The heritage of the park will be conserved and interpretation boards and leaflets will explain the park's history to visitors
To consult with and take due regard of all comments received from other statutory bodies, voluntary organisations	The bid development has seen the revitalisation of the Friends of Lowndes Park, a group of residents who make vital contributions to the strategic direction of the park and its management. Various local organisations are on the steering group, including the Chesham Society and Chesham Environmental Group. A public survey taken in September 2007 indicated 96.4% of people were in support of the bid.

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 Government's 'Cleaner, Safer, Greener Communities' initiative recognises that the state of the local environment affects the well-being of people living there, thus improvements to the park will benefit the well-being of the community. Funding to improve the performance area and youth play provision will attract traditionally 'hard-to-reach' groups. Works to widen and upgrade footpaths will include access for all. New information and interpretation boards will increase knowledge about the park.

How does the project meet the aims of the Chesham Community Vision?

Vision Statement and Key Values	How the Project meets the Objective
A town that encourages young and old from all areas to work together to achieve continual improvement to the facilities and future prospects of the town.	The steering group overseeing the bid includes representatives from several local groups, including the Mosque Committee, COPAG and the Rotary Club. The bid has initiated the revitalisation of the Friends of Lowndes Park, which now has over 100 members committed to improving the park.
A town that promotes a thriving town centre which provides leisure and shopping facilities to meet the needs and wishes of residents and visitors.	Increasing visitor numbers to the park will also increase visitors to the rest of the town centre and its shops. The park is the major green space in the town centre for recreation and leisure.
A town of character.	The park has played an important role in the history of the town. Improving people's understanding of the park's heritage will increase their knowledge of the town's character and history.
Easy accessibility to green open spaces.	Lowndes Park is the largest green space in the town and upgrading entrances and footpaths will improve accessibility for all.

Total Project Costs: £41,000

External Funding Raised: £41,000 Heritage Lottery Fund

3. New Town Council Web Site

Project summary:

The council's previous web site was launched in 2005. Whilst the web site featured News and Events pages that could be updated in-house, many of the other pages on the site were static and information rapidly became out of date. The Council decided to develop a new web site, using a technology platform designed specifically for local councils.

The new web site was launched at the end of March 2008. Designed in-house, the new site can be adapted over time to reflect the development of the Council and its services. All pages can be instantaneously updated by council officers.

New features on the site include PDFs of committee reports and a powerful site search which makes it easier for the public to get to the information they want. The site also has a dynamic enquiry form, enabling people to submit their comments and queries to the Council at any time.

How does the project meet the Council's objectives?

In addition to meeting the below objectives, the new web site plays a key role in the Council's commitment to consult with residents.

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 web site provides residents with detailed information on the recreational services offered by the Council and how they can access them, including allotments, parks and open spaces, theatres and play areas.
To preserve the unique identity of Chesham and promote its heritage.	The web site provides information on the Town Council's history and the heritage of the Council's buildings and lands. The web site also promotes local heritage organisations, such as the Chesham Museum.

How does the project meet the aims of the Chesham Community Vision?

Vision Statement and Key Values	How the Project meets the Objective
A town that encourages young and old from all areas to work together to achieve continual improvement to the facilities and future prospects of the town.	The new web site is a valuable source of information on local projects and activities, with information on how to get involved.
Promotes a thriving town centre which provides leisure and shopping facilities to meet the needs and wishes of residents and visitors.	The News and Events sections of the web site publicise activities taking place in the town centre.
Improved communication with all who live, work, visit and play in Chesham.	The new web site is a significantly improved resource for anybody wishing to find out about Chesham. The Local Links pages also highlight other online information sources for Chesham.

Total Project Costs: £300

External Funding Raised: £0

4. Town Charter Celebrations

Project summary:

2007 was the 750th anniversary of the granting of a charter to Chesham by King Henry III. The charter entitles the town to hold an annual fair and weekly market; a tradition that continues to this day. The Heritage Weekend Working Party, led by the Town Council, decided to hold a free event for the public to celebrate the anniversary.

On 3rd September 2007 a medieval fayre and market were held in Lowndes Park. Crafts-people and entertainers demonstrated the trades, professions and leisure pursuits of Medieval Chesham. A historic re-enactment group demonstrated Medieval combat, singing and dancing. Other local groups participated in the event, including the School of Traditional Medieval Fencing and the Friends of Lowndes Park. Story-telling events were held at Chesham Museum. A mural depicting 750 years of street life in Chesham, produced by students at Chesham Park Community College, was unveiled outside the Town Hall.

The event was extremely well-attended by the public and much positive feedback and coverage were received from residents and the local media.

How does 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 Medieval celebration provided a high-quality day of free education and entertainment in the town centre.
To preserve the unique identity of Chesham and promote its heritage.	The charter is an important component of Chesham's identity and heritage as a Chilterns Market Town. This event was important in raising the public's awareness of the charter.

How does the project meet the aims of the Chesham Community Vision?

Vision Statement and Key Values	How the Project meets the Objective
A town that promotes a thriving town centre which provides leisure and shopping facilities to meet the needs and wishes of residents and visitors.	Hosting major events such as this within the town centre brings large numbers of people into the town, a proportion of which will go on to visit other facilities within the town, including shops.
A town of character.	This celebration of an important event in the town's history helps to promote the unique character of the town.

Total Project Costs: £7,250

External Funding Raised: £6000, Heritage Lottery Fund's Awards for All

5. Woodland View Play Equipment

Project summary:

The Woodland View Multi-Games Play Area is located in Waterside Ward. Although a valuable youth facility in the area, nearby residents had experienced antisocial behaviour following the installation of the rounded closed goal module. The Town Council consulted with Paradigm Housing, the Friends Off Pheasant Rise Residents Association, other residents, the Police and Buckinghamshire County Council's Youth outreach workers on re-siting the module and installing new equipment aimed at younger children.

The goal module was removed in 2007 and will be installed elsewhere in the town, following consultation with residents at the proposed new location. A small play area for younger children was installed on the former site of the goal area and the area re-turfed. This work has significantly reduced the incidences of anti-social behaviour in the area.

How does 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.	Modern, high-quality play equipment has been installed for the benefit of Waterside residents.
To consult with and take due regard of all comments received from other statutory bodies, voluntary organisations and individuals, to ensure an improving standard of service that meets with local needs.	Extensive public consultation was undertaken in the refurbishment of Woodland View Play Area to provide the service required by the local residents.
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 major achievement of this project was a reduction in antisocial behaviour, whilst maintaining access to play for local children.

How does the project meet the aims of the Chesham Community Vision?

Vision Statement and Key Values	How the Project meets the Objective
A solid community infrastructure.	Provision for play across the town is vital for the well-being of our children. Installation of high-quality play equipment forms part of the community infrastructure.
Best access to services.	This project has allowed access for Waterside residents to high quality play facilities.

Total Project Costs: £8,544

External Funding Raised: £0

Projects For 2008/09

1. Chesham Moor Gym & Swim Solar Panels Installation

Project summary:

Installation of solar panels at Chesham Moor Gym & Swim would provide thermal heating of water for the pool and showers. The installation of solar panels accords with the Town Council's Environmental Policy objective to 'Use energy, natural resources, and non-renewable resources efficiently and strive to minimise waste and pollution'. It is estimated that harnessing solar energy may provide a budget saving of 50-70% of current gas consumption, and may also provide a reduction in electricity consumption.

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.	Installation of a solar panel heating system will be a significant development to the Moor Swim & Gym facilities, reducing the pools non-renewable energy consumption.
To preserve the unique identity of Chesham and promote its heritage.	Chesham has a strong history of open air swimming and there has been a formal pool on the Moor Gym & Swim site since the late 19th century.

How will the project meet the aims of the Chesham Community Vision?

Vision Statement and Key Values	How the Project meets the Objective
A town of character.	Many open air pools around the UK have closed in the last few decades. The historic open air pool contributes to Chesham's heritage and character. Reducing the pool's energy costs will help its long-term sustainability.
A solid community infrastructure.	The open air pool forms an important part of the leisure infrastructure of the town.

2. Elgiva On-Line Booking System

Project summary:

Currently theatre and cinema tickets for the Elgiva can be purchased in person at the Box Office, over the phone, by post, or reservations can be made by email. Box Office opening hours are 10am to 3pm, Monday to Saturday. It is proposed to install an online booking system that will offer customers the flexibility of purchasing tickets 24-hours a day, seven days a week. In addition to ensuring that customers will always be able to purchase tickets, the new system will free up time for the Box Office staff to undertake other duties.

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 online booking system will provide greater access to performances and screenings at the Elgiva. Online booking will encourage younger clientele to the theatre.
To consult with and take due regard of all comments received from other statutory bodies, voluntary organisations and individuals, to ensure an improving standard of service that meets with local needs.	Consultation with Elgiva customers and organisations, including theatre groups, as part of the 2007/08 Best Value review of the Elgiva, identified a demand for online booking.

How will the project meet the aims of the Chesham Community Vision?

Vision Statement and Key Values	How the Project meets the Objective
A town that promotes a thriving town centre which provides leisure and shopping facilities to meet the needs and wishes of residents and visitors.	Installation of the online booking facility will increase accessibility to one of the town centre's major leisure facilities.
Best access to services.	The new system will provide a significant improvement in accessibility to the Elgiva's services.

3. Cemetery 150th Anniversary Booklet

Project summary:

Chesham's cemetery was inaugurated in 1858 to provide a burial place for Chesham residents following the closure of St. Mary's churchyard. To commemorate the 150 year anniversary, the Town Council, working with the Friends of Chesham Cemetery, will produce a booklet about the cemetery, including information on its history and the cemetery today.

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 booklet will provide interpretation on the cemetery, which is used as a recreational resource by many residents.
To preserve the unique identity of Chesham and promote its heritage.	The booklet will promote the history of the cemetery, which is currently poorly known.

How will the project meet the aims of the Chesham Community Vision?

Vision Statement and Key Values	How the Project meets the Objective
A town that encourages young and old from all areas to work together to achieve continual improvement to the facilities and future prospects of the town.	The Town Council is working on this project with the Friends of Chesham Cemetery, a voluntary group of residents who are working to improve the cemetery.
Easy accessibility to green open spaces.	The booklet will raise awareness and increase understanding of the cemetery, one of the largest green open spaces in the town.

4. Lowndes Park Green Flag Application

Project summary:

The Green Flag award scheme, operated by the Civic Trust, is the national standard for parks in England. Achieving Green Flag status for Lowndes Park will demonstrate that the park has a high standards in the following areas: environmental sustainability, security, maintenance, conservation, heritage and community involvement. Working towards Green Flag status will also assist with the Heritage Lottery Fund application for the park's regeneration.

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.	To achieve the Green Flag award requires Lowndes Park and its facilities to be at a national standard of excellence.
To preserve the unique identity of Chesham and promote its heritage.	One of the areas judged for the awards is 'Conservation and Heritage'. The Lowndes Park Management Plan, which is submitted as part of the Green Flag application, has a section devoted to the conservation of the park's heritage.

How will the project meet the aims of the Chesham Community Vision?

Vision Statement and Key Values	How the Project meets the Objective
A town that promotes a thriving town centre which provides leisure and shopping facilities to meet the needs and wishes of residents and visitors.	Achieving a recognised national standard of excellence for Lowndes Park will demonstrate that the Town Council is providing first class leisure facilities in the town centre.
Easy accessibility to green open spaces.	Lowndes Park is located in the centre of the town, providing easy access to a high quality open space for recreation.

5. Marston Field Pavilion Re-build

Project summary:

Marston field is an 8-acre playing field located in Ridgeway Ward. The field has football pitches, a multi-use games area and an enclosed children's play area. Marston Pavilion was damaged by fire following an arson attack in 2006. The Town Council recognises the need for decent sports facilities and a community meeting place in the Pond Park area. For this reason, the Council has convened a Marston Pavilion steering group to develop a new state-of-the-art football changing facility that accommodates a community area.

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 pavilion will provide modern facilities to suit the recreational needs of residents in the Ridgeway area.
To consult with and take due regard of all comments received from other statutory bodies, voluntary organisations and individuals, to ensure an improving standard of service that meets with local needs.	The Marston Pavilion Steering Group includes representatives from the local community to ensure that there is adequate consultation on the project.
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 development of the new pavilion will provide a much needed sporting and community facility in one of the more deprived areas of Chesham, promoting positive recreational activities for the young and community involvement for all.

How will the project meet the aims of the Chesham Community Vision?

Vision Statement and Key Values	How the Project meets the Objective
A solid community infrastructure.	Provision for sport across the town is vital for the well-being of our children. Development of a modern football changing facility forms part of the community's recreational infrastructure.
Best access to services.	The new facility will provide access to high quality facilities for residents in Ridgeway Ward.
A strong sense of community.	The pavilion will accommodate a community area to help foster a sense of community.

Our Services, Performance 2007/08, and Targets for 2008/09

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 2006/07	Actual 2006/07	Target 2007/08	Actual 2007/08	Target 2008/09
Cost of all Town Council services per elector per annum	£46.96	£40.91	£46.24	£44.06	£51.71
Percentage attendance by Councillors at meetings of the Council, including standing committees	80.0%	80.5%	80.0%	79.3%	80.0%
Percentage of correspondence dealt with within 7 days	90.0%	87.1%	90.0%	98.0%	90.0%

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 altogether owns 227 plots, spread across Asheridge Road (45 plots); Amersham Road (6 plots) and Cameron Road (176 plots).

Performance Indicator Allotments	Target 2006/07	Actual 2006/07	Target 2007/08	Actual 2007/08	Target 2008/09
Cost to the Council per elector	£0.93	£1.19	£0.98	£0.70	£1.08
Income to the Council per hectare of workable allotment land	£612.76	£671.81	£778.93	£813.35	£778.93
Percentage of uncultivated allotment land	2.5%	3.2%	2.5%	2.0%	2.5%

Annual summary of Allotments

The current nation-wide popularity of allotments is reflected in Chesham, with all three sites being fully tenanted. The percentage of uncultivated plots reflects a snap-shot at the end of the year, the 2.0% figure representing plots that were in the process of being taken over by new tenants, after being vacated by previous tenants.

The Council granted the Allotments Group the use of a plot on the Cameron Road site as a focal point for communal activities, to engender a sense of community amongst the tenants. Activities will include regular Saturday coffee mornings. A survey of tenants conducted in early 2008 found that there was 92% support for the plot, with 46% of respondents already having used the plot.

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 Council owns, and maintains, jointly with external contractors, approximately 88 acres of Parks, Gardens and Open Spaces at the following 17 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 and summer open-air concerts.
- **Meades Water Gardens** - formerly disused watercress beds, a 3 acre wildlife habitat and recreation area including a stretch of the River Chess, regenerated 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 playthings 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.
- **Co-op Field** - a sloping 4 acre field, a popular location for tobogganing, with 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 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 children's play 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 2006/07	Actual 2006/07	Target 2007/08	Actual 2007/08	Target 2008/09
Cost to the Council per elector	£10.32	£9.34	£10.69	£10.68	£12.01
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

In 2007/08, the major phase of the Meades Water Gardens project was completed, comprising the restoration of a silted up artificial lakes forming part of the River Chess, back to a chalk stream, a rare and characteristic habitat of the Chilterns (see p. 9 for more information).

A >£1 million bid to the Heritage Lottery Fund's Parks for People funding programme was submitted to access funding to upgrade the park's facilities and conserve its heritage (see p. 11 for more information).

New play equipment, aimed at young children, was installed at the Woodland View Play Area following extensive consultation with residents and statutory bodies (see p. 15 for more information), providing a valuable youth facility in the Waterside area.

As part of Thames and Chilterns in Bloom, Chesham achieved its best ever result, being awarded a prestigious Silver Gilt prize. The council's town centre floral displays, Meades Water Gardens and Lowndes Park were judged as part of the town's entry.

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 (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 website, www.elgiva.com providing 24 hour access to cinema and theatre listings. The Elgiva provides a bar and there is also a franchised coffee shop/restaurant. 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 2006/07	Actual 2006/07	Target 2007/08	Actual 2007/08	Target 2008/09
Cost to the Council per elector	£9.34	£6.99	£8.67	£7.72	£8.58
Income as a proportion of operating costs	67.8%	76.1%	71.8%	76.0%	73.9%
Number of patrons attending cinema performances	9,000	9,139	9,000	7,467	7,500
Number of patrons attending theatre performances	34,000	38,224	36,000	39,618	38,000
Average attendance – cinema (matinee)	10%	12%	12%	10%	10%
Average attendance – cinema (evening)	25%	33%	33%	26%	26%
Average attendance – theatre	67%	63%	65%	73%	70%

Annual summary of the Elgiva

Theatre attendance at the Elgiva has bucked the national trend of declining attendances. Part of this was a substantial increase in pantomime audiences, with a record 35% increase on the previous year's production. There was also an increase in the number of professional performances staged.

The Elgiva also underwent refurbishment, with the replacement of the foyer flooring, and investment in technical equipment.

Satisfaction levels are high: in a 2007 customer survey 100% of respondents stated that the Elgiva is 'satisfactory', 'good' or 'excellent'.

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 through Baines Walk or by car through Star Yard Car Park, off Blucher Street. 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 microphone hiring facility and wireless internet connection. The Town Hall is used extensively by a wide range of clubs, societies and community organisations as well as local companies for business meetings, including AGMs, and training. It is the town's only licensed venue for civil marriages and partnerships. Our first civil marriage took place on 29 June 2002 and our first civil partnership took place on 7 October 2006. The car park is owned and managed by Chiltern District Council and can accommodate 59 vehicles including 3 spaces for the registered disabled.

Performance Indicator Town Hall & Little Theatre	Target 2006/07	Actual 2006/07	Target 2007/08	Actual 2007/08	Target 2008/09
Cost to the Council per elector	£1.89	£1.83	£2.05	£1.39	£1.98
Income from lettings as a proportion of operating costs	55.7%	57.3%	56.7%	66.7%	55.0%
Number of lettings for the Town Hall	1575	1542	1565	1555	1565
Number of free-of-charge sessions granted	*PI amended	13	15	6	10
Number of civil marriage/partnership ceremonies	15	21	20	18	20
Little Theatre – number of theatre lettings**	---	---	N/A	136	N/A
Little Theatre – number of class lettings**	---	---	N/A	343	N/A
Little Theatre – number of private bookings**	---	---	N/A	20	N/A

* This PI was amended in 2006/07 to include only genuine free-of-charge sessions granted to outside bodies, e.g. Town Twinning.

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

Annual summary of the Town Hall

The Town Hall remains a popular venue for a variety of uses, from classes and parties to business meetings. The relatively recent addition of facilities, such as wireless internet access and a laptop, in combination with the Town Hall's central location and good parking provision, have meant that the venue is used increasingly by professionals for meetings, training courses and business breakfasts.

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 sports ground accommodates two football pitches, an artificial cricket wicket and pavilion that provides modern 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 by the Town Council and also managed by the Council on a short-term basis. The playing fields on the lower Moor accommodate four football pitches. The Upper Moor accommodates a floodlit multi court (netball, tennis, five-a-side football, hockey and volleyball), a separate tennis court and a heated outdoor swimming pool.

Performance Indicator Sports Pavilions, Playing Fields	Target 2006/07	Actual 2006/07	Target 2007/08	Actual 2007/08	Target 2008/09
Cost to the Council per elector.	£0.86	£0.76	£0.76	£0.80	£1.24
Income from lettings as a proportion of operating costs.	32.2%	29.2%	13.3%	21.3%	10.7%
Number of lettings for football matches.	70	44*	50	60	70
Number of organisations in total using these facilities.	13	8*	8	8	8

* Due to loss of three teams from the previous season (two have folded and one has moved to an alternative venue), a reduced number of friendlies (two teams) and some other organisations using alternative facilities.

Annual summary of the Sports Pavilions and Playing Fields

An internal maintenance programme for Codmore Pavilion was initiated in 2007/08, with 50% of the works complete. The remaining works will be undertaken in 2008/09.

Significant public consultation has been conducted as part of the project to rebuild Marston Pavilion. Plans for the new facility have been revised following consultation with Chiltern District Council and Buckinghamshire County Council and will be submitted for planning permission.

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 September and adjoining gymnasium and solarium, 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 2006/07	Actual 2006/07	Target 2007/08	Actual 2007/08	Target 2008/09
Cost to the Council per elector	£2.39	£2.37	£2.58	£5.46	£4.19
Number of swims	N/A	---	N/A	16,463	17,500
Number of lettings for tennis court	1800	2091	**1600	1024****	†
Number of lettings for multi-court (includes tennis, netball, football)	700	*445	**350	***	†

* The multi-court was not available for lettings between January and March pending resurfacing.

** Targets are lower than in previous years as the courts will be unavailable during repair and resurfacing works for the tennis and multi-court, respectively.

*** The multicourt has been closed since April 2007, pending resurfacing.

**** The tennis court data for April and May 2007 is unavailable.

† Targets to be confirmed pending a decision on the resurfacing/repair of the courts.

Annual summary of Chesham Moor Gym & Swim

2007-08 was the first year in which the pool came under the management of the Town Council. In July 2008, we also took over the operation of the gym and installed state of the art equipment. The Council has developed a marketing strategy for the centre to safeguard its long-term viability and have formed a consultative body in the form of a Friends group, who assist with many projects, including marketing and publicity.

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 Town and Chartridge Parish Councils. The cemetery is situated at the northern end of the town with entrances in Bellingdon Road, Berkhamstead Road and Alma Road. The cemetery, celebrating its 150th anniversary in 2008, 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 2006/07	Actual 2006/07	Target 2007/08	Actual 2007/08	Target 2008/09
Cost to the Council per elector – cemetery & churchyard	£3.07	£3.28	£3.12	£2.85	£3.23

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

Much work was undertaken on the cemetery during 2007/08. Permanent make-safe procedures have been completed in twelve sections of the cemetery to secure those memorials that failed the safety test inspections and have not been repaired by the memorial owners.

Work was started to computerise the burial registers and memorial details to improve ease of access to this historic information. A project was initiated with the Friends of Chesham Cemetery to produce a booklet commemorating the 150th anniversary of the cemetery in 2008. The Town Council continues to support the wildflower project run by the Friends as part of its commitment to improving the Council's environmental performance.

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.
- **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 seven charitable bodies, (see p.2 for details), and on a further 25 organisations and four working panels.
- **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, 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 2006/07	Actual 2006/07	Target 2007/08	Actual 2007/08	Target 2008/09
Cost to the Council per elector	£9.13	£7.95	£9.41	£7.90	£11.13

Annual summary of Democratic Services and Corporate Management

The Council continues to represent Chesham residents and in 2007 adopted a consultation policy and procedure to ensure consistency and standards when seeking the public's views. The Council also led on a number of highly successful community events/projects, including the Chesham Charter Celebrations (see p. 14 for more information) and Chesham in Bloom. The Council continues to be heavily involved in the Chesham Community Vision, contributing to projects promoting and enhancing business, tourism, the environment, transport, youth and community, an outcome of which was the Youth Taster event held at Chesham Park Community College to encourage youth participation in organised activities.

As part of on-going training, all Members and Officers were provided with diversity training.

Environmental Performance

The Council's objective is:

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's major environmental project during 2007/08 was the reinstatement of the chalk stream habitat as part of the regeneration of Meades Water Gardens (see p. 9 for more information). The Council hosted an extremely well-attended Impress the Chess open forum in January 2008 to provide information to the public about the state of the river in the town. Officers also contributed to an invasive weeds survey undertaken along the River Chess.

New recycling initiatives were implemented by the Parks and Premises department to compost, mulch or re-use green waste. The Town Hall changed its drinking water supply from bottled water to tap water eliminating the need for plastic bottles and the carbon footprint associated with the transport of water bottles. The Town Hall office converted to using recycled paper.

A five-year management plan was devised for Lowndes Park, in consultation with the Friends of Lowndes Park, which includes an Ecology and Biodiversity Plan. A waterfowl management policy for council land was developed.

In partnership with Chiltern District Council, an aluminium foil recycling facility was installed at the Town Hall, the only one of its kind in Chesham.

APPENDICES

CHESHAM TOWN COUNCIL
Calendar of Meetings of the Council and Committees
May 2008 to May 2009

All meetings commence at 7.30 pm except where indicated

May 2008

- 12 Development Control
- 12 COUNCIL (8 pm)
- 15 Annual Town Meeting (Thursday)
- 19 ANNUAL COUNCIL

June

- 02 Recreation and the Arts
- 09 Development Control
- 09 Performance Review (8 pm)
- 23 COUNCIL
- 30 Development Control
- 30 Policy & Resources (8 pm)

July

- 21 Development Control
- 21 COUNCIL (8 pm)

August

- 11 Development Control

September

- 01 Development Control
- 01 Recreation and the Arts (8 pm)
- 15 Policy and Resources
- 22 Development Control
- 22 COUNCIL (8 pm)

October

- 06 Recreation and the Arts
- 13 Development Control
- 20 Policy and Resources

November

- 03 Development Control
- 03 Performance Review (8 pm)
- 10 Executive
- 17 COUNCIL
- 24 Development Control
- 24 Recreation and the Arts (8 pm)

December

- 15 Development Control
- 15 Policy and Resources (8 pm)

January 2009

- 12 COUNCIL (PRECEPT)
- 19 Development Control
- 19 Recreation and the Arts (8 pm)
- 26 Performance Review

February

- 09 Development Control
- 09 Policy and Resources (8 pm)
- 23 COUNCIL

March

- 02 Development Control
- 02 Recreation and the Arts (8 pm)
- 23 Development Control
- 23 Policy and Resources (8 pm)

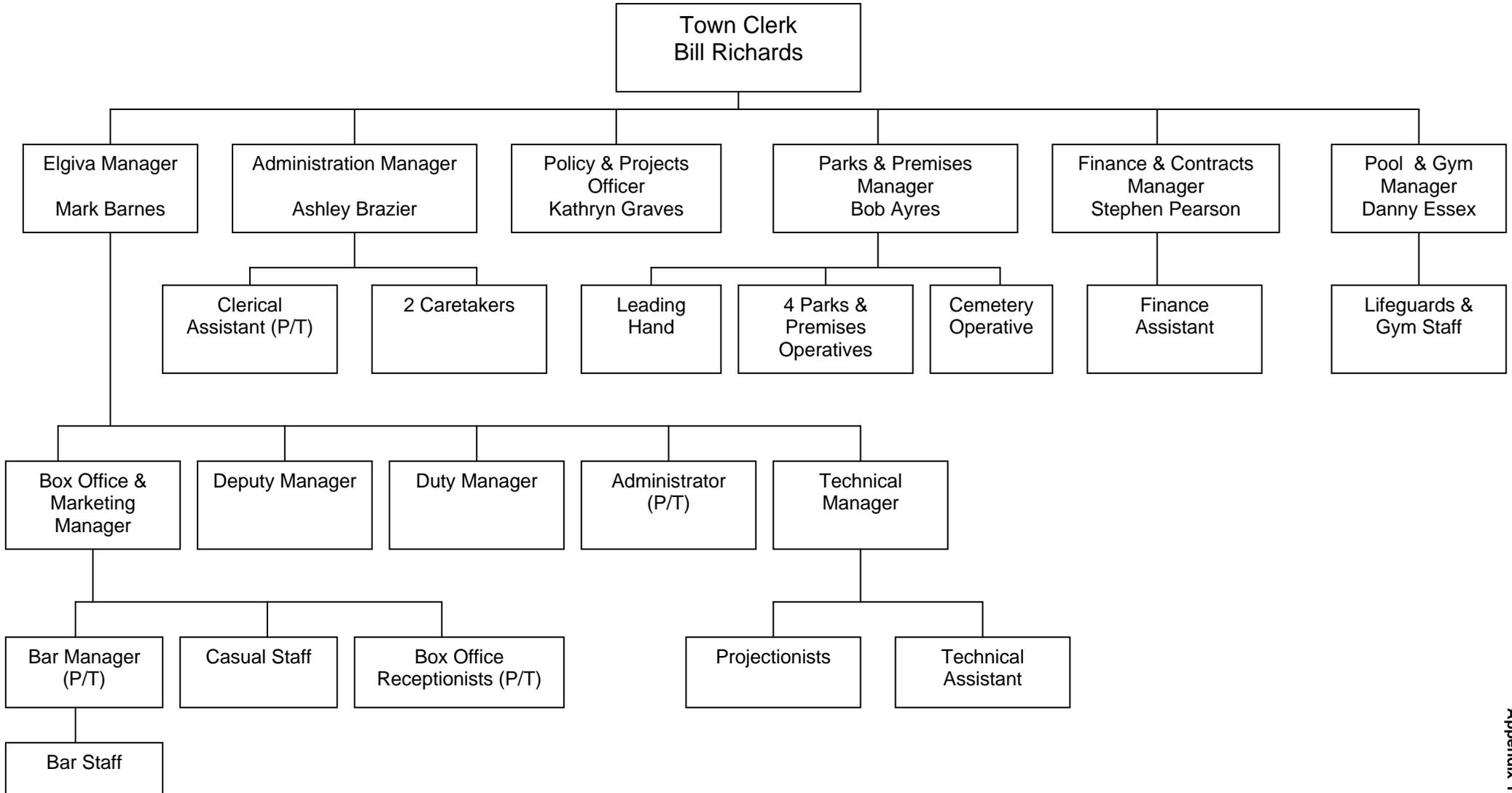
April

- 20 Development Control
- 20 Performance Review (8 pm)

May

- 11 Development Control
- 11 COUNCIL (8 pm)
- 14 Annual Town Meeting (Thursday)
- 18 ANNUAL COUNCIL

Chesham Town Council Structure



Chesham Community Vision your town – your future



VISION STATEMENT – Chesham in 2015

An active and vibrant working market town with an integrated but varied community where people support one another and can live, work, shop, visit and enjoy themselves in an environment that is constantly cared for and enhanced. A town that...

- provides sustainable employment opportunities, housing and business facilities that respect the Area of Outstanding Natural Beauty in which it is situated.
- encourages young and old from all areas to work together to achieve continual improvement to the facilities and future prospects of the town.
- promotes a thriving town centre which provides leisure and shopping facilities to meet the needs and wishes of residents and visitors.
- has a fully linked transport and communication system providing good services for people to travel within the town and regular connections to London and surrounding towns and villages..

BACKGROUND

The Chesham Community Vision was launched in early 2004. Over 400 residents from Chesham and surrounding communities plus representatives of more than 40 local businesses, groups and organisations responded to an initial consultation event. Over 3,000 individual responses have been captured as part of this new community-wide appraisal, completed by a broad spectrum of the community including the very young, young people, older persons, minority group representatives plus local retailers and businesses. A good example of the innovative consultation techniques deployed during the project was the 'Lights, Camera, Gab DVD initiative. What has emerged are a range of key trends and issues, challenges and aspirations, that those who live, work, play or visit the town and local area express when they consider the future of this community.

In late 2004 four Action Groups, Environment, Economy, Community & Transport, were created with a remit to build on the evidence from the consultation work and prepare a fresh action plan reflecting the views of the widest possible audience and forming a springboard for projects to be delivered by local community groups. This Vision document summarises the outcome of their work and offers an initial action plan which will guide project teams as they seek solutions to the challenges facing Chesham over the next 10 years.

HISTORY & HERITAGE

The people of Chesham have a tradition of being independent minded – politically, in religion and in trade. In the 1700s the commercial planting of beechwoods gave impetus to the first industrialisation of this rural town. Leathercraft followed. This together with a brewery gave the town its cachet of 4 B's – Boots, Brushes, Beer and Baptists. The arrival of the Metropolitan Railway in 1889 further boosted the economy. In the 1960s an influx of workers from Pakistan and Bangladesh began the change of the population into today's multicultural diversity.

As we move into the 21st century our traditional small industries have declined and the change is towards service industries. However, Chesham survives as a market town in a valued Chiltern landscape and still serves a wide rural area.

KEY VALUES

The key values, challenges and aspirations expressed by the community in and around the town are;

- ◆ A town of character
- ◆ A vibrant social mix
- ◆ A solid community infrastructure
- ◆ Regeneration of the High Street
- ◆ Ensure a sound local economy
- ◆ Best access to services
- ◆ Improved communication with all who live, work, visit and play in Chesham
- ◆ A strong sense of community
- ◆ An integrated community
- ◆ Easy accessibility to green open spaces
- ◆ Better choice of shops
- ◆ Linking of education, training and employment
- ◆ An integrated public transport system



Chesham retains a very strong community identity. The responses to our appraisal from all sectors of the community reflected this and also a clear appreciation of the blend of rural and urban. This unique mix e.g. distinctive town centre, green spaces, variety of small retail units, street market and surviving social fabric was recognised by all who we have consulted, i.e. living, working or visiting the town. Many valued and wished to retain the geographical distinctiveness of Chesham and surrounding communities within the Chilterns. These factors clearly play a major part in the importance of the town to a wide hinterland.

PARTNERS

This Vision reflects a strong local partnership, the process facilitated by Bucks Community Action and supported by Chesham Chamber of Trade and Commerce, Chesham Community Association, Chesham Society, Chesham Environment Group, Chiltern Racial Equality Council, The Children's Fund, Chesham Town Council, Chiltern District Council and Buckinghamshire County Council

ENVIRONMENT

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. As well as larger schemes to achieve this, such as *Impress the Chess*, Chesham In Bloom and the Lowndes Park project, there are numerous local groups working on environmental projects. An Environment Forum will be set up to identify these groups, co-ordinate their work and to publicise their activities. Furthermore, access to the surrounding countryside needs improving for walkers and cyclists, both local and visiting, so that Chesham can be seen as a tourist centre and a gateway to the Chilterns. The town itself needs to have more to offer to visitors and the utilisation of the Yards off the High Street is one way of achieving this. Chesham has an interesting heritage of trades and professions. Publicity of this by means of the Museum and various publications will further add to the attractiveness of the town to the visitor.



ECONOMY

Chesham is a work/life town with the majority of residents working within five miles of home and it is this heritage that determines its character. It is not just a dormitory for anywhere else and its High Street is not a clone of a hundred other High Streets throughout the country. Maintaining these elements is essential to maintaining the character of Chesham.

The High Street in Chesham has suffered like those in many other market towns but with the fourth largest population in the County and with its hinterland of the historical Greater Chesham it has strengths to build upon. The need is to upgrade the High Street in terms of environmental and social attractiveness, to extend the range of shops, particularly local and specialist shops, to exploit the street market and to develop other facilities such as restaurants that will attract visitors. There is a need for consistent promotion of the High Street, recognising the convenience, variety, accessibility and expertise that local ownership and control provide.

Although Chesham has a substantial resident population, a really dynamic High Street needs to attract visitors from outside. There are many attractive features to Chesham, but no major attraction to bring people in. The need is to develop a strategy that will build on these lower key attractions to increase the numbers of visitors to the Town and to encourage those visitors to make use of the other facilities available.

It is characteristic of Chesham that people work and live in the town. To maintain this situation, which is highly beneficial in social and environmental terms, there is a need to retain commercial premises in the Town and also to ensure that the people in Chesham have the appropriate education and skills to meet the needs of 21st century employment.

The economic vision can be captured in these five themes:

- Chesham has always been a working town and the key to maintaining its character is to maintain its economy.
- An essential element in its economy is a vibrant High Street, with an emphasis on local and specialist shops offering service, expertise, convenience and on-the-spot accountability.
- A successful High Street requires a good variety of shops and services in an attractive environment, with consistent promotion of what the Town can offer to increase the flow of visitors.
- It is also important to continue to provide employment within Chesham, to benefit from the major social and environmental benefits that this brings.
- This will require the availability of a suitably skilled and educated workforce and access to suitable commercial premises.

COMMUNITY

The population of Chesham includes people of all ages and differing ethnic backgrounds. For geographical reasons, many communities are physically separated and the hinterland is even more distant. The community vision has identified four key themes that can address the challenges to this dimension of future Chesham.

- To meet the needs of all groups and communities and to seek integrated facilities that encourage an interaction of all ages and origins across the town and hinterland.
- To understand better the needs of communities in different parts of the town and hinterland, in similar terms. A commitment to community cohesion that can have as an outcome the celebration of similarities and differences across the community. Examples can include projects to celebrate Black and Asian History and support to similar festivals in the future.
- To define better the needs of young people, the elderly and other identifiable groups in terms of facilities, services and learning provision. A community hub in the former Pond Park ward has been identified as a major need.
- To develop an independent town community forum with an ability to draw down its own funding for community wide initiatives.

TRANSPORT

The transport vision seeks to improve access for all to local amenities, local communities and the nearby larger towns. Transport is restricted by the topography of the area, with traffic being funnelled along the A416 through Chesham. Congestion along this road is a major issue that needs to be addressed. Much appreciated is Chesham station and its direct access to London. It is important to improve access from the estates of the town and surrounding villages to Chesham town centre and the Railway Station. This can be achieved through improved transport facilities including frequent reliable core bus services, demand responsive buses, taxi-buses, cycling and walking.

Other issues include

- The difficulty in accessing health provision and other services within the Chesham area and beyond.
- The lack of a regular bus service to and from the nearby large towns
- The lack of evening and Sunday transport in general and the lack of information on transport
- The lack of a resident, shoppers and visitor parking strategy for the town and environs.

ACTION PLAN

This first action plan captures the challenges identified during the appraisal and proposed solutions. The steering Group will review and refresh this element of the Vision as projects progress.

Short Term Projects	Medium - Longer Term Projects
ENVIRONMENT	
<ul style="list-style-type: none">• Produce a Rights of Way Development Plan• Audit surviving industrial heritage (mills etc.)• Create a local Environment Forum• Support and enhance the <i>Impress the Chess</i>, Lowndes Park and Chesham In Bloom initiatives.	<ul style="list-style-type: none">• Rights Of Way network improvements (for walkers, riders, cyclists, etc.)• Joint / linked projects• Seek to develop historic yards
ECONOMY	
<ul style="list-style-type: none">• Establish a Training and Skills Forum (schools, colleges, employers)• Develop a Visitor Strategy	<ul style="list-style-type: none">• Revitalise the town centre• Establish an Enterprise Hub• Attract sustainable new businesses
COMMUNITY	
<ul style="list-style-type: none">• Create a community-wide Youth Forum• Waterside youth projects• Access and Mobility survey (COPAG - Chesham Older Persons Action Group)	<ul style="list-style-type: none">• Integrated youth projects• Community Cohesion initiatives• Pond Park community Hub• Access projects
TRANSPORT	
<ul style="list-style-type: none">• Introduce a taxi bus service to feed railway station with through ticketing options.• Develop a road freight management strategy.• Parking and access strategy.• Promote school & workplace travel planning.	<ul style="list-style-type: none">• Improve access to local services, communities, amenities and towns• Introduce demand responsive local bus services to meet local needs and connections to national networks.

WHAT NEXT!

Project groups will now develop the solutions proposed in our initial action plan. Why not join them? For further details contact : Francis Gomme, Buckinghamshire Community Action, 01296 421036 email francis@bucks-comm-action.org.uk Bill Richards, Chesham Town Council, 01494 774842 or our website: www.cheshamchamber.org/communityvision

یہ لیٹر آپ کی درخواست پر اردو میں بھی دستیاب کیا جاسکتا ہے
برائے مہم بانی اسکے لئے چیٹم ٹاؤن کونسل سے رابطہ کیجیے

**FOR A LARGE PRINT
VERSION OF THIS VISION
DOCUMENT Contact
Chesham Town Council**

Chesham Town Councillors

Asheridge Vale Ward

Michael Brand	Shoe House, 6 Park Road, Chesham, HP5 2JE	Lib.Dem	775239
Chris Spruytenburg	35 Nalders Road, Chesham, HP5 3DQ	Lib.Dem	785160

Hilltop Ward

Elaine Bamford	352 Berkhamstead Road, Chesham, HP5 3HG	Con	776097
Noel Brown	7 Hospital Hill, Chesham, HP5 1PJ	Con	783164

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

Mohammad Bhatti	16 Lansdowne Road, Chesham, HP5 2BA	Con	784182
Pauline Wilkinson	11 Harding Road, Chesham, HP5 3BB	Con	783498

Ridgeway

Derek Lacey	32 Overdale Road, Chesham, HP5 2DZ	Ind	771508
Peter Yerrell	35 Birch Way, Chesham, HP5 3JL	Ind	771583

St. Mary's Ward

Colette Littley	1 Germain's 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
Merrin Molesworth	107 Hivings Hill, Chesham, HP5 2PJ	Lib.Dem	773381
Gill Walker	Connemara, Botley Lane, Chesham, HP5 1XS	Lib.Dem	07739 330324

Vale Ward

Mohammad Fayyaz	11 Chalk Hill, Chesham HP5 2DN	Lib Dem	778791
Alison Pirouet	76 Deansway, Chesham, HP5 2PF	Lib.Dem	0795 2433378

Waterside Ward

Jane Bramwell	Shoe House, 6 Park Road, Chesham, HP5 2JE	Lib.Dem	775239
Justine Fulford	33 Latimer Road, Chesham, HP5 1QQ	Lib.Dem	792478
Francis Holly	8 Bois Moor Road, Chesham, HP5 1SH	Lib.Dem	07956 410908

Key

Con	Conservative
Lib.Dem	Liberal Democrat
Ind	Independent