



**Chesham Town Council
Annual Performance Plan 2014-15**

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Performance Plan 2014/15 – 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 Chiltern 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. The Council also works with a number of other agencies and voluntary bodies working together to improve service delivery or resolve local problems. We are in the process of formalising these relationships, with the development of the Town Partner Scheme, which you can read more about on page 18. 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 2014-15 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:

Central Chilterns Group (HS2)
Chesham in Bloom
Chesham4Fairtrade
Chesham Action Partnership
Chesham Action Volunteers
Chesham Allotments Group
Chesham and Villages Local Area Forum
Chesham & District Community Association
Chesham & District Transport Users' Group
Chesham Environmental Group
Chesham Over 50s Positive Action Group
Chesham Town Twinning Association Committee
Chesham Youth Centre
Chesham Youth Council
Chiltern Chamber
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

Ranfurlly Charitable Services
Transition Town Chesham
Walkers Are Welcome

The Town Council awarded 26 donations totalling £8,232 in 2013 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 through 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.

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 the annual **Town Guide** and monthly articles in yourChesham magazine 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 2014/15

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 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. 25 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, minus any Council Tax Support Grant, is the amount the District Council collects on our behalf as a proportion of the total Council Tax paid by Chesham residents. This financial year, ending 31 March 2015, our funding requirement will be £845,895, less the Council Tax Support Grant of £60,320, leaving £785,575 to be financed by the residents of Chesham. Therefore, if you live in an average Band D house, you will be contributing £102.27 (a 1.99% increase on 2013/14 due to a reduction in the Council Tax Support Grant) to Chesham Town Council out of your total Council Tax Bill of £1,578.34 for 2014/15.

The net cost of the Town Council's services (including an allocation of the Renewals & Repairs annual contribution where appropriate) and funding can be summarised as follows:

NET EXPENDITURE 2013/14 £	<u>CHESHAM TOWN COUNCIL</u>	FORECASTED EXPENDITURE 2014/15 £
	<i>Service</i>	
191,455	Administration & Democratic Services	199,295
8,560	Allotments	11,550
41,465	Cemetery & Churchyard	50,305
138,450	Chesham Moor Gym & Swim	133,290
(7,975)	Housing	(7,860)
201,790	Parks & Open Spaces	206,665
7,005	Sports Pavilions & Pitches	8,545
182,710	The Elgiva	176,975
45,480	Town Centre Christmas Lights & Flora	24,030
40,055	Town Hall and Little Theatre by the Park	37,775
17,830	Lowndes Park Toilets	17,675
866,825		858,245
(22,000)	Contribution to (from) Reserves	(12,350)
844,825	Funding Requirement	845,895
111,618	Less Council Tax support Grant	60,320
733,207	Amount to be collected via Council Tax	785,575

Net Expenditure 2013/14

The below table provides a detailed summary of the Council's net expenditure for 2013/14, 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			
Civic Activities and Miscellaneous Expenses eg donations	19,730	19,080	
CCTV	200	186	
Cemetery	37,245	43,551	Lower Income and increased maintenance
Closed Churchyard	1,745	1,497	Reduced Maintenance
Interest	-8,950	-5,557	Low interest rates
Housing	-10,575	-10,649	
Corporate Management	89,355	88,338	
Democratic Management	89,630	89,007	
Chesham Moor Swim and Gym	120,530	92,340	Increased income and deferred gym equipment replacement
Codmore Field	3,405	3,461	
Marston Field	590	1,187	Increased Maintenance
Amenities	26,690	27,472	
Open Spaces	158,910	146,553	Reduced maintenance
Lowndes Park Toilets	17,830	16,912	
Agency Work	-9,590	-11,569	Income from Market Management
Skatepark Noise Abatement	3,270	3,235	
The Elgiva	146,635	108,269	Increased income and lower panto costs
Temperance Hall	-100	-100	
Town Hall	27,440	26,657	
Allotments	7,905	13,467	Increased maintenance
Town Centre Revitalisation	43,600	43,615	
RESERVES			
Renewal and Repairs	104,030	104,030	
Net cost of services	869,525	800,982	
Solar Energy Scheme	-2,700	-3,125	
Transfer to Renewals & Repairs	0	30,000	Additional transfer to reserve
Transfer to Elgiva Ring Fenced Reserve	0	20,000	Provision for future projects
Transfer to Chesham Moor Gym & Swim Ring Fenced Reserve	0	10,000	Provision for future projects
Appropriation to (from) Reserves	-22,000	-13,032	See explanations above
Funding Requirement	844,825	844,825	

Details of the Renewals and Repairs Reserve Programme are shown below and schemes not completed in 2013/14 will be carried over to 2014/15.

Renewals and Repairs Programme

	2013/14 * ESTIMATE £	2013/14 REVISED £	2014/15 ESTIMATE £	2015/16 ESTIMATE £
BALANCES BROUGHT FORWARD:				
Capital –Marston Pavilion	17,000	17,000	17,000	17,000
Renewal & Repairs	211,140	211,140	57,820	(11,215)
INCOME:				
Precept contributions	104,030	104,030	124,010	126,680
Christmas Lighting –Town Centre Consortium	-	-	-	-
Contribution towards Play Area	-	15,000**	-	-
Contributions (Church/Grant)	-	-	-	-
Filming in Lowndes Park	-	900	-	-
Transfer from General Reserve	-	30,000	-	-
Transfer from Elgiva Reserve	-	8,013	-	-
TOTAL	332,170	386,083	198,830	132,465
LESS EXPENDITURE				
Allotments -fence	-	-	-	12,000
Allotments-paths/water main	1,000	1,500	2,000	1,500
Computer/Office Equipment	1,500	1,500	7,000	1,500
Elgiva	23,673	15,000	35,000	20,000
Elgiva -Projector	65,000	62,930	-	-
Town Hall	25,431	25,431	10,000	10,000
Paths – Lowndes Park	15,500	12,500	5,500	-
Play Equipment - General	-	-	20,000	20,000
Marston –return to grass	3,600	2,000	-	-
Skate Park Resurface	60,000	70,000	-	-
Seats	2,250	2,250	2,250	2,250
Litter Bins	1,125	1,145	1,155	1,165
Paths– Red Lion Street Gardens	2,000	-	3,000	-
Moor Hard Standing	1,000	1,000	15,000	-
Lower Moor Parking Area	-	-	9,500	-
Information Boards – Allots/Cemetery/Station Rd/Roads	5,000	5,000	-	-
Depot - buildings/drives	9,351	9,430	5,500	3,000
Tractor/Trailers/Vehicles	-	17,870	21,000	25,000
Codmore Pavilion – redecoration,etc	4,260	4,260	1,000	-
Football Pitches-vertidrain	-	-	-	3,200
Cemetery Chapel –renovation	-	4,675	5,500	-
Cemetery Hearse House-roof	5,000	5,000	-	-
Cemetery- paths	10,000	10,000	-	-

St. Mary's –Paths/Walls/Trees	10,000	10,000	2,000	5,000
Christmas Lights	18,000	-	20,000	-
Swimming Pool	46,842	46,842	15,000	35,000
War Memorial –refurbishment & new ornamental wall	2,000	2,930	2,000	3,000
Transfer to Skottowes Pond/Cemetery Reserves	-	-	10,000	10,000
Market Square -Standpipe	-	-	640	-
TOTAL EXPENDITURE	312,532	311,263	193,045	152,615
BALANCE CARRIED FORWARD	19,638	74,820	5,785	(20,150)

*Includes schemes and balances carried over from 2012/13

Policy 17.2.14

** Potential for £25,000 additional grant

Projects in 2013/14

1. New Skatepark, Lowndes Park

Lowndes Park's previous skatepark was built in 2000 and had reached the end of its natural life. The many users of the facility had been calling for a bigger and better facility in the centre of Chesham that is accessible to all. It was proposed that the new skatepark was located in a more central location in the park so it was away from nearby residents and therefore was free from the noise abatement notice the old facility had on it and which restricted the hours of its use.

The Council and Friends of Lowndes Park (FoLP) undertook much consultation, in liaison with Chesham Youth Council, with both the potential users and nearby local residents. This 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 also assisted with the consultation. Thames Valley Police undertook consultation with users and potential users and the community police officer presented her findings to the Council's Recreation and Arts Committee highlighting the need for the facility as an important diversionary tool to tackling anti-social behaviour.

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 (with further funds required for a new disabled accessible path and landscaping). Nine designs were received. FoLP and the Council 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, Freestyle Skateparks, was chosen and approved by Council.

The Council still had a funding shortfall, so various funding bids were submitted by Council and FoLP. Through these efforts, excellent financial support was secured from Biffa Award (£25,000), the Paradigm Foundation (£10,000) and Buckinghamshire County Council (£5,000). The rest of the money was provided by Chesham Town Council.

With the money secured by late January 2014, Freestyle contractors battled heroically through the appalling wet weather of the next the six weeks to complete the all-concrete design and the new facility was officially opened by the Town Mayor, Councillor Shaw, on the opening Saturday of the Easter holidays.

The new facility is much more robust and quieter and offers the users a much greater skating experience whether on skateboard or BMX. Moreover the look has been enhanced by sympathetic banking around part of the site. The additional pathway is also accessible for wheelchairs to allow use by the whole community.



Opening day – 4th April 2014

How did the project meet the Council’s objectives?

Strategic Objective	How the Project met 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 has now purchased and installed 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 former projection equipment was 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 in the previous year had 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 this format has almost completely disappeared.

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'.

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 Council agreed with the purchase and the projector and associated ancillary equipment such as 3-D glasses were provided by Future Projections Ltd at a cost of £62,930 and installed in August 2013.

The results have been spectacular. Live screenings from places such as the National Theatre and the Royal Opera House have been sold out and introduced a new range of customers to the theatre.



'War House' streamed live from the National Theatre in February

How did the project meet the Council's objectives?

Strategic Objective	How the Project met 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 digital projector allows 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.

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 strong 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.

With open air pools being closed down in other parts of the country, it was hoped that, by expanding the hours of this much enjoyed and supported facility, the Council would 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.

The end of year figures to March 31st 2014 were hugely encouraging in this area. It was estimated that that some 26,265 customers and braved the elements and swum in the pool from the end of September 2013 to the end of March 2014. The staff even forego part of their Christmas Day to offer a special Christmas Morning swim which was sold out and attracted over 70 swimmers.

Having more people through the door through the winter months has had the knock-on effect of getting more customers to join the gym following a price re-structuring. Financial figures for the year show an increase of over 42% when comparing the twelve months of the 2013/14 financial year against the same months of 2012/13. Such an increase has allowed the Council, with some confidence, to invest in a leasing agreement to provide new state-of-the art fitness equipment to the gym which, in turn, should see attendances rise even further.



Our inaugural Christmas Day swim

How did the project meet the Council’s objectives?

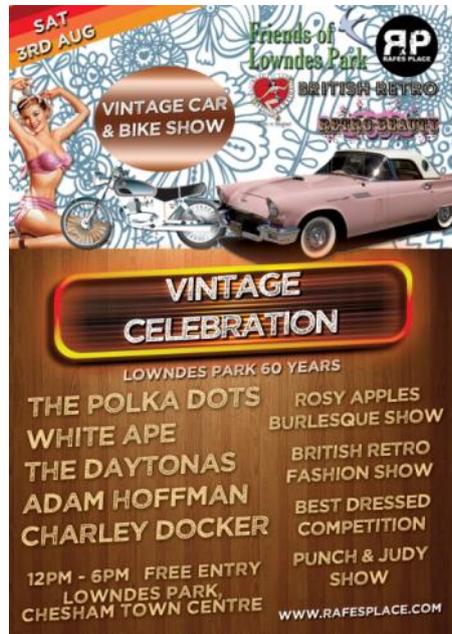
Strategic Objective	How the Project met the Objective
To enable residents to enjoy high-quality social, recreational, and cultural facilities within the town and to seek the continuing improvement and development of these facilities in accordance with the desires expressed by the residents.	The decision to open the pool all year round, has given residents an enhanced opportunity to partake in this recreational activity and, additionally, helped to provide equipment for an enhanced gym.

4. 60th Anniversary of Lowndes Park Celebrations

2013 saw 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’, organised an event on the 3rd August.

The event had 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. There were also activities and games for younger people, as it was very firmly aimed at making it a day out for all the family. In the end, despite some variable weather, over a thousand people attended and it received tremendous feedback from those who came.

The event was funded by the Council together with the Chesham Action Partnership and Chiltern District Council with a great deal of voluntary and community support to celebrate Chesham’s well-loved park.



Back to the Future with our 60th anniversary celebrations

How did the project meet the Council’s objectives?

Strategic Objective	How the Project met the Objective
To preserve the unique identity of Chesham and promote its heritage and its environment.	The event celebrated 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 last year we began to celebrate and acknowledge the existing support we receive, as well as looking to work more closely and effectively with our partners. In October 2013, we formally launched our “Town Partner” scheme with a reception hosted by last year’s Mayor, Cllr Shaw, at the Town Hall with local groups and organisations in

attendance that signed up to work with us to benefit the town.



Some of our Friends and partners who already help us

Our Town Partners:

- Better Chesham
- Chesham Allotments Group
- Chesham Environmental Group
- Chesham Over 50s Positive Action Group
- Chesham4Fairtrade
- Chiltern Society
- Francis Trust
- Friends of Chesham Moor Gym & Swim
- Ken Denham Trust
- Walkers Are Welcome

- Chesham Action Partnership
- Chesham & District Transport Users' Group
- Chesham in Bloom
- Chesham Town Twinning Association
- Chiltern Chamber
- Chiltern Citizens Advice Bureau
- Friends of Chesham Cemetery
- Friends of Lowndes Park
- Rachel Johnson's Eleemosynary

How did the project meet the Council's objectives?

Enhanced partnership working is helping the Council towards achieving all of its strategic objectives

Projects for 2014/15

1. Parking Review for the Town Centre.

Over the last 12 months, Chesham Town Council has been working with Jacobs Engineering to produce a comprehensive town centre review of on-street parking issue and to try to develop solutions to alleviate the problems. Many of the town's residents have listed it as their number one concern and therefore, while highway matters are not the responsibility of the Town Council, our Members have been keen to formulate a plan to present to Buckinghamshire County Council.

Following a generous grant from the County Council's Local Area Forum, which was financially matched by the Council itself, the latter instructed Jacobs Engineering, a company specialising in bespoke consulting solutions, to develop a Chesham Parking Review Plan. In the summer, Members and officers took it upon themselves to walk the streets of Chesham's town centre and record the numbers and times of cars parked on the highways. This data was passed onto Jacobs who then identified the pressure points and high parking demands. Once this was completed, and, following further suggestions from local ward town councillors, a number of possible solutions were proposed. These solutions have included: more double yellow lines; daytime restrictions; limited waiting zones; residents' parking permits and shared use parking.

Before the Council approaches Buckinghamshire County Council with the plan and requests for some of the solutions to be implemented, it has been keen to ensure that it accords with the thoughts of its residents and local businesses. Accordingly the plan was launched at a Public Open Meeting at the beginning of April where residents were invited to view the proposals and add their comments where appropriate. Following this, a six week consultation period took place which elicited 225 responses.

During this year the Council will be lobbying Buckinghamshire County Council very hard to try and ensure at least some of the recommended solutions coming out of the document and supported by the public are brought into being over the next twelve to eighteen months.



Standing room only at the Public Meeting launching the Parking Review in April

How will the project meet the Council's objectives?

Strategic Objective	How the Project meets the Objective
To consult with, understand and represent the views and wishes of the citizens of Chesham	The public has been involved with the development of the plan since its inception and has been integral to forming the recommendations of the plan

2. Repairs to the Chesham Brook Culvert in Market Square.

The Council has been working in partnership with the Environment Agency, (as well as with our local authority partners, Chiltern District Council and Buckinghamshire County Council) to replace 40 metres of Vale Brook Culvert which runs beneath Market Square. The Council had long been concerned on the parlous state of the culvert running through Chesham and, indeed, as long ago as 2010 set up a Culvert Monitoring Group to try and put pressure on the Environment Agency to begin repairing the infrastructure

In 2013, the Council made a sizeable financial contribution (some £20,000) as match-funding to ensure that these much overdue repairs became a reality. The contractor, Breheny Civil Engineering, finally began the works in the last week of March 2014.

The partners expect to finish the construction phase by the end of the summer 2014. We are working closely with the Environment Agency and local groups to ensure they are aware of any disruption this might cause to the town's busy social calendar, and to determine appropriate solutions. The Council has also led in the initiative in bringing the Town Team together to ensure the Market Square is restored to a condition that we can all be proud of. Representatives from local traders, Better Chesham, Chesham in Bloom and the Chesham Society have all been involved with officers from the Environment Agency and the local authorities to voice their views on how the square should look after the repairs, both aesthetically and in terms of allowing community events to take place. All are confident the Market Square will be a better, more vibrant area on final completion.



Culvert in Market Square under repair – May 2014

How will the project meet the Council's objectives?

Strategic Objective	How the Project meets the Objective
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.	The repaired section of the Culvert in Market Square will alleviate the possibility of major flooding in the town centre and its resulting impact on commerce. A revamped Market Square should attract more visitors to the town.

3. Restoration of Town Bell

Chesham Museum has been keen to see the town bell restored to the Clock Tower in Market Square after it was recently gifted to them. The bell was cast in around 1750 and formed an integral part of the town's history as it used to hang in the old Market Hall where the clock tower now stands. The Council has agreed with the Museum trustees' view that restoring the bell to its original position would create a lot of interest from present and past residents who would visit the town to see the bell in its rightful place and hear it ring over the town. Local businesses, including the Museum, would benefit from an increased footfall from people interested in the town's history. Moreover the Council and Museum Trustees believe achievement of this goal would bring a sense of pride from within the community that the town's Museum has helped return a valuable piece of local history to its rightful home.

Following sterling fund-raising from the Museum, coupled with a sizeable financial contribution from the Council, the bell was formally passed onto the Council by the Museum in May 2014. A specialist bell and clock restorer has been contracted and it is hoped that the bell will be rung again for the first time to commemorate the fallen of Chesham on the 3rd August 2014, the weekend of the hundredth anniversary of the outbreak of the First World War.



The Town Bell – set to return to the Clock Tower in Market Square

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.	The town bell restoration represents an important and enduring part of the town's history and for it to be operational again will undoubtedly enhance the town's heritage.

4. World War One Commemorations

The Council is leading on a number of events to commemorate the centenary of the outbreak of the First World War in August 2014 in partnership with the British Museum; Royal Air Force Association; Royal Navy Association; Chesham Museum; Chesham Library; Friends of Chesham Cemetery and local faith groups to run a number of events on the weekend of the 2nd and 3rd August. These include:

2nd August

Service in The Broadway; Parade by veterans in Lowndes Park; family picnic in Lowndes Park; release of homing pigeons; balloons released with a name of the fallen on each balloon; performance by RAF Halton Band; planting of a tree.

3rd August

Service 12 noon in Market Square; first chime of re-installed town bell and reading of fatality list; display in Museum.

4th August

Candlelight vigil at clock tower

Moreover it is also planned that the Friends of Chesham Cemetery will provide a display over the weekend either in the refurbished Hearse House or in the Chapel. The Council will be producing a floral display in the Red Lion Street flowerbed and showing the film 'War Horse' at The Elgiva on the 2nd August. Chesham Library will be making a display case available for World War I themed displays and organising a World War I talk later in year.

The Council recognises the debt of gratitude it owes to those from Chesham who made the ultimate sacrifice and feel it right their memory should be sensitively honoured.



Chesham's recently renovated War Memorial - central to the World War I centenary commemorations

How will 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.	This partnership project and events will aim to bring the young and old together and remind residents of the devastating impact conflict can have on its local community.

Our Services, Performance 2013/14, and Targets for 2014/15

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 2012/13	Actual 2012/13	Target 2013/14	Actual 2013/14	Target 2014/15
Cost of all Town Council services per elector per annum	£50.52	£48.80	£52.33	£51.79	£51.16
Percentage attendance by Councillors at meetings of the Council, including standing committees	80.0%	78.5%	80.0%	68.5%	80.0%
Percentage of correspondence dealt with within 7 days	100.0%	100.0%	N/A	N/A	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 2012/13	Actual 2012/13	Target 2013/14	Actual 2013/14	Target 2014/15
Cost to the Council per elector	£0.48	£0.50	£0.48	£0.81	£0.65
Income to the Council per hectare of workable allotment land	£1,089.02	£1,162.02	£1,133.53	£1162.02	£1179.53
Percentage of uncultivated allotment land	0.0%	0.0%	0.0%	0.0%	0.0%

Annual summary of Allotments

The wet weather of 2013 posed significant challenges on the allotments, for experienced and new tenants alike. Despite this, Chesham Allotments Group continued to make substantial improvements to their Focal Point at Cameron Road, with the communal gardens there creating a terrific display. The wildflower area along the perimeter was enjoyed by tenants and members of the public. The Allotments Group also had a highly successful series of social events, including their Open Day in August, a summer Cheese and Wine party and a fundraising quiz night. Due to their popularity, there remains a waiting list on all three allotment sites, but the length of time a prospective tenant has to wait before they can take on a plot has been significantly reduced thanks to a more rigorous regime of inspections.

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.
- **Berkhampstead 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.
- **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 2012/13	Actual 2012/13	Target 2013/14	Actual 2013/14	Target 2014/15
Cost to the Council per elector	£11.65	£10.83	£11.40	£10.70	£10.82
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

2013-14 was a significant year for Lowndes Park. As can be seen on p. 17, we celebrated the 60th anniversary of the park as a public open space. The Council also made a significant investment in the future of the park through the development of a new, bespoke skatepark. Lowndes Park also once again retained its Green Flag award.

In addition to regenerating play areas, part of the Council's Play Area Strategy is to identify which of the town's 12 play areas are no longer actively used and are subject to vandalism as means of rationalising provision. As part of this, Paradigm Housing has taken over the management and maintenance of Batchelors Way and is in the process of taking back Hoods Wood Play Area where the equipment will be dismantled. Following a consultation exercise undertaken by the Waterside Community Association (WCA), it was decided residents wanted to see Hodds Wood Play Area retained and therefore WCA has agreed to pay for any future maintenance costs. In 2014-15 we will be committing up to £20,000 for necessary safety repairs on our existing play-areas which haven't yet been updated.

The Council's partnership with Chesham & District Natural History Society and Chesham Environmental Group to manage Berkhamstead Field entered a new phase, as the Council helped these voluntary groups to run two Action Days at the field in January 2014. These highly successful days helped to raise awareness that the majority of the field is now being managed as rare, chalk grassland habitat as well as achieving a significant amount of maintenance work to aid the development of this habitat. It is our hope that the volunteers involved and other members of the public will be rewarded with an even more spectacular display of orchids, other wildflowers and butterflies in the Summer of 2014.

In contrast to the drought of 2012, the exceedingly wet weather of 2013 required constant, reactive maintenance work from the Parks and Premises team to ensure that premises were protected, flooding was prevented and displays in our green spaces were not ruined.

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, with 3-D 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 2012/13	Actual 2012/13	Target 2013/14	Actual 2013/14	Target 2014/15
Cost to the Council per elector	£9.40	£7.14	£8.85	£7.74	£8.35
Income as a proportion of operating costs	71.4%	78.6%	74.0%	77.7%	75.1%
Number of patrons attending cinema performances	6,200	9,749	6,500	10,512	7,000
Number of patrons attending theatre performances	35,000	33,750	35,000	33,426	35,000
Average attendance – cinema (matinee)	12%	22%	20%	23%	20%
Average attendance – cinema (evening)	28%	41%	40%	42%	40%
Average attendance – theatre	57%	59%	60%	61%	60%

Annual summary of the Elgiva

After an amazing financial result in 2012/13 it was always going to be difficult with rising costs to emulate that result in 2013/14. However, the Manager is pleased to announce even better end-of-year figures. With savings of 26% made against agreed budgets, amounting to over £38,000, this makes all the hard work done by the team seem worthwhile. Average attendance at both theatre and cinema increased slightly on the previous year, but the addition of a totally new income stream from the live satellite streaming of events certainly contributed to the theatre's improved performance. As reported in last year's Annual Plan, the theatre installed the satellite system as part of the upgrade to digital cinema but we were unable to programme any events until 27th January this year, so the income stream only started then. But, the Manager is pleased to report that in the four months or so since the first screening, the theatre has presented 10 screenings including War Horse and Curious Incident of the Dog in the Night-Time from National Theatre Live and the ballet Giselle live from the Royal Opera House. Attendance at the first 10 screenings totals 2316 people, an average of 231 per screening and the total net income retained by the theatre after paying the contracted percentage is £11,855 thus an average of £1185 per screening. This is a large amount of extra income and the Manager believes that members made the correct decision in supporting the extra funding to install this equipment. As ever the venue is now in a new financial year and the hard work needs to continue in an effort to keep the momentum going!

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.

Performance Indicator The Town Hall	Target 2012/13	Actual 2012/13	Target 2013/14	Actual 2013/14	Target 2014/15
Cost to the Council per elector	£1.96	£1.34	£1.65	£1.60	£1.48
Income from lettings as a proportion of operating costs	57.5%	69.1%	63.2%	64.2%	67.2%
Number of lettings for the Town Hall	1,270	1,332	1,344	1,301	1,325
Number of free-of-charge sessions granted	20	9	10	12	12
Number of civil marriage/partnership ceremonies	8	6	7	4	6
Little Theatre – number of theatre lettings*	N/A	165	N/A	184	N/A
Little Theatre – number of class lettings*	N/A	303	N/A	326	N/A
Little Theatre – number of private bookings*	N/A	27	N/A	20	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 has once again welcomed a large variety of hirers through its doors during 2013/2014 and exceeded its hiring income target. The Community Hall has been refurbished and has hosted more children's parties, thanks to a marketing campaign and the installation of a new kitchen. Despite a large marketing campaign, the number of wedding ceremonies held has continued to decline. However, news for 2014/2015 is positive, with two ceremonies confirmed to date, along with the continuation of our targeted marketing programme.

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 2012/13	Actual 2012/13	Target 2013/14	Actual 2013/14	Target 2014/15
Cost to the Council per elector.	£0.38	£0.24	£0.24	£0.28	£0.33
Income from lettings as a proportion of operating costs.	38.5%	44.3%	50.0%	52.0%	45.4%
Number of lettings for football matches.	75	60	65	94	94
Number of regular football teams in total using these facilities.	6	7	7	8	8
Number of non-football, ad-hoc chargeable users hiring these facilities & other open spaces	7	7	6	6	6

Annual summary of the Sports Pavilions and Playing Fields

The increased number of matches is mainly due to an additional team being accommodated at Codmore Field and increased usage by the youth teams of Chesham Utd.

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 2012/13	Actual 2012/13	Target 2013/14	Actual 2013/14	Target 2014/15
Cost to the Council per elector	£5.53	£6.31	£7.28	£6.18	£6.86
Income as a proportion of operating costs	65.3%	61.8%	56.0%	69.4%	65.4%
Number of swims	22,000	20,569	23,000	26,265	28,000
Number of lettings for tennis court (in h)	1,000	919	1,200	949	1,200
Number of lettings for multi-court (includes netball, football, basketball, in h)	500	380	400	440	500
Number of gym visits	14,000	11,376	8,000	13,582	14,000

Annual summary of Chesham Moor Gym & Swim

The current health and fitness market is a competitive industry that takes no prisoners if you fall behind the competition. We previously made some big decisions to continue to compete locally and to remain one of the area's best attractions. These decisions included price reductions, longer opening hours and a marketing plan that continues to send new faces through the door day after day. We are pleased to say that income and visitor numbers have been steadily increasing over the past 12 months which is a sure sign that those 'big decisions' made several years ago, are now starting to pay off.

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 2012/13	Actual 2012/13	Target 2013/14	Actual 2013/14	Target 2014/15
Cost to the Council per elector – cemetery & churchyard	£2.68	£2.49	£2.35	£2.72	£2.55

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

In 2013 Chesham Cemetery facilitated 16 burials in total. Of these, 11 were ashes internments. We performed five burials and used only one new burial plot the other four being re-openings of existing graves. Once again, cremation is the most popular method of interment in our cemetery.

The next stage of the computerised mapping system has now been completed and all the data has been merged. We are in the processing of photographing each headstone to add to the database, but this can be done gradually in stages as this will be a large task.

The Parks and Premises Manager and the Administration Manager will once again this summer be carrying out, hopefully for the last time, investigations on empty grave spaces and adjusting the maps accordingly. New ashes plots have been created along the Avenue of Limes and Avenue of Yew Trees, offering people a choice of locations should the Avenue of Remembrance not be to their liking.

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 on-road parking; London Underground; Thames Valley Police Authority and the Environment Agency. The Council is represented on a number of charitable bodies, (see p. 4 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 2012/13	Actual 2012/13	Target 2013/14	Actual 2013/14	Target 201/15
Cost to the Council per elector	£10.68	£10.83	£10.81	£10.71	£10.81

Annual summary of Democratic Services and Corporate Management

2013-14 saw the establishment of closer links with a number of local community groups, thanks to the establishment of the Town Partner Scheme. The scheme's progress will be monitored before we look to expand it to include more local partners. Thanks to our donations scheme, 25 local groups were provided with funding in 2013, totalling £8,232.

The Council was active on a wide range of issues affecting Chesham through the Council year, including providing a consultation response to the HS2 Environmental Statement, working in partnership with the Environment Agency and other councils on the regeneration of Market Square as part of the culvert repair scheme and facilitating the restoration of the Town Bell to the clock tower.

Council officers based at the Town Hall had a very busy year, assisting members of the public with a wide range of queries. Chesham residents needed considerable guidance in adjusting to Chiltern District Council's new waste and recycling system and the significant changes made to local bus services.

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:

- Worked with the Environment Agency on a pollution prevention campaign for the Vale Brook and River Chess
- Lobbied for the inclusion of a fish pass in the regeneration and repair works to Lord's Mill
- Installed a motion sensor lighting system in rooms at the Town Hall to reduce energy consumption
- Supported Chiltern District Council in their Chesham dog fouling campaign
- Chesham achieved a Silver Gilt award for its 2013 entry into Britain in Bloom and won its category in the Thames & Chilterns regional competition
- Redeveloped the Walkers Are Welcome section on the Town Council web site to promote walking in the area and make local walking leaflets available to download for free
- Worked in partnership with Chesham Community Orchard group to enable the first community orchard for the town to be planted in Lowndes Park in February 2013
- Lowndes Park once again achieved Green Flag status in 2013
- Offered a free service for chipping residents' real Christmas Trees after Christmas, with the chippings being reused on Council land.

Calendar of Meetings – 2014-15

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

2014

June

- 2 – Development Control
- 2 – Recreation and the Arts (8pm)
- 23 – Development Control
- 23 – Council (8pm)

July

- 14 – Development Control
- 14 – Policy and Resources (8pm)

August

- 4 – Development Control

September

- 15 – Development Control
- 15 – Council (8pm)

October

- 6 – Development Control
- 6 – Recreation and the Arts (8pm)
- 27 – Development Control
- 27 – Policy and Resources (8pm)

November

- 3 – Executive
- 17 – Development Control
- 17 – Recreation and the Arts (8pm)
- 24 – Council

December

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

2015

January

- 5 – Development Control
- 19 – Council (Precept)
- 26 – Development Control
- 26 – Recreation and the Arts (8pm)

February

- 16 – Development Control
- 16 – Policy and Resources (8pm)
- 23 – Council

March

- 9 – Development Control
- 9 – Recreation and the Arts (8pm)
- 30 – Development Control
- 30 – Policy and Resources (8pm)

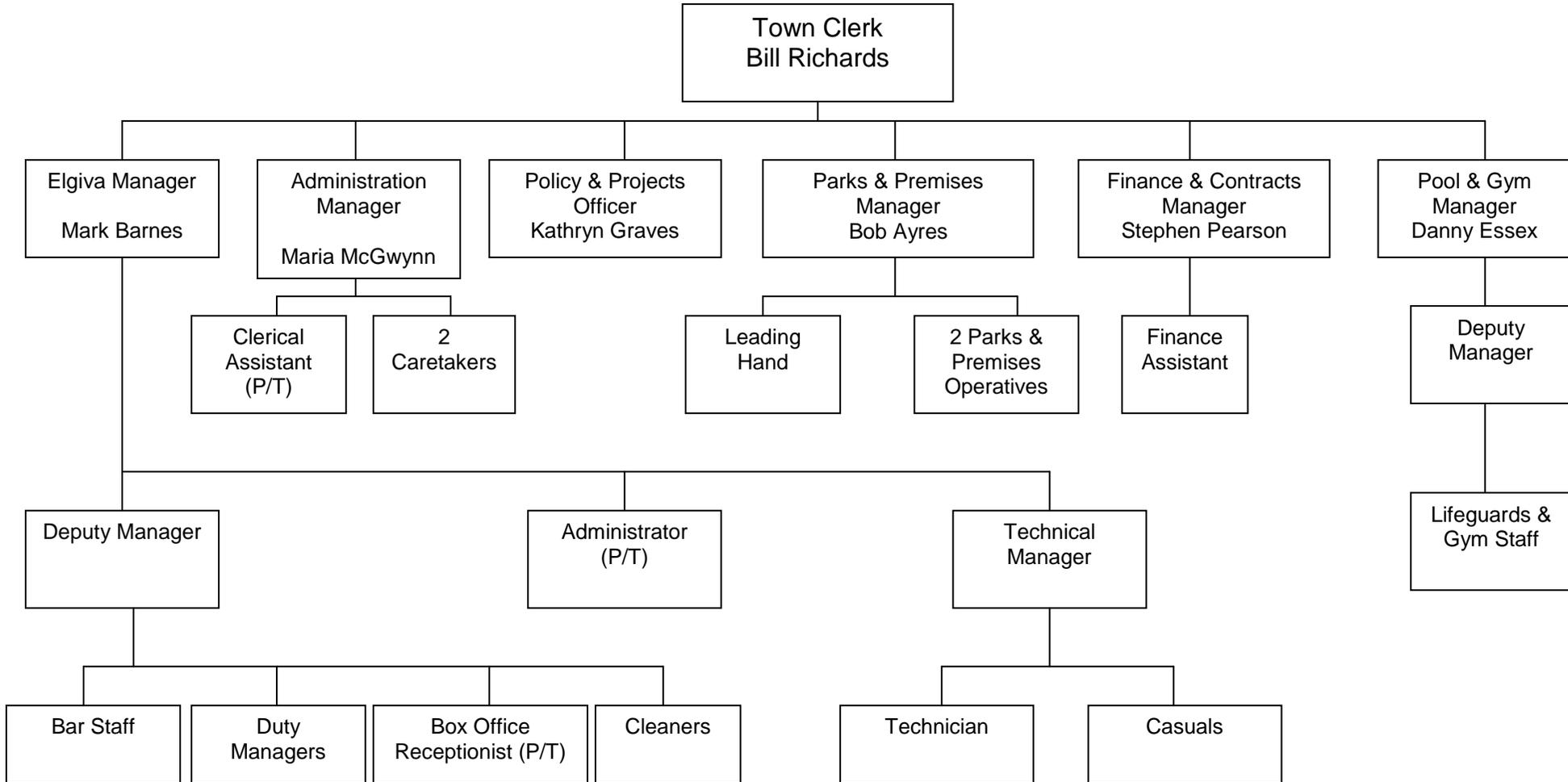
April

- 27 – Development Control
- 27 – Council (8pm)

May

- 11 – Annual Council Meeting
- 14 – Annual Town Meeting
- 18 – Development Control

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	193 Bois Moor Rd, Chesham, HP5 1SS	Lib.Dem	07942 895566

Vale Ward

Patricia Cherill	52 Church Street, Chesham, HP5 1HY	Lib Dem	778780
Alison Pirouet	76 Deansway, Chesham, HP5 2PF	Lib.Dem	571018

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	9 Hospital Hill, Chesham, HP5 1PJ	Con	07557 819732

Key Con Conservative
 Lib.Dem Liberal Democrat
 Ind Independent