News from **Chesterfield Borough Council**

Your Chesterfield

Incorporating the **Housing Annual Report**

Getting out and about in our beautiful borough - **page 3**

Celebrate Christmas in Chesterfield - **pages 6 and 7**

CHESTERFIELD BOROUGH COUNCIL

Issue 26 **Autumn 2021**

Welcome ...

to the autumn edition of Your Chesterfield

Councillor Tricia Gilby

As we move towards the end of the year, we have a lot to look back on and be proud of – despite the challenges we've faced as a community during the pandemic.

With the lifting of national restrictions and the fantastic success of the vaccination programme locally, our borough has sprung to life with great events to support our town centre and help people enjoy our beautiful borough safely, with much more to come.

We hope you've had chance to enjoy some of the eye-catching entertainment as part of our Love Chesterfield events programme. Take a look at page 5 to see some of the photos!

We're also encouraging even more people to enjoy our fantastic green spaces and try out new hobbies as part of our popular Year of Outdoors campaign. There's plenty more in store see opposite for details on how to get involved.

Our attention now begins to turn to all things festive.

We're delighted to welcome back the pantomime to our historic Pomegranate Theatre (see page 6 for a chance to win tickets) and our Christmas in Chesterfield campaign will see the return of some popular family experiences (see page 7).

Our businesses need our support more than ever, so please do explore the amazing variety of local shops, eateries and bars when as part of your Christmas shopping or celebrations this year. I'll be shopping local to find lots of unique gifts available in our town centre and on high streets.

In this edition we also focus on how we can each make changes to way we heat our homes – to cut fuel bills and lower our environmental impact. Around 60% of CO_2 emissions in Chesterfield are a result of the energy used in homes and buildings, so it's a priority in our climate change action plan. You can find out more on pages 8 and 9.

My best wishes for a safe and happy Christmas and New Year.

Get help from the **community**

There are lots of local community groups and organisations that are offering help and support for Chesterfield residents.

Food Banks

For information on foodbanks near you visit the website for Rural Action Derbyshire: www.ruralactionderbyshire.org.uk/foodbanks

or call: 01629 529970

Chesterfield Citizen's Advice

Advice Helpline call: 0300 456 8437

GP Surgery Outreaches: Contact your GP surgery to book a telephone appointment.

Derbyshire Unemployed Workers Centre

Call 01246 231441 or email: info@duwc.org.uk or send the team a Facebook message.

Domestic Abuse

Call: 08000 198 668 If it's an emergency, call 999.

Text: Derbyshire Domestic Abuse Support Line 07534 617252 or email: derbyshiredahelpline@theelmfoundation.org.uk

Derbyshire National Careers Service

For aged 19yrs+ or age 18 if not in education or employment. Chesterfield area: 07717 303855 or wendy.leigh@derbyshire.gov.uk

Homelessness

Pathways of Chesterfield: 01246 498204 or visit: **www.pathwaysofchesterfield.co.uk**

Mental Health

Relate Chesterfield: 01246 231010 or **admin@relatechesterfield.org.uk**

See page 30 of this magazine for further contacts.

Please check our website for the latest Covid-19 information.

Chesterfield's Year of Outdoors

Hundreds of Chesterfield residents have been enjoying the fantastic green spaces we have across the borough as part of our Year of Outdoors project - and there's lots more to come as we move into the winter months.

The initiative has seen activity-packed months based around a variety of themes, including play, mindfulness and nature – all free to attend.

Highlights included multi-sport activity sessions with Samba Sports, Chesterfield Football Club Community Trust and Derby County Community Trust. Events included a Giant Land Art Day which saw people work together to create a giant work of art using natural materials, and there were also taster sessions for tennis, canoeing, combat archery and 'pickleball' to introduce people to something new.

September was Clean and Green Month, with residents taking part in community litter picks, and people were encouraged to make greener journeys by foot or bicycle.

Councillor Jill Mannion-Brunt, cabinet member for health and wellbeing, said: "It's great that we've been able to offer such a wide range of activities for everyone to enjoy. The team have worked really hard to organise a fun schedule and I hope lots more people will come and take part in what's still on offer as part of our Year of Outdoors."

As we move ahead to the winter months there is still plenty of outdoor fun to get involved in. Find out more at: www.chesterfield.gov.uk/year-of-outdoors

Revitalising the heart of Chesterfield

The Pavements Shopping Centre is now owned by the council, in a move which ensures we can lead the future development of this key town centre site.

The purchase was completed in July as part of our wider plans to revitalise the heart of Chesterfield.

Councillor Tricia Gilby, Leader of the council, said: 'The Pavements Shopping Centre is an important part of Chesterfield's town centre offer. It is home to a mix of national brand and independent retailers and still attracts good footfall for a shopping centre of its age.

"It's a chance for the council and its partners to re-imagine and re-purpose the current shopping centre and, in time, create a landmark mixed-use regeneration scheme."

Before moving forward with the purchase, the council sought specialist advice from independent property investment advisors, who concluded that the proposal to consolidate the freehold and leasehold interests under the council's exclusive control was financially prudent in the current economic climate.

Any emerging plans for the future direction of the shopping centre will be subject to public consultation.

Are you a new or growing business looking for top-grade office space?

Our exceptional Northern Gateway Enterprise Centre in Chesterfield town centre will soon be open for business – offering serviced offices with flexible terms.

Find out more:
Call: 01246 345255

Email: economic.development@chesterfield.gov.uk
www.chesterfield.gov.uk/enterprise

Sheffield City Region

CHESTERFIELD BOROUGH COUNCIL

Town centre **treats!**

Chesterfield town centre has been buzzing with activity and entertainment over the last few months – and there's still plenty to come!

From living 'flower people' and striking stilt walkers to have-a-go sports activities and treasure hunts, there has been something for everyone as part of our new-look Love Chesterfield events programme.

Designed to attract people into our town centre to support our local businesses, there is lots more entertainment planned over the coming months.

Visit www.chesterfield.gov.uk/love-chesterfield-events or follow our social media channels to find out what's on.

Step out in style at the 1940s Market

Our iconic 1940s market is set to make a colourful return to Chesterfield town centre this month.

Enjoy 40s music, entertainment and exhibits and meet the stall holders in period dress. Why not dress up as well – the more the merrier! A replica Spitfire will be on view in Rykneld Square on the day.

The event will run from 10am to 4pm on Thursday 28 October, across Chesterfield town centre.

Panto fun **returns!**

Families can look forward to the return of traditional Christmas fun this year, as an all-star cast is set to take centre stage for our 2021 pantomime at the Pomegranate Theatre.

The story of Beauty and the Beast will be running at the council's historic theatre from Friday 3 December 2021 to Sunday 2 January 2022 – and there's still time to get tickets.

Actress, singer and TV personality Suzanne Shaw will star as Belle, with Thomas Redgrave from Britain's Got Talent winners Collabro as Gaston and Britain's Got Talent semi-finalist Andrew Fleming in the comedy role of Philippe Philoppe.

Councillor Kate Sarvent, cabinet member for town centres and visitor economy, said: "We know the pantomime is the highlight of the year for many of our residents and visitors, and an annual tradition for many families in and around Chesterfield, so we're delighted it can return this year.

"It promises to be a fantastic show and, for pantomime-goers, the chance to get back out and enjoy this family favourite."

Chesterfield Theatres will be joining forces once again with award-winning pantomime producers Paul Holman Associates to present this year's much-anticipated production.

Tickets are on sale now via the Chesterfield Theatres website at: www.chesterfieldtheatres.co.uk or from the Box Office on 01246 345222.

Win tickets!

We're giving away a family ticket for two adults and two children to see Beauty and the Beast on Friday 3 December at 6pm.

To find out how you can win tickets visit www.chesterfieldtheatres.co.uk/panto-win

The competition closes on Friday 12 November.

Celebrate **Christmas in Chesterfield**

The festive season is fast approaching, and it's set to be another magical Christmas in Chesterfield!

Our popular Santa House and Elf Trail will be making a welcome return to the town centre, along with a host of other attractions, events and entertainment throughout November and December.

Be sure you check out the most up to date information about what's on by visiting **www.chesterfield.co.uk/christmas** or following our social media channels.

Don't forget to **shop local**

We're lucky to have so many independent and local retailers in Chesterfield – the perfect place to pick up a range of unique Christmas gifts for family and friends.

Our local shops, market stalls, bars and eateries need our support as much as ever, so please put our town centres and high streets at the top of your Christmas shopping list this year!

For more information about how you can support local businesses by shopping local, please visit: **www.chesterfield.gov.uk/living-here/shop-local**

See page 26 and 27 for details of speciality markets over the festive season.

Save energy this winter

As we move into the colder and darker months it's important that we can all be comfortable in our own homes.

Making small changes in your home can help you stay comfortable whilst reducing emissions, and you may even save money in the long run.

Councillor Amanda Serjeant, deputy leader of Chesterfield Borough Council, said: "We know that every year thousands of people in Chesterfield struggle to heat their homes and that quite often they have to make the difficult choice between heating and eating.

"There are small changes that we can all make that will help reduce emissions and lower fuel bills. However, we can also help support bigger changes to your home through the Green Homes Grant.

"We've been improving the energy efficiency of the council homes we own for many years but these represent just one quarter of the total homes in Chesterfield and to really make an impact we all need to make changes."

The Green Homes Grant

Homeowners and landlords in Chesterfield could benefit from financial support to help to make energy efficient improvements to their homes and reduce their energy bills.

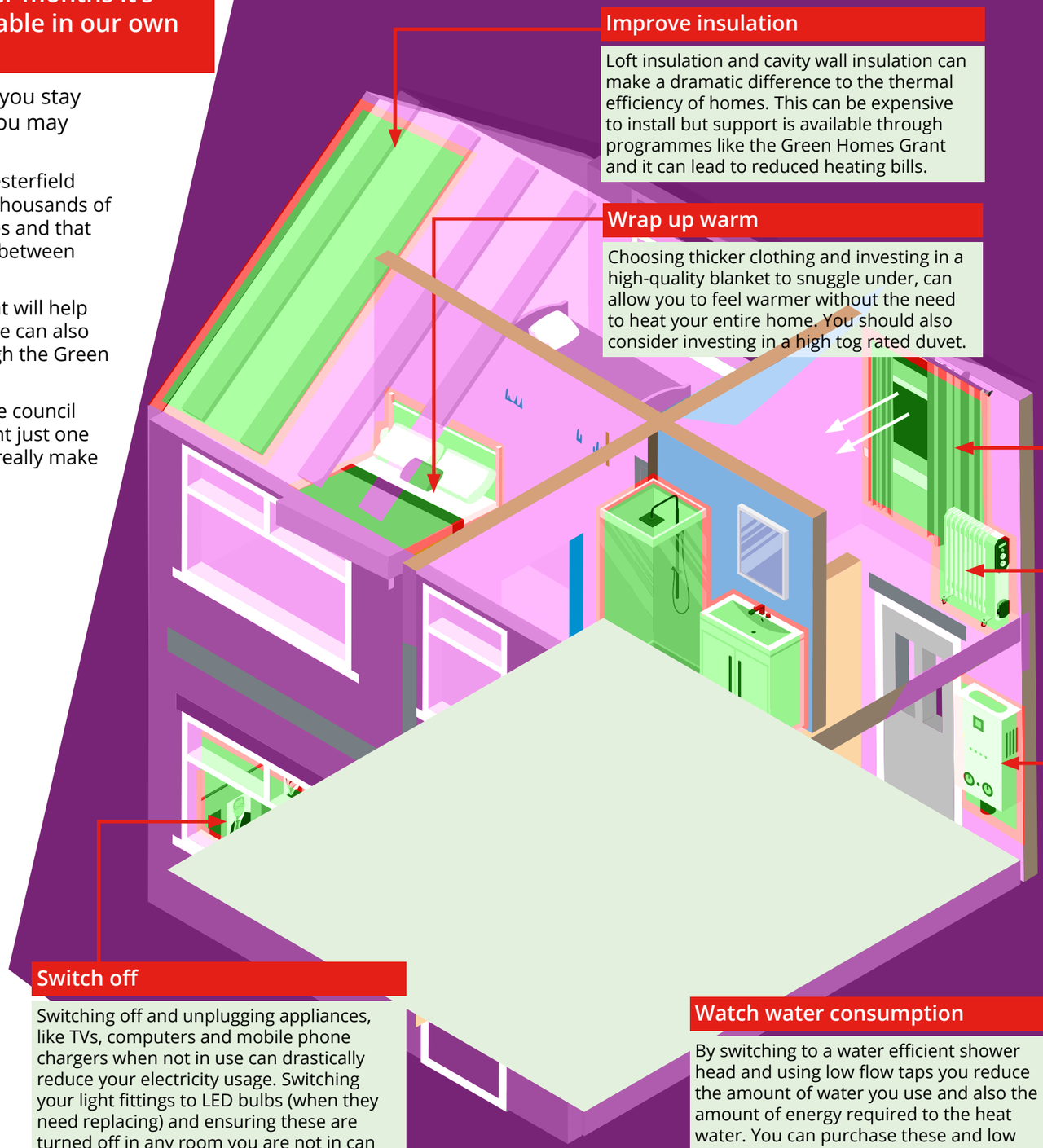
The council has secured almost £1 million from the Government's Green Homes Grant Local Authority Delivery scheme which will allow the council to support more owner occupiers and landlords whose homes have a low rating in terms of energy efficiency.

Funding can be used to support a range of upgrades including insulation, a new boiler and replacement windows.

Further details on eligibility and how to apply can be found at:
www.chesterfield.gov.uk/green-homes-grant

CAN Climate Action Now. | CHESTERFIELD BOROUGH COUNCIL

Here are a few simple changes that can help improve energy efficiency and ensure you are comfortable in your home:



Improve insulation

Loft insulation and cavity wall insulation can make a dramatic difference to the thermal efficiency of homes. This can be expensive to install but support is available through programmes like the Green Homes Grant and it can lead to reduced heating bills.

Wrap up warm

Choosing thicker clothing and investing in a high-quality blanket to snuggle under, can allow you to feel warmer without the need to heat your entire home. You should also consider investing in a high tog rated duvet.

Around 60% of CO2 emissions in Chesterfield arises from the energy used in homes and buildings - small changes taken together can have a big impact.

Councillor Amanda Serjeant - deputy leader

Tackle draughts

Depending on the age of your home, you could be losing heat through draughts around windows and doors, and through floors and chimneys. You can tackle these draughts with draught proofing strips and plugs. Keeping your internal doors closed and upgrading to thermal curtains can also have a significant impact.

Make your radiators more efficient

Bleeding radiators regularly ensures there is no air trapped inside which reduces efficiency. You should also ensure that there is no furniture blocking radiators as this can trap the heat. If you live in a home with limited wall insulation then having reflectors behind your radiator can reduce how much heat escapes through the walls. You could also insulate your hot water pipes which will limit how much heat escapes as the water travels around your home.

Upgrade your heating system

If your boiler and heating control system is more than 15 years old then you should consider upgrading these. Using modern heating controls can allow you to create zones with different temperatures, and can also help ensure you only heat your home when needed by using a timer.

Switch off

Switching off and unplugging appliances, like TVs, computers and mobile phone chargers when not in use can drastically reduce your electricity usage. Switching your light fittings to LED bulbs (when they need replacing) and ensuring these are turned off in any room you are not in can also reduce your electricity bills.

Watch water consumption

By switching to a water efficient shower head and using low flow taps you reduce the amount of water you use and also the amount of energy required to the heat water. You can purchase these and low flow adapters from most DIY stores without breaking the bank.

Discover Chesterfield's Black History at the Museum

We've joined forces with the Chesterfield African Caribbean Community Association (ACCA) to create a new exhibition at Chesterfield Museum that will help you learn about the history and experiences of the borough's black community.

It aims to tell the story of Chesterfield's Windrush Generation, highlighting the challenges they faced when establishing new lives in Chesterfield and how they overcame these. It also looks at younger generations' experiences of living in the town.

The exhibition – which opened on 1 October to mark Black History Month – includes powerful video interviews with members of the community who share their memories and experiences. Personal items and memorabilia will also be on display.

Councillor Lud Ramsey, Chair of ACCA and who also who represents Spire Ward for Derbyshire County Council, said: "Local History is an important subject that should always be explored and studied. However, some bits of history always seem to be left out or forgotten.

"ACCA and Chesterfield Museum have worked together to inform the public about the contribution the black community has made to Chesterfield.

"Our exhibition will be displayed at the museum during Black History Month to enhance everyone's knowledge about some of the experiences and stories of the black community in our town as well as highlighting their positive achievements and contributions."

As well as looking at the Windrush Generation and their families, the exhibition will also look at Chesterfield's historic ties to the slave trade.

Councillor Kate Sarvent, cabinet member for town centres and visitor economy, said: "It's important that we use our museum to help people learn about our borough's collective history. This is an important exhibition and there is lots to learn and understand."

The exhibition was opened by Chesterfield's Mayor Councillor Glenys Falconer and is open to the public until 15 January 2022.

Chesterfield Museum is open on Mondays and Thursdays to Saturdays from 10am to 4pm. Entry is free but donations are welcome.

Our Homes

Annual report for Chesterfield Borough Council tenants

Welcome to the 2020/21 housing annual report

The annual report is a summary for tenants on the performance of their landlord. In this report, you'll find updates on how we are doing in all our service areas to make sure we are efficient, effective and meet your housing needs. This report is designed to show the key areas of our performance under the different standards set out by our regulator 'Homes England'. The report sets out what we have done and what we are going to do to make services better in the year ahead.

If you want to find out more about the different standards referred to in the annual report please visit: www.gov.uk/guidance/regulatory-standards

Cllr Chris Ludlow
cabinet member for housing

"The annual report allows us to show what we have achieved over the last year, but also identifies areas where we realise there is progress still to be made. It's been another busy year for us in which we've made real progress in the provision of high-quality housing services and we are proud to see the results of our projects to improve our existing homes and environments.

"Despite the challenges faced by Covid-19, we've made significant progress on a number of key projects and I'm very proud that our team continued to deliver responsive and quality services throughout lockdown. Following the completion of new build projects at Heaton Court and Manor Drive earlier this year, we're well on our way to reaching our target of building or acquiring 100 new homes by 2023. An additional 21 homes at Brockwell Court are also expected to be completed in the coming weeks – you can read more about this on page 12.

"Please continue to stay safe and we look forward to continuing to work closely with you during the year to come."

CHESTERFIELD BOROUGH COUNCIL

Autumn 2021

Priorities for 2021/2022

During the 2020/2021 financial year, the Covid-19 pandemic brought new challenges and disruption for housing services. As restrictions ease, many services are returning to normality. Our priorities for 2021/2022 are:

- To ensure all properties pass gas and electrical checks and stay compliant
- To continue to increase the number of disabled adaptations we deliver, making sure we have properties to meet our tenants' needs
- To continue to deliver our housing capital programme to ensure we have quality homes for our tenants
- To ensure we are prepared for the implementation of the Social Housing white paper (more information on page 20)
- To maximise the number of council homes available for letting to address the increasing housing demand. To achieve this a dedicated 'voids improvement group' has been established, that will prioritise properties requiring minimal work and divert resources from other areas to tackle the backlog that built up during the lockdown periods.

New homes at Brockwell Court

Construction of the latest council homes is progressing well, with new homes set to welcome families in the coming weeks.

As part of the council's commitment to increasing the supply of affordable houses across the borough, 21 new council houses are being built on the former Brockwell Court site in Loundsley Green.

Despite the challenges faced as a result of the pandemic, the council's main contractor, Henry Boot Construction, started work on site in May 2020 and the homes are set to be completed in late 2021.

The new development, named Badger Croft, will comprise of ten two-bedroom houses, six three-bedroom houses, four four-bedroom houses and one three-bedroom bungalow – all of which will be added to the council's housing stock.

Environmental improvements, such as the creation of wildflower meadows and planting areas, are also included in the scheme to help boost biodiversity, support pollinators and create a better living environment. Henry Boot Construction has been working with Holmebrook Conservation and Improvement Group to complete these additional landscaping works - including planting fruit trees, building and installing more planters and creating a new border for planting.

Councillor Chris Ludlow, cabinet member for housing, said: "We're pleased to see that works at Brockwell Court are progressing well. We're committed to meeting the housing needs of local people, now and in the future, and these new properties will provide affordable, modern and accessible homes for families in our borough.

"It's also really important that new developments in the borough take account of environmental issues – contributing to a more sustainable future for us all."

Tenant involvement and **empowerment** standard

We're committed to engaging and working with tenants to improve your quality of life as well as ensuring that you have the opportunity to play an active role in shaping what we do, and how we do it.

Following the outbreak of Covid-19, it was not possible to meet with tenants face-to-face due to the restrictions in place. As a result, the tenant participation service was temporarily suspended in March 2020 and tenant participation officers were redeployed to support other council services that were under extra pressure as a result of the pandemic.

However, keen to ensure that we could still engage with tenants, the team quickly adapted to the new ways of working. They were able to continue working with a tenant challenge panel and key staff from across the council, allowing tenants to have their say on the council's housing service.

As a result, the tenant challenge panel has still been able to review the council's updated policies – influencing significant changes to make sure they are fair and transparent for all tenants. This included:

- Scrutinising the Tenancy Policy which included some additions due to regulation changes – tenants also influenced some significant changes to tenancy management process, ensuring fairness and transparency.
- Tenants took part in reviewing the council's proposed new complaints policy to ensure it was written in a clear, concise and easily understandable way.
- Reviewing the 'repair tenant obligations' that were introduced in 2018 to check on progress that had been made. Looking at the outcomes of the tenant survey, the panel were able to recommend changes to the council.

As restrictions ease, our team are committed to finding new ways of engaging with our tenants and are looking forward to supporting them and their local communities recover from the Covid-19 pandemic.

If you are interested in working with us, please contact the tenant participation team by emailing: tpenquiries@chesterfield.gov.uk, calling 01246 345147 or visiting: www.chesterfield.gov.uk/housing/counciltenants/tenant-involvement/chat-get-involved

Tenancy standard

This standard looks at how we allocate our properties and support our tenants.

2020/21 figures 2019/20 figures

Total properties managed by the number of bedrooms

Total number of properties we manage

8,968 in 2019/20

8,932

3,194 One bedroom properties

2,803 Two bedroom properties

2,688 Three bedroom properties

247 Four + bedroom properties

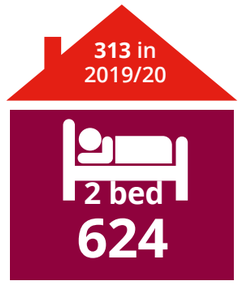
Number of households on the housing register

1,229 in 2019/20

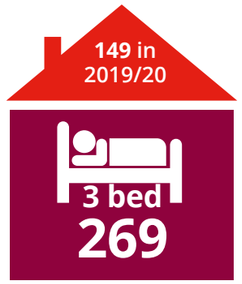
2,252

People applying for re-housing are looking for:

1,260 One bedroom properties



624 Two bedroom properties



269 Three bedroom properties

99 Four + bedroom properties

Changes to stock

+17 New properties brought into stock

+4 changes due to leasing of stock

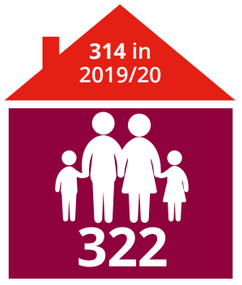
-57 Homes sold under right-to-buy properties

Lettings and empty properties

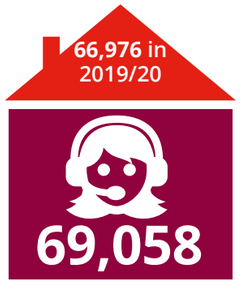
675 properties have been let

225 number of empty properties

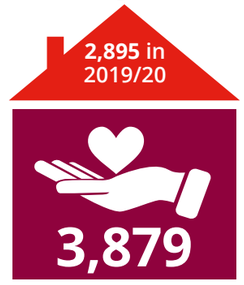
110.7 days to re-let empty properties (average time)



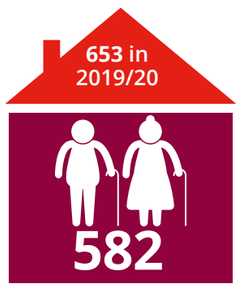
322 people supported by Tenancy Sustainment services



69,058 number of calls to Careline



3.879 emergency calls - (uninjured people) who had fallen and were lifted by Careline team



582 number of older people supported in their homes

Throughout the pandemic there have been several external factors that have impacted the number of properties that we have been able to let to tenants. Most noticeably were the restrictions that stopped people moving home between March 2020 and June 2020 meaning we were unable to let properties during this time, other than in an emergency.

Despite these restrictions easing in late June 2020, some restrictions remained in place until August which impacted the number of tenancies that we could offer. Now that restrictions have lifted, we are working hard to address this, and are aiming to reduce the time it takes to re-let a property.

We continued to offer support in emergency situations. We engaged with and supported the local response to the Government's "Everyone In" initiative – a national effort to house rough sleepers. We accommodated over 60 people experiencing homelessness during the first three months of the pandemic.

The demand for council houses is at the highest level in recent years - 2,252 households are currently registered on our Home Options system. This has increased significantly from 2019/20, although the figure shown for 2019/20 was lower than normal due to the introduction of the new Home Options system.

We're working hard to increase the supply of affordable homes to meet this demand by building and buying new properties for local families - read about the latest development on page 12.

Finding new ways of working to support our tenants

As a responsible landlord, keeping our tenants safe is our top priority. Over the past year we haven't been able to carry out as many repairs or planned maintenance and modernisation works due to Covid-19 restrictions. But despite the challenges we faced, our team has responded quickly to identify new, safe ways of working to make sure we can continue to keep you safe in your home.

Keeping on top of essential inspections

Our Housing Property Operations team routinely carry out around 8,150 gas service compliance checks per year. Before the Covid-19 pandemic, these checks were undertaken on a 10-month programme and 100% of our homes were compliant.

At the peak of the pandemic the 100% compliance rate unfortunately dropped and our team faced some challenges accessing tenants' homes for a number of reasons, including concerns about the spread of the virus. However, the team has worked hard to improve this position, working with tenants to reassure them of the safe working measures in place to protect them.

With new ways of dealing with the pandemic and improved ways of accessing council homes, we're working hard to achieve a 100% compliance rate once again.

We also carry out testing of electrical services and appliances every five years as, if not checked, these could be a hidden fire risk.

If we ask to visit your home for these checks to be carried out, please do help us – it's for your safety and peace of mind.

Getting back on track with repairs

In 2019/2020, our repairs team completed over 60,000 repairs to tenant's homes, from a leaking radiator to new fencing. When the pandemic hit, Government guidance advised us not to visit homes unless it was an emergency – as a result the number of repairs we could complete reduced, but we still carried out over 43,000 repairs in 2020/2021.

As restrictions eased in the summer of 2020, our team were quick to respond and get back to helping tenants with their repair requests, and we're working hard to reduce the backlog of work.

Going the extra mile!

During the height of the pandemic, as well as keeping your homes safe, our team delivered over 10,000 prescriptions to vulnerable people who were unable to leave their homes, along with food parcels and other essentials.

Providing homes for the vulnerable

Our voids team quickly adapted to Covid secure ways of working so we could continue to maintain empty properties - meaning we had properties readily available for vulnerable residents who needed a home.

In total, the team worked on 594 homes in 2020/21 so they could be let to local people at a difficult time.

Home standard

This standard looks at how we maintain your homes

40,093 responsive repairs carried out	**12 days** Average number of days to complete a responsive repair
88.63% of gas appliance checks completed	**74%** Overall tenant satisfaction with repairs service

Amount of spending to maintain Decent Homes Standard

£11.41m on property maintenance

£3.34m sheltered home conversions

£4.38m on building new homes and acquisitions

Decent Homes spend - £19.13m

Number of properties with new:	
Heating systems	73
Roofs	205
Kitchens	92
Bathrooms or adaptations to meet tenant's needs	34
Major adaptations	33
Minor adaptations	130
Overall tenant satisfaction with homes	**80%**

100% of our homes meet the Decent Homes Standard

Neighbourhood and Community Standard

This standard sets out how we should work with other agencies to manage estates and tackle anti-social behaviour (ASB).

Here to help our tenants

Our dedicated tenancy sustainment team is on hand to support you when you need it, and this has been more important than ever over the last year.

Despite the challenges created by Covid-19, the team has continued to help people manage their tenancies and stay living in their homes – making sure they could access the welfare benefits, grants and specialist care and support they were entitled to. Additional staff have been re-deployed into tenancy sustainment and tenancy management to ensure we are responding to the increased demand.

Over the last year we have seen an increase in the number of anti-social behaviour cases reported, a direct impact of the Covid-19 restrictions, with more people staying at home. We have redeployed staff to help meet the increased demand. We understand that people may have felt isolated or anxious during this time, and with many of us spending more time at home, relationships with neighbours may have also become strained.

Our teams have continued to respond to these reports and help tenants get support from other specialist agencies. Due to the pandemic, the Government suspended evictions and court services were very restricted. We therefore focused on new ways of managing tenancies to make sure nobody was evicted in 2020/2021.

We are pleased to report that for tenants who started to receive support from our tenancy sustainment team in 2019-20, 96% of them remained in their homes a year after support began.

Indicator	2019/20	2020/21
Anti-social behaviour (ASB)	329	490
Total evictions, due to:	33	N/A
Rent arrears	31	N/A
ASB	2	N/A
Closure Orders	2	N/A
Injunctions	1	N/A
Notice to quit served	11	17
Satisfied with their neighbourhood as a place to live	79%	79%

Value for money

This standard looks at how we spend the money we receive as rent.

Average 52 week rent - £78.25 (up from £77.53 in 2019/20) per week

Rent collection rate - 99.8 per cent (up from 99.1 per cent in 2019/20)

Indicator	2020/21
Average rent per week	£78.25
Of which by property size:	
Bedsits/studio apartment	£61.78
One bedroom	£72.82
Two bedroom	£78.82
Three bedroom	£82.89
Four bedroom+	£91.04
Rent collection rate	99.8 per cent

How much we spent in 2020/21

	For every £100 in rent	Average cost per property
Maintaining properties (of which):	**77.5p**	**£3,151**
Major works and cyclical works	61.2p	£2,488
Responsive repairs and voids	16.3p	£633
Housing management (of which)	6.4p	£260
Rent collection	2.1p	£85
Letting homes	0.8p	£31
Tenant participation	0.5p	£19
Tackling anti-social behaviour	1.2p	£49
Tenancy management	1.8p	£76
Maintaining estates	2.5p	£103
Supported housing for elderly residents	1.7p	£69
Other costs (IT offices etc)	11.9p	£486
Total cost	**£1**	**£4,069**

New guidance **to protect your rights**

Protecting the rights of people who live in council homes and other social housing is the focus of new Government guidance.

Shaped by the views of residents across England, the new guidance, called the 'charter for social housing residents – social housing white paper,' sets out what tenants can expect from their landlords - including us - and is designed to improve housing standards across the country over the next two years.

It also makes sure you have opportunities to have your voice heard and be involved in what we do.

As a responsible landlord to tenants living in just under 9,000 council homes, we've always been committed to delivering excellent services. And over the next 12 months, we will be reviewing how we work to make sure we will meet the new standards, and work in line with the new guidance as it is published.

The charter sets out seven key commitments. Here is a summary of what you can expect from us as guidance is developed:

To be safe in your home

Your safety is our priority, and we will meet new requirements around things like fire safety, legionella, gas servicing, electric testing and lifts.

To know how we are performing as your landlord

We will regularly publish more information about:

- Repairs and maintenance
- Safety standards
- How we engage with you
- Neighbourhood management, including measures on anti-social behaviour
- How we spend money.

To have your complaints dealt with promptly and fairly

- It will be easier and quicker for you to take your complaint to the Housing Ombudsman
- We must show we have learned from com plaints about our service
- We are also reviewing our own complaints policy.

To be treated with respect

We're already committed to treating everyone fairly and with respect. We'll be regularly inspected and must formally report our performance to show this is happening.

To have your voice heard by your landlord

The charter recognises how important it is for landlords to listen to tenants' views. We're reviewing tenant representation and how we support our vulnerable tenants.

To have a good quality home and neighbourhood to live in

There will be a review of the decent homes standard and what landlords need to do to meet this.

To be supported to take your first steps into ownership

This final commitment primarily applies to housing association tenants to increase their home ownership opportunities.

For more information visit **www.gov.uk/housing-local-and-community/council-housing-association**

Commitment to the community

Chesterfield's Careline service has been presented with a Derbyshire Beacon of Hope award in recognition of its continued efforts to support over 4,000 residents, 24 hours a day, seven days a week, throughout the pandemic.

The Beacon of Hope Award is seen as a way of showing the county's gratitude to residents and organisations who have worked tirelessly and selflessly during these unprecedented times.

Since the start of the pandemic the team has continued to take calls 24/7 - assisting residents in an emergency, offering emotional support or just being a friendly voice at a time when people needed it most. As well as receiving calls from tenants, the team also made regular calls to isolated and vulnerable residents to check on their wellbeing during lockdown.

Councillor Chris Ludlow, cabinet member for housing, said: "Careline is a vital service and has been a lifeline for many, especially since the start of the Covid-19 outbreak. It allows many residents

in the borough to continue living independently with help and support available at the touch of a button.

"Throughout the pandemic, our dedicated team members have been working around the clock to answer calls and ensure everyone gets the support they need. Receiving this award is a testament to their commitment and determination."

To find out more about the service visit www.chesterfield.gov.uk/careline, email queries.careline@chesterfield.gov.uk or call 0300 303 3378.

Careline

Creating an attractive borough

We are fully committed to enhancing the borough's housing offer and creating attractive places for our tenants to live, now and in the future.

Over the past year, we have continued to make excellent progress on our modernisation and refurbishment projects. Our 'Residential Block Refurbishment' is progressing well with Pullman Close (shown right) at Staveley being one of the latest to benefit from a facelift.

The £8 million programme will see even more blocks of flats across the borough undergo extensive internal and external improvements over the next three years.

As well as the refurbishment of blocks, we're also carrying out environmental improvements to our estates which will not only make it easier for residents to get round the estates, it will also help boost biodiversity, support pollinators and create a better living environment.

We'll provide you with regular updates on the latest projects in future editions of Your Chesterfield.

Chesterfield In Bloom winners revealed

Chesterfield in Bloom

Chesterfield's green-fingered residents have shown off their talents in our annual Chesterfield In Bloom competitions.

The competitions are open to all Chesterfield residents and aim to celebrate fantastic gardens and floral displays no matter the size.

Chris Turner, Chair of the Chesterfield in Bloom committee, said: "Our Chesterfield In Bloom competitions always receive lots of entries and they are always of a really high standard which makes judging very difficult. I want to congratulate everyone who has won this year but also recognise everyone who entered for their incredible efforts."

There are ten categories open to individuals and the winners are:

Best Overall - Andrea Brookes, Brimington *(photo top right)*

Best Front Garden - Elizabeth Mulcahey, Inkersall

Best Back Garden (small) - Richard and Sharon Smithson, Newbold

Best Back Garden (large) - Terry and Eileen Kelly, Brookside

Best Pub/Restaurant - The Café at Libbys, Brampton

Best Container Garden - Andrea Brooks, Brimington

Best Council House Tenant Container Garden - Tracy Flett and Terry Sharman, Poolsbrook

Best Council House Tenant Garden - Anita Stevenson, Duckmanton

Best Allotment Plot (small) - Mick Charlesworth, Rufford Close Allotment Association *(shown left)*

Best Allotment Plot (large) - Colin Bloom, Hunloke Allotment Association

Woodthorpe Church of England Primary School

The judge's discretionary awards went to Eric Lee from New Whittington and Ami Brunyee from Ashgate Hospice.

Our school's competitions also made a return in 2021 with awards being given to Woodthorpe Church of England Primary School, Norbriggs Primary and Junior School, Speedwell Infant School, Arkwright Primary School and Treasures Neighbourhood Nursery, for their Vibrant Vegetables.

And for their Fabulous Flowers awards were given to Parkside Community School, Woodthorpe Church of England Primary School, Norbriggs Primary and Junior School, Speedwell Infant School, Arkwright Primary School and Treasures Neighbourhood Nursery.

Our children's painting competition was themed around climate change and had two categories, in the reception to year two group Ronan Ager from Westfield Primary School took first prize and in the year three to six group Layla Reynolds from Brockwell Junior School took the top award.

Chesterfield In Bloom will return next year and you can find out how to get involved on our website: www.chesterfield.gov.uk/in-bloom

22

Big plans for Stephenson Memorial Hall

Plans to create a modern and extended customer experience at the Stephenson Memorial Hall – which houses Chesterfield's Pomegranate Theatre, and Museum – are at the heart of our bid for almost £20m worth of Government funding.

The council's Levelling Up Fund bid makes the case for an allocation of £11m towards the costs of a £15.6m project to remodel and refurbish Chesterfield's 'striking' Stephenson Memorial Hall.

Under the plans, the refurbished Hall would bring together under one roof an extended Pomegranate Theatre, a reconfigured and modern museum offering, alongside new gallery space, a café bar, education and community facilities.

If successful, the remaining £8.5m would be immediately allocated to further regenerate Chesterfield's historic town centre, with investment centred on four key public spaces – Corporation Street, Rykneld Square, Market Square and New Square – and how these are connected to one another.

These spaces would be re-imagined for a range of flexible uses including markets, festivals, events, cultural celebrations, and community gatherings in a programme that will aim to complement the offering at Stephenson Memorial Hall and other key town centre assets such as the Church of St Mary and All Saints (Crooked Spire) and Market Hall Assembly Rooms.

The funding would enable delivery of a vastly improved public realm alongside new seating, landscaping, lighting, and signage, and a step change in digital connectivity.

The proposals are the next stage of the council's ambitious plans to transform Chesterfield town centre and make sure the borough's market traders, retailers and other employers are strongly positioned to recover from the long-term economic impact of the Covid-19 pandemic.

Councillor Tricia Gilby, Leader of the council, said: "We recognise the need to invest in Chesterfield town centre to make sure it remains a vibrant place for generations to come – providing great opportunities and experiences for local people and businesses, and keeping Chesterfield on the map as a go-to place for visitors.

"We're already making significant progress on our £1bn borough-wide growth programme to create new jobs for local people, support new business start-ups, improve employability through better skills provision, revitalise former industrial sites and attract new investment.

"But our ambitions don't stop there. Here in Chesterfield, we have a compelling story to tell and a prosperous future ahead of us – one which we firmly believe is deserving of further investment as part of the Government's 'levelling up' agenda.

"The council's bid seeks funding to invest in another round of ambitious projects which will further bolster our work to transform how Chesterfield town centre looks and feels, while creating a flagship visitor experience in one of the town's most iconic and striking buildings."

We expect to hear in November whether the bid has been successful.

Looking for a **new career?**

Supporting local people to gain the skills and experience they need for the workplace – or helping anyone looking for a change of career – is the focus of a range of initiatives running across the borough.

Whether you're looking for local apprenticeship opportunities, need information about potential next steps in your learning or employment journey, or want to upskill or learn new skills, there is a variety of support available.

Melissa Barnes - *apprentice receptionist working on housing reception at Stonegravels.*

My Future

Our state-of-the-art virtual careers fair platform gives young people across Chesterfield access to the widest range of high-quality careers advice, employment support, skills and educational programmes, by showcasing up to 100 businesses, education and training providers. It provides opportunities to:

- Meet local employers and explore apprenticeship opportunities
- Work with training providers to learn about and access courses that are available
- Virtually visit post 16 institutions including colleges and universities
- Learn about the employment opportunities in Chesterfield

Find out more at www.chesterfield.co.uk/about-chesterfield/learning/myfuture/

Oliver Marshall - *Oliver is in the third year of his apprenticeship to become an electrician.*

Find an apprenticeship

Apprenticeships in Chesterfield offer a fantastic opportunity for people of all ages to gain experience, qualifications and the chance to change careers and upskill.

From specialist office roles to jobs in construction, retail and leisure, there is a wide variety of opportunities across the borough, including at the council.

To search the latest vacancies please visit www.chesterfield.co.uk/apprenticeships

Opportunities through Kickstart

The Kickstart Scheme could provide you with a six-month paid job with a local employer, funded by the Government.

Opportunities are open to people aged 16 to 24 years old, who are claiming Universal Credit, and at risk of long-term unemployment. If you have a work coach, they will talk to you about the scheme and whether it's right for you. Find out more at www.chesterfield.gov.uk/kickstart

More information

For a round-up of all opportunities please visit www.chesterfield.gov.uk/jobs-training-skills-and-apprenticeships

Chesterfield Recruitment Event **connecting employers and job seekers**

In September we teamed up with DWP Jobcentre Plus to host the first Chesterfield Recruitment Event in the market place.

The drop-in event was a great success with over 30 local businesses and training providers offering more than 1300 vacancies to the borough's residents.

Councillor Amanda Serjeant, deputy leader of Chesterfield Borough Council, said: "Events like these are a great way for job seekers to directly meet employers in the area, and find the right opportunity for them – while helping local businesses fill their vacancies at a time when some sectors are struggling to recruit. It was great to meet local employers to find out more about the problems they are currently facing and discover some of the many opportunities available to people in our borough."

There were lots of employers and training providers at the event covering a wide range of sectors. Trackwork was one of several who were offering free training for job seekers - they help people get the qualifications needed to work in the rail indsutry, which is currently booming across the UK.

Tracy Wallace, relationships manager at Trackwork, said: "It's been great to be able to attend these events and showcase what we do in the community again. Our 7-week programme has always been a great success and even more so over this challenging period. I work closely with our dedicated team of trainers who support all our learners throughout the entire course and after to progress into a new career in rail. We are here to help people who are unemployed, which includes re-training and introducing them to a reputable company, who will offer support whilst in training and give shift opportunities following successful completion of the Network Rail approved qualifications."

As well as meeting employers and training providers, a series of workshops that covered skills like CV writing and job searching were held in the Market Hall. Some employers even held interviews on the day of the event.

There was a special focus on the Kickstart scheme which offers young people six months of paid work experience. More than 100 young people have secured Kickstart placements in Chesterfield, in a variety of different sectors including leisure, technology, marketing and many more.

Work progresses at **Waterside**

Councillor Tricia Gilby took part in a tour of the Waterside development over the summer to see how work was progressing.
The high quality office development has quickly become a feature of the town's skyscape and work inside is progressing well with the offices expected to be completed later this year.

What's on

Chesterfield markets

Chesterfield Outdoor Market takes place every Monday, Friday and Saturday from 9am to 4pm and the Flea Market is every Thursday from 9am - 4pm.
The Market Hall is open Monday to Saturday from 8.30am to 5pm.

Artisan Market in Association with The Market co.

Sunday 31 October
Sunday 28 November
Sunday 19 December
Sunday 30 January 2022
Sunday 27 February 2022
Sunday 27 March 2022

Young Person's Market

Sunday 31 October

Record Fair

Sunday 14 November (main Square)

Sunday 19 December (New Square)

Love Chesterfield town centre entertainment

As part of our Love Chesterfield campaign, we've arranged a series of events and activities in the town centre.

Uncle Doom and his Organ of Gloom

Saturday 30 October

Tap Dancing Turkeys

Thursday 25 November

Chesterfield Museum

Open each Monday, Thursday, Friday and Saturday, 10am to 4pm. Admission free to exhibitions and events but donations are welcome
Tel: (01246) 345727
www.chesterfield.gov.uk/museum

Exhibition: Put That Light Out

Until: 30 October
An exhibition that tells the story of life on the 'home front' during the Second World War.

Exhibition: The Victorians

20 November to 19 March 2022
An exhibition exploring what life was like in the Victorian times featuring Victorian objects from the museum collection.

Exhibition: Chesterfield Black Stories

1 October to 15 January 2022
An exhibition, presented in partnership with ACCA, exploring the stories, experiences and contributions of the African and Caribbean Community in Chesterfield.

Pomegranate Theatre

www.chesterfieldtheatres.co.uk
Box office: (01246) 345222

Fireman Sam saves the Circus!

Saturday 6 November at 10.30am and 1pm
Family show

Mad About the Musicals

Sunday 7 November at 7.30pm
Songs from the greatest musicals

Play: The Strange Case of Dr Jekyll and Mr Hyde

Thursday 18 November at 7.30pm

The Tiger who Came to Tea

Friday 19 November to Sunday 21 November, various times
Family show

Beauty and the Beast Pantomime

Family show

Friday 3 December to Sunday 2 January 2022 - various times
A spellbinding antomime adventure starring West End, Pop Star and TV personality Suzanne Shaw, Thomas Redgrave from Britain's Got Talent Winners Collabro and Britain's Got Talent semi-finalist Andrew Fleming.

Beyond the Barricade - Musical Theatre Concert

Friday 7 January 2022 at 7.30pm
The best loved songs from Broadway and the West End.

The Snow Queen Ballet

Wednesday 12 January 2022 at 7.30pm

Dirty Dusting

Starring Vicki Michelle ('Allo 'Allo!) and Vicky Entwistle (Coronation Street) and Leah Bell.
Thursday 13 January 2022 at 7.30pm

Spring Play Season: Funny Money | The Titfield Thunderbolt |Rattle of a Simple Man

Tuesday 18 January to Saturday 5 February 2022

Buddy Holly and the Cricketers

Thursday 17 February 2022 at 7.30pm

Sindhu Vee - Alphabet

Friday 18 February 2022 at 7.30pm

Bram Stoker's Dracula

Saturday 19 February 2022 at 7.30pm

So You Think You Know About Dinosaurs?!

Family show

Starring dinosaur aficionado Dr Ben Garrod.
Sunday 20 February 2022 at 3pm

Play: The Haunting of Blaine Manor

Friday 25 February 2022 at 7.30pm

Friends: The Musical Parody

Saturday 26 February 2022 at 7.30pm

Family show

Zog and the Flying Doctors

Tuesday 1 March to Wednesday 2 March 2022, various times

Dom Joly's Holiday Snaps

Friday 4 March 2022 at 7.30pm

An Evening with Julian Norton

Saturday 5 March 2022 at 8pm

Joel Dommett - Unapologetic (If that's OK?)

Saturday 19 March 2022 at 8pm

All Our Yesterdays

50's, 60's & 70s musical journey
Tuesday 29 March 2022 at 7.30pm

Psychic Sally

Wednesday 30 March 2022 at 7.30pm

Winding Wheel Theatre

www.chesterfieldtheatres.co.uk
Box office: (01246) 345222

No Such Thing as a Fish - Nerd Immunity

Friday 5 November 2021 at 8pm

A Beautiful Noise - Music of Neil Diamond

Saturday 6 November 2021 at 7.30pm

Girls Just Wanna Have Fun

Sunday 7 November at 7.30pm
Brand-new musical comedy starring Nolan Sister Maureen Nolan, X Factor's Niki Evans, TV's Jess Wright and Olivier Award Winner Leanne Jones

The Lady Boys of Bangkok

Tuesday 9 November at 7.30pm

Russell Kane: Fast and the Curious

Saturday 13 November at 8pm *(in addition to Saturday 23 October)*

The King is Back

Thursday 18 November at 7.30pm

Nick Butter - The Man Who Ran the World

Thursday 18 November at 7.30pm

The Drifters

Friday 19 November at 7.30pm

The Illegal Eagles

Saturday 20 November at 7.30pm

One Night in Dublin

Friday 26 November at 7.30pm

Ed Byrne - If I'm Honest...

Sunday 28 November at 8pm

Dementia Friendly Screening: The Muppet Christmas Carol (U)

Monday 29 November from 1pm to 4pm (film starts 1.30pm)

Rock Heroes Concert

Saturday 8 January 2022 at 7.30pm
Help for Heroes fundraiser

Country Superstars

Friday 14 January 2022 at 7.30pm

The Take That Experience

Saturday 22 January 2022 at 7.30pm

Be Bop a Lula

West End hit - 1950s Rock' n' Roll!
Thursday 27 January 2022 at 7.30pm

Omid Djalili: The Good Times Tour

Saturday 12 February 2022 at 8pm

Jason Fox - Life at the Limit

Sunday 13 February 2022 at 7.30pm prompt *(Doors open 6pm, last entry 7pm)*

Menopause the Musical 2

Thursday 17 February 2022 at 7.30pm

UK Pink Floyd Experience

Friday 18 February 2022 at 7.30pm

Brothers in Song

Saturday 19 February 2022 at 7.30pm

Suggs - A Life in the Realm of Madness

Sunday 20 February 2022 at 7.30pm

Justin Live - The Big Tour

Tuesday 22 February 2022 at 11am and 2.30pm
Family show

Midnight Train to Georgia

Thursday 24 February 2022 at 7.30pm

Milton Jones - Milton Impossible

Saturday 26 February 2022 at 7.30pm

Please be aware events and performances may be subject to change,for the latest information visit:
www.chesterfieldtheatres.co.uk and **www.visitchesterfield.info/whats-on**

Waste and recycling **over Christmas**

Christmas is a positive time of year for many – but the extra waste that we produce has a very negative impact on our environment.

As we begin to plan for the festive season, we're encouraging you to think about how you can reduce the amount of rubbish you throw away this year, and to recycle the right things as much as possible.

Please remember:

- Plain greetings cards and non-foil wrapping paper (use the 'scrunch' test to check, if it stays scrunched up it can be recycled) can go in your blue bin. Please remove things like glitter (tear off that part), excess tape, ribbons and bows
- Lots of that extra rubbish – including cans, bottles and cardboard packaging – can be recycled in your blue bin or black caddy (for glass). Please flatten cardboard boxes and remove excess tape, polystyrene and plastic bags (they must go in your black bin)
- Small electrical items can be placed on top of your blue bin for recycling
- Try to only buy the food you need – but if you do have food waste, it can go in your green bin (please remove all packaging). Remember all vegetable peelings can go in your green bin too or can be composted at home
- If you have unwanted gifts or items that are no longer needed, please consider donating these to a local charity if they are in saleable condition

Find out more about what can and cannot be recycled on our website: **www.chesterfield.gov.uk/your-bin**

Christmas and New Year **Bin collections**

This year there will be no black and blue bin collection day changes for the Christmas and New Year Period. Christmas Eve is a normal collection day.

Please note that green bins will not be collected during the week running from Monday 27 December to Friday 31 Dec, and on Monday 3 January. This will allow extra crews to help collect black and blue bins.

Collection Day	
Fri 24 December	No change
Sat 25 December	Christmas Day
Sun 26 December	Boxing Day
Mon 27 December (BH)	No change - **apart from no Green Bin collections**
Tues 28 December (BH)	No change - **apart from no Green Bin collections**
Wed 29 December	No change - apart from no Green Bin collections
Thur 30 December	No change - apart from no Green Bin collections
Fri 31 December	No change - apart from no Green Bin collections
Sat 1 January	New Years Day
Mon 3 January (BH)	No change - apart from no Green Bin collections
Tues 4 January	No change
Wed 5 January	No change
Thur 6 January	No change
Fri 7 January	No change

Please put your bin out by 7am on collection day as crews may be out at different times.

You can find the latest information about your bin collections, request new bins and report missed collections using our online portal, My Chesterfield – visit www.chesterfield.gov.uk/mychesterfield to register.

Civic parade for Mayor

Chesterfield residents gathered to celebrate the term of Chesterfield's 380th Mayor, Councillor Glenys Falconer, at the traditional Civic Parade.

Councillor Falconer – who took up the post in October 2020 – will serve as Mayor of Chesterfield until May 2022, under an extended term due to COVID-19.

She said: "I am honoured to continue in the position of Mayor of Chesterfield. I'm delighted that we've been able to start attending more events and I've already had a great time visiting Chesterfield Pride, opening new businesses in the borough and meeting the judges for East Midlands In Bloom.

In attendance at the parade were dignitaries from across Derbyshire, Freemen and Aldermen of Chesterfield, former members of the Armed Forces, Chesterfield Sea Cadets, Scouts, St John's Ambulance, and the Royal British Legion Riders.

Councillor Glenys Falconer represents Holmebrook Ward and has served as a councillor for a total of 13 years having first been elected in 1999. She has been a member of the Appeals and Regulatory Committee as well as the Planning Committee.

Glenys is married to Councillor Keith Falconer who has previously served as Mayor of Chesterfield, and it is thought that they are the first married couple to have both served terms as Mayor.

Snow wardens wanted

We need volunteers who are willing to help clear footpaths in the event of heavy snow. All volunteers will be provided with training as well as equipment to make sure they can do this safely. This includes providing snow shovels and gloves.

As well as clearing paths a snow warden can also act as a point of contact for the council to highlight local weather conditions and report empty grit bins.

For more information, please contact Sam Sherlock, senior emergency planning officer on 01246 936464 or email sam.sherlock@chesterfield.gov.uk.

Contact **us**

We provide more than 50 services to our residents including: waste collection and recycling, street cleaning, leisure and park facilities, housing, environmental protection, planning, regeneration, housing, markets, theatres and tourism.

The answers to most of your queries will be available on our website: www.chesterfield.gov.uk and you can manage a range of council services through My Chesterfield **(**register at **www.chesterield.gov.uk/mychesterfield)**

General enquiries - (01246) 345345

For enquiries about specific services call:

Chesterfield Theatres box office

(01246) 345222

box.office@chesterfield.gov.uk

Chesterfield Visitor Information Centre

(01246) 345777 or 345778

tourism@chesterfield.gov.uk

Healthy Living Centre - (01246) 345666

hlcenquiries@chesterfield.gov.uk

Queen's Park Sports Centre - (01246) 345555

qpscenquiries@chesterfield.gov.uk

Chesterfield Citizen Advice - 0808 278 7843.

For housing related queries please call our main number (01246) 345345 except for:

Careline - 0300 323 0076

Homelessness prevention team - (01246) 345825

homelessness.prevention@chesterfield.gov.uk

Homelessness (out of hours) - 08081 629 333

Home Options – for all council house waiting list and allocations queries

Visit the website at:
www.home-options.org

(01246) 345700

home.options@chesterfield.gov.uk

Neighbourhoods team - (01246) 345071

neighbourhoods.team@chesterfield.gov.uk

Rents and rent recovery - (01246) 345501 or 345510

Reporting housing repairs - 0800 5875 659

repair.requests@chesterfield.gov.uk

Emergency housing repairs – out of hours only

(01246) 345041

If you can't find what you are looking for, you can fill in a contact form **www.chesterfield.gov.uk/contact.**

Are we accessible to you?

كيا ہم تک آپ کی رسائی ہے ؟ اگر نہیں تو ہمیں بتایئے!
你可覺得易於與我們接觸？若不的話，請提出要求。
Czy łatwo jest skontaktować się z nami? Jeżeli nie, powiedz nam o tym!
Siamo accessibili nei vostri riguardi? In caso contrario rivolgetevi a noi!

We aim to provide what you need to be able to understand our information or talk or write to us.

On request we will provide free of charge:

Language interpreters, including for sign language

Translation of written material into other languages

Material in braille, large print and recorded onto CD.

Please contact us:

General enquiries: **01246 345345**

Text: **07960 910264**

Web: **www.chesterfield.gov.uk**

Email: **info@chesterfield.gov.uk**

Get the **latest news**

Follow us on:

@ChesterfieldBC

ChesterfieldBoroughCouncil

Chesterfield Borough Council

chesterfieldbc

See our videos on **YouTube** - search for Chesterfield Borough Council's channel.

Published by: Chesterfield Borough Council,
Town Hall, Rose Hill, Chesterfield, Derbyshire, S40 1LP

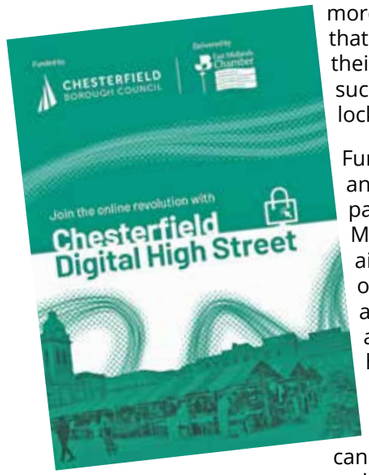
Support for businesses

Do you own a local business or know someone who does? There's a wealth of support and advice available to help our business owners get back on their feet following the impact of Covid-19.

Be sure to check that you're not missing out on support that your business may be eligible for. Some of the key initiatives are highlighted below.

Digital High Street – get set up online

This project is designed to help traditional retailers make the shift to online trading – making them more resilient in the event that something disrupts their physical business, such as another lockdown.



Funded by the council and delivered in partnership with East Midlands Chamber, it aims to support small outlets in sectors such as retail, hospitality and leisure which have been hit hardest by the pandemic.

Eligible businesses can get free help to set up an e-commerce website that can take modern payments, like Apple Pay and Google Pay, as well as setting up new services like 'click and collect.'

For more information visit: **www.emc-dnl.co.uk/chesterfield-digital-high-street or call 0330 053 8639.**

Vision Derbyshire Business Start-Up scheme

Would-be entrepreneurs thinking of launching their own business – or those who have recently taken the plunge – can now access free advice and grant funding through a new county-wide scheme.

Vision Derbyshire, a partnership of local councils including Chesterfield Borough Council, has launched the two-year small business initiative.

It is designed to help people, especially those aged between 17 and 30 and those over 50, who lost their jobs or livelihoods during the pandemic and are either looking to launch their own business or have already taken the plunge.

For more information visit: **www.chesterfield.gov.uk/vision-derbyshire-business-support** or **email business@derbyshire.gov.uk**

Town centre engagement officer

Have you met our town centre engagement officer, Rebecca Bland? Rebecca is already a familiar face to many local businesses, as she has been working hard through the pandemic to offer a range of tailored help and support.

Rebecca can be contacted at:
Rebecca.bland@chesterfield.gov.uk or 07920 570 075.

Love Chesterfield business support pack

As part of our joint campaign with Destination Chesterfield, there are a range of free marketing resources which local businesses can use to help raise their profile on social media.

To get your free Love Chesterfield business support pack, visit: **www.chesterfield.co.uk/lovechesterfield/business-support-pack**

Chesterfield innovation support programme

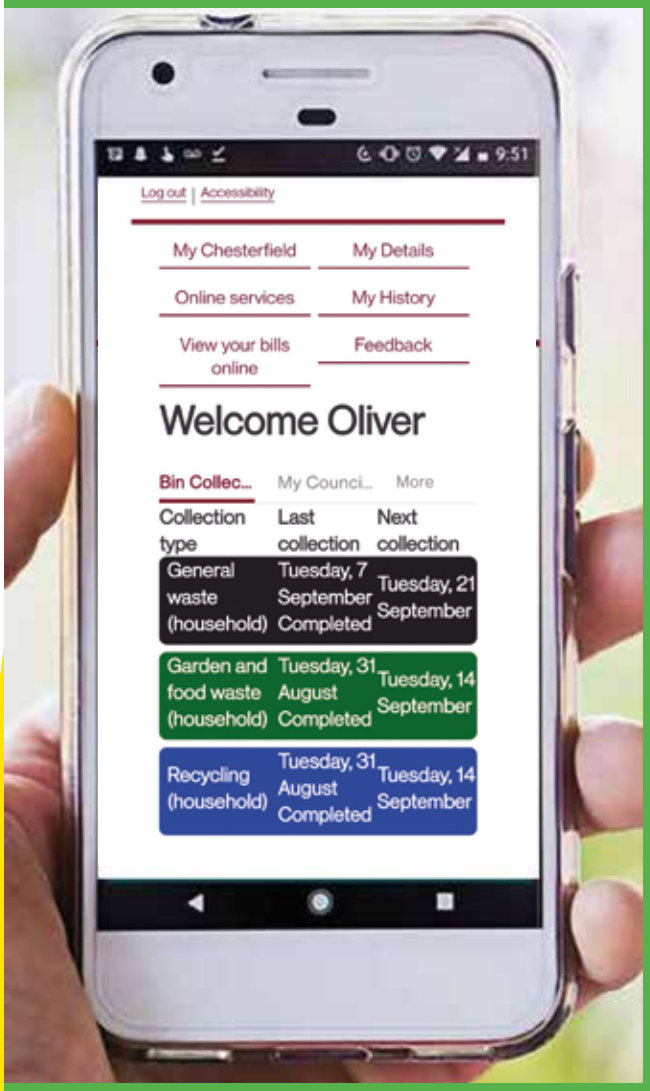
This project, part funded by the D2N2 Growth Hub, offers a variety support which includes:

- The opportunity of a one-to-one business review
- Workshops, seminars and networking events
- Access to specialist innovation advisers

The programme has supported hundreds of businesses just like yours; working with people who want to see a change in their enterprise

For further information, please contact: **Adrian Williamson, innovation support project manager at adrian.williamson@chesterfield.gov.uk**

Save time and do it online - keep up to date on your waste and recycling collections at the touch of a button



A recent upgrade to our digital platform, My Chesterfield, has made it even easier to find out the latest on all things bin.

- **Find out why your bin hasn't been emptied - new 'in cab' technology allows crews to record a reason for not emptying your bin**
- **Request or cancel a service including reporting a damaged or missing bin**
- **Request a larger or smaller bin or ask to swap from sack collections to wheelie bins**
- **Use the bin date checker to find out when your bins were last emptied and when the date of your next collection is.**

Find out more at:
www.chesterfield.gov.uk/mychesterfield

CHESTERFIELD
BOROUGH COUNCIL