News from **Chesterfield Borough Council**

Your Chesterfield

Incorporating the Annual Report to Tenants

Celebrate Christmas in Chesterfield - pages 4 and 5

New vision for Staveley - pages 20 and 21

CHESTERFIELD BOROUGH COUNCIL

Issue 29 **Autumn 2022**

Welcome ...

to the autumn edition of Your Chesterfield

Councillor **Tricia Gilby**

At the beginning of September we were deeply saddened to mark the passing of Her Majesty Queen Elizabeth II, following an historic reign spanning seven decades.

People across the borough came together to offer fitting tributes and stand together to reflect on this significant moment in our country's history – which included a well-attended ceremony at Chesterfield Town Hall to proclaim the accession of King Charles III.

As always, it was a moment of pride to see how our community unites to support one another during moments of national significance.

This year has also seen challenging times in our day-to-day lives, as the ongoing rising cost of living is continuing to have an impact on many people across the borough.

As we head into the winter months, we know that increased fuel and food bills will be putting a strain on most people – not just financially, but emotionally as people try to balance changing pressures. Help and advice is available, and our website is regularly updated with information and support for people in a variety of situations. Please visit www.chesterfield.gov.uk/cost-of-living-support or see page six for more details.

In this edition of Your Chesterfield we also put the spotlight on our commitment to provide decent, affordable and energy efficient homes for our tenants. In our Annual Report to Tenants 2021/22 (see pages eight - 18) we take a look back at our work over the last year and also set out our plans to continually improve and reshape the way we work, to ensure we deliver great service to our 9,000 council tenants.

Recent months have also seen good progress on our ambitious plans to regenerate Chesterfield and Staveley town centres, to support them to thrive for generations to come.

Our Revitalising the Heart of Chesterfield project – which includes the multi-million pound refurbishment of Chesterfield Museum and the Pomegranate Theatre – is underway.

Thanks to everyone who had their say in our consultation earlier this year. Your views are being used to help us shape the next phase of the detailed plans. Meanwhile, initial work to improve the look, feel and flow of key public areas in the town centre has begun, with work on Packers Row (see page 19).

Our long-term vision for the future of Staveley town centre is also moving forward after plans for an initial £5 million package of improvements were approved by the council's Cabinet. The work is set to be delivered over the next four years with funding provided through the Staveley Town Deal – and will help ensure the town is a place to start, stay and grow (see pages 20-21).

At this time of year, our attention also begins to turn to all things festive. Our traditional panto will take centre stage at the Winding Wheel, and there will be a host of family-friendly events happening across the borough. See pages four and five for a taste of what's happening.

As ever, we also ask people to think about how they can support our amazing range of local businesses when planning their seasonal shopping, or festive outings, and we're showcasing our unique businesses and traders as part of our annual Christmas campaign.

Winners of Chesterfield In Bloom

Chesterfield's green fingered residents have been showing off their talents in our annual Chesterfield In Bloom competition.

The contest is open to all borough residents and aims to celebrate blooming brilliant displays no matter their size.

There are ten categories open to individuals, and you can see some of the winning gardens below.

The Judge's Awards for a community green space were given to the Hollingwood Hub and the Holmebrook Conservation and Improvement Group.

In the school's competition there were categories for fabulous flowers, radical recycling, vibrant vegetables and wonderful wildlife, with schools across the area successfully competing with some great entries.

Brookfield School won the Wheelbarrow Competition with Parkside as runners up.

We are also celebrating our success in East Midlands In Bloom - a regional competition where we won our category (Best Small City) for the first time.

Best large back garden
Elizabeth Kensey

Best Allotment Plot Small
Janice Nichols

Best Pub - Tramway Tavern

Best Front Garden
William Widdowson

Best Container Garden/ Hanging Basket - Jean Smith

Main image: Best Overall - Jean Smith

FESTIVE FUN IN CHESTERFIELD

Christmas is just around the corner, and there is lots going on in Chesterfield to make it another magical year for all of the family.

From the Christmas lights switch on to a traditional Santa's Grotto, fun activities will be taking place around the town centre.

Christmas lights switch on

The Christmas Lights Switch On – a firm favourite in the festive calendar – takes centre stage on 20 November.
This will be a magical event in the heart of Chesterfield, and everyone is welcome.

The event will run from 12pm to 6pm, with the official lights switch on at 4.45pm.

Santa's Grotto

Santa will be welcoming visitors into his grotto on the Market Hall balcony from 20 November. The cost will be £6.50 per child, which includes a present.

Places must be booked in advance online or at the Visitor Information Centre. Keep an eye on the council's social media channels for more details of when tickets will be available. There will also be three relaxed sessions that will be bookable on 4 December, 11 December and 18 December.

The relaxed sessions are specifically adapted for children with learning disabilities or sensory and communication disorders. There will be no flashing lights and the sessions are extended to 15 minutes to reduce anxiety and allow everyone to enjoy a visit to Santa.

Shop local this festive season

Pick up a unique gift or two from one of Chesterfield's great selection of independent retailers. Traditional and speciality markets will also provide a great shopping opportunity, including:

Vegan Market – 6 November and 4 December

Record Fair – 13 November and 11 December

Artisan Market – 27 November and 18 December

Revolution House

Revolution House will be open and decorated for Christmas with traditional greenery, including a kissing bough, and a flower festival with arrangements throughout the house, created by volunteers.

The house will be open from Thursday 8 December to Saturday 24 December, 11am to 3pm. Admission is free, but donations are gratefully accepted.

The house will also host a carol concert on Thursday 8 December at 6.30pm with members of Holymoorside Band. Carol sheets will be provided, and we suggest everyone attending wears appropriate clothing and brings a torch (although there will be some lighting on site).

The Christmas in Chesterfield Elf Trail

The Chesterfield elves are back in the town to provide fun for the whole family this Christmas.

They will be hiding in the windows of our local shops and venues waiting for you to find them from 1 December 2022 to 4 January 2023. Spot them all and you could win a fabulous family prize.

Festival of Christmas trees

Head to the famous 'Crooked Spire' Church for a Festival of Christmas Trees. The event will take place from Thursday 17 November to Sunday 27 November 2022.

The festival will be open Monday -Thursday from 10.30am to 4.30pm and 10.30am – 5pm on Fridays and Saturdays, and 12pm - 5.30pm on Sundays. The church doors may be open at other times for services and events, during which it will not be possible to visit the festival.

Attend our pantomime

Tickets are now on sale to see Sleeping Beauty at Chesterfield's Winding Wheel Theatre. You can find out more and book tickets at **www.chesterfieldtheatres.co.uk/shows/sleeping-beauty-pantomime**. We also spoke to the stars of the show - you can read the interview on page 25.

Barrow Hill Roundhouse

Looking for something different to do this festive season? Barrow Hill's Roundhouse will be hosting an event called Shine a Light that will allow visitors to enjoy a visually stunning projection onto the roundhouse, created by internationally-renowned and Derbyshire-born video projection artists, Illuminos.

Keep up to date

You can keep up to date with all of the latest events and information on our website

www.chesterfield.co.uk/christmas

Or follow **#christmasinchesterfield** on Facebook and Twitter to see the latest event related posts from Chesterfield Borough Council and Destination Chesterfield.

Cost of living – help and advice

The cost of living is continuing to rise, and it's having an impact on households across the borough.

As we approach winter, we're all feeling the squeeze even more and, sadly, many people are facing some really difficult choices over the coming months.

If you or your family are struggling, please remember you are not alone. There is a range of help and support available to help people through the coming months.

Whether it's help to make sure you're claiming all the benefits or financial support you're entitled to, or support with issues such as housing, energy efficiency or managing your debts, we've rounded up some key information on our website.

Over the coming months we'll also be working closely with our communities and partners to offer more support to our residents.

Are you claiming all the financial help you're entitled to?

Thousands of pounds of benefits go unclaimed each year because people find the benefits system too complicated and the forms too difficult to complete.

Claiming benefits will make you better off each week and may help you get grants that are available.

We have a dedicated benefits advice service that can help check that you're receiving everything you're entitled to.

This could include Housing Benefit, Universal Credit or help with your Council Tax bill. We also have discretionary payments to cover life's essentials, available for eligible residents who are in emergency need.

Find out more on our website at:

www.chesterfield.gov.uk/cost-of-living-support

Visit: **www.chesterfield.gov.uk/benefits**

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

Call: **01246 345345**

Call for snow wardens!

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

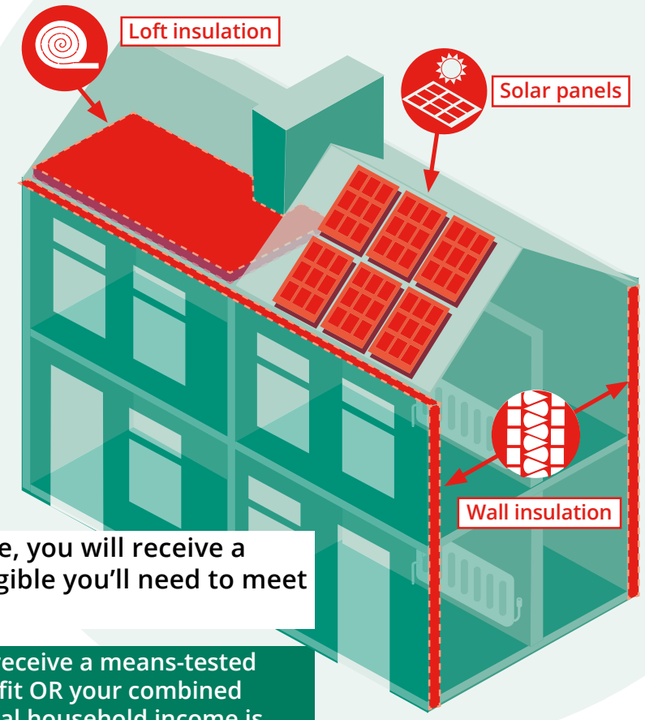
Local homeowners to benefit from Green Homes Grants

Eligible homeowners in Chesterfield could benefit from support to make fully funded energy efficient improvements to their properties - and reduce their bills.

We've teamed up with Marches Energy Agency (MEA) and E.ON Energy Solutions to help residents make energy improvements to their properties, after successfully securing funding from the Government's Green Homes Grant Local Authority Delivery scheme.

Through the scheme a number of people in Chesterfield will be contacted directly and invited to apply for fully funded external wall insulation or solar pv (panels). A small number of grants may also be available for loft insulation, cavity wall insulation and room in roof insulation.

These fully funded improvements will allow homeowners to improve the warmth and comfort of their homes, whilst also reducing energy bills and carbon emissions.



Am I eligible?

If your home is believed to be eligible, you will receive a letter inviting you to apply. To be eligible you'll need to meet the following criteria:

- You are an owner-occupier
- Your home has an Energy Performance Certificate of D, E, F or G
- You can check your EPC online using www.epcregister.com. We can get you a free EPC if you haven't got one
- You receive a means-tested benefit OR your combined annual household income is under £30,000 (gross)

Further information on the scheme can be found at:

www.chesterfield.gov.uk/housing/private-property/green-homes-grant

Due to limited funding, the grants are not open to the wider public at the moment. However if you have any questions or would like any advice on how to make energy efficient improvements to your property, you can contact MEA's local team (Warmer Derby and Derbyshire) by calling **0800 6771332 and selecting option two** or emailing **wdd@mea.org.uk**

Welcome to our Housing Annual Report to Tenants **2021/22.**

Across these pages we'll explain how the housing services we provide are performing, celebrate what we've achieved alongside our tenants and set out our key priorities for the year ahead. We'll also focus on the improvements we're making – shaped by your feedback and designed to ensure that we continue to provide high quality homes and great services for our tenants and leaseholders.

This report highlights key areas of our performance under the different standards set out by the Regulator for Social Housing. To find out more about these standards, please visit:

www.gov.uk/guidance/regulatory-standards

Introduction from Cllr Chris Ludlow, Cabinet Member for Housing

"Keeping our tenants informed and up to date about our housing services is important to us, and this report sets out some key information which we hope you find useful.

"Although in part it has been another challenging year, there were many positives to take away. The Covid-19 pandemic led to new ways of working to ensure we kept our tenants and our staff safe, while providing a range of additional support to those in need.

"I would like to express my thanks to you for your patience and understanding, and to our staff for their dedication during this period. We continue to work hard to not only return services to the standards achieved before the pandemic, but to continually improve them for the future.

"Looking back at some of our key achievements during 2021 / 22 there is much to celebrate. We:

Undertook our largest new build housing scheme for 40 years at Badger Croft

Completed the £1.2m refurbishment of the 45 flats at Pullman Close, Lowgates

Delivered over £21m of capital investment into properties

Approved additional investment to re-shape our housing management service to better support the needs of our customers

"A consideration of our environmental impact is also at the heart of the way we build new homes and improve existing properties. We're proud of our commitment to creating sustainable, energy efficient homes which have a much lower environmental impact, and are also much more affordable and comfortable for local people to live in.

"As we look to the year ahead, there are many opportunities to develop and improve our services including reshaping our services to improve customer satisfaction, more support to help tenants stay in their homes for longer, changing the way we manage tenancies to better meet individual needs, and tackling anti-social behaviour alongside our partners and communities.

"These improvements will also stand us in good stead to respond to the new regulatory frameworkthat the Government is proposing.

I hope you enjoy reading the report and are excited about how the services we deliver to you are going to develop over the coming years."

Reshaping our housing services

The information in our annual report will give you a picture of how well our services are running.

But it's also really important that we let you know about our plans for the future, and how we're responding to changes in local demand and national regulations, so you can understand what to expect, and how to get involved, over the coming year.

We're committed to effectively engaging with you, and to continually reviewing and improving our services to ensure we deliver the high standards that you rightfully expect.

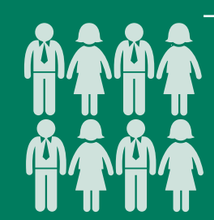
By listening to what you told us in our recent tenant satisfaction survey, and also by taking into account the upcoming changes to the way our services are regulated by government, we're reshaping the way we work.

This will be carried out in two phases. The first phase is already underway and is focused on housing management, homelessness and the housing services we are required to provide.

During 2022/23 we aim to adopt these new ways of working into our service delivery, and also begin to focus on the second phase of improvements which will look at our repairs and maintenance services, and how we manage our properties.

What will these improvements mean?

Improving the homes and lives of our tenants is at the heart of our plans.



Increase in frontline staff

As part of the first phase of improvements we will increase the number of frontline staff – and change the way they work – to provide greater support and engagement with our communities.

Investing in services

We are investing more in services to help people successfully manage their tenancies, working with partners to limit the impact of anti-social behaviour, providing greater support around mental health and wellbeing issues, and an even stronger focus on the quality of our estates and open spaces to promote clean, safe and well-maintained communities.

Opportunites to get involved

We will also be creating more opportunities for you to get involved and help shape our services, through reshaped tenant information and engagement services – ensuring we all work together to create great places to live.

Holme Hall outdoor gym

Tenant Involvement and Empowerment Standard

This standard looks at how we are committed to communicating, engaging, and working with tenants as well as ensuring that you can play a role in shaping what we do.

Over the last year the continued Covid-19 restrictions made it difficult to get together, but the team still made every effort to ensure our tenants could have their say on our services and policies, continuing to regularly communicate with the tenant challenge panel.

As restrictions began to ease, the panel were also able to get back out in the community to take a practical role in improving our services. For example, panel members have started reviewing the estate improvements that we've been delivering at Grangewood and Barrow Hill, to ensure the changes meet the standards expected.

An outdoor gym area has also been created in Holme Hall, after the tenant participation team helped a local community group apply for grant funding for new equipment. The equipment gives residents the opportunity to exercise and meet their neighbours, as well as help to improve their physical and mental health.

Our priorities for 2022/23

As the reshape of the housing service progresses, we will again offer our full range of options for tenants to engage with us. There are a number of different ways that you can get involved.

Tenant Challenge Panel – a tenant scrutiny group that reviews and reports on how our services operate

Working groups – tenants can work with housing managers and give their opinions on specific topics such as anti-social behaviour

Communications group – gets involved in and comments on our publications such as leaflets, posters and website pages

Tenant inspectors – mystery shoppers who check our services to test how we are doing

Focus groups – we hold one off meetings to gather your opinion on specific topics

Virtual panel – give your feedback on our services via email or other digital methods

Armchair consultee – for tenants unable to attend other meetings and events. We send surveys and other information directly to you

If you would like to get involved and help to shape our services, please complete the form at:

www.chesterfield.gov.uk/chat

or call **01246 345147**

Home Standard

This standard looks at how we maintain your homes.

99.75% of properties meet the Decent Homes Standard

66.6% of tenants are satisfied with their home

£21.71m invested to keep our properties at the Decent Homes Standard

- **£15.95m** on maintenance and improvements
- **£3.03m** on refurbishing sheltered housing
- **£2.73m** on building and buying new homes to let to local people

Repairs service

32,698 responsive repairs carried out

25 days average number of days to complete a responsive repair

94.6% of gas appliance checks completed

95% of repairs completed at first visit

61.5% overall tenant satisfaction with repairs service

Maintaining our homes

We have a comprehensive approach aimed at maintaining our existing homes to the Decent Homes Standard, which includes investing in significant programmes of planned maintenance and refurbishment works, and a responsive repairs and maintenance service. We also have an ambitious new build programme, to seek to maintain the numbers of council houses within the council stock.

During 2021/22 we began tackling the backlog of repairs that built up during the pandemic, and we carried out over 7,000 extra repairs compared to the previous year to get the service back on track. This extra work led to an increase in the average time taken to complete a repair, but 19 out of 20 repairs are tackled in one visit. We have also returned to a position where 100% of gas appliance checks have been completed to time at tenants' homes.

Number of homes with new:

- Heating **161**
- Roofs **155**
- Bathrooms **155**
- Kitchens **90**

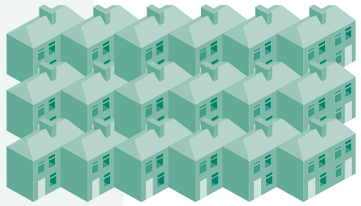
Tenancy Standard

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

Our council homes – an overview

8843

We manage 8843 properties across the borough



2558

Number of households on the housing register.

The number of households on our waiting list increased by 13.5% in 2021/22. This rate of increase is consistent with national trends as pressures on social housing continue to grow

Types of property

3180* **One**-bedroom properties

2771 Two-bedroom properties

2649 Three-bedroom properties

243 Four-bedroom plus properties

*Including 32 bedsit properties

18 New properties brought into stock

104 Properties sold under the right to buy scheme

Lettings and empty properties

633 properties have been let

100 successful nominations to housing associations

285 properties are empty*

*75 of these are empty due to major refurbishment projects

94.7 days to re-let properties on average (16 days faster than 2020/21)

32 properties have been mutually exchanged between tenants

Tenant support

271 people supported by tenancy sustainment services

504 older people supported in their homes

65,834 calls to Careline

3,566 emergency visits from Careline

Tenancy sustainment team

Our dedicated team is on hand to help you when you need it. We're committed to helping tenants stay in their home and work with individuals and the wider community to provide support to our most vulnerable tenants and try to resolve issues when they arise.

This includes support for people with physical and mental health needs, learning difficulties and disabilities, and people at risk of violence. The team can help to:

- Apply for funding to prevent people becoming homeless
- Make sure people are claiming the correct benefits
- Pay priority bills, budget and deal with debts
- Access the correct support services for their needs
- Ensure their accommodation is suitable for their needs, and they have any aids and adaptations they require
- Access grants for things like furniture and carpets

For example, we helped 130 households clear £191,186 of rent arrears to prevent eviction, supporting them to apply for assistance through the Household Support Fund.

Figures show that 91% of tenants which the team engaged with remained in their tenancies a year after support started.

Tenancy Standard priorities for 2022/23

We expect the number of households joining the housing register will continue to increase due to external pressures such as the national increases in the cost of living

Through 2022/23 the number of vacant properties will reduce as the backlog is tackled and major investment projects, that required the temporary re-housing of tenants for long periods, such as the refurbishment of Leander Court and Mallard Court, begin to welcome back tenants

We are aiming to address the increasing housing demand by building or acquiring at least 40 new energy efficient homes

As more properties become available for letting this will help to ensure that as many households on our housing register as possible are able to make successful bids and be offered a new home

We will ensure that any tenancy support issues are identified when someone moves into their new home, with ongoing help throughout the tenancy as their needs change

We will carry out annual home visits, providing an opportunity to identify and discuss any concerns

Home Standard priorities for 2022/23

We are undertaking a programme of stock condition surveys this year to help us plan future investment into homes. This will enable us to accurately prepare our investment programmes for new kitchens, bathrooms and other capital investment projects for 2023 onwards.

Our other key investment activities in 2022/23 include:

Completing the new build scheme of 21 new homes at Badger Croft, Loundsley Green

Acquiring 12 new build properties directly from developers and identifying further opportunities to buy directly from developers

Starting the development of new council homes on sites across Middlecroft

Investing up to £22 million in major improvements in our council homes, including new heating systems, windows and rewiring, which will help reduce energy use and costs

Finalising the refurbishment of the older persons scheme at Mallard Court and Leander Court

Beginning work to refurbish Leander Court bringing it back into use as general needs accommodation

Beginning the estate improvement works at Newland Dale

Progressing the second phase of reshaping our housing services, to improve the quality of the repairs and maintenance services and how we manage and maintain the quality of our council homes

Investing in homes for local people

First new build modular homes

In 2021 we successfully completed an innovative development to bring additional council houses to Brampton. Ten new properties were created at the modular housing scheme at Heaton Court – the first properties of their kind in the borough.

The sustainable housing, which is built off site and then transported to its location, offers a variety of affordable house types, creates less disruption on site for local communities and the end result is a much more sustainable and environmentally sound home.

Creating attractive places for people to live

We're committed to enhancing the range of council homes in the borough to ensure we meet the needs of our residents now, and in the future.

We are continuing to deliver a number of modernisation projects which are creating attractive places for people to live. Our 'Residential Block Refurbishment' upgraded Pullman Close in Staveley and Ashcroft Court in Old Whittington:

New doors and windows were installed at Pullman Close – giving the area a fresh and modern look

Extensive improvements have been completed at Ashcroft Court, including the re-tiling of the roof and upgrading of the roof insulation. Windows in flats and communal areas have also been replaced with A-rated energy efficient equivalents

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

Adapting homes to meet your needs

We're also investing in adaptations to properties to make sure tenants' homes meet their individual needs. For example, during 2021 / 22 we delivered 128 major adaptations such as stairlift and level access ramps, and a further 186 homes were improved with aids such as grabrails.

We're reviewing the condition of homes across the borough over the coming year to help us plan future investment into your homes. If you are contacted for an appointment for a surveyor, please help us by allowing them access. If you do receive a visit from someone claiming to be a surveyor, please ask to see their ID and get in touch with us if you have any concerns.

As well as modernising our properties, as part of our estate improvements scheme we are uplifting the appearance of our estates too, and playing an active role in tackling climate change. As part of the estate improvement at Barrow Hill, we have planted 196 trees, over 1500 metres of hedges and more than 5000 shrubs.

Heaton Court

Value for money

This standard looks at how we spend the money we receive as rent – investing back into our homes and communities. Overall, nearly three quarters of our tenants told us they are satisfied that their rent provides value for money.

What you pay

	Per week 2021/22	Per month 2021/22
Average rent per week (all)	£79.52	£344.59
1 bedroom	£74.00	£320.67
2 bedroom	£80.26	£347.79
3 bedroom	£84.31	£365.34
4 bedroom+	£92.63	£401.40

The social rents we charge are set through a national formula based on incomes and house prices. The national social rent policy increase of 1.75% was applied to all properties in April 2021 and applied until 31 March 2022. The increase was based on the inflation figure from September 2020.

The money we receive (income 2021/22)

	£	%
Property rents	35,680,821	95.2
Service charges	435,888	1.2
Garage rents	815,232	2.2
Other	542,978	1.4
Total	**37,474,919**	**100%**

The income into our housing service comes from several sources, but the main source is the collection of rent from the properties we manage (95.2%) followed by garage rents. Other income comes from service charges and external money such as grants.

Expenditure	Per £1 in rent
Repairs and Maintenance (total)	**78.3p**
Capital works including new builds	56.1p
Cyclical maintenance	5.4p
Repairs	12.1p
Work on empty properties	5.3p
Housing management (total)	**6.9p**
Rent collection	1.9p
Tackling anti-social behaviour	1.3p
Tenancy management	2.3p
Letting homes	1.0p
Tenant participation	0.4p
Supported housing services	**1.6p**
Estate management	**2.6p**
Other costs (IT/Office etc)	**10.6p**
Total	**£1.00**

Customer issues and complaints

We're committed to providing high-quality services which put the needs of our tenants first. But we understand there may be times when we don't get things quite right.

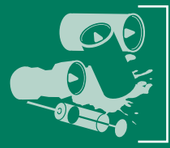
If you're not satisfied with any of our services or think we've fallen short of the standards expected, we want to hear from you, so we can make things right, improve our services and tackle the issues that matter to you. We will listen to your concerns, act quickly to resolve issues as best we can, and keep you updated on what action has been taken.

In 2021/22 the top five areas for complaint were:

Repairs issues

Damp and mould

Communal area maintenance



Anti-social behaviour

Poorly maintained gardens

We always listen to the issues you raise, try to understand why services were not satisfactory – and do what we can to put things right. During this period, due to Covid-19 restrictions, non-essential housing management and support services were delivered remotely, and the focus was placed on emergency responses and managing health and safety risks. In addition, during the pandemic there was a significant upsurge in neighbour disputes, noise complaints, and reports of anti-social behaviour, including Covid-19 breaches.

How we responded to your complaints

268
complaints received, of which 151 (56%) were upheld

74%
of complaints were responded to on target

Want to raise an issue?

We always welcome your feedback, and you can do this through our corporate complaints policy – please visit the council's website for full details or to raise an issue online. Alternatively, you can call **01246 345345**.

Looking forward to 2022/23

As well as generally being able to improve our service delivery following the pandemic, we're also due to launch a new-look corporate complaints policy and system. This will seek to speed up how fast we deal with any complaint help us to improve the way we learn from customer feedback and use this to shape our services.

If after taking your complaint through the council's own complaint handling procedures, you are still not satisfied, you can contact the Housing Ombudsman to independently investigate your complaint. Visit the website at: **www.housing-ombudsman.org.uk** or call **0300 111 3000**

Neighbourhood and Community Standard

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

68.9%
of tenants are satisfied with their neighbourhood as a place to live

281
number of ASB cases dealt with

4
total number of evictions (three because of rent arrears, one due to ASB)

Our priorities for 2022/23

We will improve the management of our estates and communal spaces, with an even stronger focus on the quality of our estates and open spaces – to promote clean, safe and well-maintained neighbourhoods

We will ensure that any tenancy support issues are identified when someone moves into their new home, with ongoing help throughout the tenancy as their needs change

We will carry out annual home visits, providing an opportunity to identify and discuss any concerns

Careline

Careline and independent living services

Careline continued to offer essential services and support for our customers during the ongoing pandemic in 2021. This helped emergency services concentrate on the most critically ill during this challenging time.

We kept in regular contact with our customers, running a phone support service to help minimise risk for both customers and staff. As well as offering emergency support, the independent living services team helped people claim over £84,000 in benefits that they were entitled to but missing out on the team also supported customers to manage debts and apply for budgeting loans.

Our priorities for 2022/23

Public support for revitalising the Heart of Chesterfield

More than 200 people responded to the Revitalising the Heart of Chesterfield consultation, showing strong support for our proposals to improve the look, feel and flow of key public areas in Chesterfield town centre ensuring the heart of our town thrives for generations to come.

The majority of those who responded believe that the planned improvements will have a positive impact, and more than 60% said the proposals would encourage them to visit the town centre more often.

The £10.28 million project will create more event space in New Square and improve the layout of Market Square, as well as upgrades to paving, lighting, street planting and signage across the town centre. There are also plans to redevelop Rykneld Square as a green space and change the traffic regulations on Corporation Street.

“Councillor Kate Sarvent, cabinet member for town centres and visitor economy, said: “It’s exciting to see these ambitious plans move ahead with the support of local people. “Thank you to everyone who took the time to complete our consultation.”

The first phase of work started in September, and will see higher quality paving, seating and street furniture – with festoon lighting to add character – installed on Packers Row. Due to be completed in the coming months, it will connect through to the new-look Elder Way and Northern Gateway.

Work begins at Stephenson Memorial Hall

Our £17.5 million renovation and remodelling project at the historic Stephenson Memorial Hall – home to Chesterfield Museum and the Pomegranate Theatre – is also pressing ahead.

In September enabling works and surveying commenced which will allow a contractor to begin on site in 2023.

Cllr Kate Sarvent

www.chesterfield.gov.uk/revitalise

New vision for Staveley town centre moves ahead

Residents and businesses in Staveley are set to benefit from a new long-term vision for the town centre, after plans for an initial £5 million package of improvements were approved by the council's Cabinet.

The improvements are set to be delivered over the next four years with funding provided through the Staveley Town Deal.

A public consultation which took place late last year showed strong support for the Staveley Town Centre Vision Master Plan, with 70% of respondents saying that they would be more likely to visit Staveley town centre if the Master Plan's proposals were implemented.

The immediate improvements planned for the town centre also received a high level of support. These include the regeneration of the Market Square, a shop front improvement scheme, a new and improved link to the canal, a new landmark pavilion building, an enhanced public realm and better signposting of facilities and attractions.

Councillor Kate Sarvent, cabinet member for town centres and visitor economy, said: "We want Staveley to be a thriving town centre that attracts both residents and visitors, encourages new business start-ups and supports existing retailers and businesses to flourish.

"We received lots of support for the ideas and proposals that we set out within the Master Plan but it's important to be clear that we cannot deliver everything at once. Our aim is to make best use of the Staveley Town Deal funding to deliver an initial package of improvements that will help ensure Staveley has a bright future as a place to start, to stay and to grow.

"We will continue to work closely with Staveley's retailers, businesses and residents to ensure we deliver the planned improvements to time and budget."

The improvements, many of which are conditional on receiving planning consent, include the regeneration of the Market Square – a proposal which was supported by 77% of respondents to the public consultation. Elsewhere in the Market Square, the disused toilet block will be demolished and a landmark pavilion building with new commercial space will be created, improving visibilityinto the market square.

The Market Square will also benefit from new paving, lighting, planting, and benches, as well as improvements to Barnfield Close to encourage members of the public to shop and socialise.

The High Street will benefit from a rejuvenation of the public ream, and a shop front improvement grant scheme will support retailers to make changes to their store frontages. There will also be town centre wi-fi to improve digital connectivity.

You can find out more about the planned improvements on our website:

www.chesterfield.gov.uk/staveley-21

Developing rail industry careers

Plans for a new training, enterprise and research centre, which will create new opportunities for local people interested in a career in the rail industry are moving forward.

Funding for the Derbyshire Rail Industry Innovation Vehicle (DRIIVe) has been confirmed thorough the Staveley Town Deal. The innovative facility aims to grow and enhance the rail sector in Chesterfield.

The council-led project is being run in partnership with Barrow Hill Ltd, and is supported by New Rail, rail research and development specialists based at the University of Newcastle.

Whilst the project is still in the early stages of design and requires planning permission, Barrow Hill Ltd, the commercial arm of Barrow Hill Engine Shed Society will be responsible for the day-to-day operation of DRIIVe, has begun to work with a new partner that will allow local residents to access rail-related training.

Specialist training provider Qualitrain are using the facilities which already exist at Barrow Hill to allow people to undertake training for Rail related Apprenticeships, including the level 2 Rail Engineering Operative and Level 3 Rail Engineering Technician.

Mervyn Allcock, general manager at Barrow Hill Roundhouse, said: "DRIIVe will help establish Barrow Hill as the home of the rail industry in Chesterfield but we're very keen to work with training providers to ensure that everyone can access the skilled careers available in the rail industry now."

More details about DRIIVe will be shared in the coming months and the project aims to be completed by 2025.

Barrow Hill Memorial Hall receives planning permission

Residents are set to benefit from a revamped community hub after Barrow Hill Community Trust received planning permission to restore the historic Memorial Hall. The group has received over £1 million to restore the building through the Town Deal, with additional funding from the National Lottery Heritage Fund.

Simon Redding, chair of Barrow Hill Community Trust said: "We are delighted to be able at last to bring the much-loved Memorial Hall back into use, to provide all the facilities and services which local people have told us they desperately need. We'd like to thank the Staveley Town Deal for their support for the community of Barrow Hill."

The finished hub will include a new social space for residents, a multi-function sports hall, a nursery, a classroom, and an events space – allowing the community to access services and socialise together.

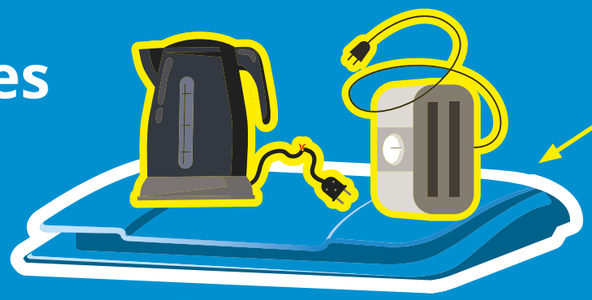
Barrow Hall Memorial Hall was built by Richard Barrow as a part of the first stage of his model village in the 1850s. It now stands as the memorial to the fallen and has been serving the local residents for over 150 years as a workmen's hall, dining hall, workmen's institute and social club.
With accelerator funding thorough the Staveley Town Deal the Community Trust has already repaired the roof and ensured the building is watertight to allow the restoration to proceed.
Barrow Hill Community Trust is the community development charity for the village of Barrow Hill and surrounding neighbourhoods.
You can find out more about the trust, the work they do and the plans for the building on their website:

google.com/view/barrowhill/home

Recycle Right

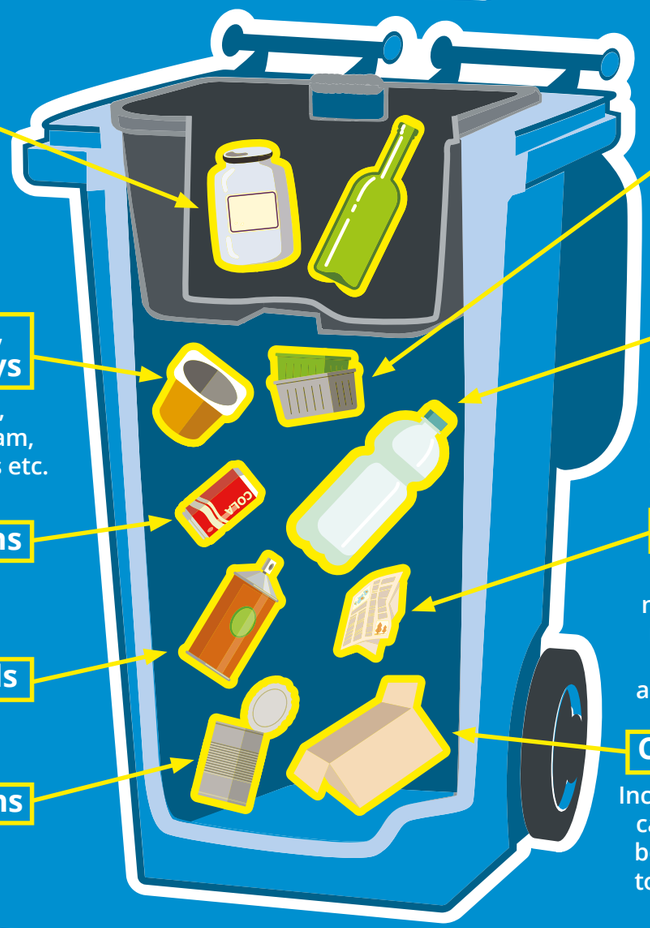
During Recycle Week in October we relaunched our recycling campaign, highlighting why it's so important that we all put the right stuff in the right bin!

What goes in your blue bin



What goes on the bin lid

Small electrical items such as kettles and toasters (**no microwaves or TVs**)



Glass bottles and jars in the black caddy

Only glass bottles/jars (must be kept separate in black box/blue sack)

Plastic pots, tubs and trays

Such as yoghurt, margarine, ice cream, punnets, meat trays etc.

Drinks cans

Emtpy aerosols

Food cans

Clean foil

Foil, food trays and containers

All plastic bottles

Such as milk, fizzy drinks, shampoo, shower gel, bleach etc.

Paper

Including newspapers, magazines, envelopes, and junk mail

Cardboard

Includes flattened cardboard, egg boxes, kitchen/ toilet roll tubes

Not for recycling

What doesn't go in your blue bin

Plastic bags

Including film, bubble wrap and crisp bags

Hard plastics

toys, storage boxes, buckets

Polystyrene

Metal items

pots and pans, baking sheets

Food and drinks cartons

Food and pet pouches

Nappies

Using your recycling bin incorrectly can mean that all that's been collected can't be recycled, this can incur extra charges.

It is also important for our environment, as around five percent of carbon emissions in Chesterfield are a result of waste. By recycling more of the right things we use less energy to create new products and lower our emissions.

Please be kind to our collection crews

Our crews work hard to collect waste and recycling across the borough. Please be mindful of them when driving nearby. Be careful when overtaking lorries especially as the crew could be in the road or the lorry may be about to move.

Shop smarter this Christmas

Christmas is a time where lots of you will come together and celebrate – but the extra waste created can have a negative impact on our environment.

By thinking about what you buy and how you are going to use it you can help reduce the amount of waste you throwaway and increase the amount you recycle. Here are five tips to help you reduce waste this year:

1. **Avoid glitter and foil** – when purchasing greetings cards, crackers or wrapping paper avoiding products which have glitter or foil means they can be easily recycled after Christmas. Search for the 'scrunch test' to find out how to test the recyclability of your wrapping paper.

2. **Avoid polystyrene** – if you order goods online at Christmas it's likely your items will be delivered in cardboard boxes, remember to remove any plastic or polystyrene inserts before recycling.

3. **Plan before you shop** – create a list and only get what you need, and try to think in advance about how you can use leftovers for the days after Christmas.

4. **Shop local and plastic free** – buying food from local suppliers, like butchers and greengrocers, can help reduce the amount of plastic packaging you use.

5. **Use your green bin** – you can put food waste including, bones, vegetable peelings and leftovers, in your green bin which can then be composted.

Changes to Electoral Boundaries

The Local Government Boundary Commission for England published their final proposals for new local electoral boundaries following a review earlier this year.

Final recommendations aim to ensure that each councillor represents the same number of electors whilst also ensuring the ward reflects community ties and identities.

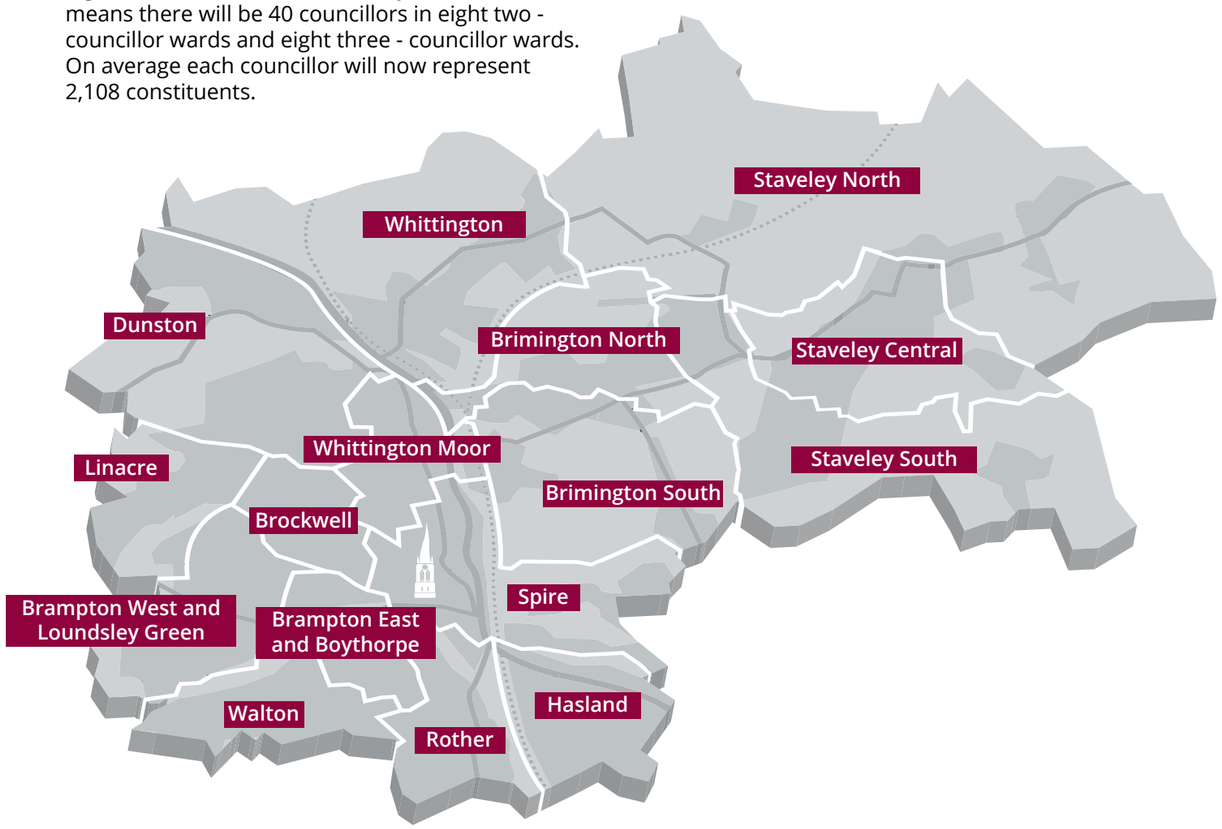
The changes will be in place for next year's local election on **Thursday 4 May 2023**.

As part of the changes, the boundaries of all but one ward will change and new names will reflect these changes.

The total number of councillors will reduce by eight and the number of wards by three. This means there will be 40 councillors in eight two - councillor wards and eight three - councillor wards. On average each councillor will now represent 2,108 constituents.

To shape the final proposals, there were three consultation periods, during which 84 submissions were received from residents and community groups. The proposals will now be laid before parliament.

We will be sharing more details including any changes to your local polling station, as we approach the election in May 2023.



Find out more about the boundary review on our website:

www.chesterfield.gov.uk/your-council/electoral-boundary-review

Sleeping Beauty welcomes audiences to the Winding Wheel

Chesterfield's pantomime has an all-star cast this year who are all ready to entertain audiences at the Winding Wheel Theatre.

This year's cast includes Michelle Collins, famous for her appearances in EastEnders and Coronation Street, who will be playing the bad fairy Carabosse.

Britain's Got Talent star Jai McDowall, who won the fifth season of the show with his powerhouse vocals, is playing the heroic prince, while former Disney Art Attack presenter Lloyd Warbey will have audiences laughing as he plays the fool.

Panto star looking forward to Chesterfield return

We had the chance to speak to Jai McDowall ahead of rehearsals and asked about what he is looking forward to most about taking to the stage in Chesterfield.

Jai said: "I've actually recently been to Chesterfield as I was touring with a production called Les Musicals. We toured before Covid and that time we performed at the Pomegranate Theatre but most recently we went to the Winding Wheel where the panto will be this year.

"Sleeping Beauty is a pantomime that I haven't done for a full run. I once played in an Easter version for three days and it was actually one of my favourite pantos to be in - so I'm looking forward to playing a fun role in the production for the full run over Christmas this year.

"I've worked with the company that are putting the panto together for a few years and they thought I'd be good for the role I'm playing. Last year I was the beast in Beauty and the Beast so this time I think they thought I could go back to playing a prince.

"The Winding Wheel is a lovely venue. I love seeing the balcony with all the different carvings and things as well. It is such a nice building from its structure to its architecture so it will be nice to look out onto everything for the six weeks the panto is on for.

"It's a tradition for many people watching a panto. I had Christmas off a couple of years ago and I enjoyed watching other people do panto, so it is great for me being on stage this year.

"They always get me to sing a few numbers, I haven't had confirmed from the musical supervisor yet what they are looking to put in.

"This will be my eighth panto – I've done quite a few now including a virtual one during lockdown too, which was a bit strange as we were performing to a camera with no audience.

"I'm not staying too far away from the venue this year so hopefully I will get to see some other Christmas stuff around the town too."

Sleeping Beauty takes place at the Winding Wheel Theatre from Tuesday 6 December 2022 to Tuesday 3rd January 2023. Signed, audio described, and relaxed performances are available for those with access needs. Tickets can be booked online at: www.chesterfieldtheatres.co.uk/panto or by calling the box office on 01246 345 222

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 to 4pm.
The Market Hall is open Monday to Saturday from 8.30am to 5pm.

Artisan Market in Association with The Market co.

The Artisan Market takes place on the last Sunday of the month featuring the very finest artisan market traders.

Market Square, Chesterfield, Derbyshire, S40 1AR.

Sunday 27 November 10am to 3.30pm

Sunday 18 December 10am to 3.30pm

Record Fair

AA Record Fairs invites you to the Chesterfield Record Fair. With over 40 dealers from all over the country selling a range of LPs, CDs, cassettes and music related DVDs.

Market Square, Chesterfield, Derbyshire, S40 1AR

Sunday 13 November, 9am to 3pm

Sunday 11 December, 9am to 3pm

Vegan Market

Rainbow Monkey Events invites you to the Chesterfield Vegan Market. An amazing range of Vegan products including cakes, chocolate, dog treats, jewellery, toys, household goods, clothing and hot food.

New Square, Chesterfield, S40 1AR.

Sunday 4 December, 10am to 4pm

Town Centre events

Chesterfield Market and Christmas Lights Switch-On

Get into the festive spirit as Chesterfield's annual Christmas Lights Switch On returns for 2022 with a variety of entertainment performing throughout the day and a market that will allow shoppers to start their Christmas shopping.

Stalls will be charged at £35 each. Stalls must be booked online at **www.chesterfield.gov.uk/markettrading**

Sunday 20 November from 12pm to 6pm (lights switch on at 4.45pm)

Revolution House

Revolution House, High Street, Old Whittington, Chesterfield, Derbyshire, S41 9JZ

Christmas at Revolution House

Open Thursday 8 December to Saturday 24 December from 11am to 3pm. Free admission.

See Revolution House decorated for a 17th Century Christmas with displays of greenery, a kissing bough, and colourful flower arrangements

Carol Concert at Revolution House

Join Holymoorside Brass Band in the garden at Revolution House for traditional festive carol singing.

Thursday 8 December from 6.30pm.

Winding Wheel Theatre

www.chesterfieldtheatres.co.uk

Box office: (01246) 345222

Coldplace

Friday 11 November at 7.30pm

The ultimate tribute band to Coldplay.

Satellite broadcast: Matthew Bourne's Nutcracker! (Cert TBC)

Thursday 17 November at 2pm and 7pm

Chesterfield Symphony Orchestra – Winter Prom

Saturday 19 November at 7.30pm

A Christmas Carol Chesterfield Operatic Society

Wednesday 23 November to Saturday 26 November. Evenings 7.30pm, Saturday matinee 2.30pm

A spectacular adaptation of Dickens' best-known story.

Sleeping Beauty pantomime – family show

Tuesday 6 December 2022 – Tuesday 3 January 2023, various times

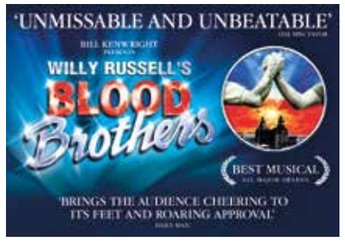
Chesterfield's biggest and brightest pantomime! Starring soap icon Michelle Collins, Britain's Got Talent's Jai McDowall and Disney Channel's Lloyd Warbey.

A New Year Viennese Concert with Sheffield Symphony Orchestra

Sunday 8 January 2023 at 3pm

Screening NT Live: The Seagull (12A)

Sunday 15 January 2023 at 7pm



Blood Brothers

Tuesday 24 January to Saturday 28 January 2023, Evenings 7.30pm, Wednesday, Thursday and Saturday matinee at 2.30pm

Willy Russel's legendary musical, presented by Bill Kenwright.

Screening NT Live: The Crucible (12A)

Sunday 12 February 2023 at 7pm

Barry Steele and Friends – the Roy Orbison Story

Friday 17 February 2023 at 7.30pm

A tribute to the music of Roy Orbison.

The Rocket Man

Thursday 2 March 2023 at 7.30pm

A tribute to Sir Elton John.

Showaddywaddy

Friday 3 March 2023 at 7.30pm

Buddy – The Buddy Holly Story

Tuesday 7 to Saturday 11 March 2023, Evenings 7.30pm, Tuesday, Wednesday, Thursday matinee 2.30pm

The multi-award winning West End musical.

Henning Wehn – It'll All Come out in the Wash

Friday 17 March 2023 at 8pm

Chris McCausland – Speaky Blinder

Friday 24 March 2023 at 7.30pm

Totally Tina

Thursday 30 March 2023, 7.30pm

Recreating the spectacle and energy of the sensational live shows of the magnificent Tina Turner.

Fisherman's Friends

Thursday 13 April 2023 at 7.30pm

Dr. Feelgood

Saturday 15 April 2023 at 7.30pm

One of the most popular and exciting live rhythm and blues acts in the world.

Marti Pellow – Pellow Talk

Friday 21 April 2023 at 7.30pm VIP tickets available.

Francis Rossi – Tunes and Chat

Saturday 22 April 2023 at 7.30pm. VIP tickets available.

Roy Chubby Brown

Friday 12 May 2023 at 7.30pm

Paul Young – Behind the Lens

Saturday 13 May 2023 at 7.30pm. VIP tickets available.

La Voix

Friday 15 September 2023 at 7.30pm

Packed by the case load with side splitting comedy, huge vocals, mesmerising diva impressions.

Oh What a Night!

Saturday 23 September at 7.30pm

A musical journey through the incredible career of Frankie Valli and The Four Seasons.

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

Celebrating sustainable businesses in Chesterfield

We all need to play our part to achieve our target of becoming a carbon neutral borough by 2050, including businesses based in Chesterfield.

Last year we worked with Destination Chesterfield to launch the Sustainability Award as part of the Love Chesterfield Awards. This celebrates businesses that are making changes to the way they work to reduce their environmental impact and their carbon emissions.

Councillor Amanda Serjeant, deputy leader, said: "We all need to work together to tackle the climate crisis and reduce our emissions. It's important that we celebrate and learn from those businesses that are leading the way and changing their business practices to reduce their carbon footprint. I want to congratulate the finalists and I hope their actions can help inspire others to change too."

This year, four businesses were finalists for the award; Astra Designs, Robinsons PLC, Northern Tea Merchants, and Bridge Help - each are taking impressive steps to tackle the climate crisis.

Astra Designs creates 'geek fashion' using new and upcycled fabrics. They do not use any plastic packaging and have achieved plastic free status. The company also uses 85% upcycled fabrics which helps reduce the amount of water used when creating textiles. In addition, solar energy is used to power their stall and they campaign against 'fast fashion' because of its impact on the environment.

Donna Swift-Moore, Designer and Company Director at Astra Designs, said: "With the fashion industry being the second worst sector for polluting water from dyeing textiles and over a third of all clothing being sent to landfill, it is vital for us to create fashion that has the least impact possible.

"I'm absolutely over the moon that our company has been recognised as a finalist for the Sustainability Award. Our entire business is built around creating sustainable fashion and accessories, so being acknowledged for this is truly amazing."

Northern Tea Merchants manufactures teabags, blends tea and roasts coffee. The café and shop on Chatsworth Road are only a small part of their business, the company produces around 100 million tea bags and roasts 200 tonnes of coffee every year to supply their 3000 wholesale customers. Over the last five years the company has been on a journey to reduce their impact on the environment.

All their tea bag paper is now biodegradable and they use recyclable packaging across their range. They have also undertaken an assessment of emissions across their entire supply chain which led to an investment in renewable energy to offset 500 tonnes of carbon emissions. Plus, with every order on their website, a tree is planted – so far, they have planted over 2700 trees in Madagascar.

James Pogson, Director at Northern Tea Merchants, said: "We put a great deal of time and focus into understanding the impact of the work we do. From the food miles right down to the packaging, we're always striving to make the operation as sustainable and environmentally friendly as possible. We've made some significant positive steps over the last five years and it's wonderful to get this recognition."

Robinson PLC is a multinational company that specialises in custom packaging for food and consumer products. Robinson's sustainability pledge was launched in February 2021 and underpins the business strategy. They have improved efficiency in their factories to reduce energy and material consumption, use only Forest Stewardship Council (FSC) certified paper and are currently working towards FSC certification.

Helene Roberts, CEO at Robinson PLC, said: "Sustainability is at the core of what we do as a business here at Robinson and we are working on a wide range of initiatives to reduce our impact on the environment, as well as enhance the experience of our employees and local communities in which we operate.

"We are delighted to be selected as a finalist for the Sustainability Award; the team at our Rigid Box site in Chesterfield is proud that our products are not only 100% recyclable and made from 95% recycled materials, but also promote consumers to reuse the beautiful presentation and gift boxes in the home."

Bridge Help is a short-term finance lender to property investors in England and Wales. The company is a member of Ecologi, an organisation supporting businesses to reduce their carbon impact. Since January this year, the company has been taking positive steps to offset their carbon emissions. Planting 508 trees across Madagascar, Kenya, Uganda and Mozambique.

Chris Sellars, Chief Executive of Bridge Help, said: "At the start of this year, we were delighted to become carbon neutral. To be recognised by the Love Chesterfield Awards for the work we've done in achieving this is fantastic. Sustainability is incredibly important to us; it is something the whole team is passionate about."

The Love Chesterfield Awards took place on 12 October 2022. Find out who won here:

www.chesterfield.co.uk/lovechesterfieldawards

Donna Swift-Moore, Designer and Company Director at Astra Designs: "With the fashion industry being the second worst sector for polluting water from dyeing textiles...it is vital for us to create fashion that has the least impact possible."

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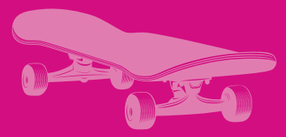


“Councillor Jill Mannion-Brunt, cabinet member for health and wellbeing, said: “It was fantastic to see so many young people and adults working together to put a spotlight on this issue, and then engage with the council to make positive progress.

Success for local skaters

Skaters who use a popular Chesterfield skate park are benefitting from improvements after we listened to and engaged with them about the changes they would like to see.

Located behind Ravenside Retail Park, the skatepark is an attraction for many young people and adults who are passionate about the sport, and together they have created a real sense of community at the site.

But essential works to maintain the facility – which was outside of the council’s control – were overdue, leading the group to gather a petition of more than 1,000 names calling for action to be taken.

The petition was considered at a meeting of full council where campaigners took the floor to put forward their aspirations for the park.

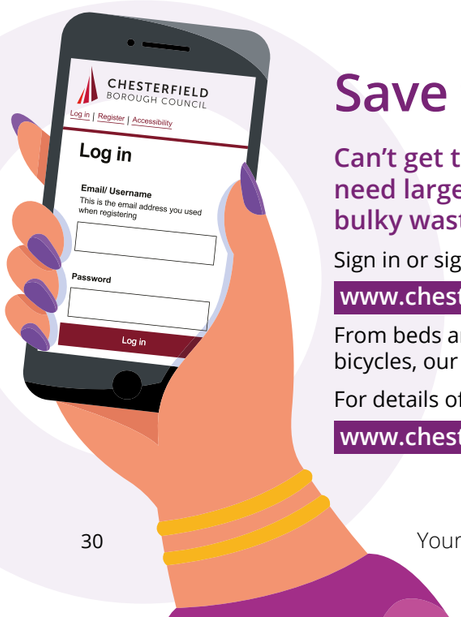
We listened to their views and the council is now in the process of taking ownership of the site and control of the land, which will allow us to make the improvements they want to see.

Councillor Jill Mannion-Brunt, cabinet member for health and wellbeing, said: “It was fantastic to see so many young people and adults working together to put a spotlight on this issue, and then engage with the council to make positive progress.

“We are committed to working with them to address the improvements they have asked for, which includes repaired lighting, a new bin to help keep the site tidy, general maintenance, and new signage. We will also work with the skaters to decide what the park should be officially called.

“These young people and adults are an essential part of our community and it’s fantastic that we have been able to work together to make a positive change.

“Our skateparks are part of our overall parks and green spaces strategy and we are dedicated to improving our parks and green spaces, including through schemes like this.”



Save time, do it online

Can’t get to the household waste and recycling centre? If you need large household items removing, you can now book a bulky waste collection online via My Chesterfield!

Sign in or sign up at:

www.chesterfield.gov.uk/my-chesterfield

From beds and freestanding furniture to electrical items, old barbeques and bicycles, our team can pick it up straight from your home.

For details of the items that we’ll collect visit:

www.chesterfield.gov.uk/bins-and-recycling/bulky-waste-collection

Swim Against Loneliness is a success

Local people helped raise thousands of pounds to help tackle loneliness, as part of a charity event hosted at Queen’s Park Sports Centre.

The Swim Against Loneliness challenge pulled in more than £7,000 to support The Volunteer Centre Chesterfield and North East Derbyshire, and the Elderfriends service.

The week-long sponsored swimming event aimed to get more people swimming, while raising money to help combat loneliness.

From ‘Escaping from Alcatraz’ to ‘Mount Everest’ each challenge had different names and target lengths to complete.

Council Leader, Councillor Tricia Gilby, took to the water as part of the event – swimming 1,550 metres in just one hour to raise vital funds for the charity. Councillor Gilby joined participants from across Chesterfield, and children who are registered on the sports centre’s Learn to Swim programme.

Cllr Tricia Gilby

“Councillor Gilby said: Loneliness can affect any one of us and can have an impact on both our physical and mental health, so I was really keen to do what I could to support this local charity.”

The Elderfriends service is provided by The Volunteer Centre and provides a lifeline for many of our older residents – tackling social isolation by ensuring they have someone to speak to and socialise with.

Dave Radford, manager at The Volunteer Centre, said: “With cuts to funding for our befriending service increasing and loneliness reaching epidemic proportions, it became vital for us to look at other ways of maximising our income streams.

“The Swim Against Loneliness was our way of doing just that. People will always be socially isolated, but we can make a difference, we can change that just by offering a few hours a week to volunteer or giving a few pence to help expand our service. Who knows - one day you might need it yourself.”

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**)

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

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

Are we **accessible** to you?

کیا 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**

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

Careline - 0300 303 3378

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

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