News from **Chesterfield Borough Council**

Your Chesterfield

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CHESTERFIELD
BOROUGH COUNCIL

Issue 22 **Autumn 2020**

Welcome ...

to the autumn edition of Your Chesterfield

Councillor Tricia Gilby

As a community, we have faced unimaginable challenges – individually and collectively, as we deal with the Covid-19 crisis. Our key workers have been at the heart of this. I sincerely thank each and every one of you. Your commitment has been outstanding, helping our community at a time of great need.

Thanks also to the hundreds, if not thousands of unsung heroes from our community, voluntary and charity sector – as well as good neighbours – who have ensured vital supplies and services get to our most vulnerable.

The loss of life in this pandemic is utterly heart-breaking, and we must pay tribute to those who have died. We are planning a memorial in Chesterfield and will soon be asking you to join with us in finding the most appropriate way for us to honour their memory. We hope it may bring some comfort to families.

At times like these, council services are more crucial than ever. As you will see in this edition, we continue to deliver on key priorities such as council homes, supporting school leavers and tackling climate change. We will continue to stand by you.

Looking ahead, Christmas is fast approaching. This year will be a different and difficult festive period for us all. We are working on our seasonal plans, but times are uncertain and public safety must come first, but we aim to do the best we can in the circumstances.

We are living in uncertain times, but we are standing together as a community. If you need help or support, please speak up. Various points of contact are included throughout this edition.

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: https://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 back page of this magazine for further contacts.

Government restrictions are subject to ongoing change. Please check our website for the latest information.

My Future: A virtual skills and employability platform

With hundreds of school leavers in Chesterfield and North Derbyshire facing uncertainty about their future, Chesterfield Borough Council, in partnership with Destination Chesterfield and the D2N2 North Derbyshire Careers Hub, have developed an innovative online careers and employability platform.

My Future provides young people with the information they need to build the career and [illegible] that they want, so that we can continue to build a thriving borough together

It was launched on G[illegible] day (20 August) an[illegible] week almost 300 y[illegible] logged on to the pla[illegible] each spent an average[illegible] minutes learning about skills and employability.

My Future can be accessed by anyone wanting to learn more about careers and training opportunities by visiting: www.myfuture.org.uk. The platform will also be used by schools over the next year as an educational tool to support careers advice.

Councillor Tricia Gilby, Leader of Chesterfield Borough Council, said: "My Future is a truly innovative digital platform providing access to a wide range of careers advice, employment support, apprenticeships, skills and training programmes, all under one virtual roof. My Future provides young people with the information they need to build the career and future that they want, so that we can continue to build a thriving borough together."

Giving young people across Chesterfield and North Derbyshire access to the widest range of high-quality careers advice, employment support, skills and educational programmes, My Future showcases around 100 businesses, education and training providers across 10 zones in a virtual careers fair.

The zones include careers and transition, regeneration, enterprise and employment support, digital and technology, engineering and manufacturing, financial and professional services, health, community and public service, property and const[illegible] logistics and distribution and [illegible]ism, hospitality and retail.

[illegible]t more about the [illegible]tunities available [illegible]yfuture.org.uk [illegible]ntrol of your future e[illegible]n or career planning.

Supporting the community through the Covid-19 lockdown

Throughout the Covid-19 lockdown period earlier this year council employees were working hard to make sure that the local community was supported.

This meant redeploying staff to priority services, supporting local businesses, helping run testing centres and supporting the Derbyshire Community Response Unit.

Redeploying staff to key areas

Where service areas closed, or work was reduced, staff were redeployed to help in other areas where there were shortages or increased demand because of the Covid-19 crisis.

One of the key services where staff were redeployed was the crematorium. This was a huge adjustment for the staff who made this change.

Amanda Clayton, who usually works in the democratic services team which involves managing councillor diaries, arranging meetings and civic engagements, was redeployed to support the crematorium.

Amanda explained: "It was really important for me personally to know that I was doing something to help with the Covid-19 response and so if I hadn't been given a chance to do this, I would have looked for another way to help."

Two other members of staff who were also redeployed to the crematorium became qualified crematorium technicians, which was a fantastic achievement and also means they will be able to step in quickly again to help the service if required.

Derbyshire Community Response Unit

Derbyshire County Council led the Community Response Unit, with Chesterfield Borough Council officers involved in the delivery of this programme from day one. This meant working with voluntary and community sector organisations helping arrange and deliver food parcels, promoting the community response unit and helping ensure it supported the local community.

L to R: John Pearce (cremation technician - now an accredited mentor), Michael Lynch (joiner) and Simon Johns (Streetscene).

Wendy Blunt *(shown below with her assistant, Nellie)* is a health and wellbeing officer but during the Covid-19 crisis, she and fellow health and wellbeing officer Tina Hensey were vital to ensuring that vulnerable residents were supported.

Wendy explained: "All the referrals for help in Chesterfield came through to Derbyshire Voluntary Action and then were forwarded onto me. The referrals were for assistance from people in Chesterfield who were shielding, vulnerable or self-isolating. When we received the referrals, we phoned people and asked them what they might need help with.

"We arranged help for them with shopping and prescription collections, but some just wanted a friendly chat because they were feeling isolated.

I really enjoyed speaking to people and helping them in whatever way we could. I love speaking to the fabulous people of Chesterfield. We have some wonderful volunteers out there that go above and beyond to help the people of Chesterfield."

Pharmacy deliveries

Five members of the commercial services team stepped in to help support local pharmacies by ensuring that they could continue to deliver prescriptions to vulnerable residents.

From the end of April until the middle of August the team delivered more than 10,000 prescriptions from Wheatbridge Road pharmacy, Sheffield Road pharmacy, Ashgate Medical Centre, Chatsworth Road pharmacy and the town centre pharmacy, ensuring that residents from across the borough received the medication they needed.

Our photo shows Steve Betts - (plasterer)

The council received positive feedback from its residents about the staff who were redeployed to help deliver essential services to vulnerable people.

Covid-19 testing

More than 20 members of staff, from across the Council, volunteered to be redeployed to help with Covid-19 testing in Chesterfield.

The Technique Stadium (formerly known as the Proact Stadium) was set up as a drive through Covid-19 testing centre in April 2020 and the council was asked to provide marshals to support the operation directing traffic around the testing centre.

Duties included checking car registrations to ensure the driver was on the appointment list, guiding them into correct lanes to approach the testing area and directing cars to exits on departure.

Voluntary Sector Support

We are incredibly lucky in Chesterfield that we have a strong voluntary sector that provides incredible support to our communities throughout the year, and during the Covid-19 pandemic this has been more important than ever.

In July Councillor Jill Mannion-Brunt, cabinet member for health and wellbeing, and our senior managers hosted an online discussion for local organisations to highlight the support they need, and share updates on the projects they have been running through lockdown. The breadth and scale of this work has been astounding.

Groups have found ingenious methods of continuing to support their members and the wider community. Tackling social isolation and loneliness was a priority for many, but they also supported residents with the delivery of food parcels, hot meals, prescriptions and much more.

Local community groups like Gussie's Kitchen, Staveley Derbyshire Community Hub and Chesterfield Community Food Hut have been exceptionally busy delivering food parcels and hot meals.

We have also seen a range of new projects to help the community. At the start of lockdown, the Chesterfield and Derbyshire Asian Association set up the Saffron Kitchen to deliver hot meals to those in need. In just two months they delivered more than 400 hot meals to local residents.

Sushri Wells, secretary of the association, explained: "From members' feedback and a wider community survey, we pinpointed a need for a mid-day meal delivery service. And so, Saffron Kitchen was established, with the specific purpose of providing meals to vulnerable people and carers."

Thank you to everyone supporting our communities during these challenging times.

Staveley Town Deal

Staveley is one of 101 towns across England invited to make a bid for up to £25m in a Town Deal, an initiative announced by Government in November 2019.

Local leaders, the community and businesses have come together to draw up ambitious plans to transform Staveley's economic growth prospects with a focus on employment opportunities, improved transport, skills and culture.

Councillor Tricia Gilby, Leader of Chesterfield Borough Council and Staveley Town Deal board member, said: "The town deal is a really exciting opportunity for Staveley, the funding will allow us to invest for the future and will help the council's vision to create a thriving borough with real opportunities for local people."

A Staveley Town Deal board has been established and this will help oversee and guide projects that deliver the most value for residents of Staveley. The board is composed of elected members from Chesterfield Borough Council, Staveley Town Council and Derbyshire County Council, both local members of parliament, representatives from local charitable organisations, Derbyshire Police, education leaders and representatives of the local business community.

There are lots of opportunities for local people to share their views about how this funding should be spent and the priority projects for Staveley. The council has already run one online consultation that will help deliver a new 'place vision' for Staveley, but more are planned.

The Town Deal will allow Staveley the opportunity to build on the foundation of previous regeneration activity. For example, the council previously worked with Staveley Town Council on the refurbishment of Staveley Hall which was funded by Heritage Lottery and European Regional Development Fund. This has enabled the renovation of the listed building and the creation of managed workspaces and a community café.

There are also plans for the development of the Chesterfield Staveley Regeneration Route and work is progressing on the remediation of the Hartington site.

Chesterfield Borough Council has also been awarded £500,000 for projects that will have an immediate impact on Staveley and help create a more resilient local economy. A total of five projects were put forward for consideration from this accelerator funding including new CCTV equipment for the town centre, sports pitch development at Staveley Miners Welfare Football Club and new play equipment for King George V Playing Field.

Keep up to date with the latest developments on this project and find out how you can get involved by visiting:
www.chesterfield.gov.uk/staveley-town-deal

Meet Chesterfield's new Mayor

Councillor Glenys Falconer has recently been appointed as Chesterfield's 380th Mayor.

Councillor Falconer will serve as Mayor of Chesterfield until May 2022, as her term in office has been extended due to the Covid-19 crisis.

Councillor Glenys Falconer said: "I am honoured to take the position of Mayor of Chesterfield. These are difficult times for everyone, so I hope that I can help the town look forward to a happier year."

She 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.

After a varied career that included working as a childminder for over a decade, Glenys who is now retired, volunteers as a befriender and sits on the board of local charity Hope Springs. In her spare time, she sings with the choir at the Royal Hospital and spends as much time as possible with her 16 grandchildren and five great-grandchildren.

She is married to Councillor Keith Falconer who has previously served as Mayor of Chesterfield, meaning they will be the first couple to have both served as Mayor in Chesterfield's history.

Councillor Tony Rogers will become Deputy Mayor until May 2022.

Councillor Rogers has previously served on the council from 2003 to 2011 and was elected again in 2018 representing Moor Ward. He is a member of the Appeals and Regulatory Committee as well as the Licensing Committee.

The Mayor carries out civic ceremonial duties and chairs meetings of full council. They are elected on an annual basis by full council.

Councillor Falconer replaced Councillor Gordon Simmons who served as Mayor in 2019/20 and Councillor Rogers will replace Councillor Mick Bagshaw who served as Deputy Mayor.

Waste and recycling over Christmas

Throwing away less and making sure we recycle as much as we can of the right things, can make a real difference.

We want to reduce the amount of waste being sent for disposal. Waste in your black bin is made into a fuel and burnt in energy from waste plants or sent to landfill where it is buried in the ground. Reducing waste and recycling more is best.

Before Christmas we'd like to remind you that lots of the extra rubbish created over Christmas like cans, bottles, cardboard packaging, plain greetings cards and wrapping paper (if it passes the scrunch test) can be recycled in your blue bin or caddy (for glass).

Please remove things like glitter (tear off that part), excess tape, ribbons and bows before recycling cards and wrapping paper. And ensure polystyrene and plastic bags are removed from cardboard packaging too. These items should be placed in the black bin.

Find out more about what can and cannot be recycled on our website: **http://bit.ly/ChesterfieldRecycling**

You can also keep up-to-date about your bin collections using our new online portal, My Chesterfield, find out more on page 22.

Bin collections over Christmas and New Year

Residents will see changes to their bin collections over the Christmas and New Year period.

Usual collection day	Revised collection day
Monday 21 December ➡	Saturday 19 December
Tuesday 22 December ➡	Monday 21 December
Wednesday 23 December ➡	Tuesday 22 December
Thursday 24 December ➡	Wednesday 23 December
Friday 25 December ➡	Thursday 24 December
Monday 28 December ➡	No change
Tuesday 29 December ➡	No change
Wednesday 30 December ➡	No change
Thursday 31 December ➡	No change
Friday 1 January ➡	Saturday 2 January

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

Our Customer Service Centre in New Square, call centre and the Town Hall on Rose Hill will all be closed on 24 December, 25 December, 26 December. They are open as usual from Tuesday 29 December and then closed on Friday 1 January.

The easiest way for you to make payments when we are closed is by direct debit. To set this up, call (01246) 345138 or 345171. You can also pay at PayPoint outlets in local shops and Post Offices.

Please check for any updates by visiting our website: www.chesterfield.gov.uk/christmas

Bonfires and chimneys

If you are thinking about having a bonfire, please consider your neighbours. In a residential area it is likely that smoke from a bonfire will drift over neighbouring properties - we therefore strongly discourage you from having any bonfires at all.

Chesterfield is a smoke control area which means that you must only burn an authorised (smokeless) fuel or use an exempt appliance (such as a DEFRA approved log burner or multi-fuel stove). You must only use the specified fuel for your exempt appliance and must use it according to the manufacturer's instructions.

During lockdown we received a number of complaints. Please be aware that the council will take enforcement action against any persistent offenders where fires and smoke are causing a nuisance to other residents.

New play equipment in Brimington

Chesterfield Borough Council is delighted to be able to welcome local children back to Princess Street play area, bringing a world of imagination play zone to Brimington.

The play area, which cost more than £50,000 to install, was officially re-opened in July by local councillors Tricia Gilby, Terry Gilby *(shown right)* and Stuart Brittain, alongside children from Henry Bradley Infant School, Brimington, who were on hand to try out the new play equipment.

Councillor Terry Gilby, who represents Brimington, said: "Investing in the borough's play areas is so important. They provide a place for families to socialise and for children and young people to play together and get closer to nature.

"We have worked closely with our funding partners to help deliver this fantastic new play area at Princess Street. I hope that local residents will create lots of great memories in this space for many years to come."

Work on the site began in May this year and the play area has seen a complete transformation with new equipment and new surfaces installed. The new Princess Street Play Area has been purposely designed, with input from pupils at Henry Bradley

Infant School, to provide a selection of equipment for all ages including a small play tower for young children, multiple swing sets, balance bars, roundabouts and much more, which will open a world of imagination to local children.

Funding for the new play equipment was provided by a Viridor Credits grant of £47,000 and a £7,500 grant from the Derbyshire County Council Community Programme Initiative. Installation was organised by Chesterfield Borough Council.

Walking and cycling around the borough

Throughout this year there has been an important change to the way that we all travel around the borough.

The number of residents choosing to walk and cycle has greatly increased. More residents have chosen to be active in their travel choices and we also had the very popular Beat the Street Campaign earlier in the year. This saw almost 13,000 people sign up. The number of cyclists using the Chesterfield Station bike paths in the first week of May doubled compared to the previous year.

Councillor Amanda Serjeant, deputy leader *(shown above)* said: "It's fantastic to see more people get out and about using sustainable transport like cycling and walking. Not only does it help the environment it's also a great way to improve fitness, health and wellbeing.

"We are working with all our partners to ensure that we can continue to encourage walking and cycling within the borough.

"Our most recent local plan prioritises walking, with new development required to show that residents can walk and cycle to key facilities. The Council can also secure new or improved cycleways and footpaths through legal agreements on planning permissions or through the Community Infrastructure Levy, which is a levy on some types of new development."

Making journeys by cycling or walking is the simplest way that we can all reduce our carbon footprint and do our bit to halt climate change.

Getting into cycling

Cycling is great for the environment and for our health but there are a number of challenges that new cyclists face. These can include a lack of confidence about cycling on the roads, lack of equipment or difficulties in servicing equipment.

There are lots of different ways you can get support to get into cycling in Chesterfield.

Dr Bike Workshops are held regularly at Queen's Park and are a great way to get your bike serviced by experienced mechanics. You may even be able to find a second-hand bike for yourself. You can find out more about these workshops on the Inclusive Pedals website: **https://inclusivepedals.org.uk/dr-bike-workshops.html** or by searching 'Chesterfield Dr Bike' on Facebook.

The Chesterfield Cycle Campaign have developed a Chesterfield Cycle Map which highlights the cycle routes around Chesterfield, you can pick up a copy of this map from the Visitor Information Centre or access it on the Cycle Campaign's website:
https://chesterfieldcc.org.uk/maps-leaflets

There is also support for new cyclists available through Derbyshire County Council. Anyone who lives, works or studies in Derbyshire can access eight hours of free one-to-one training that will help you build confidence on your bike. You can find out more about this on the Derbyshire County Council website:
www.derbyshire.gov.uk/countyrider

Our Homes

Annual report for Chesterfield Borough Council tenants

Welcome to the 2019/20 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 we meet your 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 regulatory standards referred to in the annual report please visit:
www.gov.uk/guidance/regulatory-standards

"It's been a 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.

"As you know in March 2020, things changed following the Covid-19 outbreak. This has impacted on how we are delivering our services as well as our priorities for the future.

"We are investing in technology to ensure we can keep connected with tenants and make sure our services are more flexible and efficient. Partnership working is also being prioritised to ensure tenants impacted by the health and socio-economic impacts of Covid-19 get the support they need. We will also focus on the availablity of housing by creating more affordable homes across the borough.

"I'm very proud that our team continued to deliver responsive and quality services throughout lockdown. The council has been actively engaged in delivering Derbyshire's response to the Government's "Everyone In" initiative, a national effort to house all rough sleepers following the outbreak of Covid-19. Following the success of the 'Everyone In' initiative the council and its partners are now working on 'Keeping Everyone In' to ensure that all rough sleepers have an offer of suitable, permanent accommodation and wrap-around support services to give them the very best chance of re-building their lives.

"Stay and keep safe and we are looking forward to continuing to work closely with you during the year to come."

Cllr Chris Ludlow
cabinet member for housing

CHESTERFIELD
BOROUGH COUNCIL

Autumn 2020

Chesterfield estate benefits from major facelift

A £4.4m regeneration project to improve the look and feel of the Grangewood estate has been completed - see photos below.

As part of the project, flats on the estate have had many internal and external improvements. This included fully redecorating the communal areas (*see hallway below*), upgrading lighting and electrical installations to make the areas lighter and brighter for residents, fitting new secure entrance doors to all blocks, and the installation of new fire rated doors to each individual flat.

The external render and roof coverings on each block of flats have also been replaced and concrete repairs have been carried out on communal stairwells.

As the council is committed to ensuring that its existing housing stock is as energy efficient as possible the windows and insulation in each property and all communal areas have also been upgraded to improve the thermal efficiency of these homes.

Landscaping works have been completed across the whole estate with existing footpaths being renewed to help improve access around the estate and to each property. Fencing has been installed to enclose each of the outside communal areas to ensure that local families have an outdoor space that they can enjoy safely.

Markham Court

Markham Court is the latest of the council's older person's accommodation to benefit from a facelift.

As part of the project, 21 self-contained one and two-bedroom contemporary flats have been remodelled, with each property benefitting from new open plan kitchens and living areas. All flats have also received a full rewire, new heating system and new bathrooms with level access showers.

The communal areas have also been remodelled to make more efficient use of the space and now include a new scooter store for the residents, a laundry room, as well as an open plan communal kitchen area for all residents to use and enjoy.

Tenant involvement and empowerment

Chesterfield Borough Council is committed to engaging and working with tenants to improve their quality of life as well as ensuring that they have the opportunity to play an active role in shaping what we do, and how do it.

During 2019/20 we:

- Worked with a tenant challenge panel and key staff from across the council to review our tenant involvement arrangements to help us meet government regulatory standards.
- Recruited an additional 16 members to our Chesterfield Active Tenants (ChAT) database - we now have 126 tenants on our ChAT database who work closely with us so we can make sure everything that we do meets the needs of tenants.
- Distributed 25 litter picking kits to community groups, schools and individuals who are committed to helping keep Chesterfield litter free.
- Organised one-off litter picks with groups in areas who requested our help, as well as supporting a regular litter picking group in the Racecourse area.

- Worked with the tenant challenge panel to complete reviews of the anti-social behaviour service and the arrangements for involving tenants
- Organised fun days to introduce new services into local areas and help improve community spirit across the borough.
- Set up focus groups with tenants to identify how we could make improvements to the council's website pages and identify ways we could enhance return rates of our satisfaction surveys.
- Supported community groups with tree planting on estates, wildflower sowing and developing community gardens.

- Attended events with our partner agencies as part of health and wellbeing initiatives
- Facilitated consultation events using the mobile office at Grangewood and Staveley to enable residents to have their say on proposed environmental improvements in these areas.

Our team are committed to finding new innovative ways of working so that we can continue to engage with our tenants and local communities using digital and virtual methods.

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/council-tenants/tenant-involvement/chat-get-involved**

Tenancy standard

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

2019/20 figures 2018/19 figures

9,047 in 2018/19

8,968

8,968 total number of properties managed

877 in 2018/19

846

846 properties that have been let

218 in 2018/19

242

242 number of empty homes

1,636 in 2018/19

1,229

1,229 number of households on the housing register

67,670 in 2018/19

66,976

66,976 number of calls to Careline

2,746 in 2018/19

2,895

2,895 emergency calls - (uninjured people) who had fallen and were lifted by Careline team

751 in 2018/19

653

653 number of older people supported in their homes

459 in 2018/19

314

314 people supported by Tenancy Sustainment services

63.3 days to re-let empty properties (61 days last year).

Satisfaction with Chesterfield Borough Council as a landlord 86.4%.

Over 90% of tenants remain in tenancies one year after support starts.

The number of properties that are recorded as empty continued to be higher during 2019/20 due to a number of them being held back for tenants from our sheltered housing schemes to move into temporarily while refurbishment work was carried out.

In addition, the council joined the Home Options Partnership last year and implemented a new allocations policy and IT system to deliver the lettings service. This resulted in slight delays in allocating properties which caused an increase in the number that are empty on a short-term basis. However, the new allocations policy has made a number of improvements and enables the council to manage the lettings process in accordance with applicant's needs.

Effective management of our empty homes is a key priority for us and we have launched a customer process improvement project to reduce the time taken to get properties ready for letting and ensure new tenants receive timely positive offers.

Tenancy sustainment team - here to help

Our tenancy sustainment officers are on hand to help tenants claim the housing element of their Universal Credit and help them make their claims, so their rent and benefits do not get stopped. We also give other support to tenants and provide an essential link with service providers such as for benefits and pensions, social care, mental health and dealing with drug and alcohol issues.

Although other services in the council can help with Universal Credit claims, the tenancy sustainment team provide support for those who are most at risk of losing their homes because they may struggle with money, claiming benefits and may have an illness or disability.

We can help with requests for backdating housing benefit, challenging sanctions on universal credit claims, and help tenants claim discretionary housing payments to reduce their rent arrears. We support tenants to budget and make responsible choices relating to money.

We help hundreds of vulnerable tenants to keep their tenancies each year, preventing higher rent arrears and resulting in considerable improvements to rent accounts. Last year, over 90% of people were still in their homes a year after receiving our support. The costs involved when tenancies end can be very high, so the service saves a lot of money which helps keep rents as low as possible.

If you think you would benefit from this kind of support or know someone who does, please call 01246 959560.

Neighbourhood and community standard

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

Number of:

Closure orders -	1
ASB evictions	2
Injunctions -	1
Notice to quit served -	11
Rent arrears evictions -	31

Over 79% of tenants are satisfied with their neighbourhood as a place to live.

This standard looks at how we maintain your homes

Carried out
34,096
responsive repairs
- up from 32,940 in 2018/19

Average number of days to complete a responsive repair
7 days

8,865 properties required a gas service
100%
completed

Overall repair satisfaction
74.2%

Amount of spending to maintain Decent Homes Standard

£14.56m on property mantenance

£2.47m sheltered home conversions

£3.01m on new build homes and acquisitions

Decent Homes spend - £20.04m

Number of properties with replacement:	
Heating systems	233
Roofs	290
Kitchens	309
Bathrooms	120
Major adaptations	98
Satisfaction with home	80%

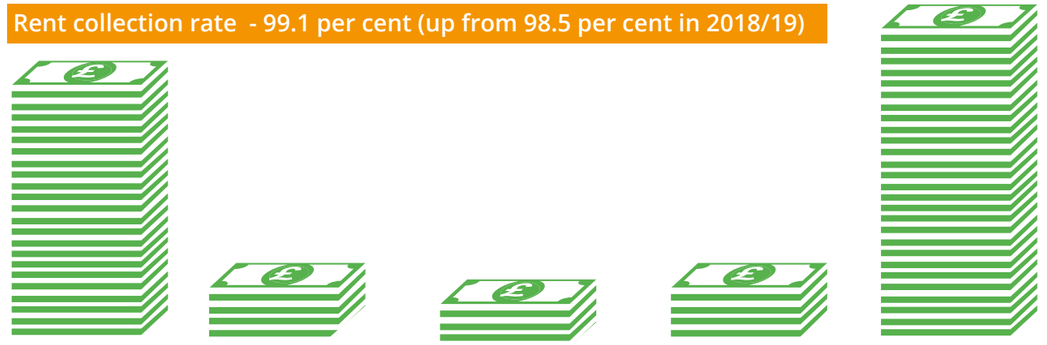
100%
of our housing stock is of Decent Homes Standard

Value for money

This standard looks at how we spend money collected in rent

Average 52 week rent - £77.53 (up from £76.65 in 2018/19)

Rent collection rate - 99.1 per cent (up from 98.5 per cent in 2018/19)



Rent £35.5m | Garage rents £0.85m | Service charges £0.4m | Other £0.5m | Total £37.3m

How much we spent

Area of expenditure	Average cost per property	For every £1 in rent
Maintaining properties (total cost) of which:	**£3,007**	**76p**
Major works and cyclical work	£2,351	59.4p
Responsive repairs and void works	£656	16.6 p
Housing management (total cost) of which:	**£314**	**7.9p**
Rent collection	£86	2.2p
Letting homes	£58	1.5p
Tenant participation	£20	0.5p
Tackling anti-social behaviour	£53	1.3p
Tenancy management	£97	2.5p
Maintaining estates	£97	2.5p
Supported housing for elderly tenants	£97	2.5p
Other costs (IT, offices, HR, finance)	£441	11.1p
Total cost per property	**£3,956**	**£1**

Priorities for 2020/21

- Transforming tenant engagement
- Transforming housing management services
- Improving supported housing and Careline services for older people

Invest in the council's ICT systems to become more effective and efficient and improve service to tenants

Delivering new and modernised quality homes in Staveley

Chesterfield Borough Council is investing £7.1m to undertake significant modernisation programmes to homes in Staveley as part of its continued commitment to deliver excellent quality homes that meet needs of the local people.

As part of the modernisation programmes, homes at Pullman Close, Mallard Court, Leander Court and Aston Court in Staveley will benefit from extensive internal and external improvements.

Homes at Pullman Close are the first to undergo a facelift and works started on site in mid-June 2020. The homes will benefit from having new doors and windows installed that will help create a fresh and modernised look, as well as providing tenants with more secure homes and additional environmental benefits.

The refurbishment plans for Mallard Court and Leander Court will allow the council to provide affordable, modern and attractive housing for older people in Staveley.

Each home will benefit from a newly renovated kitchen and lounge area. Each bathroom will be converted into a wet room with a level access shower. The communal areas and outdoor spaces will also be restored, creating brighter open spaces for residents to get together, socialise and combat loneliness.

The proposed refurbishment at Aston Court will see high quality homes delivered for people in the area and also includes plans to build an additional four new town houses, increasing the supply of council homes in Staveley.

The designs for Mallard Court and Leander Court are almost complete and the modernisation programme has started.

The council is also currently in consultation with residents to ensure the individual needs of each resident can be met and permanent or temporary moves will be provided while the works are completed.

Discretionary Housing Payments

It is possible that you may be able to get extra help towards your rent through the Discretionary Housing Payment scheme.

Discretionary Housing Payments are payments we can make to people in exceptional hardship, who need extra help with their housing costs

You can apply for Discretionary Housing Payments if you receive Housing Benefit or the housing costs element of Universal Credit.

For more information or if you wish to make a claim, please visit:
www.chesterfield.gov.uk/dhp or phone 01246 345484 or call in to our customer service centre.

The council is committed to making sure that our residents are not missing out on the money they are entitled to. That's why our benefits advisors are on hand to help you find out more about other grants available to you and help you with the application process.

More information is available at:
www.chesterfield.gov.uk/benefits-and-advice/benefits-advisor

Supporting our vulnerable residents

The council's Careline and Support Services have continued to support over 4,000 older and vulnerable residents throughout the Covid-19 outbreak.

Careline allows people to maintain their independence in their own home, by providing services which meet their needs whilst also delivering essential preventative actions in support of social care, GPs and primary care, and more acute NHS services.

Between 23 March and 26 April 2020, the Careline Monitoring and Response Centre received 6,160 non-emergency calls and 487 emergency calls. Of these emergency calls, the team were able to visit and directly assist 131 people who had fallen in their home, whilst 72 of the calls resulted in referrals to the ambulance service for emergency health issues.

Councillor Chris Ludlow, cabinet member for housing, said: "Careline is a critical service and at this unprecedented time it has proved to be an essential lifeline for many older members of our community. Throughout the Covid-19 outbreak, our dedicated team have been working around the clock to answer calls and ensure everyone gets the support they need.

"By providing advice and responding to falls, the team also helped to reduce pressure on the emergency services, as well as providing reassurance for the most vulnerable and their families."

If you or a family member live in Chesterfield Borough and could benefit from the Careline service, you can find out more information and how to register by calling 0300 3230076 or visiting:
www.chesterfield.gov.uk/living-here/people-and-families/vulnerable-elderly-disabled-people/careline-and-support-service/careline-and-response

Increasing the housing supply for local families

Chesterfield Borough Council is committed to increasing the supply of affordable housing across the borough. This is a key part of the council's housing strategy and we're pleased to report that a number of projects are underway that will see even more homes available for families across the borough.

At Manor Drive *(shown under construction above)*, Brimington, three two-bedroom houses and a three-bedroom bungalow are being built, bringing new council homes to Brimington South for the first time since 1986. The project is progressing well with timber frames now erected on site and we're hopeful that the homes will be ready for the first tenants to move in early 2021.

Over at Loundsley Green, 21 new properties are being built on the former Brockwell Court site. Despite the challenges faced as a result of the Covid-19 pandemic, works started safely on site in May 2020 and the homes are expected to be ready by summer 2021.

Ten modular build properties are also being developed at Heaton Court, Brampton. The properties are the first of their kind for Chesterfield and were constructed off site before being transported to Brampton where the next stages of construction, such as roofing, rendering and cladding are currently taking place. This unique manufacturing processes cuts construction waste by 90% and will also bring a range of energy efficiency benefits for tenants.

As well as building new homes, the council has also recently acquired ten new build homes on the site of the former Derbyshire Chamber of Commerce on Canal Wharf. The new build

homes *(examples shown below)* include nine three-bedroom properties as well as one two-bedroom property, providing even more affordable housing for residents across the borough.

Councillor Chris Ludlow, cabinet member for housing, commented: "It's really important for us that people looking for a new home have a choice of good quality and modern homes to rent. As a council, we are committed to ensuring that our housing supply meets the needs of current and future residents of Chesterfield to provide homes for every stage of life.

"We're looking forward to welcoming the new tenants into these great new homes."

For more information on council homes available in Chesterfield, visit:

www.chesterfield.gov.uk/housing/get-a-property

My Chesterfield - a new way to access services online

You can now access a range of council services online – at a time that suits you – following the launch of a new digital platform.

From telling us about something that needs cleaning up in your neighbourhood, to managing your Council Tax bills and payments, you can manage and track a range of services by signing up to 'My Chesterfield.'

It allows residents, businesses and visitors to report issues, apply for services, and keep in touch with us online. This means that you no longer need to phone or visit us in person when you need to make contact with us.

Registering for an account on our website is quick and easy, and once set up you can:

- Manage your Council Tax bills and payments, sign up for e-billing and direct debits
- View your bin collection days
- Report an issue that's affecting you, such as noise nuisance
- See information about your local councillor
- Tell us you have changed address
- Tell us about something that needs cleaning up on a street, road or park – you can do this from your phone. Simply mark the location on the map, send us a photo and we'll alert our teams
- Your account can also be used to track the progress of your requests – accessible at any time, from any place, on a range of different devices.

Councillor Jean Innes, cabinet member for business transformation and customers, said: "The creation of My Chesterfield has been a long-term ambition for the council. It will make it easier for customers to access the services that they need and report any issues that they spot around the borough.

"This is part of our wider Digital Improvement Programme and should make the process of contacting the council more streamlined and reduce the amount of time you are on the phone when calling the council.

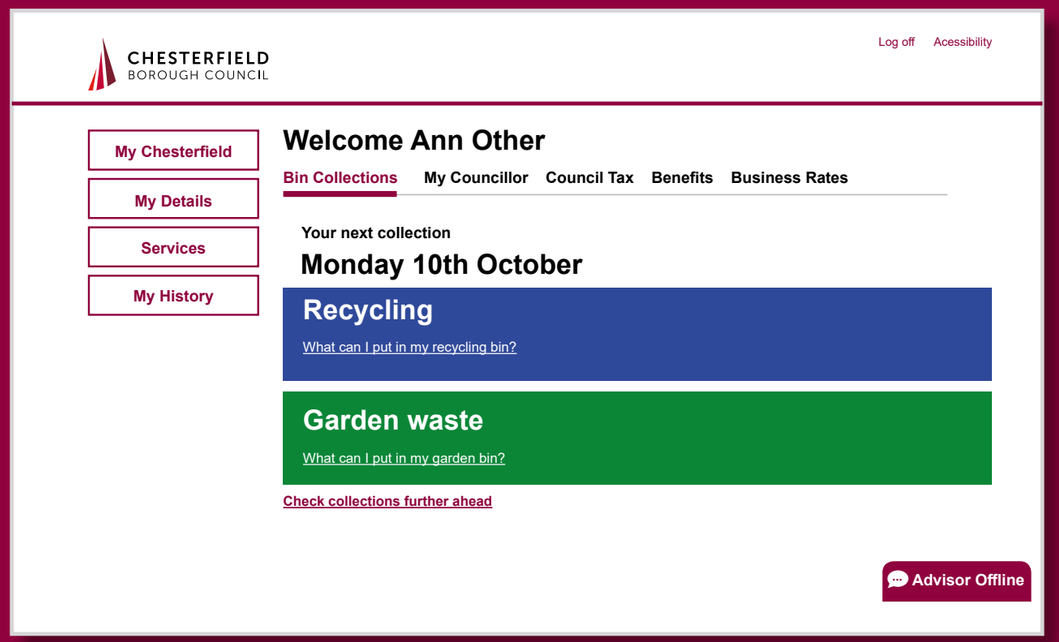
"I hope lots of you will sign up and start using this platform to access our services and your accounts."

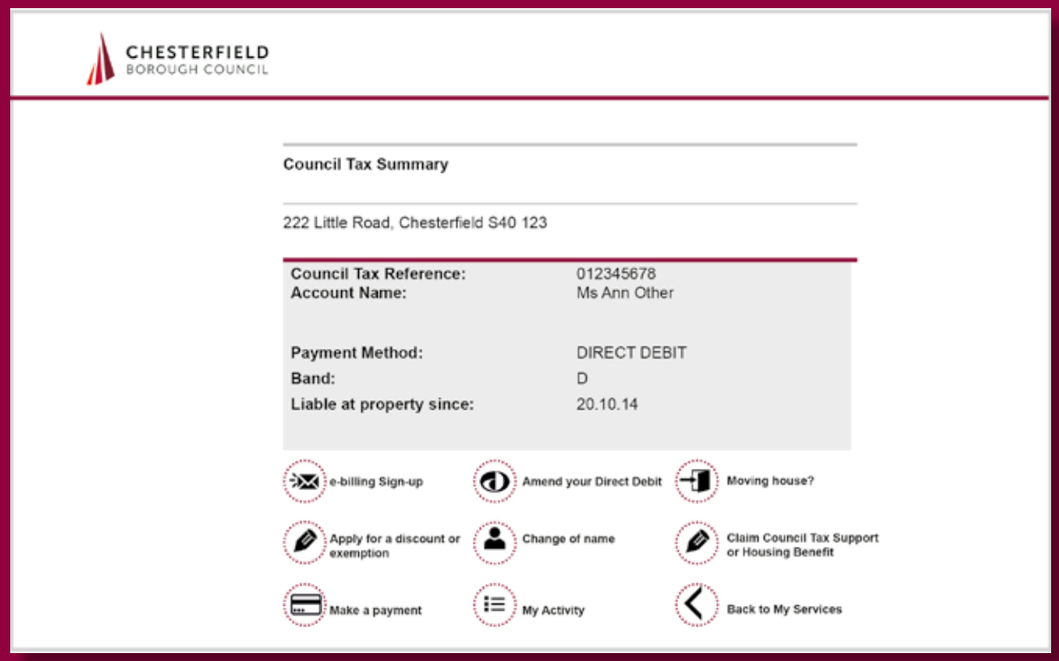
If you have Business Rates or benefits accounts to manage you can also do this online, with additional services for local landlords and letting agents.

And because My Chesterfield allows you to add multiple accounts, it's a one-stop-shop for these services – without having to log into accounts separately. Plus, more services and features will be added in the coming months.

Find out more about My Chesterfield and register for your account on our website: **www.chesterfield.gov.uk/MyChesterfield**

Examples of how the My Chesterfield pages look.





Keep in shape at our leisure centres

Our leisure centres are vital for lots of our residents. They not only provide a place to exercise and stay healthy, they are also an important social space too, but like many other places they were forced to close in March due to the Covid-19 pandemic.

The leisure team quickly adapted by providing home workouts and activities for children through social media but we're pleased to report that both centres are now back open for business with a series of changes in place, designed to make sure they are Covid-19 secure.

This meant introducing new one-way systems, new cleaning regimes, installing new screens at reception points and requiring members to book prior to visiting. Initially only the pools, gyms and fitness classes could resume, but despite these changes the leisure service still proved to be exceptionally popular, with many customers booking their visit as soon as possible.

Sarah Marsh *(shown left)*, who is a frequent user of the gym at Queen's Park Sports Centre, said: "Whilst we've been in lockdown it's been hard and frustrating. I've been doing a bit of training outside but it's not the same as coming to the gym. Now we're back it's great because you can see all your friends. It's just so good to get the buzz back and get back into training. It's good to be back feeling better, back to be healthy and back to everything really."

Bill Dobbie *(shown right)* said: "It's brilliant to be back, the staff have done a great job and personally health wise I put on a bit of weight in lockdown and I've had operations, so I've just got back to the gym three or four days so far. It's marvellous."

As well as reopening the gyms and swimming pools, the 3G football pitch and squash courts can also be booked. Lessons for children in swimming, gymnastics and trampolining have also returned. You can find out more details about these activities on our website.

In order to use the leisure centres, you either need to be a registered user or a member. You can do this by calling Queen's Park Sports Centre on 01246 345555 or the Healthy Living Centre on 01246 345556.

Find out more about the leisure services we provide in Chesterfield here: www.chesterfield.gov.uk/sport-and-leisure

Construction on Northern Gateway Enterprise Centre continues

Construction on the new Northern Gateway Enterprise Centre is continuing and it is hoped the centre will be ready for businesses to move in from spring 2021.

Work on the site has been progressing safely through the Coronavirus pandemic with work on the foundations beginning in April and the steelwork being erected in August. This means that the new Enterprise Centre is on track to be completed and will be a key contributor to the town's economic recovery.

Councillor Tricia Gilby said: "This Enterprise Centre is key to ensuring that Chesterfield remains a thriving borough and will create lots of new opportunities for local businesses and people, supporting the sustainability of the town centre.

"We hope it will encourage new businesses to start and also help ensure that more established small businesses will move into the town in order to provide jobs and opportunities for local people."

The new building will provide 32 high-quality offices in a range of sizes (26 to 120 square metres) over three floors. It offers a shared reception and lobby area, meeting rooms, first floor break out area, bicycle store, shower and changing facilities, air conditioning throughout, lift access, internal bin store, kitchenettes on each floor for use by occupants, individually metered power supplies, access control to all office doors and CCTV coverage. There is also IT fibre connection into the building with maximum speed multi bandwidth and WIFI provided throughout.

Office space is offered on easy in and out letting terms and tenants at the Enterprise Centre will also benefit from access to a range of other council services and venues, including business support and corporate rates for leisure passes, parking permits and conferencing facilities.

With its town centre location, the Northern Gateway Enterprise Centre is easily accessible by car, train, bus and cycle users. It's situated opposite the new Saltergate multi-story car park and close to all major bus routes and Chesterfield Train station.

The Northern Gateway Enterprise Centre project has benefited from grant funding support from the Sheffield City Region Investment Fund.

Find out more about the Northern Gateway Enterprise Centre and watch the walkthrough video by visiting: www.chesterfield.gov.uk/northern-gateway-enterprise-centre

Chesterfield in Bloom

Biggest flowerhead on a sunflower - winner, Lina Rutkauskiene.

The tallest sunflower was grown by brothers - Thomas (8) and Jack Bown (6) who made their dad, David, pose with the plants for height comparison.

Most flower heads on a sunflower plant - winning entry grown by Ollie (6) and Kyla Walker (3).

Sunflower competition

As part of Britain In Bloom there were plans to hold a series of competitions, like our ever-popular wheelbarrow competition. However, in the absence of this the team came up with a Sunflower competition that aimed to find the tallest, biggest and most sunflowers in the borough.

The council announced the competition in June with a closing date in September and can now announce the winners of each category.

Chesterfield's **still blooming**

This year Chesterfield was set to take part in both the regional Britain In Bloom competition finals and the national finals. Plans were being made to make this a big year for In Bloom but sadly due to the Covid-19 crisis the judging was cancelled.

However, in order to help show Chesterfield is still blooming, the parks and green spaces team have worked really hard to put together a series of challenges and activities that aimed to highlight the green spaces and the importance of them in our communities

Grow and tell

Grow and tell was Chesterfield's first virtual flower festival and showcased some of the best gardens and plants from across the borough. More than 100 images were shared as part of the virtual flower festival.

Councillor Jill Mannion-Brunt, cabinet member for health and wellbeing, said: "In Bloom is one of the highlights of the year and we always do well. It's a shame that it couldn't happen this year, but I'm delighted that we could show that Chesterfield's still blooming and the importance of green spaces for our communities."

Local magazine Reflections also shared this with their readers, and they voted for their favourite image from the festival.

Michael Davidson-Paigne's beautiful garden terrace *(shown above)* was the winner.

As well as the virtual flower festival, videos showcasing local allotment holders were created and used on the council's social media channels. These demonstrated how allotments are a great opportunity to have outdoor space and that anyone can care for them.

The allotment holders talked about their passion for gardening but also gave some top tips for new gardeners. You can still watch these videos on the Chesterfield Borough Council YouTube - https://www.youtube.com/c/ChesterfieldBoroughCouncilYT

Britain In Bloom 2021

We are pleased to announce that despite this year's setback Chesterfield will be competing in Britain in Bloom 2021.

More details about how you can get involved in Britain in Bloom in Chesterfield will be released next year and we hope that lots of you will help our community to succeed in this competition.

BRITAIN IN BLOOM® with the RHS

Fireworks and Christmas lights switch-on **cancelled**

Chesterfield Borough Council has taken the difficult decision to cancel the Chesterfield Fireworks Extravaganza and the Christmas Lights Switch On that were due to take place in November.

The Fireworks Extravaganza was scheduled to take place on 5 November at Stand Road Recreation Ground and the Christmas lights Switch On was meant to be held on 15 November in the town centre.

With Covid-19 laws currently prohibiting public gatherings and no certainty about what the future holds, the council reluctantly came to this decision in June 2020.

These are very popular events which attract upwards of 20,000 visitors. Given the amount of work and contractors involved, it simply wasn't fair for the council to keep local businesses and organisations hanging on when they could be focussing their efforts on other events with a better chance of going ahead.

Chesterfield Museum **goes digital**

Chesterfield Museum had a bumper year of exhibitions planned that were tied to the 75th anniversary of the end of World War Two but sadly much of this was postponed because of Covid-19, however, the team worked hard to provide digital events and activities for the whole family.

This year was the 75th anniversary of Victory in Europe Day and the team put together a whole schedule of events to mark this important date. This included a series of videos created by History's Maid which highlighted what it was like to be a soldier during World War Two. There were also World War Two themed activities including some baking using rations.

Victory in Japan Day was also commemorated with a video that highlighted the importance of the day and provided background information on the war in the Pacific.

The museum was meant to be holding an exhibition called 'Put That Light Out' which was looking at what life was like on the home front in World War Two. In August they shared a series of videos that provided insight into what life was like during World War Two.

The Medieval Fun Day which was due to take place on 28 July had to be cancelled but a series of talks, including a fascinating explanation of crime and punishment in the medieval period by an executioner re-enactor were created and shared throughout the day. There were also some great craft activities including a guide to making a castle out of salt dough.

As well as these signature events the team also shared content that highlighted items from the collections and the history of Chesterfield on a regular basis. From craft ideas and experiments you can do at home, to quizzes and poetry, there was something for everyone to get involved in.

All the activities and videos that the museum put together during this period are still available on the Chesterfield Museum website: www.chesterfield.gov.uk/museum and Facebook page: www.facebook.com/chesterfieldmuseum

Supporting local businesses

Throughout the Covid-19 pandemic Chesterfield Borough Council has worked hard to ensure that local businesses receive the support they need.

The council provided expert advice and support to over 300 local businesses and as a landlord to over 400 commercial tenants, amended rental terms including rent free periods for some and rent deferral arrangements for others.

The council has paid out £26,105,000 in small business grants to 2,231 Chesterfield businesses. A further £1,302,250 million has also been shared with 145 businesses via the Local Discretionary Grants Fund scheme.

Councillor Tricia Gilby, Leader of Chesterfield Borough Council, said: "Rebuilding the local economy following the easing of lockdown restrictions was a top priority for Chesterfield Borough Council and we implemented a number of financial and promotional measures to help our businesses through the challenges they faced."

The work done with retailers (Simon Davidson of the Cheese Factory is shown below), market traders and licensees to safely and successfully re-open Chesterfield town centre has seen thousands of people return to the high street since 1 June.

A shop local marketing campaign was launched to encourage people to return to the high street and highlight some of the incredible independent shops and traders that can only be found here in Chesterfield.

The council received almost £100,000 from the England European Regional Development Fund used to help implement new measures in the town centre designed to encourage public safety, including placing barriers outside shops to help customers queue safely, signage and town centre ambassadors to help guide shoppers.

The council has also not shirked from continuing to progress its ambitious £1 billion growth programme that when complete will deliver thousands of new jobs to the town and borough both during the construction phases and once works are complete. This includes the Northern Gateway Scheme where construction of the new Enterprise Centre on Holywell Cross started on site during the lockdown period.

Plans are also well advanced in progressing improvements to the public realm on Elder Way and taking forward the Revitalising the Heart of Chesterfield project which will see a number of enhancements made to Chesterfield's famous market grounds.

Cashless parking now available in Chesterfield

Paying for parking in Chesterfield is easier than ever before as Chesterfield Borough Council has partnered with PayByPhone, the global leader in mobile parking payments, to offer drivers the option of cashless parking when visiting the town centre.

Drivers are able to pay for parking on their phones through the PayByPhone app which is available to download from the App Store or Google Play Store. The app is quick and easy to install and use, it also brings the added benefit of giving drivers the option to extend their parking sessions remotely.

There is also the option to purchase weekly, monthly and annual savers through the app.

You will still be able to use cash in our parking machines if you prefer. The resident's permit which is sent to all householders will still be valid in our surface car parks before 10am and after 3pm Monday to Saturday and all day on a Sunday and bank holidays.

There will also be no change to the other parking schemes like scratch cards which can be purchased from the Visitor Information Centre.

More information on car parking in Chesterfield and how to use the app can be found at: www.chesterfield.gov.uk/parking

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 936 464 or email: sam.sherlock@chesterfield.gov.uk

Councillor's allowances

All our councillors are entitled to a basic allowance for carrying out their duties at Chesterfield Borough Council. Extra allowances are also allocated for those with special responsibilities such as cabinet members.

For allowances claimed in 2019/20 visit: www.chesterfield.gov.uk/members-allowances

If you don't have access to online information then a printed list of councillor's allowances can be collected from the Town Hall reception.

Shop Local this Christmas

In Chesterfield, we're lucky to have so many independent and local retailers on our high street. These independent shops and market stalls help to make our town centre unique and give us something to love that can only be found here in Chesterfield.

You'll be able to find a range of fresh and exciting products right on your doorstep and enjoy great customer service from our local retailers. From unique cards to customisable gifts there is a huge range of choice that makes Chesterfield the ideal place to do your Christmas shopping

Many of you will have spent the last few months shopping online, so now is your chance to come back to the town centre and support local businesses in the run up to Christmas.

Councillor Kate Sarvent, cabinet member for town centres and visitor economy, said: "Our high street and market make Chesterfield a brilliant place to shop and there are loads of fantastic independent retailers that need our support.

"I got to visit a lot of these retailers as they reopened after lockdown and was really impressed by the range of products they stock, and I can't wait to visit them again to pick up some extra special Christmas gifts."

Supporting our borough by shopping or eating out in the town centre is vital for our local economy. If every household spends just £5 a week in the town centre, it's worth an extra £11m a year to Chesterfield's economy.

Visiting the Market and Market Hall are a great way of helping support local independent businesses and you can find some truly unique gifts - like Marge & Mabel's finest handmade dog treats *(shown below)*. The Artisan Market will also be held on Sunday 27 November and Sunday 20 December, these are a great opportunity to stock up on local produce and pick up those last-minute gifts before Christmas.

The council is working on some alternative plans to help make this Christmas extra memorable. More details about this will be shared on the council's website and social media pages.

You can also find out about Christmas events and activities by visiting: www.chesterfield.co.uk/christmas

More information on how you can support our traders by shopping local can be found at: www.chesterfield.gov.uk/living-here/shop-local

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**.

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

For general enquiries, you can call us on
(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
tourism@chesterfield.gov.uk

Healthy Living Centre
(01246) 345666
hlcenquiries@chesterfield.gov.uk

Queen's Park Sports Centre
(01246) 345555
qpscenquiries@chesterfield.gov.uk

For housing related queries please call our main number except for:

Careline
0300 323 0076

Homelessness prevention team
(01246) 345825
homelessness.prevention@chesterfield.gov.uk

Homelessness (out of hours)
0845 6058 058
(01629) 533190

On the Move – for all council house waiting list and allocations queries
Visit the website at www.onthemove-cbc.org.uk
(01246) 345700
onthemove@chesterfield.gov.uk

Neighbourhoods team
(01246) 345071

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

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 want everyone to be able to read our publications.
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**

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