

Chesterfield Borough Council – Council Plan 2019 – 2023

Chesterfield Borough is a great place to live, work, visit and invest. We want all our communities to share in the benefits of Chesterfield's success, enjoying healthy and active lives. We face a challenging time with further reductions in local government funding and an increasing demand for services. The Council Plan helps us to effectively invest and deploy our time, resources and energy to support key services and work with residents, partners and businesses to ensure that everyone in the borough can achieve their full potential.

The Council Plan includes our priorities for the next four years:

- Making Chesterfield a thriving borough
- Improving quality of life for local people
- Providing value for money services

These are the activities on which we will focus our efforts and want to see a real shift in over the four years. The four year plan allows us time to plan ahead without trying to speculate about what our communities will need and expect in the distant future. The Plan doesn't cover in detail everything we do (this is covered in our service plans and annual council plan delivery plan) but we have included some key facts and figures which tell you a bit more about our day to day activity.

Throughout the plan development we have been guided by our simple but important vision:

Putting our communities first

Chesterfield Borough Council is here to serve and support our communities including our residents, tenants, businesses, visitors, students and voluntary groups. Together we will continue to make our borough a great place to live, work, visit and invest.

How we will work

It isn't just what we do that is important, it is the way that we do it. The council has four values that describe how we will work to achieve our vision of putting our communities first.

We are customer focused: delivering great customer service, meeting customer needs. We regularly carry out satisfaction surveys to find out what our communities and residents think of the services we provide. We engage with our residents, tenants, visitors and businesses through a wide range of groups, forums, roadshows and online, seeking their views on our services and how we can improve them. We look to deal promptly and effectively with complaints and always welcome comments and compliments.

We take a can do approach: striving to make a difference by adopting a positive attitude. Our staff come up with and deliver solutions to problems and regularly go the extra mile to ensure our communities are well served. We contribute actively to partnerships with other organisations in the borough and beyond. We manage our suppliers and contractors fairly but robustly to make sure we get the best from the public money we spend.

We act as one council, one team: proud of what we do, working together for the greater good. We value regular and open engagement with all staff and carry out regular surveys to find out how we can improve as an employer. We invest in the development of our staff, regularly attracting additional funding for training. We promote a commercial outlook within our teams, to make sure we secure value for money and look for opportunities to generate additional income that we can then invest in service delivery.

We believe in honesty and respect: embracing diversity and treating everyone fairly. The council has a strong record of going well beyond its statutory equality duties and regularly works with partners to host and promote events throughout the borough that celebrate diversity. Our staff and councillors work well together and individuals are able to express their views openly within their teams and at wider meetings and events.

Priority – Making Chesterfield a thriving borough

Objective – Chesterfield Borough – A great place to live, work and visit

By 2023 we will:

- Enable the completion of 1000 new homes
- Deliver the Northern Gateway project to provide:
 - Provide 510 jobs
 - 20,000 sq feet space for businesses to grow at a new enterprise centre
 - 530 car parking spaces at the new multi-storey car park
 - Environmental improvements
- As a partner in Chesterfield Waterside Ltd enable:
 - 314 new apartments
 - 30,000 sq.m of space for business and commercial use
 - Provide 300 jobs
- Maximise the benefits of HS2, bringing in a minimum of £2 million in external funding to enable housing, business and commercial space
- Increase the contribution of tourism to the borough's economy year on year
- Support Peak World Wide in delivering the first phase of the Peak Resort development providing 400 jobs and maximising the benefit for the wider economy
- Enable the regeneration of the Staveley and Rother Valley Corridor (including the Staveley HS2 IMD), working closely with the landowners to ensure co-ordinated development

Objective – Vibrant town centres

By 2023 we will:

- Increase the number of residents living in our town centres by enabling residential conversions and developing town centre sites
- Increase footfall with a range of events and specialist markets each year
- Support our independent traders, adding an additional £12 million to the local economy by supporting annual spend local awareness campaigns
- Continuing the enforcement of the town centre public spaces protection order to improve safety within Chesterfield town centre

Objective – Building a stronger business base

By 2023 we will:

- Support inward investment and business expansion by supporting over 150 businesses to find suitable accommodation
- Increase the number of business start-ups, improve local competitiveness and encourage inward investment by providing business support and key account management
- Continue to support Destination Chesterfield and work collaboratively on inward investment, business engagement and the promotion of Chesterfield

Objective – Developing an inclusive approach to growth

By 2023 we will:

- Enable 350 apprenticeships via the apprentice town initiative
- Reach 5000 children via the HS2 and you initiative which encourages children to start preparing for future job opportunities
- Deliver 100% local labour clauses on eligible developments and maximise local supply chain opportunities
- Reduce youth unemployment to under 400 young people in the borough
- Enable local businesses and employees to access a wide range of skills and education opportunities

Key facts and figures

- We manage 720,000 sq.ft of commercial, office and industrial space
- Tourism generates £175m for the Chesterfield economy each year
- 3.7 million visits to Chesterfield a year
- 81% rate our visitor information centre as excellent
- 96% customer satisfaction for our theatres
- Over 130,000 visits to the Pomegranate and Winding Wheel theatres
- We process over 840 planning applications
- Levied over £744,000 in external funding for skills training for local businesses

Priority – Improving quality of life for local people

Objective – Providing quality housing and improving housing conditions across the borough

By 2023 we will:

- Build a minimum of 100 new Council homes
- Ensure 100% of our Council homes continue to meet the decent homes standard by investing over 1350 major improvements including new kitchens, bathrooms, heating systems, roof, windows and rewires
- Identify and reduce the number of poor quality private sector housing
- Explore policy changes which could reduce the number of empty homes including increasing council tax on empty homes and second homes

Objective – Improving our environment and enhancing community safety

By 2023 we will:

- Complete a large programme of estate improvements at Barrow Hill and Grangewood which will improve access and quality of public spaces, improve parking and reduce crime and anti-social behaviour
- Enforce the public spaces protection order to combat and reduce anti-social behaviour within our Borough
- Maintain high standards and investment in key parks, open spaces and play facilities

Objective – Helping our communities to improve their health and wellbeing

By 2023 we will:

- Improve physical activity rates
- Increase capacity for sports clubs to access quality facilities by over 50 hours a week via the opening of the artificial turf pitch at Queen's Park
- Allocate 15% of community infrastructure levy funding to support community engagement and development activities
- Enable a large range of events and activities within our parks and open spaces to increase usage and engagement
- Ensure we are considering health and wellbeing impact across our decision making, services and functions

Objective – Reducing inequality and providing support to vulnerable people

By 2023 we will:

- Support over 1450 vulnerable people a year to maintain independent living via our Careline and Neighbourhood's services
- Ensure our residents are accessing the benefits they are entitled to by providing support and advice leading to an additional £1million in claims each year for residents
- Increase the number of homeless preventions
- Grow our accessible health and wellbeing programme at the theatres to reach over 1000 people a year. Events include dementia friendly screenings, low cost screenings and activities aimed at reducing social isolation
- Maintain our commitment to a fair and transparent concessions policy which focuses on reducing the number of people able to access our leisure and cultural services
- Engage over 500 young people a year in our local democracy programme to encourage our young people to become active citizens
- Deliver a minimum of four events each year with the Chesterfield Equality and Diversity Forum to improve community cohesion, raise awareness of equality issues and celebrate our diverse communities

Key facts and figures

- 87% of residents are satisfied with Chesterfield as a place to live
- 89% of our tenants are satisfied with the Council as a landlord
- We manage over 9000 council homes
- We spend over £17million a year on council home property improvements
- 100% of our council homes stock meets the decent homes standard
- Over 900 homelessness preventions a year
- We license over 400 premises, 550 vehicles, 640 drivers and 30 private hire operators
- 146,000 calls to our Careline service, supporting vulnerable people
- We collect over 39,000 tonnes of household waste each year from our 49,000 households, 18,000 of which is recycled or composted
- Over 1500 tonnes of litter is collected each year from litter bins, litter picking and sweeping
- We carry out over 520 food premises inspections each year

- We have over 5800 members at our leisure centres
- We teach over 1900 children to swim each year
- We provide and maintain over 280 parks and open spaces including award winning destination parks, play areas, allotments etc.
- Over the last two years we have invested over £285k in play area improvements
- Number of participants in Chesterfield in Bloom

Priority – Providing value for money services

Objective – Becoming and staying financial self-sufficient

By 2023 we will:

- Deliver high quality, value for money services and maintain customer satisfaction ratings
- Maximise local revenues streams including commercial income targets, council tax and business rates collection to fund services
- Reduce the subsidy to zero (net operational costs) for our theatres and leisure centres
- Successfully bring back in-house the public private partnership services in 2020
- Work with partners to enable more efficient use of the Council's properties and land

Objective – Using technology to make our services easier to access and deliver savings

By 2023 we will:

- Design services so they are available online with an improved customer service offer and support for people who cannot access online services
- Using technology, intelligence and customer feedback to have better conversations and engagement with our customers
- Achieve £900,000 of savings through improved use of technology

Objective – Investing in our staff to improve services and customer interaction

By 2023 we will:

- Maintain our Investor in people status

- Increased productivity with our highly skilled workforce
- Have provided over 90 apprenticeships across the Council ensuring that we provide opportunities for people to develop qualifications, vocational skills and increase employability

Key facts and figures

- 76% of residents satisfied with Chesterfield Borough Council
- Since 2015 we have lost £1.9million a year in central government financial support
- Majority of our residents pay around £2 per week for our services
- We have over 171,000 calls to our call centre each year
- There are over 469,000 visits to our website a year, have over 7300 followers on Twitter and 7100 like on Facebook
- We achieved the Silver standard investors in people
- We support 24 apprentices at the Council each year

Get in touch

Whether you are a resident, work in a local business, for one of our partner organisations or are a member of staff, we welcome your views about this plan.

You may want to contribute to its delivery, find out more about what we do or suggest activities you feel are missing. You can contact us in the following ways.

Website and social media

Website: www.chesterfield.gov.uk

Facebook: www.facebook.com/ChesterfieldBoroughCouncil

Twitter: www.twitter.com/chesterfieldbc

Call us

You can telephone us on 01246 345 345 or you can text 07960 910 264.

Visit us in person

Customer Service Centre

85 New Square

Chesterfield S40 1SN

Opening hours

8.30am to 5pm on Monday, Tuesday and Thursday

10am to 5pm on Wednesday

8.30am to 4.30pm on Friday

9am to noon on Saturdays for payments only

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