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The Chair and Members of  
Community, Customer and  
Organisational Scrutiny Committee

15 January 2019

Dear Councillor,

Please attend a meeting of the COMMUNITY, CUSTOMER AND ORGANISATIONAL SCRUTINY COMMITTEE to be held on TUESDAY, 22 JANUARY 2019 at 5.00 pm in Committee Room 2, Town Hall, Chesterfield, the agenda for which is set out below.

AGENDA

Part 1(Public Information)

1. Declarations of Members' and Officers' interests relating to items on the Agenda.
2. Apologies for Absence
3. Minutes (Pages 3 - 10)  
  
Minutes of the Meeting of the Community, Customer and Organisational Scrutiny Committee held 27 November, 2018.
4. Scrutiny Monitoring (Pages 11 - 20)  
  
5.05 pm – Scrutiny Monitoring Action Plan: Friends' Groups Progress Report and Scrutiny Committee Recommendations Implementation Monitoring Schedule attached.

5. Scrutiny Project Groups Progress Updates (Pages 21 - 56)

5.25 pm – Scrutiny Project Group Report on Community Rooms.

6. Deputy Leader and Cabinet Member for Governance - Communications and Engagement Strategy Progress Report (Pages 57 - 64)

5.45 pm – Progress Report attached.

7. Forward Plan

6.15 pm – Forward Plan of Key Decisions – 1 February – 31 May, 2019 available via link below:

<http://chesterfield.moderngov.co.uk/mgListPlanItems.aspx?PlanId=98&RP=134>

8. Work Programme for the Community, Customer and Organisational Scrutiny Committee (Pages 65 - 68)

6.20 pm – Work programme attached.

Yours sincerely,

A handwritten signature in black ink, appearing to be 'Randy', written in a cursive style.

Local Government and Regulatory Law Manager and Monitoring Officer

## **COMMUNITY, CUSTOMER AND ORGANISATIONAL SCRUTINY COMMITTEE**

**Tuesday, 27th November, 2018**

Present:-

Councillor P Innes (Chair)

Councillors Borrell  
Dyke  
Flood

Councillors Sarvent  
Niblock

Councillor Bagley ++  
Councillor Derbyshire

Mick Blythe, Client Manager ++  
Damon Bruce, Customer Centric Services Manager ++  
Clare Fowkes, Operational Benefits Manager ++  
Brian Offiler, Democratic and Scrutiny Officer  
Ian Waller, Assistant Director – Health and Wellbeing +

+ Attended for Minute No. 32  
++ Attended for Minute No. 33

### **29 DECLARATIONS OF MEMBERS' AND OFFICERS' INTERESTS RELATING TO ITEMS ON THE AGENDA.**

No declarations of interest were received.

### **30 APOLOGIES FOR ABSENCE**

An apology for absence was received from Councillor L Collins.

### **31 MINUTES**

The Minutes of the meeting of the Community, Customer and Organisational Scrutiny Committee held on 2 October, 2018 were presented.

**RESOLVED –**

That the Minutes be approved as a correct record and signed by the Chair.

**32 CABINET MEMBER FOR HEALTH AND WELLBEING - PROGRESS REPORT ON HEALTH AND WELLBEING DEVELOPMENT**

The Assistant Director - Health and Wellbeing presented a report to update Members on the key actions being delivered to improve health and wellbeing outcomes and to address health inequalities in the borough since the previous report to the Scrutiny Committee in May 2018.

The report referred to the positive interventions which the Chesterfield Health and Wellbeing Partnership continued to promote and develop across the borough through close partnership working to enable communities to grow their capacity to deliver positive change.

The Partnership was currently focusing work in the Staveley and Poolsbrook area, which had been identified as being in need of targeted support to tackle social isolation through physical activity.

Following assessments and consultation in Poolsbrook a range of interventions had been started, including junior sport and physical activity sessions, junior art and craft sessions and a weight management programme. A healthy cooking programme would commence in the New Year. Further consultation with the community in Staveley was continuing to direct the most appropriate interventions there.

The report explained the development of Place Alliances across Derbyshire involving commissioners, community services providers, local authorities, primary care, the voluntary and community sector and the public to work together to meet the health and wellbeing needs of local people. The Chesterfield Alliance was now established with the focus of improving health outcomes for the most frail in the community.

Arising from Members' questions and comments the following issues were discussed:

- The importance of identifying leaders from within local communities to be able to continue activities beyond the short-term and the difficulty and cost of otherwise bringing in external activity leaders;

- The possibility of all those involved in delivering holiday activity programmes across the borough sharing their experiences to learn from each other;
- Whether the attendance at the summer holiday activities at the Healthy Living Centre had been proportionately lower from Poolsbrook and Middlecroft and from academy schools;
- Patients at Inkersall surgery having to travel to Grangewood if they needed to see a GP.

The Chair suggested the possibility of the Committee considering some of the initiatives in Poolsbrook in greater detail through an appreciative inquiry approach in the New Year.

There were initial indications that usage of foodbanks was continuing to increase, and further detail would be provided to Members of the Committee outside the meeting. It was noted that food was being donated by various suppliers through different groups and schemes, including Fareshare.

The Committee expressed its support for the work being undertaken to improve health and wellbeing and the Chair thanked the Assistant Director - Health and Wellbeing for his contribution to the meeting.

#### **RESOLVED –**

- (1) That the ongoing work through the Health and Wellbeing Partnership be supported.
- (2) That the Chair explore with the Assistant Director – Health and Wellbeing the possibility of the Committee considering some of the initiatives in Poolsbrook in greater detail through an appreciative inquiry approach in the New Year.
- (3) That progress on the work to improve health and wellbeing in the borough be considered further by the Committee in March, 2019.

### 33 **CABINET MEMBER FOR HOMES AND CUSTOMERS - PROGRESS REPORT ON IMPLEMENTATION OF UNIVERSAL CREDIT**

The Cabinet Member for Homes and Customers, the Client Manager, the Customer Centric Services Manager and the Operational Benefits Manager presented a progress report on the implementation of Universal Credit (UC) in Chesterfield since the previous report to the Committee in May, 2018.

The report referred to the continuing work by the benefits team with partners and stakeholders to ensure the best possible outcomes for claimants and the Council. A strong working relationship had been developed with the Department for Work and Pensions (DWP), and this had resulted in the Council and Arvato being identified as a best practice organisation.

Following the introduction of full service UC in Staveley in July, 2018 benefits staff were working closely with staff at Staveley Job Centre, and arrangements to support claimants in the Staveley area appeared to be working well.

The report provided updated statistical information on the implementation of UC, including:

- 12,247 UC notifications from DWP for the assessment of Council tax support since April, 2018;
- 306 Housing Benefit transitional payments to a total value of £45,000 since April, 2018;
- 1,229 Council Tax Support claims live in payment for UC recipients;
- 110 Employment Support Allowance (ESA) claimants had received increased weekly awards with arrears payments totalling £577,328 since November, 2017;
- 157 Discretionary Housing Payments (DHPs) had been made to UC recipients since April, 2018, totalling £81,732.
- Assisted digital support had been provided to 446 customers and budgeting support to 146 customers since November, 2017.

Foodbank vouchers had been issued in 27 cases of budgeting support;

- 672 Council households in receipt of UC were claiming Council Tax Support, with average arrears of £474 for those in arrears (average arrears nationally for UC claimants was £662).

The report referred to the provision of assisted claim support and budgeting support transferring nationally to the Citizens Advice Bureau (CAB) from April, 2019. The benefits team was liaising with Chesterfield CAB regarding this proposed change to seek to address the concern that it may be more difficult to identify claimants in need of support.

The concern that 2019-20 was a 53 week rent year whilst the UC calculation was only based on 52 weeks had been raised with the DWP.

Future challenges for the benefits team in implementing UC were identified in the report, including:

- managed migration being delayed;
- claimants with a severe disability payment in their legacy benefit having to claim Housing Benefit;
- the carer element not being included in UC awards;
- sole occupiers with others named on a tenancy only receiving 50% or less housing costs.

A case study illustrating the complexity and impact of the scheme for the claimant and the benefits team was attached to the report.

Members asked whether it was possible to further increase opportunities for access to IT to enable claimants to keep their online journals updated and whether printed information about where IT access and advice was available could be provided for Members to distribute via their street surgeries.

Members expressed their appreciation of the work being undertaken by the benefits and neighbourhood teams in partnership with voluntary services. The Committee endorsed the approach being taken to identify and resolve individual and systemic problems with the DWP and supported the Cabinet Member for Homes and Customers in considering how best to escalate concerns where necessary.

The Chair thanked the Cabinet Member for Homes and Customers, the Client Manager, the Customer Centric Services Manager and the Operational Benefits Manager for their contribution to the meeting.

**RESOLVED -**

- (1) That the report be noted.
- (2) That the ongoing work on implementation of UC and the consideration by the Cabinet Member for Homes and Customers of how to best escalate concerns where necessary be supported.
- (3) That a progress report be submitted to the meeting of the Committee in March, 2019.

**34 SCRUTINY PROJECT GROUPS PROGRESS UPDATES**

The Chair reported that the Scrutiny Project Group on Council owned community rooms was continuing its work on the review and that it was now expected that the group's report would be presented to the Scrutiny Committee in March, 2019.

**RESOLVED -**

That the progress report of the Scrutiny Project Group on Council owned community rooms be noted.

**35 SCRUTINY MONITORING**

The Committee considered the Scrutiny recommendations monitoring schedule. It was noted that some of the recommendations from the HS2 report would be due to be monitored by the Community, Customer and Organisational Committee.

**RESOLVED -**

That the Scrutiny monitoring schedule be noted.

**36 FORWARD PLAN**

The Committee considered the Forward Plan for the period 1 December, 2018 – 31 March, 2019.

**RESOLVED –**

That the Forward Plan be noted.

**37 WORK PROGRAMME FOR THE COMMUNITY, CUSTOMER AND ORGANISATIONAL SCRUTINY COMMITTEE**

The Committee considered the list of items included on its work programme for 2018/19.

**RESOLVED -**

That the work programme be approved and updated to include the decisions of the current meeting.

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## SCRUTINY PROGRESS MONITORING REPORT ON : FRIENDS GROUPS

To provide progress in implementing recommendations of the Community, Customer and Organisational Scrutiny Committee from its scrutiny project work on Friends Groups – approved at **Community, Customer and Organisational Scrutiny Committee (19 September, 2017 – Minute No. 19)**.

These recommendations were considered by **Cabinet on 14 November, 2017**, where it was resolved:

**That Cabinet receives with thanks the report and recommendations of the Community, Customer and Organisational Scrutiny Committee and commissions a corporate officer working group to consider the resource implications to the Council of implementing the Committee’s recommendations, and to report this considered position back to the Committee and Cabinet for further review and final decision. (Minute No. 81)**

**Recommendation 1** - That an up-to-date data base of friends of groups’ contacts is maintained by officers and that all friends of groups are given defined points of contact at the council to facilitate streamlined, effective and accountable channels of communication between groups and the council.

<b>Action</b>	<b>Responsibility / Implementation by:</b>	<b>Resources Needed / Available</b>	<b>Target Date</b>	<b>Achievement / Completed</b>
As per recommendation	Assistant Director – Commercial Services / Manager of Environmental Services	Existing resources	31 July 2018	Complete – the Green Spaces have an up to date list of contact details for Friends Groups  Friends groups have defined points of contact within the Green Spaces team – these being John Ramsey Principal Green Space Officer Strategic, Gary McCarthy Principal Green Space Officer Operational and Sarah Poulton Green Space Development Team Leader.

**Recommendation 2** - That the Friends of Groups information pack is reviewed and updated to provide:

- Guidance on developing a new group or joining an existing group
- Guidance on developing aims, constitutions, management committees and financial arrangements
- Advice and tips for key management committee roles including the chair, secretary and treasurer
- Tips for keeping the members of the friends of group, local community and council updated including social media and links to council publications, social media and websites
- Basic insurance and risk management advice
- Advice on developing an action plan
- Templates and examples of key documents to assist groups
- Where to go for help and support including Chesterfield Borough Council and Links CVS

<b>Action</b>	<b>Responsibility / Implementation by:</b>	<b>Resources Needed / Available</b>	<b>Target Date</b>	<b>Achievement / Completed</b>
As per recommendation	Assistant Director – Commercial Services / Manager of Environmental Services	Within resources	31/10/18	80% complete – the model documents are nearing completion – currently sat with the councils PR section to convert from basic word documents into use Friendly documents for hosting on the Councils website and distribution to existing Friends Groups. They made available at our inception meeting with Friends of Groups planned in March (see recommendation 6).

<b>Recommendation 3</b> - That an annual survey with Friends Groups be carried out to collect information on their activities and achievements to enable the council to see how their work is contributing to the delivery of the council's objectives, as set out in the Parks and Open Spaces Strategy				
<b>Action</b>	<b>Responsibility / Implementation by:</b>	<b>Resources Needed / Available</b>	<b>Target Date</b>	<b>Achievement / Completed</b>
As per recommendation	Assistant Director – Commercial Services / Manager of Environmental Services. Green spaces team	Within resources	31/12/18	The survey is currently being designed. This will be an agenda item at the inception meeting with Friends of Groups planned in March (see recommendation 6).

<b>Recommendation 4</b> - That the council encourage and support friends of groups to develop a plan for their park or open space. This plan should be developed in consultation with both the council and the local community and should clearly set out both the group's and council's role in developing the park or open space				
<b>Action</b>	<b>Responsibility / Implementation by:</b>	<b>Resources Needed / Available</b>	<b>Target Date</b>	<b>Achievement / Completed</b>
As per recommendation	Assistant Director – Commercial Services / Manager of Environmental Services	Within resources	31/12/18	Masterplans are in place for those sites where we have an active Friends Group. Overtime they can and do evolve in response to other windfall opportunities that may arise.

<b>Recommendation 5</b> - That in addition to the support within recommendations 2 and 3, the council's policy and communications service work with the green spaces team and friends of groups to develop case study material for Chesterfield Borough Council led promotional opportunities including Your Chesterfield (the Council's magazine that goes to all homes in Chesterfield borough), the website and social media channels				
<b>Action</b>	<b>Responsibility / Implementation by:</b>	<b>Resources Needed / Available</b>	<b>Target Date</b>	<b>Achievement / Completed</b>
As per recommendation	Assistant Director – Commercial Services / Manager of Environmental Services	Within existing resources	31/12/18	Not started – we have numerous examples of projects and activities that have been documented in the writing along with photographs. A format will be developed to give examples of capital projects and revenue activities with materials that already exist.

<b>Recommendation 6</b> - That a bi-annual friends groups' forum is re-established to share key messages, best practice, increase networking and support and to enable the work of the friends groups to be shared and celebrated with a wider audience.				
<b>Action</b>	<b>Responsibility / Implementation by:</b>	<b>Resources Needed / Available</b>	<b>Target Date</b>	<b>Achievement / Completed</b>
As per recommendation	Assistant Director – Commercial Services / Manager of Environmental Services	Within resources	10/5/19	A relaunch of the FROGS network (Friends of Groups) is to take place with an inaugural meeting planned for Tuesday 19 March.

**Recommendation 7** - That a working group be established to assist with the delivery of the recommendations within the report.

<b>Action</b>	<b>Responsibility / Implementation by:</b>	<b>Resources Needed / Available</b>	<b>Target Date</b>	<b>Achievement / Completed</b>
As per recommendation	Assistant Director – Commercial Services / Manager of Environmental Services	Within resources	10/5/18.	Complete - the working group consists of the Environmental Services Manager (Shirley Hallam), Green Spaces Strategy Officer (John Ramsey), Green Spaces Delivery Officer (Gary McCarthy) and Green Spaces Development Team Leader (Sarah Poulton).

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## SCRUTINY COMMITTEE RECOMMENDATIONS - IMPLEMENTATION MONITORING SCHEDULE

Ref No	Item (Scrutiny Issue or Topic. SPG = Scrutiny Project Group work)	Decision Dates (Scrutiny Committee, Cabinet, Council & its Committees)	Scrutiny Committee Recommendations and/or <i>Decision making body resolution</i> ( <i>italics = Agreed by Scrutiny Committee but not yet considered by decision making body</i> ) *	Completion Date for Actions	Action / Response Completed	Further Action Required by Scrutiny (6 monthly progress reports)
CCO1  Page 17	<b>Statutory Crime &amp; Disorder Scrutiny Ctte</b>	<b>CCO 29.09.11</b> (Min. No. 44)	Progress report on sharing information re alcohol related health problems and hospital admissions.	6 monthly wef 29/09/11.	Statistics requested for each 6 monthly meeting	Agreed on 08.01.15 that statistics on alcohol related health problems / hospital admissions be reported to each 6 monthly meeting.
CCO3	Friends Groups	<b>CCO 19.09.17</b> (Min. No. 19)  <b>Cabinet 14.11.17</b> (Min. No. 81)	Friends Groups SPG report approved by CCO 19.09.17.  Considered by Cabinet 14.11.17. – corporate officer working group to consider resource implications and to report to CCO and Cabinet.	May 2019	Monitoring report considered by CCO – 22.05.18	Monitor progress – 22.01.19.

Ref No	Item (Scrutiny Issue or Topic. SPG = Scrutiny Project Group work)	Decision Dates (Scrutiny Committee, Cabinet, Council & its Committees)	Scrutiny Committee Recommendations and/or <i>Decision making body resolution</i> ( <i>italics = Agreed by Scrutiny Committee but not yet considered by decision making body</i> ) *	Completion Date for Actions	Action / Response Completed	Further Action Required by Scrutiny (6 monthly progress reports)
CCO4	Implementation of Universal Credit	<b>CCO 22.05.18</b> (Min. No. 6)  <b>Cabinet Member for Homes &amp; Customers 16.07.18</b>	Re. provision of computer terminal(s) and support for Universal Credit claimants in Staveley area.  Cabinet Member's response noted by CCO – 17.07.18 (Min. No. 14) – computer terminals and support available at several locations within Staveley area – provision to be monitored.	6 monthly progress reports	Cabinet Member's response noted by CCO – 17.07.18.  Report considered by CCO – 27.11.18.	Monitor as part of ongoing review of implementation of Universal Credit.
OP8 Page 18	HS2	<b>OPSF 11.09.18</b>  <b>Cabinet 23.10.18</b> (Min. No. 48)	Cabinet Response: 1. That the Cabinet thanks the Overview and Performance Scrutiny Forum for the first class work that has been taken forward in looking at how the Council is preparing for HS2 and, in particular, for the Forum's efforts in broadening and deepening the understanding of Council Members of the subject matter.  2. That Cabinet notes and endorses the recommendations of the Overview and Performance Scrutiny Forum.	6 monthly progress reports	Recommendations approved by Cabinet 23.10.18  Monitoring of the implementation of the recommendations due 19.03.19	Progress update 19.03.19

Ref No	Item (Scrutiny Issue or Topic. SPG = Scrutiny Project Group work)	Decision Dates (Scrutiny Committee, Cabinet, Council & its Committees)	Scrutiny Committee Recommendations and/or <i>Decision making body resolution</i> ( <i>italics = Agreed by Scrutiny Committee but not yet considered by decision making body</i> ) *	Completion Date for Actions	Action / Response Completed	Further Action Required by Scrutiny (6 monthly progress reports)
Page 19			<p>3. That Cabinet endorses, in particular, the Forum's recommendation to establish a new Skills Scrutiny Project group and resolves to defer to the Overview and Performance Scrutiny Forum further consideration of the merit of establishing new Scrutiny Project Groups to look at particular aspects of HS2 as part of the future work programming discussions.</p> <p>See SPG Report for recommendations.</p>			
<p>Abbreviations Key : OP = Overview and Performance Scrutiny Forum. CCO = Community, Customer and Organisational Development Scrutiny Committee. EW = Enterprise and Wellbeing Scrutiny Committee). TBA (to be agreed).  * Note recommendation wording may be abridged.</p>						

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**CHESTERFIELD**  
BOROUGH COUNCIL

*Community, Customer and  
Organisational Scrutiny Committee*

Scrutiny Project Group

report on

*Community Rooms*



Date agreed by CC&OSC:

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## Project group members:

Councillors:

Lead	Kate Caulfield
Group Members	Peter Innes Suzie Perkins
Project group officer support was provided by Rachel Appleyard, Senior Democratic and Scrutiny Officer	

### 1.0 Introduction and reasons for the review

1.1 The Council has 6 community rooms which are part of the Council's housing stock, and are available to hire for a variety of uses, with an emphasis on groups that benefit the local community and combat social isolation. Users pay an hourly rate for hire, subject to exceptions, with the remaining running costs met by the Housing Revenue Account. Usage for the rooms is low, largely due to their poor condition and lack of promotion, resulting in reduced income levels which do not cover the costs of maintaining the rooms.



Inside Wimborne Crescent

1.2 Since 2016, the Careline and Support Service has provided the administration and management for the rooms, and an appraisal and refurbishment programme was commenced in July 2017 to improve the standard and attractiveness to potential hirers. The hire charges for the rooms are low, with reduced rates for local users, making them a valuable asset to the community particularly in areas where there is deprivation, vulnerable people or hard to reach groups.

1.3 In 2009/10 a Council decision to close community rooms which were part of the housing stock was met with concerns from some

residents, relating to the effect this would have on the community and as a result 6 of the rooms were maintained as community rooms.

- 1.4 An important part of overview and scrutiny's role is to listen to the concerns of residents and hold the executive to account. Scrutiny's involvement will take into consideration the views of the residents when evaluating options for the rooms and will challenge current practices and procedures to suggest new ways to improve the marketing, promotion and accessibility of the rooms.

## 2.0 **Link to priorities and review aims**

- 2.1 In order to add value, overview and scrutiny aligns its work with the activities and aims of the Council Plan. This scrutiny review contributes towards two of the priorities identified in the plan:

- to improve the quality of life for local people;
- to provide value for money services.

- 2.2 Within these priorities, the project group focussed on two objectives:

- to increase the quality of public space for which the council has responsibility through targeted improvement programmes;
- to become financially self-sufficient by 2020, so we can continue to deliver the services our communities need.

- 2.3 The project group devised a project start report, setting out the review aims and objectives, and expected outcomes. As part of this process, the group produced a list of areas for investigation and possible outcomes which included:

- identifying any changes that are required to enhance the offer and accessibility of the community rooms, improving the quality of the space for users;

- identifying ways to make the rooms financially self-sufficient including better promotion to increase usage and bring in more income;
- providing solutions to improve the booking process by identifying the main contacts, how to access the rooms, application process and facility procedures.

2.4 A number of changes have also occurred in the Careline and Support Service which could have a positive impact on the usage of the community rooms. New posts have been created within the service with a focus on publicity, marketing and social inclusion. These would form key sources of information for the project and posed questions such as how are the rooms being promoted, who is the target audience and what is booking process.

2.5 It was also identified during the scoping process that one of the community rooms had a “friends of” group, *Friends of Wimborne Crescent*, which was set up in early 2017. This room was refurbished in 2017 in consultation with the *Friends of* group, and its usage was promoted by the *Friends of* group, therefore it was important to engage with the group to understand if their efforts were having an impact and if this was a model to consider replicating elsewhere.

2.6 The income and expenditure for the rooms underlines all these areas. With the Council’s funding constantly reducing, we need to find new and innovative ways of balancing the books and driving income. Initial information viewed by the project group highlighted a big difference between the income from the room hire and the outgoings, such as utilities and maintenance, which needed further investigation.

### 3.0 **Review approach**

3.1 The following steps were carried out to initiate the review:

- The Careline and Support Service Manager was consulted to provide initial information on the rooms such as number of rooms in use, progress of the refurbishment programme, charging policy, terms and conditions of hire and responsibilities.
- The project group held their first meeting and, using the information received, produced an initial list of questions to put to the Careline and Support Service Manager. The outcomes were then used to identify areas for further investigation.
- A project start report was produced which set out the aims and objectives of the review; the Careline & Support Service Manager and Cabinet Member for Homes and Customers were consulted on scope of the project and their comments were taken on board.

#### 4.0 **Current situation**

4.1 The 6 community rooms owned and maintained by the Housing Service are:

- Winster Court, Newland Dale
- Wimborne Crescent, Newbold
- Edensor Court, Middlecroft
- Bonsall Court, Newbold
- Monkwood Road, Dunston
- Burns Close, Grangewood



Edensor Court Community Room

4.2 At the start of 2016/17, all of the rooms were in a poor state of repair and usage was low. Two of the rooms were refurbished during 2017/18: Winster Court and Wimborne Crescent. A further room, Edensor Court, is currently undergoing refurbishment work, which is expected to be completed during January 2018.

4.3 Before continuing with the refurbishment programme on the remaining rooms, an options appraisal would be carried out to determine whether it was the most appropriate course of action.

Currently Bonsall Court and Burns Close are still in use however Monkwood Road has not been available to hire since the start of 2018/19.

4.4 The scrutiny project group identified the following areas to explore during the review, further details will be found throughout the report:

- Usage
- Facilities and access
- Booking process
- Income/expenditure
- Promotion

## 5.0 **Review findings**

### **Usage**

5.1 To create a picture of the viability of the community rooms, the project group looked at the usage of each of the 6 rooms. Two months were taken as a sample, June and July 2018, and a spreadsheet was created which provided details of all the bookings (Appendix A).

5.2 The usage showed that all of the rooms, with the exception of Monkwood Road, had regular usage; however some rooms had a greater variety of users than others. Bonsall Court, Burns Close and Wimborne Crescent had the biggest variety of users, with at least 5 different groups using the rooms over the 2 month period. Winster Court and Edensor Court both had just two users hiring the rooms, though they were regular users.

5.3 Whilst this information gives a statistical view of how often the rooms are used, it does not necessarily translate to financial viability or a positive impact on the community who live near the facility.

5.4 Winster Court is one of the rooms that has been refurbished, When it was re-opened, there was a large publicity drive and open day to encourage the community to get involved. A number of activities were started to encourage the local use of the room including:

- an event in May 2018 to celebrate the 50<sup>th</sup> anniversary of the estate being built, there was a poor turn out with only 12-15 people turning up;
- a weekly coffee morning and chair based exercise class ran for 10 weeks but with no attendees;
- consultations handed out to local residents to see what activities they would like to see at the room, these had an extremely low return rate (4 out of 500).



5.5 The Social Inclusion Officer advised that there is a group for chair based exercises which meets in New Whittington Social Club. The group has a regular attendance of between 15 to 20 participants. This demonstrates that there is an interest for these activities and the community rooms need to access this demand whether by promotion of the rooms to make residents aware of the activities taking place locally or targeting new groups.

5.6 The events are largely, and have been historically, geared towards older residents with few activities aimed at younger people or families. Having an emphasis on care and support services for older people could also be having a negative impact on attracting new users.

5.7 The project group investigated whose responsibility it was to arrange activities for the community rooms. The Social Inclusion Officer does arrange activities in the community rooms, however this was just part of her role which also includes organising, facilitating and coordinating activities across the Council's seven

sheltered schemes. The Social Inclusion Officer advised that she can offer help, such as applying for funding, to members within the community to enable them to set up groups and run activities in the community rooms. This would also bring a level of community ownership to the rooms which could help to increase usage and knowledge of the facility.

5.8 To see the value groups set up by members of the public have on the rooms, the group looked into the impact the *Friends of Wimborne Crescent* had on the usage of Wimborne Crescent



community room. The room was one of the better used facilities, with the *Friends of* group holding regular sessions in the room every Tuesday for local tenants and pensioners which have a good attendance. The objectives set out in the terms of reference for the *Friends of* group included:

1. improving the community room in order to ensure it is an attractive facility;
2. advertising and promoting the community room;
3. organising inclusive community events;
4. providing a degree of responsible community oversight of the facility

5.9 The *Friends of* group undertook a vast amount of marketing activity with limited success. They were, however, successful in attracting some new hirers to the room such as the Elm Foundation. Since the project group started their review, the *Friends of Wimborne Crescent* decided it had fulfilled the objectives set out in its terms of reference and wound up.

5.10 Winster Court Community Room is used regularly but by few different hirers. When the project group looked further into the types of users they found that the room was hired 4 days a week by Chesterfield Care Group from 8:30 to 15:30. Due to a long

standing agreement with Derbyshire County Council (DCC), the Care Group do not pay for hire of the room.

- 5.11 The project group carried out research to understand what services the Chesterfield Care Group offered and how they benefitted the community. The Care Group aims to reduce the isolation of older people, provide respite for carers and enable older people to stay in their own homes for longer. Referrals are made through DCC Social Care or directly to the Care Group.



Winster Court Community Room

- 5.12 Sessions are currently run at their main centre on Tontine Road and from 5 locations across Chesterfield: Winster Court, Burns Close, Edensor Court, Harehill Court and Brimington Methodist Church. Users pay a daily charge for the day care sessions and



can ask for an assessment to see if they are eligible for funding. The Care Group also receives local authority and business funding, and carries out fundraising events.

- 5.13 The services provided at Burns Close and Winster Court include support for people with dementia and lunch, refreshments and activities are provided during the day.

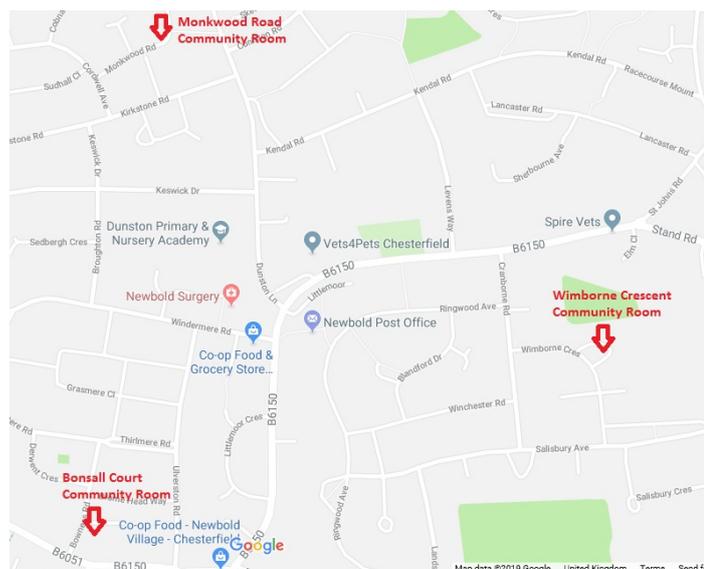
- 5.14 Historically, there was a contribution from the Council's General Fund to the Housing Revenue Account to allow DCC to use the rooms for statutory or voluntary organisations which provided services linked to the County Council; this contribution ended in March 2016 following a review of the General Fund.

- 5.15 A report approved by Cabinet on 24 January, 2017 agreed a new booking structure which split each day into 4-hour time slots that were available to book at a fixed price. The charge for a time slot

for groups which support vulnerable or disadvantaged people and are non-profit making would be £8 per slot. Based on the group using the room 4 days a week, the community rooms are losing out on an income of £64 per week and the loss is greater when the usage at the other rooms is taken into account.

5.16 The Care Group uses Winster Court from 8:30 to 15:30 which overlaps two time slots. This means that, other than in the evenings, the room is not available for other users most days of the week. The group have indicated that they would be open to adjusting times if the rooms were required for other users.

5.17 As previously mentioned, Winster Court and Wimborne Crescent have been refurbished and Edensor Court is undergoing refurbishment. The decision over whether to refurbish Burns Close, Bonsall Court and Monkwood Road is still to be made. When considering options for refurbishment, the project group discovered that Bonsall Court has wide range of groups hiring the room for activities such as art and crafts, stamp enthusiasts and senior groups. In contrast, Monkwood Road has not been available to hire for most of 2018/19 and is within close proximity of the community rooms at Wimborne Crescent and Bonsall Court.



5.18 Burns Close at Grangewood is the only one of the community rooms located in the south of Chesterfield Borough and serves an area that is in the top 10% most deprived in England. The room sees a good range of usage, from religious groups to community group meetings, and is also one of the rooms used by Chesterfield Care Group. Based on the usage, proximity to other rooms and facilities in the area, the project group would support refurbishment work on Burns Close and Bonsall Court to retain them as community rooms.

**Recommendations:**

5.19 **Recommendation 1: That the Cabinet Member for Homes and Customers initiates conversations with the Chesterfield Care Group regarding the hiring of community rooms.**

5.20 The Care Group is benefitting residents by offering valuable day care services to older, vulnerable people that are accessible in their community. However, the subsidy from the General Fund to support the free hire of the rooms to the care group has ended, meaning that the viability of offering the rooms free of charge needs to be reconsidered.

5.21 The Care Group also receive payment from users to access their services which, based on the charges agreed by Cabinet in 2017, places them in a category where the charge for room hire is £8 per 4 hour time slot. Therefore, the conversations between the Borough Council and Chesterfield Care Group need to come to a new agreement for usage of the rooms based on current rates for hire and time slots to ensure fairness and transparency.

5.22 **Recommendation 2: That, when options appraisals are carried out on the remaining three rooms, the project group supports the refurbishment and retention of Burns Close and Bonsall Court as community rooms and supports the consideration of other options for Monkwood Road.**

5.23 As detailed in paragraphs 5.17 and 5.18, Burns Close and Bonsall Court are used by a variety of different groups on a regular basis, and following refurbishment, have the capacity to continue to attract new uses. Additionally Burns Close is in an area of high deprivation where there are limited other facilities available for community use, whereas Monkwood Road is in relatively close proximity to two other community rooms.

5.24 However, it is noted that structural issues have been identified at the Burns Close building, and any decision to continue using Burns Close as a community room in the long term and to carry out necessary refurbishment work will need to acknowledge the financial cost and viability of doing this.

## Booking process

5.25 The scrutiny project group investigated how accessible information on booking the community rooms, including the facilities that are on offer, was to potential hirers and discovered difficulties in finding information. The rooms are listed on the Council's website under the Housing section whereas the rest of the rooms for hire owned by the Council are listed under

**CHESTERFIELD BOROUGH COUNCIL**

Home Council services Explore Pay Report Request

Housing > Council tenants > Properties > Room hire

### Room hire

This section: Properties

- Bungalows
- Houses
- Flats
- Maisonettes
- Sheltered schemes
- Garages and garage sites
- Room hire**

Chesterfield Borough Council's Housing Service has a number of community rooms that are available for hire. Maps to each room can be downloaded below.

- Bonsall Court, Newbold, Chesterfield, S41 8AW
- Burns Close, Grangewood, Chesterfield, S40 2SW
- Edensor Court, Middlecroft, Chesterfield, S43 3NW
- Monkwood Road, Dunston, Chesterfield, S41 8DG
- Wimborne Crescent, Pevensey, Chesterfield, S41 8PT
- Winster Court, Newland Dale, Stonegravel, Chesterfield, S41 7QJ

Each room has its own kitchen facilities, tables and chairs, can be rearranged to suit your needs.

The rooms are ideal for meetings but may also be suitable for other types of events. Please contact us to discuss your requirements.

The rooms are available at an hourly rate of £5.50 plus VAT.

Contact Liz Meakin 01246 345604 or email [liz.meakin@chesterfield.gov.uk](mailto:liz.meakin@chesterfield.gov.uk).

<a href="#">Bonsall Court Community Room Map</a>	(pdf 83 KB)
<a href="#">Burns Close Community Room Map</a>	(pdf 74 KB)
<a href="#">Edensor Court Community Room Map</a>	(pdf 61 KB)
<a href="#">Monkwood Road Community Room Map</a>	(pdf 72 KB)
<a href="#">Wimborne Crescent Community Room Map</a>	(pdf 84 KB)
<a href="#">Winster Court Community Room Map</a>	(pdf 84 KB)

**CONTACT**

Online Complete our [online enquiry form](#).

Email [enquiries@chesterfield.gov.uk](mailto:enquiries@chesterfield.gov.uk)

Phone or text  
Tel: 01246 345 345  
Text: 07960 910 264

In person  
Customer Service Centre  
85 New Square  
Chesterfield  
S40 1AH

Mon - 8.30am to 5pm  
Tue - 8.30am to 5pm  
Wed - 10am to 5pm  
Thu - 8.30am to 5pm  
Fri - 8.30am to 4.30pm  
Sat for payments - 9am to midday

By post  
Chesterfield Borough Council

Community Room information on Council website

separate parts of the website and do not provide links or details of the other rooms. If a member of the public searched “room hire” on the Council website, the top 7 results direct you to 7 different webpages with information about hiring different rooms.

- 5.26 The Council could be losing out on bookings for the community rooms because potential hirers cannot find the information they need and customers looking for smaller, less formal rooms may not be aware of the breadth of venues available to hire.
- 5.27 Currently all bookings go through the Administration Officer for the Careline and Support Service and the contact number listed on the terms and conditions for hiring the rooms is the main Careline office number. The scrutiny project group acknowledged the high volume of calls that the Careline service deals with, and that the service needs to prioritise potentially emergency response calls, which could have an impact on the ability to take calls relating to community rooms. The scrutiny project group would therefore recommend setting up an alternative phone number based in the Careline office, where potential users could leave a message if the phone lines are busy.

**Recommendations:**

- 5.28 **Recommendation 3: That the website be updated and amended to include a central location for finding room hire information for all venues across the Council including the Community Rooms.**
- 5.29 Establishing a new section on the website that incorporates all the rooms available to hire will improve customer satisfaction by bringing all the information together in a central location that is easy to find.
- 5.30 The information listed on the website also needs to be updated; Monkwood Road is still listed as a room available to hire. Having

up to date the information will make it easier for customers to get in touch to book the rooms and reduce the risk of complaints.

5.31 **Recommendation 4: That a dedicated phone line for community room enquiries be established within the Careline and Support Service with a voicemail facility.**

5.32 Creating a dedicated phone line specifically for community room enquiries will enable the Careline and Response Service staff to prioritise calls for assistance as the calls for community room enquiries will come through to a separate number. The dedicated phone line will also introduce a voicemail facility so that the enquirer is not waiting a long time for an answer, but can leave a message which the Careline staff can respond to as soon as they are able which will increase customer satisfaction.

5.33 **Recommendation 5: That the call centre staff be provided with up to date information on the hire of community rooms.**

5.34 Establishing a new contact number and webpage for community room bookings can be used as a good opportunity to remind staff in front line services of these facilities so that they can direct enquiries to the appropriate service and provide information on the rooms. This will also help to increase customer satisfaction and support the "One Council, One Team" value.

### **Income/expenditure**

5.35 Currently, the community rooms receive a budget from the Housing Revenue Account of £40,320 per year and the hire charges are the only income offsetting the costs associated with maintaining the budget.

5.36 The current pricing structure for room hire was approved by Cabinet in 2017 and is detailed below:

Type of Group	Comments	Proposed Charge per Slot
Tenant and Resident Group (including Neighbourhood Watch) Meetings	Groups which work on behalf of members of the community	0.00
Councillor Surgeries	Surgeries run by Chesterfield Borough Council or Derbyshire County Council Members	0.00
Activities which are for the benefit of vulnerable people, and for which funding is not available	For example, preparation for distribution of food hampers to vulnerable people	0.00
Activities for the benefit of local people	Activities where a charge can be made for the activity	8.00
Charitable Organisations	Organisations which have a Charitable Status and registration number	8.00
Support Groups	Groups which support vulnerable or disadvantaged people, and which are non-profit making	8.00
Other, non-commercial groups/organisations		12.00
Commercial organisations	Other organisations including statutory organisations who use the premises e.g. use of polling stations	20.00

- 5.37 The project group agreed that the current hire charges were appropriate provided they are properly applied as they ensure the community rooms are still affordable for their intended use by the community but also secure usage for longer periods of time by having a minimum 4 hour booking slot.
- 5.38 The project group requested to view the income and expenditure for the rooms over the past 3 years and discovered that the biggest expense was grass cutting charges and electricity and gas. The annual charge for grass cutting was approximately £19k. When the project group investigated the grass cutting charges, it

became clear that there were questions over which grass belonged to the community rooms and whether the community rooms were being charged appropriately.

- 5.39 The charges for electricity and gas also highlighted some anomalies:
- Monkwood Road had paid £1,244 for electricity from the start of 2018/19 until November 2018 however the room had not been in use since May 2018;
  - the payment for gas at Edensor Court for 2017/18 was £6,950 which seemed very high for a building of its size.

5.40 Utility bills are managed by the Council's Support Services. The project group questioned the high level of the charges and were advised that when the invoices are received from British Gas, the bills are only queried after they have been paid. The Council is then credited by British Gas but this can be up to two years after the original invoice was received meaning that the accounts for the community rooms do not give an accurate picture of the rooms' expenditure.

### **Recommendations:**

5.41 **Recommendation 6: That the Standards and Audit Committee review the accounts for the community rooms.**

5.42 As the project group began investigating the expenditure of the rooms, it became clear that there were several different anomalies with charges that needed scrutinising by qualified auditors and accountants. Therefore, the best course of action would be to request that the Standards and Audit Committee exercise their right to call Council officers to give assurances and explanations to the committee regarding the community room accounts.

### **Promotion**

5.43 The Council has spent significant funds on refurbishing the community rooms and now has venues of a high standard which are available for hire at small costs. They provide a positive image for the Council, showing a commitment to improving the quality of life for people across Chesterfield Borough, particularly those in some of the most deprived areas. The rooms need to be promoted and marketed so that they can be used regularly, benefitting the community by having an increased range of activities on offer and driving income to cover the costs of maintaining the rooms.

5.44 The project groups' recommendation to improve the website to make the booking process clearer will also have an impact on improving the promotion of the community rooms. Additionally, better use needs to be made of other publicity channels such as the noticeboards outside the rooms and local newsletters. Some of the noticeboards outside the rooms have been removed due to concerns with maintaining them and keeping the information up to date, however consideration should be given to reinstating those that have been removed.



Noticeboard outside Winster Court

5.45 From looking at activities that take place at other non-council venues, there are numerous different types of organisations holding activities across the Borough that could make use of the rooms. Researching new customers and targeting groups and organisations, such as slimming groups, local charities and toddler groups, to market the rooms will attract different types of activities to those that are already on offer, increasing the variety of community events in the neighbourhoods and bringing in new income.

5.46 The Careline and Support Service has a Publicity and Marketing Officer whose responsibilities include producing publicity and

marketing material for the community rooms. This is a valuable resource and could be used to prepare targeted campaigns to new user groups and work together with the Council's Communications and Marketing team on designing new promotional activities using the Council's website and social media channels.

### **Recommendations:**

5.47 **Recommendation 7: That the promotion of community rooms on the Council's website be improved, making the rooms more obvious to potential hirers.**

5.48 As explained in paragraph 5.29 and 5.30, the webpages for the community rooms not only need to be improved to include the up to date information on booking the rooms, but also to promote the venues on offer, particularly the rooms that have been refurbished. Examples of the types of activities that could be held in the rooms and details of the facilities need to be included to showcase the versatility of the spaces.

5.49 **Recommendation 8: That the noticeboards outside the community rooms be used to promote the rooms and include up to date "What's on" calendars to showcase the events taking place.**

5.50 The noticeboards are already in place outside some rooms can be used to show the different activities that are on offer by including a regularly updated calendar of events. They also need to include clear contact information for booking the rooms and promotional material showing the facilities that are available to help attract new users.

5.51 The project group also noted that digital notice boards have been provided at Winster Court and Wimborne Crescent, that can be used to promote activities on behalf of both community groups and the Council. These are not in operation at the moment,

awaiting work from ICT to install the relevant connections that will allow for the boards to be remotely managed.

5.52 **Recommendation 9: That a new leaflet be produced that includes details on all the community rooms.**

5.53 Currently, there have been leaflets produced for the two refurbished rooms which focussed on the transformation that had taken place. As these will soon become outdated, the project group proposes creating a new leaflet which provides details of all the community rooms and contact details for hiring the rooms. These can then be placed in venues around the Borough such as the community rooms themselves, visitor information centre, housing reception and customer service centre. This will make Council officers more aware of the rooms and therefore able to promote them, and reach a new and wider audience.



5.54 **Recommendation 10: That a promotional drive take place to coincide with the completion of the work to the sheltered schemes.**

5.55 Currently, work is being undertaken at the sheltered schemes to bring them up to a modern standard of living. The Careline and Support Service Manager proposed that a big promotional drive should coincide with the completion of work at the sheltered schemes. The project group felt that this would be a valuable opportunity as it would reduce officer time by working on joint promotional material and press releases, and increase the media coverage by linking the two announcements together.

## Facilities and access

- 5.56 As part of the project, the group reviewed the terms and conditions for hiring a community room and the information that hirers receive about the facilities. As part of the refurbishment, access to Wimborne Crescent and Winster Court is now via a buzzer which was monitored and activated by Careline. This had alleviated issues with people accessing the rooms without a booking, a problem that was happening at Bonsall Court which had door code entry system. However, The project group had concerns that it placed extra pressure on Careline staff to respond to the buzzers, though noted that staffing changes currently being implemented within the Careline service should reduce any such impact. In addition, access through the newly installed systems had occasionally resulted in access not being gained so the process needs to be reviewed to eliminate this possibility. The project group also noted that there had been a number of initial problems with access to the rooms following the installation of the two door entry mechanisms, and though there had not been any issues over the past twelve months, was keen to ensure that systems were regularly reviewed to eliminate any further problems.
- 5.57 The project group had concerns about the qualifications of people running support or care services out of the community rooms and in particular, the repercussions on the Council if accidents were to happen. The terms and conditions clearly state that the hirer should take out adequate insurance to cover their activities and carry out risk assessments if necessary, however there needs to be a system in place to record these documents.
- 5.58 In addition, there had been issues with regular users of the rooms storing equipment in them between sessions which raises concerns with liability and makes the rooms less usable to other groups. The terms for storage of equipment is set out in the terms of conditions for hire and therefore needs to be properly enforced.

### **Recommendations:**

5.59 **Recommendation 11: That a booklet be produced that incorporates terms and conditions for the community rooms along with how to use the facilities in the rooms.**

5.60 To improve the user experience and reduce the reliance on calls to Careline for assistance, the project group felt that up to date information on how to use the different facilities should be included in a booklet along with the terms and conditions for hire. The booklet should cover instructions for using equipment such as how to turn on the heating, using the kitchen facilities and operating the AV equipment.

5.61 Once a revised document has been produced, this could be distributed to all current users as a reminder of the terms and conditions of their hire of the rooms. This will help to alleviate problems such as the storage of equipment.

5.62 **Recommendation 12: That the door entry system that has been installed to Wimborne Crescent and Winster Court be reviewed to understand if this is the most effective way for hirers to gain access.**

5.63 As detailed in paragraph 5.56, the project group discovered that there had been initial issues with hirers unable to gain access to the rooms which have a buzzer entry system. The project group was keen to ensure that systems were regularly reviewed to eliminate any further problems, and if there were persistent issues, alternative entry systems could be considered and provided, such as a system using a code that was changed regularly.

## 6.0 **Summary of Recommendations**

Details of the recommendations and reasoning behind them can be found throughout the report. The recommendations of the scrutiny project group are:

- 6.1 Recommendation 1: That the Cabinet Member for Homes and Customers initiates conversations with the Chesterfield Care Group regarding the hiring of community rooms.
- 6.2 Recommendation 2: That, when options appraisals are carried out on the remaining three rooms, the project group supports the refurbishment and retention of Burns Close and Bonsall Court as community rooms and supports the consideration of other options for Monkwood Road.
- 6.3 Recommendation 3: That the website be updated and amended to include a central location for finding room hire information for all venues across the Council including the Community Rooms.
- 6.4 Recommendation 4: That a dedicated phone line for community room enquiries be established within the Careline and Support Service with a voicemail facility.
- 6.5 Recommendation 5: That the call centre staff be provided with up to date information on the hire of community rooms.
- 6.6 Recommendation 6: That the Standards and Audit Committee review the accounts for the community rooms.
- 6.7 Recommendation 7: That the promotion of community rooms on the Council's website be improved, making the rooms more obvious to potential hirers.
- 6.8 Recommendation 8: That the noticeboards outside the community rooms be used to promote the rooms and include up to date "What's on" calendars to showcase the events taking place.
- 6.9 Recommendation 9: That a new leaflet be produced that includes details on all the community rooms.

- 6.10 Recommendation 10: That a promotional drive take place to coincide with the completion of the work to the sheltered schemes.
- 6.11 Recommendation 11: That a booklet be produced that incorporates terms and conditions for the community rooms along with how to use the facilities in the rooms.
- 6.12 Recommendation 12: That the door entry system that has been installed to Wimborne Crescent and Winster Court be reviewed to understand if this is the most effective way for hirers to gain access.

## 7.0 **Review conclusions**

- 7.1 The Council has demonstrated its commitment to supporting the communities within the Borough by continuing to fund the community rooms and commence a refurbishment programme to ensure they will be fit for purpose for future generations. The scrutiny project has identified that there are regular users and members of the community that benefit from the rooms however they are still very underused regardless of the work that has taken place.
- 7.2 Whilst the officers in the Careline and Support Service have run promotional drives, talked to residents about what they would like to see at the rooms and arranged activities, a cross-Council approach is now needed to improve awareness of the rooms, reach new potential hirers and consolidate information on all the Council's venues for hire into a central place.
- 7.3 The processes for managing the rooms need tightening up to ensure fairness and transparency, making sure that all users are using the rooms under the same terms and conditions and that the accounts show a true reflection of the income and expenditure costs.

## 8.0 **Considerations**

- 8.1 A preliminary equality impact assessment (EIA) has been carried out to understand any positive or negative impacts of implementing the recommendations. No negative impacts were identified and it is expected that the review will have a positive impact on vulnerable groups such as the elderly or disabled due to the continued offer of care and support services at the rooms. More details can be found in the EIA attached at Appendix B.
- 8.2 Officers have been consulted on the proposals and the project group have been mindful to develop recommendations that support the Council Plan's priorities and can be delivered within existing resources across the Council.

## **Appendices**

**Appendix A** – Bookings from June and July 2018

**Appendix B** – Preliminary Equalities Impact Assessment (attach when returned from policy)

**Contacts:**

**Project Group Lead** – Councillor Kate Caulfield

**Senior Democratic and Scrutiny Officer** – Rachel Appleyard

Date	Bonsall Court, Newbold	Burns Close, Grangewood	Edensor Court, Middlecroft	Monkwood Road, Dunston	Wimborne Crescent, Newbold	Winster Court, Newland Dale
01/06/18	Art Group 11:00 to 14:00		Chesterfield Care Group 8:30 to 15:30			Chesterfield Care Group 8:30 to 15:30
02/06/18						
03/06/18		Grangewood Pentecostal Church 16:00 to 18:00				
04/06/18						Chesterfield Care Group 8:30 to 15:30
05/06/18	Chesterfield Philatelic Society 19:00 to 21:00				Wimborne Tenant and Pensioner Group 11:30 to 14:00	Chesterfield Care Group 8:30 to 15:30
06/06/18		Chesterfield Care Group 8:30 to 15:30 / Grangewood Life Group Grace Chapel 19:00 to 20:30	Chesterfield Care Group 8:30 to 15:30		Team meetings & clinical/practice supervision 9:30 to 15:00	
07/06/18	Bonsall Senior Group 12:30 to 14:30		United Response 10:00 to 16:00			Chesterfield Care Group 8:30 to 15:30
08/06/18	Art Group 11:00 to 14:00		Chesterfield Care Group 8:30 to 15:30			Chesterfield Care Group 8:30 to 15:30
09/06/18						
10/06/18		Grangewood Pentecostal Church 16:00 to 18:00				
11/06/18						Chesterfield Care Group 8:30 to 15:30
12/06/18	Chesterfield Philatelic Society 19:00 to 21:00				Wimborne Tenant and Pensioner Group 11:30 to 14:00 / The Elm Foundation 18:00 to 20:00	Chesterfield Care Group 8:30 to 15:30

13/06/18	Craft Group 12:30 to 16:30 / Dunston and Moor Labour Party 19:00 to 20:30	Chesterfield Care Group 8:30 to 15:30 / Grangewood Life Group Grace Chapel 19:00 to 20:30	Chesterfield Care Group 8:30 to 15:30		Team meetings & clinical/practice supervision 9:30 to 15:00	
14/06/18	Bonsall Senior Group 12:30 to 14:30		United Response 10:00 to 16:00			Chesterfield Care Group 8:30 to 15:30
15/06/18	Art Group 11:00 to 14:00		Chesterfield Care Group 8:30 to 15:30			Chesterfield Care Group 8:30 to 15:30
16/06/18						
17/06/18		Grangewood Pentecostal Church 16:00 to 18:00				
18/06/18						Chesterfield Care Group 8:30 to 15:30
19/06/18	Chesterfield Philatelic Society 19:00 to 21:00		United Response 10:00 to 13:00		Wimborne Tenant and Pensioner Group 11:30 to 14:00	Chesterfield Care Group 8:30 to 15:30
20/06/18		Chesterfield Care Group 8:30 to 15:30 / Grangewood Life Group Grace Chapel 19:00 to 20:30	Chesterfield Care Group 8:30 to 15:30			
21/06/18	Bonsall Senior Group 12:30 to 14:30		United Response 10:00 to 13:00			Chesterfield Care Group 8:30 to 15:30
22/06/18	Art Group 11:00 to 14:00		Chesterfield Care Group 8:30 to 15:30			Chesterfield Care Group 8:30 to 15:30
23/06/18						
24/06/18		Grangewood Pentecostal Church 16:00 to 18:00				
25/06/18			United Response 15:00 to 17:00			Chesterfield Care Group 8:30 to 15:30

26/06/18	Chesterfield Philatelic Society 19:00 to 21:00		United Response 9:00 to 15:00		Wimborne Tenant and Pensioner Group 11:30 to 14:00 / Friends of Pevensey Green 19:00 to 20:30	Chesterfield Care Group 8:30 to 15:30
27/06/18	Craft Group 12:30 to 16:30	Chesterfield Care Group 8:30 to 15:30 / Grangewood Life Group Grace Chapel 19:00 to 20:30	Chesterfield Care Group 8:30 to 15:30			
28/06/18	Bonsall Senior Group 12:30 to 14:30		United Response 10:00 to 14:00			Chesterfield Care Group 8:30 to 15:30
29/06/18	Art Group 11:00 to 14:00	Gussies Kitchen Constituents Meeting 13:30 to 17:00	Chesterfield Care Group 8:30 to 15:30			Chesterfield Care Group 8:30 to 15:30
30/06/18						
01/07/18		Grangewood Pentecostal Church 16:00 to 18:00				
02/07/18			United Response 9:00 to 15:00		Dunston and Moor Labour Party 19:00 to 20:30	Chesterfield Care Group 8:30 to 15:30
03/07/18					Wimborne Tenant and Pensioner Group 11:30 to 14:00	Chesterfield Care Group 8:30 to 15:30
04/07/18		Chesterfield Care Group 8:30 to 15:30 / Grangewood Life Group Grace Chapel 19:00 to 20:30	Chesterfield Care Group 8:30 to 15:30		Team Meetings and Clinical/practice Supervision 12:30 to 14:00	
05/07/18	Bonsall Senior Group 12:30 to 14:30		United Response 10:00 to 14:00			Chesterfield Care Group 8:30 to 15:30
06/07/18	Art Group 11:00 to 14:00		Chesterfield Care Group 8:30 to 15:30			Chesterfield Care Group 8:30 to 15:30
07/07/18						
08/07/18		Grangewood Pentecostal Church 16:00 to 18:00				

09/07/18						Chesterfield Care Group 8:30 to 15:30
10/07/18					Wimborne Tenant and Pensioner Group 11:30 to 14:00 / The Elm Foundation 18:00 to 20:00	Chesterfield Care Group 8:30 to 15:30
11/07/18	Craft Group 12:30 to 16:30	Chesterfield Care Group 8:30 to 15:30 / Grangewood Life Group Grace Chapel 19:00 to 20:30	Chesterfield Care Group 8:30 to 15:30		Team Meeting and Clinical Supervision 10:00 to 16:00	Service of Dedication WW1
12/07/18	Bonsall Senior Group 12:30 to 14:30		United Response 10:00 to 14:00			Chesterfield Care Group 8:30 to 15:30
13/07/18	Art Group 11:00 to 14:00		Chesterfield Care Group 8:30 to 15:30			Chesterfield Care Group 8:30 to 15:30
14/07/18						
15/07/18		Grangewood Pentecostal Church 16:00 to 18:00				
16/07/18						Chesterfield Care Group 8:30 to 15:30
17/07/18	Dunston and Moor Labour Party 19:00 to 21:00		United Response 9:30 to 16:30		Wimborne Tenant and Pensioner Group 11:30 to 14:00	Chesterfield Care Group 8:30 to 15:30
18/07/18		Chesterfield Care Group 8:30 to 15:30 / Grangewood Life Group Grace Chapel 19:00 to 20:30	Chesterfield Care Group 8:30 to 15:30			
19/07/18	Bonsall Senior Group 12:30 to 14:30		United Response 10:00 to 14:30			Chesterfield Care Group 8:30 to 15:30
20/07/18	Art Group 11:00 to 14:00		Chesterfield Care Group 8:30 to 15:30			Chesterfield Care Group 8:30 to 15:30
21/07/18						

22/07/18		Grangewood Pentecostal Church 16:00 to 18:00				
23/07/18						Chesterfield Care Group 8:30 to 15:30
24/07/18					Wimborne Tenant and Pensioner Group 11:30 to 14:00	Chesterfield Care Group 8:30 to 15:30
25/07/18	Craft Group 12:30 to 16:30	Chesterfield Care Group 8:30 to 15:30 / Grangewood Life Group Grace Chapel 19:00 to 20:30	Chesterfield Care Group 8:30 to 15:30			
26/07/18	Bonsall Senior Group 12:30 to 14:30	Langer Field Park Community Group Meeting 19:00 to 20:30	United Response 10:00 to 14:00			Chesterfield Care Group 8:30 to 15:30
27/07/18	Art Group 11:00 to 14:00		Chesterfield Care Group 8:30 to 15:30			Chesterfield Care Group 8:30 to 15:30
28/07/18						
29/07/18		Grangewood Pentecostal Church 16:00 to 18:00				
30/07/18						Chesterfield Care Group 8:30 to 15:30
31/07/18			United Response 10:00 to 16:00		Wimborne Tenant and Pensioner Group 11:30 to 14:00	Chesterfield Care Group 8:30 to 15:30

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## Chesterfield Borough Council Equality Impact Assessment - Full Assessment Form

<i>Title of the policy, project, service, function or strategy:</i>	Scrutiny Project Review of Community Rooms	
<i>Service Area:</i>	Policy and Communications	
<i>Section:</i>	Democratic and Scrutiny	
<i>Lead Officer:</i>	Rachel Appleyard	
<i>Date of assessment:</i>	04/01/19	
<i>Is the policy, project, service, function or strategy:</i>		
<i>Existing</i>	<input type="checkbox"/>	
<i>Changed</i>	<input checked="" type="checkbox"/>	
<i>New / Proposed</i>	<input type="checkbox"/>	

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### Section 1 – Clear aims and objectives

<p><b>1. What is the aim of the policy, project, service, function or strategy?</b></p> <p>A Scrutiny Project Group was established to review the community rooms owned by the Council under the Housing Revenue Account for the following reasons:</p> <ul style="list-style-type: none"> <li>• To understand if they were being well used.</li> <li>• To consider the refurbishment programme and ensure this was appropriate.</li> <li>• To find new ways of promoting the rooms to provide more value to the community and bring in income.</li> <li>• To improve the booking process and accessibility of information on the rooms.</li> </ul> <p>As a result of the review, the following recommendations are being made by the Project Group for Cabinet approval:</p> <ul style="list-style-type: none"> <li>• To support the retention and refurbishment of the community rooms on Burns Close and Bonsall Court, and to consider other options for the community room on Monkwood Road as it is rarely used and is in close proximity to two other community rooms.</li> <li>• To improve the accessibility of information about room hire and improve booking services.</li> <li>• To implement a booking process and charging structure for room hire which is consistently applied, with lower rates for community groups.</li> </ul>
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## 2. Who is intended to benefit from the policy and how?

The communities that live in the vicinity of the community rooms will benefit from the ongoing use and range of activities on offer. Potential new users, including charitable and community groups needing small, low cost rooms for their activities, will benefit from a clearer and easier booking process. The rooms are particularly attractive to charities, support groups and community groups due to the low rates of hire and community-based location.

## 3. What outcomes do you want to achieve?

- The continuation of the community rooms as a facility for hire that is affordable.
- The creation of a central location for all venues for hire on the Council website that is easy to find with up to date information on the booking process and facilities.
- That the terms and conditions of hire, including time slots for bookings, are applied fairly.
- Increases in usage of the rooms that will bring in income, ensuring the rooms continue to be viable.
- That the rooms become visible, attractive facilities to hire and support the local communities.

## Section 2 – What is the impact?

### 4. Summary of anticipated impacts

	Potentially positive impact	Potentially negative impact	No disproportionate impact
Age	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Disability and long term conditions	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Gender and gender reassignment	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Marriage and civil partnership	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Pregnant women and people on parental leave	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Sexual orientation	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Ethnicity	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Religion and belief	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

### Section 3 – Recommendations and monitoring

If you have answered that the policy, project, service, function or strategy could potentially have a negative impact on any of the above characteristics then a full EIA will be required.

#### 5. Should a full EIA be completed for this policy, project, service, function or strategy?

Yes

No

*Please explain the reasons for this decision:*

If the project group's recommendations are accepted, it is anticipated that the community rooms on Burns Close and Bonsall Court will continue to provide sustainable room hire at an affordable rate. The Council is liaising with current users which may be affected by the changes to ensure that the activities taking place for the community are sustainable, whilst ensuring that charging is applied fairly to groups.

At the moment, the rooms are largely used by support groups, which provide day care sessions to older people or people with disabilities, and other community groups. By continuing to maintain the community rooms and potentially refurbish them, these groups will benefit from the higher standard of facilities and be able to continue to offer services in these areas.

It is recommended that other options are to be considered for the community room on Monkwood Road. The review found that this room is very rarely used, and is also in close proximity to other community rooms, so no negative impacts are anticipated by considering other options.

### Section 6 – Knowledge management and publication

Please note the draft EIA should be reviewed by the appropriate Service Manager and the Policy Service **before** WBR, Lead Member, Cabinet, Council reports are produced.

Reviewed by Head of Service/Service Manager	Name:	
	Date:	DD/MM/YY
Reviewed by Policy Service	Name:	Katy Marshall

	Date:	01/2019
Final version of the EIA sent to Policy Service	<input type="checkbox"/>	
Decision information sent to Policy Service	<input type="checkbox"/>	

## For publication

### Update on the Communications and Engagement Strategy

#### 1.0 Purpose of report

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Meeting:	Community, customer and organisational scrutiny committee
Date:	22 January 2019
Cabinet portfolio:	Deputy Leader/ Governance
Report by:	Assistant Director Policy and Communications

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1.1 To update scrutiny members on progress on our delivery of the Communications and Engagement Strategy.

#### 2.0 Background

2.1 The Council's Communications and Engagement Strategy 2018 – 2023 was approved by Council in July 2018. This strategy brought together several key strands including external communication, internal communication and community engagement which had previously been included in three separate strategies. The aim was to develop one over overarching framework to better coordinate and improve how we communicate with and engage our customers and communities.

2.3 This report follows on from the presentation, question and answer and discussion session with the Community, Customer and Organisational Scrutiny Committee in March 2018 which contributed to the development of the strategy.

### 3.0 Strategy objectives and progress

3.1 The Communications and Engagement Strategy includes eight objectives. An annual action plan will be developed for each of the four full years of the strategy 2019/20 – 2022/23 and a half year plan was developed for the remainder of 2018/19.

3.2 The table below shows progress updates for the objectives so far:

<b>Objective: Continue to do the basics well</b>	
<b>Activity</b>	<b>Progress</b>
Successfully merging Your Chesterfield and Our Homes to deliver four quality editions each year.	<p>Progress on this issue follows on from an effective consultation and engagement partnership between Policy and Communications and Housing services in 2017/18 which saw us bring all consultation activity in-house. This partnership improved the quality and customer service to tenants, increased response rates, made a saving to the Housing Revenue Account and generated a small income for the General Fund.</p> <p>For 2018/19 agreement was reached that we would extend this approach to the production and delivery of the Our Homes newsletter. Through merging the publications we were able to increase the frequency of the Your Chesterfield publication from three times a year to four times a year – enabling more frequent communication with residents who do not access our website and social media channels. Additional benefits have included:</p> <ul style="list-style-type: none"> <li>• Increased the frequency of Your Chesterfield/ Our Homes without increasing the overall cost to the Council – economies of scale on print, production and distribution.</li> <li>• A small saving was made for the Housing Revenue Account</li> <li>• Enabled Our Homes to focus purely on tenant issues rather than having to cover other general corporate issues (which would appear in the</li> </ul>

	<p>Your Chesterfield part of the publication but still be read by tenants)</p> <ul style="list-style-type: none"> <li>• Prevented duplication of stories between the two publications</li> <li>• Enabled Our Homes to adopt a case study led approach to tell stories through tenants, thereby increasing the opportunities to engage positively with that tenant group</li> <li>• Enabled the identities of both publications to remain ensuring that the HRA can demonstrate spending is targeted at tenants</li> <li>• Ensured brand consistency across both publications</li> <li>• Provided some resilience to housing services (due to staff shortages some editions of Our Homes had not been produced therefore reducing communication with tenants)</li> <li>• Enabled the creation of a new apprentice role within Policy and Communications to support this activity, website/intranet development, social media and video production</li> <li>• Enabled tenant participation officers to spend more time on their core duties including increasing opportunities for face to face engagement</li> <li>• Our Homes is now seen by all residents, enabling corporate housing communication messages to reach a bigger audience (eg making wider population aware of the properties available to rent through RightMove; helping wider public understand council housing is funded by tenant rents rather than their Council Tax; getting fire safety messages out in response to wider community concerns following the Grenfell Tower fire etc.)</li> </ul> <p>Two high quality editions of the new combined publication have been produced during 2018/19, with further editions planned for January 2019 and March 2019.</p> <p>As part of the 2019/20 Are You Being Served residents survey we will be capturing residents</p>
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	<p>feedback on the new combined newsletter and making further improvements.</p>
<p>Prepare for the introduction on the EU Web Accessibility Directive in 2020.</p>	<p>A full briefing and action paper was developed for Corporate Management Team discussion. The recommendations are currently being taken forward to achieve full compliance by 2020:</p> <ul style="list-style-type: none"> <li>• Publishing a website accessibility statement – complete</li> <li>• Conducting an audit of current accessibility standard of the council website and microsites - the main site audit has now been completed with plans for additional sites</li> <li>• Planning a programme of improvements to achieve EU Directive accessibility standards by 2020 – draft plan developed</li> </ul>
<p>Create a consultations page on the council's website to bring together all live and concluded consultation information, including details of Completed survey reports.</p>	<p>Following work with Derbyshire Community Engagement Group to identify the options for this activity we are ready to launch in January 2019.</p> <p>This page will appear as the first result in website search engines for consultation at Chesterfield Borough Council. All consultation feedback reports will be published on the website within two months of the consultation being completed.</p> <p>Details of the live consultations and where to access more information in person or telephone will also be available at key buildings including the customer services centre in the Libraries information folder.</p>
<p>Continue to provide support to services planning consultation events to ensure opportunities to engage with the council face-to-face are developed (e.g. help with focus groups, roadshows, discussions</p>	<p>So far during 2018/19 we have been able to increase the number of face to face engagement sessions (particularly in housing services and planning) to enable members of the public without internet access to engage. Key face to face consultations have included changes to the allocations policy, repairs and maintenance, anti-social behaviour, Gypsy and Traveller consultation and the Local Plan.</p>

with customer service).	
<b>Objective: Make better use of customer data, intelligence and feedback to improve Communications and engagement</b>	
All services to be required to produce a 'you said, we did' statement when reporting back on consultation findings.	Following positive discussions at the CBC community engagement group and with portfolio holders – this will be a requirement for all services undertaking consultation activities from April 2019. The statements will appear on the Council's consultation page on the website and be available to develop into social media posts and stories for Your Chesterfield/Our Homes.
Investigate ways to collate evidence being gained from interactions with the public including councillor surgeries, tenant participation bus contacts and common questions going to customer services centre/ call centre.	There will be significant improvements to this following the completion of the ICT transformation. We are working with the project leads to ensure maximum benefit for communication and engagement activity. This area will be a key part of the annual action plans over the next four years.
<b>Objective: Tell a clear story (corporate narrative) to explain what we are doing and want to achieve</b>	
Produce housing annual report in more engaging way.	The annual report was published in Your Chesterfield/Our Homes. The report included infographics and case studies to illustrate achievement rather than the standard report format in order to be more accessible. A video was also produced for social media channels.
Report on outcomes of delivering the 2014-2018 Council Plan.	This has been a key part of Your Chesterfield/ our Homes story development during 2018/19. We have also been able to showcase progress via Mayoral engagements, Portfolio holders and senior officer speaking opportunities, social media, website, videos etc.
Increase the use of video and infographics to tell our story in	We now produce around 90 videos a year around a range of different subjects. These videos often have 5 – 10k views across the various platforms and are

<p>a simple and engaging way.</p>	<p>a great way to attract attention to key services, events and policy changes. We have also introduced repairs and maintenance videos to assist tenants (and residents) in undertaking basic repairs and maintenance activities in their homes.</p> <p>The two Your Chesterfield/Our Homes editions for 2018/19 have benefited from infographics to illustrate the story. We have also successfully used infographics for consultation and engagement feedback, internal communication and economic development related activity.</p> <p>As part of the 2019/20 Are You Being Served residents survey we will be capturing residents feedback on the new combined newsletter, videos and infographics in order to make further improvements.</p>
<p><b>Objective: Engage our residents in online conversations where they are happening (eg Facebook groups)</b></p>	
<p>Carry out a social media stakeholder audit to identify relevant stakeholder groups and prioritise according to likely impact on reputation.</p>	<p>By April 2019 we will have completed a stakeholder map of social media audiences relevant to the Council. We can then develop a priority list and plans on how best to engage these groups.</p> <p>During 2018/19 we have been more pro-active in monitoring and responding where appropriate to social media activity on non-Council sites e.g. Derbyshire Times Facebook and Twitter, Chesterfield Opinions etc.</p>
<p><b>Objective: Use technology upgrades and developments to have better conversations with our customers</b></p>	
<p>This objective will be a key part of the annual action plans over the next four years. We are actively engaged in the ICT transformation programme and will seek to maximise benefits for engaging our customers.</p>	
<p><b>Objective: Complete the rollout of the visual identity aspect of our corporate branding to council buildings</b></p>	
<p>Complete Town Hall branding of corridors and signage.</p>	<p>Plan and suppliers approved. The basement, ground floor and first floor have been completed. The second and third floors will follow on alongside</p>

	the Town Hall re-development project.
Investigate options to upgrade signage on housing estates.	This activity has been paused temporarily due to the changes in Housing management. This activity will form part of the 2019/20 action plan.
<b>Objective: Reach out to our staff and councillors through engaging delivery of key corporate messages eg infographics and video</b>	
Seek bank of key messages and statistics from all services that can be used as basis of regular communications using infographics to celebrate success and highlight areas for improvement.	<p>Core brief has been used consistently during 2018/19 to provide managers with key information to share and discuss at their team meetings. The number of staff accessing team meetings has increased and the feedback on the core brief programme has been excellent.</p> <p>We have increased the use of infographics and videos on the aspire intranet to help to provide key messages and information in a more accessible way to staff and elected members.</p> <p>We will capture further feedback and make further improvements following the spring employee survey.</p>
Ensure news and key information is updated at least every two days with a view to aiming towards daily updates.	This target activity has been met during 2018/19 with regular updates, news feeds and engaging content available via aspire intranet.

## 4.0 Next steps

- 4.1 We will be developing our 2019/20 action plan to coincide with the new Council Plan 2019 – 2023 and the ICT transformation programme. We have a Policy and Communications Service away day planned for February 2019 so all staff within the service can be involved in developing the plan.
- 4.2 Our progress on the 2018/19 action plan and early progress on the 2019/20 action plan may be impacted resourcing challenges due to a key vacancy within the service – Communications and Marketing Manager. We are currently in

the recruitment process which will conclude by 23 January, there could however be a significant notice period depending on the successful candidate.

**CHESTERFIELD BOROUGH COUNCIL**

**WORK PROGRAMME :  
COMMUNITY, CUSTOMERS AND ORGANISATIONAL SCRUTINY COMMITTEE for 22 JANUARY, 2019**

	<b>Scrutiny Meeting Date :</b>	<b>Business Item :</b>	<b>Status :</b>	<b>Raised by :</b>	<b>Cabinet Responsibility:</b>
	<b>22.01.19</b>	Communications and Engagement Strategy	Report considered by CCO on 20.03.18.  Revised strategy approved by Council on 18.07.18.	<i>Scrutiny Work Programme Action Planning – 2017 &amp; 2018</i>	<i>Deputy Leader, Governance</i>
	<b>26.03.19</b>	Crime and Disorder Scrutiny (with Police & Crime Panel Update and Monitoring Reports)	Reports considered by CCO on 2.10.18.  Progress reports requested for 26.03.19.	<i>Statutory requirement at least once per year</i>	<i>Health &amp; Wellbeing</i>
	<b>26.03.19</b>	Implementation of Universal Credit	Report considered by CCO on 27.11.18.  Progress report requested for 26.03.19.	<i>Scrutiny Work Programme Action Planning – 2016, 2017 &amp; 2018</i>	<i>Homes &amp; Customers, Health &amp; Wellbeing</i>

## CHESTERFIELD BOROUGH COUNCIL

	<b>Scrutiny Meeting Date :</b>	<b>Business Item :</b>	<b>Status :</b>	<b>Raised by :</b>	<b>Cabinet Responsibility:</b>
	<b>26.03.19</b>	Health & Wellbeing Development	Report considered by CCO on Health and Wellbeing Development on 27.11.18.  Progress report requested for 26.03.19.	<i>Scrutiny Work Programme Action Planning – 2016, 2017 &amp; 2018</i>	<i>Health &amp; Wellbeing</i>

	<b>Scrutiny Meeting Date :</b>	<b>Business Item :</b>	<b>Status :</b>	<b>Raised by :</b>	<b>Cabinet Responsibility:</b>
<b><i>Scrutiny Project Groups :</i></b>					
	<b>22.01.19</b>	Council Owned Community Rooms	Approved by OP – 8.05.18. Lead Member – Cllr Caulfield. Membership approved by CCO – 17.07.18. Project Start Report approved by CCO – 2.10.18.	<i>Scrutiny Work Programme Action Planning – 2018</i>	<i>Homes &amp; Customers</i>

## CHESTERFIELD BOROUGH COUNCIL

	Scrutiny Meeting Date :	Business Item :	Status :	Raised by :	Cabinet Responsibility:
<b>Monitoring Items :</b>					
	<b>22.01.19</b>	<b>Monitoring:</b> Friends Groups	SPG report considered by Cabinet on 14.11.17. – corporate officer working group to consider resource implications.  Monitoring report considered by CCO on 22.05.18	<i>Friends Groups SPG, CCO 19.09.17</i>	<i>Health &amp; Wellbeing</i>
<b>Items Pending Reschedule or Removal:</b>					
<b>New Business Items Proposed :</b>					

## CHESTERFIELD BOROUGH COUNCIL

**Note:**

Members may wish to schedule items from the Forward Plan and Scrutiny Monitoring Form into the work programme.

***[KEY to abbreviations :***

*OP = Overview and Performance Scrutiny Forum.*

*CCO = Community, Customer and Organisational Development Scrutiny Committee.*

*EW = Enterprise and Wellbeing Scrutiny Committee.*

*TBC = To be confirmed].*