



Please ask for Graham Ibberson  
Direct Line: 01246 345229  
Email [democratic.services@chesterfield.gov.uk](mailto:democratic.services@chesterfield.gov.uk)

The Chair and Members of Cabinet

26 January 2024

Dear Councillor,

Please attend a meeting of the CABINET to be held on MONDAY, 5 FEBRUARY 2024 at 12.00 pm in Committee Room 1, Town Hall, Rose Hill, 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

The minutes of the meeting of the Cabinet held on Tuesday 16 January would be available for members to approve at the next scheduled meeting of the Cabinet, on Tuesday 20 February.

4. Forward Plan

Please follow the link below to view the latest Forward Plan.

[Forward Plan](#)

## Items Recommended to Cabinet via Cabinet Members

### Cabinet Member for Town Centres and Visitor Economy

5. Cultural Services Review - Hasland Village Hall, Assembly Rooms and Revolution House (Pages 3 - 32)
6. Cultural Services fees and charges 24/25 (Pages 33 - 58)

### Cabinet Member for Health and Wellbeing

7. Sport and leisure fees and charges 24/25 (Pages 59 - 86)

### Cabinet Member for Housing

8. Housing Services Complaints Performance Report (Pages 87 - 132)
9. Exclusion of the Public

To move "That under Regulation 21(1)(b) of the Local Authorities (Executive Arrangements) (Access to Information) (England) Regulations 2000, the public be excluded from the meeting for the following items of business on the grounds that they involve the likely disclosure of exempt information as defined in Paragraph 1 of Part I of Schedule 12A to the Local Government Act 1972."

### **Part 2 (Non Public Information)**

10. Changes to Careline and Independent Living Service (Pages 133 - 154)

Yours sincerely,



Head of Regulatory Law and Monitoring Officer

## For publication

### Cultural Service Review - Hasland Village Hall, Assembly Rooms and Revolution House

[\(Delegation Reference – click here to view Part 3 Constitution\)](#)

<b>Meeting:</b>	Cabinet
<b>Date:</b>	5 <sup>th</sup> February 2024
<b>Cabinet portfolio:</b>	Town Centres and Visitor Economy
<b>Directorate:</b>	Leisure, Culture and Community Wellbeing
<b>For publication</b>	

#### 1.0 Purpose of the report

- 1.1 The purpose of this report is to set out detailed proposals to achieve financial savings from the operation of three cultural venues operated by the Council: Hasland Village Hall, Assembly Rooms and Revolution House.

#### 2.0 Recommendations

- 2.1 To approve that alternative operational arrangements are devised for Hasland Village Hall so that the premises can be provided to the community without requiring an operational subsidy, and that the building can be let for certain uses without the requirement for a council employee to be on site.
- 2.2 To authorise officers to progress with a community asset transfer process for Hasland Village Hall, including carrying out appropriate engagement activities with residents and community organisations as part of the process.
- 2.3 To approve the ceasing of the letting of the Assembly Rooms to external parties as from 30<sup>th</sup> June 2024, or earlier if that can be achieved, and that officers provide guidance about alternative facilities to the regular community hirers.
- 2.4 To authorise officers to advertise the Assembly Rooms for commercial letting, and to develop heads of terms to establish appropriate lease arrangements for the Assembly Rooms, in line with the desire to generate sufficient rental income to cover the costs of providing and maintaining the premises.

- 2.5 To approve the temporary closure of Revolution House as from 1<sup>st</sup> April 2024 until such time as a suitable alternative arrangement can be put in place to achieve budget savings.
- 2.6 To approve the disposal of Revolution House to a suitable organisation, in line with the desire to support the conservation of this significant historical asset for the benefit of the borough.

### **3.0 Reason for recommendations**

- 3.1 The proposals have been brought forward to respond to the savings targets identified in the Budget Implementation Plan, which was approved in November 2023. This will enable the Council to work towards developing a balanced 2024/25 budget and MTFP, which will support the Council to continue to deliver against the visions and priorities set out in the Council Plan.

### **4.0 Report details**

#### **Background**

- 4.1 Cabinet resolved on 14<sup>th</sup> November 2023 to approve in principle proposals in the Budget Strategy Implementation Plan – Stage 2, and authorise officers to develop the proposals through to appropriate decision making.
- 4.2 This report details the specific proposal “Review of cultural community/ commercial spaces – to consider suspending operations from these buildings; Hasland Village Hall, Assembly Rooms, Revolution House” . The proposal has a target annual saving target in the range of between £10,000 to £50,000, and is classified under the thematic intervention of “Increase income / behave commercially”.

#### **Hasland Village Hall**

- 4.3 Hasland Village Hall is located in Eastwood Park in Hasland. It has a main hall, meeting room and kitchen. The rooms are available to hire Monday to Sunday and the facility is well used by a wide range of users.
- 4.4 During the calendar year 2023, the hall was hired by approximately 80 different hirers – this comprises 15 regular hirers and 75 one-off hirers. Sixty five percent of the hirers were charged the discounted community tariff whilst thirty five percent were on the commercial tariff.
- 4.5 The hall was used on average approximately 5 hours per day, and there were approximately 19,000 visitors during the year.

- 4.6 As can be seen In Table 1 below in the financial year 2022/3 Hasland Village Hall operated with a financial deficit of approximately £32,000. The forecast deficit of the current financial year is £24,000.

**Table 1**

	<b><i>Actual 2022/23</i></b>	<b><i>Forecast 2023/24</i></b>
<b><i>Income</i></b>	<b><i>£</i></b>	<b><i>£</i></b>
<i>Lettings</i>	<i>34,136</i>	<i>50,000</i>
<b><i>Less Expenditure</i></b>		
<i>Employees</i>	<i>28,494</i>	<i>36,000</i>
<i>Premises</i>	<i>32,710</i>	<i>35,420</i>
<i>Supplies</i>	<i>1,814</i>	<i>2,470</i>
<i>Cleaning</i>	<i>3,057</i>	<i>Not applicable</i>
<b><i>Deficit for the year</i></b>	<b><i>(31,939)</i></b>	<b><i>(23,890)</i></b>

- 4.7 Officers have reviewed in detail the operation of the premises in 2023. Whilst the income from some of the lettings covered the variable staffing costs for running an event, these were bookings primarily on the commercial tariff and some parties/weddings. However very few lettings covered the fixed daily overheads of operation. Furthermore, some lettings required significantly more operational subsidy, these included the smaller community events.
- 4.8 Therefore in order to reduce the financial deficit of the operation and to achieve full cost recovery, officers are proposing two approaches: reducing expenditure; and increasing income.
- 4.9 First, in order to reduce staffing costs, officers would like to change the operating procedures for regular hirers. It is proposed that there would be no caretaker on duty at the hall. Regular hirers would be issued a key for the hall and would be given an induction on how to open and close the building. They would be provided with an emergency telephone number if they had any operational issues. The hirer would be responsible for the building during the period of hire, and for closing the building and setting the alarm if needed. Due to the diverse use of the hall, this procedure would still require an amount of employee time as the building will require cleaning and re-setting.
- 4.10 Secondly, in order to increase income, it is proposed that fees and charges are increased to enable the council to recover the costs of providing the hall from the income received from the hirer. The details of the proposed fees and charges will be contained in the accompanying Cultural Services Fees and Charges 2024/5 report .
- 4.11 As part of the development process of these proposals, officers have contacted the regular hirers of Hasland Village Hall and invited them to complete a short engagement survey regarding their views on how they think

any price or operational changes would affect them and their group. In addition, hirers were also advised that consideration may be given to a community asset transfer for the operational responsibility and use of Hasland Village Hall, and to advise if they or their group would be interested in pursuing. A summary of responses is contained in Appendix A.

- 4.12 We received a total of six responses to the survey from regular hirers. There was a positive in principle response to the proposal to change the operating procedures for the hall by not having a caretaker on duty on site for certain uses. Three groups indicated that they were interested in the community asset transfer proposal.
- 4.13 The response to the “significantly increased” charges for the hall received a mixed response. Some hirers indicated that they would not be able to continue to hire the facilities if the charge went up, whilst others stated that it would depend on the level of the increase, and one response stated that they would “find” the required increase in charge. Moreover, it should be noted that none of those responding disagreed with the principle that that venue hire fees and charges should be set at a level, for any groups or individuals using the service, which covers the cost of providing the service to help reduce the council’s budget gap.
- 4.14 Therefore it is proposed to continue to operate Hasland Village Hall and to achieve a reduction in the financial deficit by increasing hire charges from 1<sup>st</sup> April 2024, and to reduce staffing costs where appropriate by not having a caretaker on site at all times. It is anticipated that these two measures will improve the financial performance of the premises which will be reviewed as part of the services existing budget review process.
- 4.15 It is proposed that expressions of interest are sought for the community asset transfer of Hasland Village Hall.

### **Assembly Rooms**

- 4.16 The Assembly Rooms is located in the Market Hall in Chesterfield. It has a main hall, two meeting rooms and kitchen. The rooms are available to hire Monday to Sunday.
- 4.17 During the calendar year 2023, the hall was hired by approximately 25 different hirers – this comprises 8 regular hirers and 17 one-off hirers. Seventy five percent of the hirers were charged the discounted community tariff whilst twenty five percent were on the commercial tariff.
- 4.18 The hall was used on average approximately 1.3 hours per day, and there were approximately 3,100 visitors during the year.

- 4.19 As can be seen In Table 2 below in the financial year 2022/3, the Assembly Rooms operated with a financial deficit of approximately £54,000. The forecast deficit of the current financial year is £55,000.

Table 2

	<b>Actual 2022/23</b>	<b>Forecast 2023/24</b>
	<i>£</i>	<i>£</i>
<i>Income</i>	<i>7,026</i>	<i>12,000</i>
<i>Less expenditure</i>		
<i>Employees</i>	<i>11,007</i>	<i>13,460</i>
<i>Premises</i>	<i>Service charge from Market Hall</i>	<i>Service charge from Market Hall</i>
<i>Supplies and services</i>	<i>50,390</i>	<i>53,510</i>
<b><i>Deficit for the year</i></b>	<i>(54,372)</i>	<i>(54,970)</i>

- 4.20 Officers have reviewed in detail the operation of the premises in 2023. Whilst the income from a few of the lettings covered the variable staffing costs for running an event, these were bookings primarily in the Main Hall. However no lettings covered the fixed daily overheads of operation. Furthermore, many lettings required significantly more operational subsidy, these included all the community events using the meeting rooms.
- 4.21 Officers do not consider that the current business operation can lead to a significant reduction in the financial deficit in the near future. Therefore officers are proposing that letting of the Assembly Rooms to external parties for events is ceased as from 30<sup>th</sup> June 2024, or earlier if that can be achieved.
- 4.22 It is proposed that officers advertise the Assembly Rooms as premises for letting under a commercial lease. The Corporate Property Manager and team assess that there is no comparable space in the Town Centre.
- 4.23 It is a unique and prestigious set of rooms, and there are examples of similar spaces being used for other purposes in other towns. For example, in both

York and Norwich the Assembly Rooms are operating as restaurants. Whilst in Lancaster, they are operating as an emporium with eight different stalls.

- 4.24 At this stage, it is difficult to provide an estimate of what commercial rent can be achieved for the property, before it is actively marketed. It is estimated that it will take approximately 4 to 6 weeks to bring the property to market, and then a further 4 to 6 months from tenant selection to tenant occupation, subject to the intended use.
- 4.25 It is proposed therefore that the letting of the rooms to external parties continues for a further period until such time as the property can be marketed and a suitable tenant identified. It is proposed that this period does not extend beyond 30<sup>th</sup> June 2024. This has the added benefit of giving the existing regular hirers sufficient time to make suitable alternative arrangements for their events.
- 4.26 As part of the development process of these proposals, officers have contacted the regular hirers of the Assembly Rooms and invited them to complete a short engagement survey regarding their views on how they think any price or operational changes would affect them and their group. A summary of responses is contained in Appendix A.
- 4.27 We received two responses to the survey from regular hirers. One hirer indicated that they would not be able to continue to hire the facilities if the charge went up significantly and the group might cease to exist, whilst the other stated that it would depend on the level of the increase. Moreover, it should be noted that neither respondent disagreed with the principle that that venue hire fees and charges should be set at a level, for any groups or individuals using the service, which covers the cost of providing the service to help reduce the council's budget gap.
- 4.28 To assist the community groups who would be displaced when the Assembly Rooms became unavailable, it is proposed that officers provide guidance about other suitable Council premises available to hire. This would include rooms to let available at the Town Hall, and at the council owned rest rooms throughout the borough.

### **Revolution House**

- 4.29 Revolution House is situated in Old Whittington in Chesterfield. It is a Grade 2\* listed building, which was originally built in the 17<sup>th</sup> Century. It has been owned by the Council since 1937.
- 4.30 During the calendar year 2023, the House was open to the public at least once a month from March to September and every Thursday, Friday, Saturday and Sunday from 7 to 24 December.



- 4.31 The House was open for 23 days during the year, and there were approximately 1,700 visitors during the year. There was no admission fee charged.
- 4.32 As can be seen In Table 3 below in the financial year 2022/3, the Revolution House operated with a financial deficit of approximately £8,000. The forecast deficit of the current financial year is £7,000. Please note that this is an underestimate of the costs of the operation, as no employee costs have been directly allocated to the operation – these are all contained within other Tourism, Museum and Events cost centres.

Table 3

	<b>Actual 2022/23</b>	<b>Forecast 2023/24</b>
<b>Income</b>	£	£
	<i>NIL</i>	<i>NIL</i>
<b>Less Expenditure</b>		
<i>Employees</i>	<i>Costs absorbed by Museum</i>	<i>Costs absorbed by Museum</i>
<i>Premises</i>	<i>5962</i>	<i>5330</i>
<i>Supplies and services</i>	<i>2150</i>	<i>1900</i>
<b>Deficit for the year</b>	<i>(8113)</i>	<i>(7230)</i>

- 4.33 Officers have reviewed in detail the operation of the premises in 2023. There are limited opportunities to generate income from the Revolution House as it is currently operated, and there are few ways to reduce expenditure apart from not opening to the public. In addition, the property needs ongoing maintenance due to its age and the fact that it has a thatched roof.
- 4.34 Currently the building is scheduled to have repairs to the thatched roof during February which should be completed by the end of March . Therefore it is proposed that once the work has been completed, the house remains temporarily closed as from 1<sup>st</sup> April 2024, until a suitable alternative approach has been put in place that supports the budget savings requirement.
- 4.35 Cabinet is recommended to approve the disposal of Revolution House, to a suitable organisation, in line with the desire to support the conservation of this significant historical asset for the benefit of the borough. The terms of this disposal would be determined by the potential owner/ operator’s circumstances, which could be for example by freehold sale, long lease arrangement or community asset transfer.

## 5.0 Alternative options

- 5.1 One alternative option would be to close all the facilities as from 1<sup>st</sup> April 2024. This option might increase financial savings in 2024/5 but it could adversely affect the reputation of the Council as the existing hirers of Hasland Village Hall and the Assembly Rooms would have to make alternative arrangements at very short notice. Also it would not enable us to implement the changes to the operation of Hasland Village Hall.
- 5.2 Another alternative option is not to make any changes to the operational arrangements of the three buildings, but this would not deliver the required savings to the agreed timescale.

## 6.0 Implications for consideration – Financial and value for money

- 6.1 This report is primarily concerned with reducing the operational deficits of the three buildings.
- 6.2 It is estimated that the financial savings from proceeding with all the recommendations detailed above are as detailed in Table 4 below. The savings are compared to the **approved budget** of 2023/24.

Table 4

	<b><i>Estimate 2024/5</i></b>	<b><i>Estimate 2025/6</i></b>
	<i>£</i>	<i>£</i>
<i>Building</i>	<i>Savings</i>	<i>Savings</i>
Hasland Village Hall	<i>17,190</i>	<i>17,660</i>
Assembly Rooms	<i>4,040</i>	<i>57,510</i>
Revolution House	<i>5,050</i>	<i>8,860</i>
<b><i>Total Anticipated Savings for the year</i></b>	<b><i>£26,280</i></b>	<b><i>£83,230</i></b>

- 6.3 As can be seen from Table 4, due to the time required to implement some of the recommendations, it will not be possible to maximise all the savings until 2025/26. It should be noted that the estimate for 2025/26 assumes that each of three venues is operated by another organisation from 1<sup>st</sup> April 2025.

## 7.0 Implications for consideration – Legal

- 7.1 Community Asset Transfer (CAT) is a mechanism to enable the community ownership and management of publicly owned land and buildings, so they can be transferred to local communities at less than full market value to promote social, economic and environmental well-being. CAT is different to the community right to bid (where a community competes to bid for an asset

at market rates). The most common CAT is a long leasehold. The Council can ensure that criteria are set to ensure only groups able to observe the lease terms would be successful in taking a transfer, and should e.g. require satisfactory business plans as part of the application process.

7.2 When considering whether or not to dispose of an asset, the Council should consider any existing restrictions which might prevent or limit this, in terms of covenants on title or other legal restrictions.

7.3 Any terms for disposal by a long lease would be incorporated in a long commercial lease to protect the financial and reputational interests of the Council.

## **8.0 Implications for consideration – Human resources**

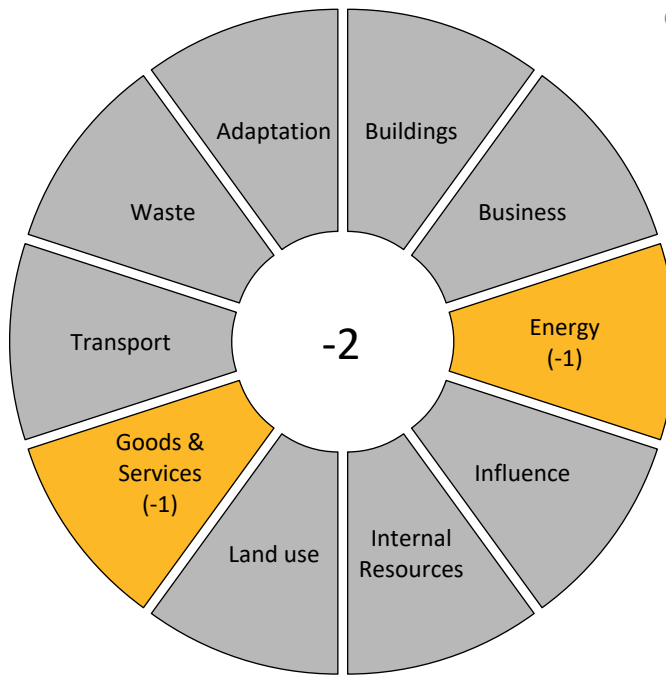
8.1 There are possible implications for Human resources in the future, depending on the details and timing of the implementation of the various proposals. A separate report will be brought to the Joint Cabinet and Employment Committee in due course, which will address these implications.

## **9.0 Implications for consideration – Council plan**

9.1 This contributes to two of our key priority areas - to improve quality of life for local people and to provide value for money services.

## **10.0 Implications for consideration – Climate change**

10.1 A climate change impact assessment has been carried out under the guidance of the council's climate change officer, and a summary of the findings are detailed below:



Chesterfield Borough Council has committed to being a carbon neutral organisation by 2030 (5 years and 11 months away).

10.2 It is estimated that there will be a small increase in energy used and in goods and services if the Assembly Rooms is successfully leased to a commercial tenant due to the increased use of the venue.

**11.0 Implications for consideration – Equality and diversity**

11.1 A full equality impact assessment has been completed and is available at Appendix B. This assessment helped to inform the final recommended proposals.

**12.0 Implications for consideration – Risk management**

12.1 Due to the current economic climate, and the changing nature of leisure and business markets, there are risks in securing alternative operators for the three buildings.

Description of the Risk	Impact	Likelihood	Mitigating Action	Impact	Likelihood
Unable to find tenant for the Assembly Rooms	High	Medium	Devise a marketing plan for the property and work with partners to promote the opportunity	High	Low

Unable to find alternative operator for Revolution House	High	Medium	Develop details of opportunity and target potential operators	High	Low
Unable to find community group to transfer the operation of Hasland Village Hall	High	Medium	Engage with community partners in the ward and throughout the Borough. Reduce deficit through change in procedures and fees and charges	Medium	Low

### Decision information

<b>Key decision number</b>	<i>All key decisions must be in the Forward Plan at least 28 days in advance. There are constitutional consequences if an item is not in the Forward Plan when it should have been. Contact Democratic Services if in doubt.</i>
<b>Wards affected</b>	

### Document information

<b>Report author</b>	
<i>Anthony Radford – Cultural Services Manager .</i>	
<b>Background documents</b>	
These are unpublished works which have been relied on to a material extent when the report was prepared.	
<i>This must be made available to the public for up to 4 years.</i>	
<b>Appendices to the report</b>	
Appendix A	Venue Hire Survey Report January 2024
Appendix B	Equality Impact Assessment

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## Venue Hire Survey Report January 2024

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### 1. Summary

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*Questionnaire format:* Web  
*Responses:* Assembly Rooms; 2  
 Hasland Village Hall; 5  
*Date range:* 19<sup>th</sup> December 2023 to 5<sup>th</sup> January 2024

### 2. Introduction

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Respondents were asked to complete a short survey regarding their views on how individuals / groups currently use the Assembly Rooms and Hasland Village Hall and how they think any price or operational changes would affect them / their group.

An invitation to participate was requested via email to the following regular venue users:

Hasland Village Hall: 12 users

Assembly Rooms: 7 users

#### The Budget Conversation

Before taking part in the survey, respondents were asked to read through the background information included in the Budget Conversation brochure.

The Budget Conversation survey asked a broad set of questions about where and how people think we could make budget savings and should focus where we spend our budgets. Within the survey there were 10 opportunities for respondents to make comment. Around 900 comments were made in total (multiple responses from the same respondents). Around 10 of the comments specifically mention the three venues and 9 comments specifically mention use of community venues. Please see the full Budget Conversation Survey report [here](#). [\(link to be added\)](#)

[Further comments and feedback](#)

Some further responses were received separately via email and in-person. These are included at the end of the report.

### 3. Questionnaire results

#### Both venues

**How strongly do you agree or disagree that the council should ensure that fees and charges for discretionary services, which are services it does not have to legally provide, and which some residents may not need, should cover the cost to the Council of providing the service?**

<b>How strongly do you agree or disagree that the council should ensure that fees and charges for discretionary services, which are services it does not have to legally provide, and which some residents may not need, should cover the cost to the Council of providing the service?</b>					
	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree
No.	2	2	0	0	0
%	50.0%	50.0%	0.0%	0.0%	0.0%

**How strongly do you agree or disagree that venue hire fees and charges should be set at a level, for any groups or individuals using the service, that covers the cost of providing the service to help reduce the council's budget gap?**

<b>How strongly do you agree or disagree that venue hire fees and charges should be set at a level, for any groups or individuals using the service, that covers the cost of providing the service to help reduce the council's budget gap?</b>					
	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree
No.	2	4	4	0	0
%	20.0%	40.0%	40.0%	0.0%	0.0%

#### Assembly Rooms Survey only.

**Do you / your group currently pay for the hire of facilities at the Assembly Rooms?**

<b>Do you / your group currently pay for the hire of facilities at the Assembly Rooms?</b>		
	Number	Percentage
Yes	2	100%
No	0	0%

**If yes, if the rates for hiring the Assembly Rooms were significantly increased, what would be the impact on your group and / or those people who access the service you provide?**

2 responses were received as follows:

Modest, but we have our limits.
If too high, might jeopardise the hire of the rooms altogether



One proposal being considered for the Assembly Rooms is to offer to let the Main Hall, the two meeting rooms, and the kitchen to one tenant for a number of years. If a suitable tenant was found, this would mean that the council wouldn't be able to hire them out any longer and therefore existing users would have to explore alternative arrangements.

If this proposal was introduced what, if any, would be the impact on you / your group?

2 replies were received, as follows:

Catastrophic
In that case, an alternative venue would have to be found.

**Hasland Village Hall survey only**

Do you / your group pay for the hire of facilities at Hasland Village Hall?

Do you / your group currently pay for the hire of facilities at Hasland Village Hall?		
	Number	Percentage
Yes	4	80.0%
No	1	20.0%

If yes, if the rates for hiring Hasland Village Hall were significantly increased, what would be the impact on your group and / or those people who access the service you provide?

4 responses were received as follows:

We would 'find' the required hire charge so that we could continue to use the facility
We already hire at a discounted rate as a volunteer-run community group. We would not be able to afford a significant increase and would more than likely have to cease offering the community support we offer through the group.
Depending on the increase we may have to look for other premises
We would have to reconsider if a long-term hire was still feasible for us depending on the level of increase.

One proposal being considered for Hasland Village Hall is to change the operating procedures for regular hirers. It is proposed that there would be no caretaker on duty at the hall. Regular hirers would be issued a key for the hall and would be given an induction on how to open and close the building. They would be provided with an emergency telephone number if they had any operational issues. The hirer would be responsible for the building during the period of hire, and for closing the building and setting the alarm if needed.

If this proposal was introduced what, if any, would be the impact on you / your group?

4 responses were received as follows:

None, we would be pleased to manage the facility in this way as long as any furniture setting out and toilet cleaning is fully discussed and agreed
That would be no problem.
I think it is a very sensible proposal and would be no problem for us
This would be fine for us!

**As part of the review, consideration may be given to a community asset transfer for the operational responsibility and use of Hasland Village Hall. If this is something that you and your group would be interested in pursuing, please provide relevant contact details below.**

Three responses were received.

**Both venues**

**If you have any other comments, please provide them below:**

2 responses were received as follows:

<u>Assembly Rooms</u>
There is no other central venue and our group would fold
<u>Hasland Village Hall</u>
We would not like to move from Hasland Village Hall and saving the caretaker's wage would be a good economic idea.

**Which of the following describes you best?**

<b>Which of the following describes you best?</b>		
	Number	Percentage
I represent a business	1	14.3%
I represent a community organisation	4	57.1%
I represent a charity	1	14.3%
Other	1	14.3%

**4. Further comments regarding Hasland Village Hall**

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Response 1:

We are an unfunded, volunteer-run, community group offering support to parents and carers with carrying babies and children in carriers. We also share our expertise in infant feeding and development. We accept referrals from midwives, health visitors, medical professionals and the community infant feeding and perinatal support teams, as well as self-referrals. In order to keep the service accessible we do not charge for session attendance or in-person support. The fees we charge for carrier fitting and rental are kept affordable and we discount in cases of hardship. We run not-for-profit.

All our volunteers work, mostly in the NHS and mostly full time. They receive no expenses or payment for volunteering at sessions. Any steep increase in venue fees would prevent us from continuing to run sessions at Hasland Village Hall. Most other venues are either unsuitable for our group or far too expensive, so it is likely we would have to close (this will be our 13<sup>th</sup> year of offering the service).

## 5. Further comments regarding the Assembly Rooms

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Response 1:

Most of my group of 30 people are 80 to 90 years old, and our weekly sessions give them an opportunity to come out of the house and do something different. ..If the rents went up they would not be able to pay. Everything is running so well at the Market Hall – it would be a tragedy if we had to leave.

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

<i>Title of the policy, project, service, function or strategy:</i>		Cultural Service Review; Hasland Village Hall, Assembly Rooms and Revolution House
<i>Service Area:</i>	Leisure Culture and Community Wellbeing	
<i>Section:</i>	Cultural Services	
<i>Lead Officer:</i>	Anthony Radford	
<i>Date of assessment:</i>	01/24	
<i>Is the policy, project, service, function or strategy:</i>		
<i>Existing</i>	<input type="checkbox"/>	
<i>Changed</i>	<input type="checkbox"/>	
<i>New / Proposed</i>	<input checked="" 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>To set out detailed proposals to achieve financial savings from the operation of three cultural venues operated by the Council: Hasland Village Hall, Assembly Rooms and Revolution House:</p> <p><b>1. Hasland Village Hall</b></p> <p>To devise alternative operational arrangements so that the premises can be provided to the community without requiring an operational subsidy.</p> <p>To make operational arrangements to enable the premises to be let for certain uses without the requirement for a council employee to be on site.</p> <p>To continue to operate the premises and to achieve a reduction in the financial deficit by increasing hire charges from 1st April 2024, and to reduce staffing costs where appropriate by not having a caretaker on site at all times.</p> <p>To seek expressions of interest from residents and organisations for the Community Asset Transfer of Hasland</p>
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Village Hall, during Autumn 2024.

## **2. Assembly Rooms**

To cease the letting of the Assembly Rooms to external parties from 30th June 2024, or earlier if that can be achieved.

To continue the letting of the rooms to external parties until such time as the property can be marketed and a suitable tenant identified.

To support the community groups, which currently regularly hire the Assembly Rooms in finding alternative facilities to hire.

## **3. Revolution House**

To approve the temporary closure of the Revolution House from 1st April 2024.

To develop options for the alternative operation of the Revolution House.

## **2. Who is intended to benefit from the policy project, service, function or strategy and how?**

This will benefit the local community by ensuring the Council is able to continue to deliver statutory services in the most efficient way, in line with the approach set out in the Council's Budget Strategy. The Council is required to set a balanced budget each year, in order to continue to function.

The proposal has a target annual saving in the range of between £10,000 to £50,000.

### **Assembly Rooms**

It is proposed that the letting of the rooms to external parties continues for a further period until such time as the property can be marketed and a suitable tenant identified. This has the added benefit of giving the existing regular hirers sufficient time to make suitable alternative arrangements for their events. To assist the community groups who would be displaced when the Assembly Rooms became unavailable, it is proposed that officers actively support them by providing further information and contacts for other suitable Council premises available to hire. This would include rooms to let available at the Town Hall, and other council owned rooms throughout the borough.

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

#### **Hasland Village Hall:**

In order to reduce the financial deficit of the operation and to achieve full cost recovery, officers are proposing two approaches; reducing expenditure and increasing income:

In order to reduce staffing costs, officers would like to change the operating procedures for regular hirers. It is proposed that there would be no caretaker on duty at the hall. Regular hirers would be issued a key for the hall and would be given an induction on how to open and close the building. They would be provided with an emergency telephone number if they had any operational issues. The hirer would be responsible for the building during the period of hire, and for closing the building and setting the alarm if needed. Due to the diverse use of the hall, this procedure would still require an amount of employee time as the building will require cleaning and re-setting.

Secondly, in order to increase income, it is proposed that fees and charges are increased to enable the council to recover the costs of providing the hall from the income received from the hirer.

#### **Assembly Rooms:**

It is proposed that the letting of the Assembly Rooms to external parties is ceased as from 30th June 2024, or earlier if that can be achieved.

It is proposed that the Assembly Rooms is advertised for commercial letting.

#### **Revolution House:**

Currently the building is scheduled to have repairs to the thatched roof during February which should be completed by the end of March . Therefore it is proposed that once the work has been completed, the house remains temporarily closed as from 1<sup>st</sup> April 2024.

Different options for the alternative operation of the Revolution House will be developed. The options should meet two objectives: to remove the requirement for the Council to provide any financial and in-kind subsidy for the building and to support the conservation of this significant historical asset for the benefit of the borough.

4. What barriers exist for both the Council and the groups/people with protected characteristics to enable these outcomes to be achieved?

Some groups who hire the Assembly Rooms and Hasland Village Hall and therefore may be adversely affected, work with some people with protected characteristics: age; disability; pregnancy and maternity; religion or belief.

Support for these groups with identifying alternative venues will be provided if required. Support is also available from both the Health and Wellbeing Officer and Community Development Worker who can provide advice regarding community grants funding opportunities.

The following venues offer similar facilities for hire within the borough:

<b>Facility available for hire</b>
Chesterfield Town Hall
Winding Wheel
Donut Creative Arts Centre
West Street Studios
Chester Street Club
St. Andrews Church Hall
Boythorpe Community Centre
Derby Road Methodist Church
Loundsley Green Community Centre
St. Thomas Centre
Technique Stadium, Whittington Moor
Peter Webster Centre
The Eagle Club, Littlemoor
Newbold Working Men's Club
Birdholme Working Men's Club
Brimington Community Centre
Speedwell Rooms



Staveley Hall

5. Any other relevant background information

The proposals have been brought forward to respond to the savings targets identified in the Budget Strategy Implementation Plan, which was approved in November 2023. This will enable the Council to work towards developing a balanced 2024/25 budget and MTFP, which will support the Council to continue to deliver against the visions and priorities set out in the Council Plan.

**Section 2 – Collecting your information**

6. What existing data sources do you have to assess the impact of the policy, project, service, function or strategy?

**Hasland Village Hall**

During the calendar year 2023, the hall was hired by approximately 80 different hirers – this comprises 15 regular hirers and 75 one-off hirers. Sixty five percent of the hirers were charged the discounted community tariff whilst thirty five percent were on the commercial tariff.

The hall was used on average approximately 5 hours per day, and there were approximately 19,000 visitors during the year.

The table below shows in the financial year 2022/3 Hasland Village Hall operated with a financial deficit of approximately £32,000. The forecast deficit of the current financial year is £24,000.

	<b>Actual 2022/23</b>	<b>Forecast 2023/24</b>
<b>Income</b>	£	£
<b>Lettings</b>	34,136	50,000
<b>Less Expenditure</b>		

<i>Employees</i>	<i>28,494</i>	<i>36,000</i>
<i>Premises</i>	<i>32,710</i>	<i>35,420</i>
<i>Supplies</i>	<i>1,814</i>	<i>2,470</i>
<i>Cleaning</i>	<i>3,057</i>	<i>Not applicable</i>
<b><i>Deficit for the year</i></b>	<b><i>(31,939)</i></b>	<b><i>(23,890)</i></b>

Whilst the income from some of the lettings covered the variable staffing costs for running an event, these were bookings primarily on the commercial tariff and some parties/weddings. However very few lettings covered the fixed daily overheads of operation. Furthermore, some lettings required significantly more operational subsidy, these included the smaller community events.

### **Assembly Rooms**

During the calendar year 2023, the hall was hired by approximately 25 different hirers – this comprises 8 regular hirers and 17 one-off hirers. Seventy five percent of the hirers were charged the discounted community tariff whilst twenty five percent were on the commercial tariff.

The hall was used on average approximately 1.3 hours per day, and there were approximately 3,100 visitors during the year.

The table below shows in the financial year 2022/3, the Assembly Rooms operated with a financial deficit of approximately £54,000. The forecast deficit of the current financial year is £55,000.

	<b><i>Actual 2022/23</i></b>	<b><i>Forecast 2023/24</i></b>
<b><i>Income</i></b>	<b><i>£</i></b>	<b><i>£</i></b>
	<i>7,026</i>	<i>12,000</i>
<b><i>Less Expenditure</i></b>		
<i>Employees</i>	<i>11,007</i>	<i>13,460</i>
<i>Premises</i>	<i>Service charge from Market Hall</i>	<i>Service charge from Market Hall</i>
<i>Supplies and</i>	<i>50,390</i>	<i>53,510</i>

<i>services</i>		
<b>Deficit for the year</b>	<i>(54,372)</i>	<i>(54,970)</i>

### Revolution House

During the calendar year 2023, the House was open to the public at least once a month from March to September and every Thursday, Friday, Saturday and Sunday from 7 to 24 December.

The House was open for 23 days during the year, and there were approximately 1,700 visitors during the year. There was no admission fee charged.

The table below shows in the financial year 2022/3, the Revolution House operated with a financial deficit of approximately £8,000. The forecast deficit of the current financial year is £7,000.

	<b>Actual 2022/23</b>	<b>Forecast 2023/24</b>
<b>Income</b>	£	£
	<i>NIL</i>	<i>NIL</i>
<b>Less Expenditure</b>		
<i>Employees</i>	<i>Costs absorbed by Museum</i>	<i>Costs absorbed by Museum</i>
<i>Premises</i>	<i>5962</i>	<i>5330</i>
<i>Supplies and services</i>	<i>2150</i>	<i>1900</i>
<b>Deficit for the year</b>	<i>(8113)</i>	<i>(7230)</i>

7. Have you identified any gaps in the information/evidence that you have regarding the policy, project, service, function or strategy, which may be needed in order to give proper consideration? <i>It is not sufficient to say “we do not have the evidence”, you should identify gaps in the evidence and fill them in a proportionate and balanced manner.</i>	
<input type="checkbox"/> Yes, gaps have been identified	
<input checked="" type="checkbox"/> No, there are no gaps	Detailed analysis of current usage and income has been conducted. In addition, feedback has been received via the Venues survey and the Budget Conversation enabling full consideration to be given to the proposal.

### Section 3 – Additional engagement activities

8. Please list any additional engagement activities undertaken when developing the proposal and completing this EIA. Have those who are anticipated to be affected by the policy been consulted with?		
Date	Activity	Main findings
17th Nov – 15th Dec 2023	Budget Conversation	Respondents were asked to take part in a short survey and answer a series of broad questions about where and how they think CBC budgets should be spent. Information gathered during the budget conversation including comments and individual submissions are being used to inform proposals and key decision considerations.
19th December 2023 to 5th January 2024	Venue Hire Survey Report	As part of the development process of these proposals, officers have contacted the regular hirers of Hasland Village Hall and the Assembly Rooms and invited them to complete a short survey regarding their views on how they think any price or operational changes would affect them and their group. In addition, hirers were also advised that consideration may be given to a community asset transfer for the operational responsibility and use of Hasland Village Hall, and to advise if they or their group would be interested in pursuing.

## Section 4 – What is the impact?

**9. Summary of anticipated impacts.** *Please tick at least one option per protected characteristic. Think about barriers people may experience in accessing services, how the policy is likely to affect the promotion of equality, knowledge of customer experiences to date. You may need to think about sub-groups within categories eg. older people, younger people, people with hearing impairment etc.*

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

### 10. Details of anticipated positive impacts.

a) *Please provide details of any positive impacts identified in the summary table above and tick the group/s the impact applies to. Delete or add rows below as required.*

Age    Disability    Gender    Marriage    Pregnancy    Sexual orientation    Ethnicity    Religion

b)

Age    Disability    Gender    Marriage    Pregnancy    Sexual orientation    Ethnicity    Religion

c)

<input type="checkbox"/> Age	<input type="checkbox"/> Disability	<input type="checkbox"/> Gender	<input type="checkbox"/> Marriage	<input type="checkbox"/> Pregnancy	<input type="checkbox"/> Sexual orientation	<input type="checkbox"/> Ethnicity	<input type="checkbox"/> Religion
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**11. Details of anticipated negative impacts.**

a)	<i>Negative impact:</i>	Some groups who hire the Assembly Rooms and Hasland Village Hall and therefore may be adversely affected, work with some people with protected characteristics: age; disability; pregnancy and maternity; religion or belief.					
	<i>Mitigating action:</i>	Support will be provided to groups to identify new venues if required. Support is also available from the Council's Health and Wellbeing Officer and Community Development Worker who can provide advice regarding community grants funding and other external funding opportunities, community development, and support capacity building.					
	<input type="checkbox"/> Age <input type="checkbox"/> Disability <input type="checkbox"/> Gender <input type="checkbox"/> Marriage <input type="checkbox"/> Pregnancy <input type="checkbox"/> Sexual orientation <input type="checkbox"/> Ethnicity <input type="checkbox"/> Religion						
b)	<i>Negative impact:</i>						
	<i>Mitigating action:</i>						
	<input type="checkbox"/> Age <input type="checkbox"/> Disability <input type="checkbox"/> Gender <input type="checkbox"/> Marriage <input type="checkbox"/> Pregnancy <input type="checkbox"/> Sexual orientation <input type="checkbox"/> Ethnicity <input type="checkbox"/> Religion						
c)	<i>Negative impact:</i>						
	<i>Mitigating action:</i>						
	<input type="checkbox"/> Age <input type="checkbox"/> Disability <input type="checkbox"/> Gender <input type="checkbox"/> Marriage <input type="checkbox"/> Pregnancy <input type="checkbox"/> Sexual orientation <input type="checkbox"/> Ethnicity <input type="checkbox"/> Religion						

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**12. Have all negative impacts identified in the table above been mitigated against with appropriate action?**

X Yes	<input type="checkbox"/> No	<input type="checkbox"/> N/A	<i>If no, please explain why: If negative impacts remain, would the decision constitute conduct prohibited by the act? Eg. discrimination, harassment, victimisation, failure to make reasonable adjustments and any other conduct that is prohibited by or under the act.</i>
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13. Have you assessed the equality impact on the people who may have to implement your decision, such as staff or suppliers?				
Staff	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> N/A	<i>If no, please explain why</i>
Specific users	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> N/A	<i>If no, please explain why</i>
Wider community	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> N/A	<i>If no, please explain why</i>

## Section 5 – Recommendations and monitoring

14. How are you going to monitor the policy, project, service, function or strategy, how often and who will be responsible?
<p>Regular reviews will be carried out once the proposed changes in are in operation and the EIA will be updated as necessary at that time.</p> <p>There are possible implications for Human resources in the future, depending on the details and timing of the implementation of the various proposals. A separate report will be brought to the Joint Cabinet and Employment Committee in due course, which will address these implications. The EIA will be adjusted to reflect any staffing implications when details are known.</p>

15. Summary of the Equality Impact Assessment
<p><i>Please provide a summary of the assessment, with key findings and a brief description of how the proposal has been developed to take into consideration protected groups, outcomes of consultation etc.</i></p> <p>The EIA process has given due regard to any potential negative impacts of the Cultural Services Review. Some groups who hire the Assembly Rooms and Hasland Village Hall and therefore may be adversely affected, work with some people with protected characteristics. Support will be given to those groups who currently hire the venues with finding alternative locations for hire and advice regarding community grants funding opportunities will</p>

be provided.

Has due regard been given to the Public Sector Equality Duty statutory guidance or was there a good reason why the duty, or particular parts of it, did not apply to that decision?

*The general duty requires public authorities, to have due regard to the need to:*

- *Eliminate unlawful discrimination, harassment, victimisation and any other unlawful conduct prohibited by the act*
- *Advance equality of opportunity between people who share and people who do not share a relevant protected characteristic*
- *Foster good relations between people who share and people who do not share a relevant protected characteristic*

X Yes       No       N/A

*Please provide further details if necessary*

## Section 6 – Knowledge management and publication

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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:	Anthony Radford
	Date:	25/01/2024
Reviewed by Policy Service	Name:	Allison Potter
	Date:	23/01/2024
Final version of the EIA sent to Policy Service	<input type="checkbox"/>	
Decision information sent to Policy Service	<input type="checkbox"/>	



## For publication

### Cultural Services Fees and Charges for 2024/2025 ([Delegation Reference](#))

<b>Meeting:</b>	Cabinet
<b>Date:</b>	5 <sup>th</sup> February 2024
<b>Cabinet portfolio:</b>	Town Centres and Visitor Economy
<b>Directorate:</b>	Leisure, Culture and Community Wellbeing
<b>For publication</b>	

#### 1.0 Purpose of the report

- 1.1 To review the scale of charges for lettings at Hasland Village Hall, the Assembly Rooms in the Market Hall, and the meeting rooms at the Town Hall, and miscellaneous Museum services for 2024/25.
- 1.2 In relation to Hasland Village Hall and the Assembly Rooms, the proposed changes to fees and charges have been developed following the operational and financial review of the use of these buildings, which is set out in separate Cabinet report being considered at this Cabinet meeting.

#### 2.0 Recommendations

- 2.0 To approve changes to the room hire charges, equipment hire and staffing charges at Hasland Village Hall from 1 April 2024 as detailed in Appendix A.
- 2.1 To approve changes to the room hire charges, equipment hire and staffing charges at the Assembly Rooms from 1 April 2024 as detailed in Appendix B.
- 2.2 To approve the introduction of the room hire charges for the meeting rooms at the Town Hall from 1 April 2024 as detailed in Appendix C.
- 2.3 To approve the changes to miscellaneous charges for the provision of Museum services from 1 April 2024 as detailed in Appendix D.
- 2.4 To delegate authority to the Service Director for Leisure, Culture and Community Wellbeing, in consultation with the Cabinet Member for Town Centre and Visitor Economy, to apply appropriate negotiated fees for new activities and opportunities that are introduced during the period covered by this report.

### **3.0 Reason for recommendations**

- 3.1 The Council continues to face significant financial challenges. The sustained period of austerity since 2010, the ongoing risks and uncertainties over future funding arrangements, the budgetary impacts of the Covid-19 pandemic and a sustained period of exceptionally high inflation, have all impacted on the Council's financial position.
- 3.2 The Council's budget strategy is to deliver a balanced and sustainable budget. Given the forecast budget deficits it is important that all potential increases to income streams are implemented as soon as possible to help mitigate these pressures.

### **4.0 Report details**

#### **Approach to setting fees and charges**

- 4.1 In accordance with the Council's Medium-Term Financial Strategy, fees and charges are required to be reviewed on an annual basis to ensure that the cost of providing the service is recovered appropriately.
- 4.2 The process being followed for the review of income to be realised includes an assessment of each fee to identify how it meets the Council's strategic purposes and the level of increase that is proposed as well as taking account of present economic conditions.
- 4.3 In relation to Hasland Village Hall and the Assembly Rooms, the proposed changes to fees and charges have been developed following the operational and financial review of the use of these buildings, which is set out in separate Cabinet report being considered at this Cabinet meeting.
- 4.4 The proposed fees, set out in the Appendices, have been based on a robust estimate of the impact of cost increases and demand and the Council's overall financial position. This includes assessing the affordability of any of these increases to our residents and visitors. Cost pressures and changes in demand that have and continue to impact on the overall financial position of the authority include:
- Increase in utility costs
  - Significant inflationary pressures resulting in increases in supply costs and materials
  - NJC Pay Claim which has resulted in a higher than budgeted for pay increase for staff
  - Service specific issues around cost increases and service usage

#### **Proposed charges for 2024/25**

- 4.5 The current fees and charges for each venue have been reviewed. Consideration has been given to the costs of operating each venue, particularly recent increases in staffing and utility costs. In addition, we have considered local market conditions, customer feedback and the demand for each venue.

#### **Hire Fees – Hasland Village Hall**

- 4.6 The Hasland Village Hall currently has three main categories of hire fees. Community charges, which apply to social gatherings and non-profit making organisations, community concessionary charges, which applies to children and senior citizen groups not receiving any other grant or concession and commercial charges, which are levied on profit making events and organisations. It is proposed that the classification of hirers is changed to two categories as from 1<sup>st</sup> April 2024: Community charges, which apply to social gatherings and non-profit making organisations and commercial charges, which are levied on profit making events and organisations.
- 4.7 It is proposed that the existing rates are increased as detailed in Appendix A as from 1 April 2024.

#### **Hire Fees – Assembly Rooms, Market Hall**

- 4.8 The Assembly Rooms has two main categories of hire fees. Community charges, which apply to social gatherings and non-profit making organisations and commercial charges, which are levied on profit making events and organisations. There is no proposal to change the classification of hirers.
- 4.9 It is proposed that the existing rates are increased as detailed in Appendix B as from 1 April 2024.

#### **Hire Fees - Town Hall Committee Rooms**

- 4.10 It is proposed to introduce charges for the use of Town Hall committee rooms to external parties as from 1<sup>st</sup> April 2024. This would exclude a Town Hall building tenant or a staff member for Council business. The rooms would be available for hire Monday to Friday 9am to 5pm.
- 4.11 The proposed rates have been based on the rates charged at other Council venues. It is proposed that there are two categories of hire fees; community charges, which apply to social gatherings and non-profit making organisations, and commercial charges, which are levied on profit making events and organisations.
- 4.12 It is proposed that the rates are as detailed in Appendix C as from 1 April 2024.

#### **Miscellaneous Fees – Museum Services**

- 4.13 Most museums, which hold archaeological archives, charge for the deposition and future care and archaeological units are supposed to include this cost in their charges to the landowner / developer. As much of Chesterfield's area of archaeological interest is already built upon and is unlikely to be excavated, we do not receive many archaeological archives and they are usually small in size (2-4 boxes). The archive received from the Holywell Car Park excavation was four small boxes. The largest archive we received in the last 20 years was from the Vicar Lane and Rykneld Square developments. We do not accept archives which do not have any 'finds' and are purely document based. These are either deposited with Derbyshire Record Office or deposited digitally with the Archaeological Data Service.
- 4.14 It is proposed that the deposition charges are increased as detailed in Appendix D as from 1 April 2024.

## **5.0 Alternative options**

- 5.1 To not increase the fees and charges for 2024-25, however this would not assist the Council in delivering a balanced budget and place a significant pressure on the Council's medium term financial plan.
- 5.2 A larger increase than proposed could be applied to the current fees and charges. It is felt that the proposed fees are sensitive and realistic, with the variable increases on each tariff being proportionate to the pressures faced by the Council. Any increase above the level recommended is viewed at this moment in time as potentially having a negative impact on business.

## **6.0 Implications for consideration – Financial and value for money**

- 6.1 In 2022/23 the income from hire fees for the Assembly Rooms in the Market Hall was £7,026. The original budget for 2023/4 was £6,820, and it is currently forecast that income will be approximately £12,000 for the year. Income is estimated above the target due to one hirer taking space for a significant period as their normal premise was affected by flooding; this arrangement will come to an end shortly. With the proposed increase in fees and charges it is estimated that the income for April to June 2024 will be £3,000.
- 6.2 In 2022/23 the income from hire fees for Hasland Village Hall was £34,136. The original income budget for 2023/24 was £38,280 and current forecasts estimate that income will be approximately £50,000 for the year. Income is estimated above the target due to one hirer taking space for a significant period as their normal premise was affected by flooding; this arrangement will come to an end shortly. With the proposed increase in fees and charges it is estimated that the income for 2024/25 will be £48,260.
- 6.5 There was no income from letting the Town Hall Committee Rooms in the current year. It is not possible to estimate the income for 2024/5 as this is a new service.

6.6 There was no income from Museum Depositions in the current year. It is not possible to estimate the income if any for 2024/5.

## 7.0 Implications for consideration – Legal

7.1 There are no legal implications from these proposals.

## 8.0 Implications for consideration – Human resources

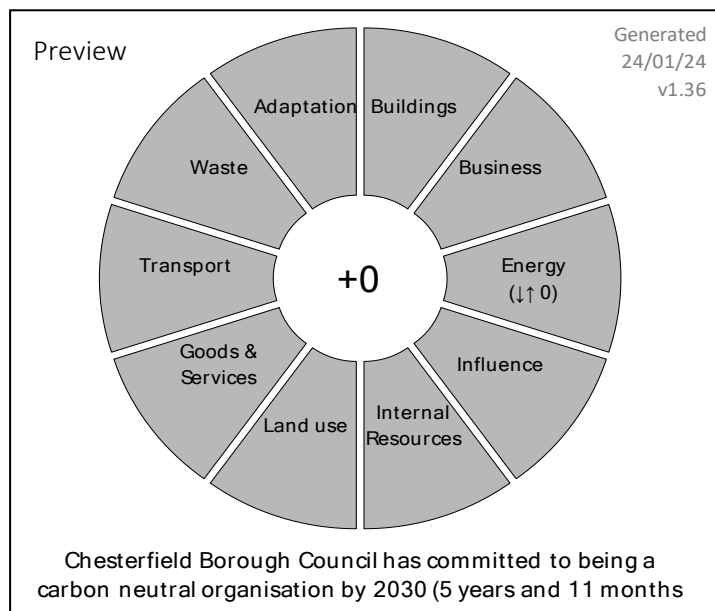
8.1 There are no human resources or people management implications from these proposals.

## 9.0 Implications for consideration – Council plan

9.1 This contributes to one of our key priority areas - to provide value for money services.

## 10.0 Implications for consideration – Climate change

10.1 These proposals have been discussed with the Council's Climate Change Officer, and she has confirmed that there are no implications for Climate Change from these proposals.



## 11.0 Implications for consideration – Equality and diversity

11.1 A full equality impact assessment has been completed and is available at Appendix E. This assessment helped to inform the final recommended proposals.

## 12.0 Implications for consideration – Risk management

12.1 Due to the current economic climate, entertainment, leisure and business markets are under pressure. It is, therefore, inevitable that there are risks in attaining income targets.

<b>Description of the Risk</b>	<b>Impact</b>	<b>Likelihood</b>	<b>Mitigating Action</b>	<b>Impact</b>	<b>Likelihood</b>
Decreased number of community group hirers	High	High	Offer alternative venues to these hirers where possible	Medium	Medium
Increased competition	High	Medium	Improved marketing. Use of packages.	Medium	Low
Hirers are not prepared to pay increased charges for hiring the venues	High	High	Work closely with hirers to find solutions to budget issues	Medium	Medium

### **Decision information**

<b>Key decision number</b>	<i>All key decisions must be in the Forward Plan at least 28 days in advance. There are constitutional consequences if an item is not in the Forward Plan when it should have been. Contact Democratic Services if in doubt.</i>
<b>Wards affected</b>	<b>ALL</b>

### **Document information**

<b>Report author</b>	
<i>Anthony Radford – Cultural Services Manager <a href="mailto:anthony.radford@chesterfield.gov.uk">anthony.radford@chesterfield.gov.uk</a> Tel: 01246 936487</i>	
<b>Background documents</b>	
These are unpublished works which have been relied on to a material extent when the report was prepared.	
N/A	
<b>Appendices to the report</b>	
Appendix A	Hasland Village Hall Hire Charges
Appendix B	Assembly Rooms Hire charges
Appendix C	Town Hall Committee Room Hire Charges
Appendix D	Museum -Deposition Charges



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**Charges from 1 April 2024**  
**HASLAND VILLAGE HALL**

All bookings subject to a minimum of 3 hours

**MAIN HALL**

**Community Charge**

New Rate applies all week per hour

£44 NA

Discounted rate for regular hirers where it is agreed that no caretaker is required on site

£33 NA

**Commercial charge**

New Rate applies all week per hour

£49 NA

Discounted rate for regular hirers where it is agreed that no caretaker is required on site

£37 NA

**ANCILLARY MEETING ROOM**

**Community Charge**

New Rate applies all week per hour

£33 NA

Discounted rate for regular hirers where it is agreed that no caretaker is required on site

£25 NA

**Commercial charge**

New Rate applies all week per hour

£36 NA

Discounted rate for regular hirers where it is agreed that no caretaker is required on site

£27 NA

Kitchen for all events per event/function

£20 **NA**

**Wedding Package**

£ 1,155 £ 1,656 43%

The wedding package includes 3 hours Friday evening set up, 3 hours Sunday morning take down and the Saturday as a package. Both rooms and kitchen, staffing and associated equipment with a maximum hire period on the Saturday of 10 hours, with a finish time of no later than 12pm. Licensed.

**Party Package**

HASLAND VILLAGE HALL - Party Package (Licensed) 6 hrs Main Hall, Meeting Room & Kitchen (includes FOH & Security staff)

£ 565 £ 821 45%

Additional staffing and equipment charges are not included- subject to a separate charge

**Bank Holidays, Easter Weekend, Christmas period ( 24th December to 1st January) by negotiation and at double rates of Saturday and Sunday charges**

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**Charges from 1 April 2024 to 30th June 2024**  
**MARKET HALL ASSEMBLY ROOMS**

	Hire Charge incl VAT		
	Current Charge 2023/4	Proposed Charge 2024/5	Increase
	Per Hour	Per Hour	
<b><u>COMMUNITY CHARGE</u></b>			
<b>COMMUNITY</b>			
<b>MAIN HALL</b>			
	£		
Monday - Thursday (min 3hrs) Pre 5pm	32	35	9%
Monday - Thursday (min 3hrs) After 5pm	39	43	10%
Fri- Sun (min 3hrs) Pre 5pm	44	48	9%
Fri - Sun (min 3hrs) After 5pm	54	59	9%
Kitchen (per hour)	8.5	9	6%
<b>ROOM 1</b>			
Monday - Thursday (min 2hrs) pre 5pm	9.5	10	5%
Monday - Thursday (min 3hrs) post 5pm	21	23	10%
Fri (min 2 hrs) pre 5pm	13	15	15%
Fri (min 3hrs) post 5pm	29	32	10%
<b>ROOM 2</b>			
Monday - Thursday (min 2hrs) pre 5pm	7.2	8	11%
Monday - Thursday (min 3hrs) post 5pm	20	22	10%
Fri (min 2 hrs) pre 5pm	12	13	8%
Fri (min 3hrs) post 5pm	27	29	7%
<b>COMMERCIAL</b>			
<b>MAIN HALL</b>			
Monday - Thursday (min 3hrs) Pre 5pm	48	52	8%
Monday - Thursday (min 3hrs) After 5pm	56	61	9%
Fri- Sun (min 3hrs) Pre 5pm	62	67	8%
Fri - Sun (min 3hrs) After 5pm	77	83	8%
Kitchen (per hour)	14.5	16	10%
<b>ROOM 1</b>			
Monday - Thursday (min 2hrs) pre 5pm	15.4	17	10%
Monday - Thursday (min 3hrs) post 5pm	31.5	34	8%
Fri (min 2 hrs) pre 5pm	21	23	10%
Fri (min 3hrs) post 5pm	41	45	10%
Sat and Sun (min 3 hrs)	44	48	9%
<b>ROOM 2</b>			
Monday - Thursday (min 2hrs)	12	13	8%
Monday - Thursday (min 3hrs) post 5pm	30	33	10%
Fri (min 2 hrs) pre 5pm	18	20	11%
Fri (min 3hrs) post 5pm	40	44	10%
Sat and Sun (min 3 hrs)	41	45	10%
<b>Conference and Meeting Packages</b>			
The hire includes a full service package for the period of the hire covering set up and breakdown of the event, technical equipment and staffing support, teas coffees & biscuits, FOH staffing and hire of the space.			
Community			
Mon to Fri - Half Day ( up to 100)	780	850	9%
Mon to Fri - Full Day ( up to 100)	1245	1350	8%
Commercial			
Mon to Fri - Half Day ( up to 100)	935	1025	10%
Mon to Fri - Full Day ( up to 100)	1610	1750	9%

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**Charges from 1 April 2024**  
**Town Hall Committee Rooms**

**Hire**  
 Charge  
 incl VAT  
**Proposed**  
**Charge**  
**2024/5**

**Commercial Charge**

**Committee Rooms**

Monday - Friday (min 2hrs) Between 9am -5pm

	£
Committee Room 1 - per hour	£ 25
Committee Room 2 - per hour	£ 20
Committee Room 3 - per hour	£ 15
Committee Room 4- per hour	£ 10
Committee Room 5 - per hour	£ 15
Council Chamber - per hour	£ 25

**Committee Rooms**

Monday - Friday - Full day 8 hours 9am to 5pm

Committee Room 1 - per day	£ 150
Committee Room 2 - per day	£ 120
Committee Room 3 - per day	£ 90
Committee Room 4- per day	£ 60
Committee Room 5 - per day	£ 90
Council Chamber - per day	£ 150

**Community Charge**

**Committee Rooms**

Monday - Friday (min 2hrs) Between 9am -5pm

	£
Committee Room 1 - per hour	£ 21
Committee Room 2 - per hour	£ 17
Committee Room 3 - per hour	£ 13
Committee Room 4- per hour	£ 9
Committee Room 5 - per hour	£ 13
Council Chamber - per hour	£ 21

**Committee Rooms**

Monday - Friday - Full day 8 hours 9am to 5pm

Committee Room 1 - per day	£ 128
Committee Room 2 - per day	£ 102
Committee Room 3 - per day	£ 77
Committee Room 4- per day	£ 51
Committee Room 5 - per day	£ 77
Council Chamber - per day	£ 128

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**Charges from 1 April 2024**  
**Museum**

**Deposition Charges**

**Chesterfield's current deposition charges**

Historic England box grant (2019): £18.55 + VAT per box

**Proposed Charges for 2024/25**

Standard finds box: £300 + VAT per box

Small finds box or document archive box: £150 + VAT per box

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

<i>Title of the policy, project, service, function or strategy:</i>	Cultural Services Fees and Charges	
<i>Service Area:</i>	Leisure Culture and Community Wellbeing	
<i>Section:</i>	Cultural Services	
<i>Lead Officer:</i>	Anthony Radford	
<i>Date of assessment:</i>	01/24	
<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

#### 1. What is the aim of the policy, project, service, function or strategy?

To review the scale of charges for lettings at the Assembly Rooms in the Market Hall, Hasland Village Hall, the meeting rooms at the Town Hall and miscellaneous Museum services for 2024/25.

#### **Hire Fees –Assembly Rooms**

The Assembly Rooms has two main categories of hire fees; Community charges, which apply to social gatherings and non-profit making organisations, and commercial charges, which are levied on profit making events and organisations. There is no proposal to change the classification of hirers at the Assembly Rooms.

It is proposed that the existing rates are increased from 1<sup>st</sup> April 2024.

#### **Hire Fees – Hasland Village Hall**

The Hasland Village Hall currently has three main categories of hire fees; Community charges, which apply to social gatherings and non-profit making organisations, community concessionary charges, which applies to children and

senior citizen groups not receiving any other grant or concession and commercial charges, which are levied on profit making events and organisations. It is proposed that the classification of hirers is changed to two categories as from 1<sup>st</sup> April 2024: Community charges, which apply to social gatherings and non-profit making organisations and commercial charges, which are levied on profit making events and organisations. It is proposed that the existing rates are increased from 1 April 2024.

### **Hire Fees - Town Hall Committee Rooms**

It is proposed to introduce charges for the use of Town Hall committee rooms to external parties as from 1<sup>st</sup> April 2024. This would not include a Town Hall building tenant or a staff member for Council business. The rooms would be available for hire Monday to Friday 9am to 5pm. The proposed rates have been based on the rates charged at other Council venues. It is proposed that there are two categories of hire fees; Community charges, which apply to social gatherings and non-profit making organisations and commercial charges, which are levied on profit making events and organisations.

It is proposed that the rates are implemented from 1 April 2024.

### **Miscellaneous Fees – Museum Services**

Most museums, which hold archaeological archives, charge for the deposition and future care and archaeological units are supposed to include this cost in their charges to the landowner / developer. As much of Chesterfield's area of archaeological interest is already built upon and is unlikely to be excavated, we do not receive many archaeological archives and they are usually small in size (2-4 boxes). The archive received from the Holywell Car Park excavation was four small boxes. The largest archive we received in the last 20 years was from the Vicar Lane and Rykneld Square developments. We don't accept archives which don't have any finds and are purely document based. These are either deposited with Derbyshire Record Office or deposited digitally with the Archaeological Data Service.

It is proposed that the deposition charges for archives are increased from 1 April 2024.

## **2. Who is intended to benefit from the policy project, service, function or strategy and how?**

The Council continues to face significant financial challenges. The sustained period of austerity since 2010, the ongoing risks and uncertainties over future funding arrangements, the budgetary impacts of the Covid-19

pandemic and a sustained period of exceptionally high inflation, have all impacted on the Council's financial position.

The Council's budget strategy is to deliver a balanced and sustainable budget. Given the forecast budget deficits it is important that all potential increases to income streams are implemented as soon as possible to help mitigate these pressures.

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

To apply a sensitive and realistic increase to cultural services fees and charges, with the variable increases on each tariff being proportionate to the pressures faced by the Council.

### 4. What barriers exist for both the Council and the groups/people with protected characteristics to enable these outcomes to be achieved?

Some groups who have lettings at these venues and may currently pay community concessionary charges and therefore may be adversely affected by the increase in fees and charges, work with some people with protected characteristics.

Support for these groups with identifying alternative venues will be provided if required. Support is also available from both the Health and Wellbeing Officer and Community Development Worker who can provide advice regarding community grants funding opportunities.

The following venues offer similar facilities for hire within the borough:

Facility available for hire
Chesterfield Town Hall
Winding Wheel
Donut Creative Arts Centre
West Street Studios
Chester Street Club
St. Andrews Church Hall

Boythorpe Community Centre
Derby Road Methodist Church
Loundsley Green Community Centre
St. Thomas Centre
Technique Stadium, Whittington Moor
Peter Webster Centre
The Eagle Club, Littlemoor
Newbold Working Men's Club
Birdholme Working Men's Club
Brimington Community Centre
Speedwell Rooms
Staveley Hall

**5. Any other relevant background information**

The new Fees and Charges Policy adopted at Cabinet on 12 December 2023 allows for fees and charges to be reviewed on an annual basis to ensure that the cost of providing the service is recovered. The Fees and Charges Policy was subject to a full Equalities Impact Assessment, whereby no negative impacts on those with protected characteristics was found.

The process being followed for the review of income to be realised includes an assessment of each fee to identify how it meets the Council's strategic purposes and the level of increase that is proposed as well as taking account of present economic conditions.

The proposed fees have been based on a robust estimate of the impact of cost increases and demand and the Council's overall financial position. This includes assessing the affordability of any of these increases to our residents and visitors. Cost pressures and changes in demand that have and continue to impact on the overall financial position of the authority include:

- Increase in utility costs.
- Significant inflationary pressures resulting in increases in supply costs and materials.

NJC Pay Claim which has resulted in a higher than budgeted for pay increase for staff.  
 Service specific issues around cost increases and service usage.

## Section 2 – Collecting your information

**6. What existing data sources do you have to assess the impact of the policy, project, service, function or strategy?**

In 2022/23 the income from hire fees for the Assembly Rooms in the Market Hall was £7,026. The original budget for 2023/4 was £6,820, and it is currently forecast that income will be approximately £12,000 for the year. With the proposed increase in fees and charges it is estimated that the income for April to June 2024 will be £3,000.

In 2022/23 the income from hire fees for Hasland Village Hall was £34,136. The original budget for 2023/24 was £38,280 and current forecasts estimate that income will be approximately £50,000 for the year. With the proposed increase in fees and charges it is estimated that the income for 2024/25 will be £48,260.

**7. Have you identified any gaps in the information/evidence that you have regarding the policy, project, service, function or strategy, which may be needed in order to give proper consideration?**

*It is not sufficient to say “we do not have the evidence”, you should identify gaps in the evidence and fill them in a proportionate and balanced manner.*

Yes, gaps have been identified

*If gaps have been identified, please explain what action has been taken to fill them in a proportionate and balanced manner.*

No, there are no gaps

Detailed analysis of current usage and income has been conducted. In addition, feedback has been received via the Venues survey and the Budget Conversation enabling full consideration to be given to the proposal.

### Section 3 – Additional engagement activities

8. Please list any additional engagement activities undertaken when developing the proposal and completing this EIA. Have those who are anticipated to be affected by the policy been consulted with?		
Date	Activity	Main findings
17th Nov – 15th Dec 2023	Budget Conversation	Respondents were asked to take part in a short survey and answer a series of broad questions about where and how they think CBC budgets should be spent. Information gathered during the budget conversation including comments and individual submissions are being used to inform proposals and key decision considerations.
19th December 2023 to 5th January 2024	Venue Hire Survey Report	As part of the development process of these proposals, officers have contacted the regular hirers of Hasland Village Hall, the Assembly Rooms and invited them to complete a short survey regarding their views on how they think any price or operational changes would affect them and their group.

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### Section 4 – What is the impact?

9. Summary of anticipated impacts. <i>Please tick at least one option per protected characteristic. Think about barriers people may experience in accessing services, how the policy is likely to affect the promotion of equality, knowledge of customer experiences to date. You may need to think about sub-groups within categories e.g. older people, younger people, people with hearing impairment etc.</i>			
	Positive impact	Negative impact	No disproportionate impact

Age	<input type="checkbox"/>	X	<input type="checkbox"/>
Disability and long term conditions	<input type="checkbox"/>	X	<input type="checkbox"/>
Gender and gender reassignment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Marriage and civil partnership	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Pregnant women and people on parental leave	<input type="checkbox"/>	X	<input type="checkbox"/>
Sexual orientation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Ethnicity	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Religion and belief	<input type="checkbox"/>	X	<input type="checkbox"/>

10. Details of anticipated <u>positive</u> impacts.								
a)	<i>Please provide details of any positive impacts identified in the summary table above and tick the group/s the impact applies to. Delete or add rows below as required.</i>							
	<input type="checkbox"/> Age	<input type="checkbox"/> Disability	<input type="checkbox"/> Gender	<input type="checkbox"/> Marriage	<input type="checkbox"/> Pregnancy	<input type="checkbox"/> Sexual orientation	<input type="checkbox"/> Ethnicity	<input type="checkbox"/> Religion
b)								
	<input type="checkbox"/> Age	<input type="checkbox"/> Disability	<input type="checkbox"/> Gender	<input type="checkbox"/> Marriage	<input type="checkbox"/> Pregnancy	<input type="checkbox"/> Sexual orientation	<input type="checkbox"/> Ethnicity	<input type="checkbox"/> Religion
c)								
	<input type="checkbox"/> Age	<input type="checkbox"/> Disability	<input type="checkbox"/> Gender	<input type="checkbox"/> Marriage	<input type="checkbox"/> Pregnancy	<input type="checkbox"/> Sexual orientation	<input type="checkbox"/> Ethnicity	<input type="checkbox"/> Religion

11. Details of anticipated <u>negative</u> impacts.		
a)	<i>Negative impact:</i>	Some groups who hire the venues and therefore may be adversely affected, work with some people with protected characteristics: age; disability; pregnancy and maternity; religion or belief.

	<i>Mitigating action:</i>	Support will be provided to groups to identify new venues if required. Support is also available from the Council's Health and Wellbeing Officer and Community Development Worker who can provide advice regarding community grants funding and other external funding opportunities, community development, and support capacity building.							
		<input checked="" type="checkbox"/> Age	<input checked="" type="checkbox"/> Disability	<input type="checkbox"/> Gender	<input type="checkbox"/> Marriage	<input checked="" type="checkbox"/> Pregnancy	<input type="checkbox"/> Sexual orientation	<input type="checkbox"/> Ethnicity	<input checked="" type="checkbox"/> Religion
b)	<i>Negative impact:</i>								
	<i>Mitigating action:</i>								
		<input type="checkbox"/> Age	<input type="checkbox"/> Disability	<input type="checkbox"/> Gender	<input type="checkbox"/> Marriage	<input type="checkbox"/> Pregnancy	<input type="checkbox"/> Sexual orientation	<input type="checkbox"/> Ethnicity	<input type="checkbox"/> Religion
c)	<i>Negative impact:</i>								
	<i>Mitigating action:</i>								
		<input type="checkbox"/> Age	<input type="checkbox"/> Disability	<input type="checkbox"/> Gender	<input type="checkbox"/> Marriage	<input type="checkbox"/> Pregnancy	<input type="checkbox"/> Sexual orientation	<input type="checkbox"/> Ethnicity	<input type="checkbox"/> Religion

<b>12. Have all negative impacts identified in the table above been mitigated against with appropriate action?</b>			
<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> N/A	<i>If no, please explain why: If negative impacts remain, would the decision constitute conduct prohibited by the act? E.g. discrimination, harassment, victimisation, failure to make reasonable adjustments and any other conduct that is prohibited by or under the act.</i>

<b>13. Have you assessed the equality impact on the people who may have to implement your decision, such as staff or suppliers?</b>			
Staff	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> N/A <i>If no, please explain why</i>



Specific users	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> N/A	<i>If no, please explain why</i>
Wider community	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> N/A	<i>If no, please explain why</i>

## Section 5 – Recommendations and monitoring

**14.** How are you going to monitor the policy, project, service, function or strategy, how often and who will be responsible?

In accordance with the Council's Medium-Term Financial Strategy, fees and charges are required to be reviewed on an annual basis to ensure that the cost of providing the service is recovered appropriately. The EIA will be updated accordingly at this time.

**15.** Summary of the Equality Impact Assessment

*Please provide a summary of the assessment, with key findings and a brief description of how the proposal has been developed to take into consideration protected groups, outcomes of consultation etc.*

The EIA process has given due regard to any potential negative impacts of the Cultural Services Fees and Charges Review. Some groups who hire the venues and therefore may be adversely affected, work with some people with protected characteristics. Support will be given to those groups who currently hire the venues with finding alternative locations for hire and advice regarding community grants funding opportunities will be provided.

Has due regard been given to the Public Sector Equality Duty statutory guidance or was there a good reason why the duty, or particular parts of it, did not apply to that decision?

*The general duty requires public authorities, to have due regard to the need to:*

- *Eliminate unlawful discrimination, harassment, victimisation and any other unlawful conduct prohibited by the act*
- *Advance equality of opportunity between people who share and people who do not share a relevant protected characteristic*
- *Foster good relations between people who share and people who do not share a relevant protected characteristic*

X Yes       No       N/A

*Please provide further details if necessary*

## **Section 6**

### **– Knowledge management and publication**

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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:	Anthony Radford
	Date:	25/01/2024
Reviewed by Policy Service	Name:	Allison Potter
	Date:	23/01/2024
Final version of the EIA sent to Policy Service	<input type="checkbox"/>	
Decision information sent to Policy Service	<input type="checkbox"/>	

## For publication

### Sports Centre Fees & Charges report – April 2024 to March 2025

<b>Meeting:</b>	Cabinet
<b>Date:</b>	5.02.2024
<b>Cabinet portfolio:</b>	Health & Wellbeing
<b>Directorate:</b>	Leisure, Culture and Community Wellbeing
<b>For publication</b>	

#### 1.0 Purpose of the report

- 1.1 To ask Members to approve the proposed fees and charges for the period 2024/25, that relate to various activities and facilities provided within Queen's Park Sports Centre and the Healthy Living Centre.

#### 2.0 Recommendations

- 2.1 To approve the proposed fees and charges for sports centre activities as set out in in Appendix 1 with effect from 1 April 2024 until 31 March 2025.
- 2.2 To approve the proposed fitness membership fees for new customers, as set out within the proposed report Appendix 1 with effect from April 2024 until March 2025 and hold the current charges for existing members.
- 2.3 That approval is given to remove the racket sports inclusion from the Fitness Membership package and replace this with a racket only membership.
- 2.4 To delegate authority to the Service Director – Leisure, Culture and Community Wellbeing, in consultation with the Cabinet Member for Health and Wellbeing, to apply appropriate fees and charges to new activities that are introduced during the period covered by this report.
- 2.4 To delegate authority to the Service Director – Leisure, Culture and Community Wellbeing, in consultation with the Cabinet Member for Health and Wellbeing, to make changes to the approved fees and charges, if required

to stimulate usage, support the retention of customers, develop income and /or to respond to external forces.

### **3.0 Reason for recommendations**

- 3.1 To comply with the Council's Budget Strategy for recovering fees and charges to contribute to the costs of service delivery.
- 3.2 To balance the need between competitive pricing and maximising income alongside wider community wellbeing priorities.
- 3.2 To continue discretionary pricing to support the most vulnerable and given the range of current pressures maintaining existing concessions is an appropriate method of targeting support.

### **4.0 Report details**

#### **Approach to setting fees and charges**

- 4.1 The service has undertaken a full review of its current fees and charges in line with the newly adopted fees and charges policy, approved by Cabinet on 12 December 2023.
- 4.2 In accordance with the Medium-Term Financial Strategy, fees and charges are required to be reviewed on an annual basis to ensure that the cost of providing the service is recovered.
- 4.2 The Medium-Term Financial Plan is constructed on the basis that additional income will be generated from fees and charges. The process being followed for the review of income to be realised includes an assessment of each fee to identify how it meets the Councils strategic purposes and the level of increase that is proposed as well as taking account of present economic conditions. The fees have been based on a robust estimate of the impact of cost increases and demand within the services and the Councils overall financial position. This includes assessing the affordability of any of these increases to our residents and customers. Cost pressures and changes in demand include:
  - Increases in energy costs.
  - Inflationary increases resulting in increases in supplier costs and materials.
  - NJC Pay Claim for 2023-24 which has resulted in a higher than budgeted for pay increase for staff and a higher than anticipated for the budget period of 2024-25.

- Any specific service issues around cost increases or service usage.

### **Service specific context**

4.3 Setting the fees and charges for the Leisure Centres for the financial year 2024 / 2025 is one that needs to be sensitive to a range of factors that will influence customer choice at a time when all communities are being impacted by cost of living. Given the need to maintain income levels to support the sustainability of the services being delivered, in addition to the points above, the proposed fees and charges have reflected upon and considered the following.

- The need to develop income opportunities to work towards lowering the subsidy for the sports centres, including wider value for money considerations including accessibility, booking arrangements, service quality and customer / membership benefits.
- The level of fees and charges applied by neighbouring sports and leisure providers and the potential impact of local competition on centre use and membership. These can be found in Appendix 2.
- The Council's Concessions Policy aligned to the need to support addressing health inequalities in our communities, through a range of diverse programming activities.
- The need to fulfil customer expectations and develop and deliver new activities to support regular physical activity.
- To maintain the current high-quality facility which supports communities.
- To support the ongoing opportunities for investment in our sports facilities, including for example the refurbishments of Queens Park Sports Centre and Healthy Living Centre gym facilities programmed for spring / summer 2024.

4.4 The approach to fees and charges is consistent for both centres.

4.5 Each centre will deliver promotional opportunities to stimulate demand or to support the retention of customers. This will help ensure that the service remains relevant and a sustainable proposition to our customers.

- 4.6 A detailed review of local provider fees and charges has been undertaken, to provide suitable insight to inform our decision making regarding the proposed fees and charges for 2024 / 2025. These are attached within Appendix 2. Some operators with whom we have benchmarked apply new fees at the start of the calendar year and so the figures presented may change within the next couple of months.
- 4.7 The service has assessed its fees and charges utilising insight based on competitor analysis, risk of attrition and demand for services and facilities. The net effect of this approach is the recommendation to target specific activities associated with the highest cost of delivery and to apportion a fees and charges increase that maximises income and reduces subsidy.
- 4.8 The proposed fees and charges for 2024 / 2025 have been developed with full consideration for equality impact and the provisions of the Council's Concessions Policy. The Change4Life membership will continue to provide access to reduced fees and charges in line with the corporate concessions policy. There are concessionary prices applied for persons meeting the eligibility criteria as detailed within the Concessions Policy.
- 4.9 It is proposed to keep the current legacy prices for existing members in the financial year 1 April 2024 to 31 March 2025 to aid the retention of the current strong membership base. However, with rising costs of delivery and in recognition of the likely growth in demand resulting from new initiatives planned for 2024 / 2025 (including the full refurbishment of both centres gym facilities) it is recommended to uplift the prices for new members as detailed in Appendix 1 from 01.04.2024. Appendix 2 demonstrates that with the slight uplift, we would remain competitive within this marketplace given the facilities and programme offered. Appendix 3 is a further comparison that was conducted in January 2024. This highlights the various gym membership offerings from 8 service providers in and around the surrounding areas of Chesterfield that reinforces the suggested approach above.

#### **Rackets membership proposed changes.**

- 4.10 At present, all members receive racket sports included in their fitness membership and can currently use their membership to book courts in advance. When a member plays another member there is no charge payable as both players are members and receive the same membership benefits. However, if a member plays a non-member there is a charge payable of 50% of the total fee for the court. This presents the service with a number of issues:

- Through the services booking system, due to the nature of the current configuration of membership types to include racket sports; we have no control over the booking made online. Currently, and as part of their benefits, they can make multiple court bookings (simultaneous and back-to-back), thus limiting access and availability for other customers.
  - When the member books online, they are expected to report to the reception, declare any players that are not members and pay for them accordingly (50% fee). Unfortunately, not all members do this which results in lost income. The service does conduct ad hoc court spot-checks, but this can only be achieved on an irregular basis and as a result does not act as a direct deterrent.
- 4.11 It is therefore proposed to change the current fitness membership configuration regarding racket sports and introduce a flat 50% fee for the court regardless of who the member is playing. Fitness members using this option will be able to easily reserve and pay for their booking online, with no need to visit the reception prior to their activity. In addition, and importantly, this would result in more income for the centre than is currently being lost with the current system, this additional income is estimated to be circa £20,000.
- 4.12 In addition, the service is proposing to introduce a new annual racket only membership (targeting those customers who only have a fitness membership to participate in racket sports) with an annual charge of £120. This will allow individuals to book courts online with the 50% charge for the court/activity as outlined above. We feel that this is a necessary step to avoid potential cancellations from fitness members that currently hold a membership that is predominantly used for racket sports.
- 4.13 By introducing this approach, the process of booking courts will be much more user friendly, as everyone will be able to book and pay online with no requirement for additional fees to be paid at reception. All courts will be booked and paid for in advance, so that the customer can then turn up and head straight to their court.
- 4.14 Furthermore, it will enable the service to further unlock the benefits of the new digital customer relationship management system, which in turn would enable a review of moving to a concierge model, and the potential for

operational cost savings; as a result, it is recommended that this new approach is taken.

## **5.0 Alternative options**

- 5.1 The Council can set the level of charge for each discretionary services but must have regard to the 2003 statutory guidance (General Power Best Value).
- 5.2 The Council has a legal duty to set a balanced budget for 2024/25 the recommendations in this report will generate additional income which will help towards a balanced position for 2024/25.

## **6.0 Implications for consideration – Financial and value for money**

- 6.1 Targeting specific fees and charges associated with the highest costs of delivery is an effective way of supporting the council in working towards a balanced budget.
- 6.2 The price comparison as shown in Appendix 2 shows Chesterfield Borough Council pricing compared to our nearest districts and boroughs and as a result this reflects continued value for money.
- 6.3 The proposed fees and charges as outlined in Appendix 1 together with the introduction of the racket sports membership is anticipated to realise a net income growth for 2024/2025 of circa £348,000.

## **7.0 Implications for consideration – Legal**

- 7.1 There are no specific legal implications resulting from the recommendations within this report.

## **8.0 Implications for consideration – Human resources**

- 8.1 There are no specific human resources implications resulting from the recommendations within this report.

## **9.0 Implications for consideration – Council plan**

- 9.1 In preparing the budget estimates for the coming financial year and updating the MTFP, detailed consideration has been given to the need for the Council's finances to be at appropriate levels to enable the Council to deliver in full on



the priorities, objectives, and commitments that it has set itself within the new Council Plan 2023 - 2027.

9.2 The preparation of sustainable and balanced budgets over the medium term is also a key activity in contributing to delivery of the third Council Plan priority 'building a more resilient council'.

9.3 In taking a sensitive and targeted approach to fees and charges this reflects well against the council's priority to improving the quality of life for local people.

### **10.0 Implications for consideration – Climate change**

10.1 Following a review of this report with the Climate Change Officer it is concluded that this is no impact.

### **11.0 Implications for consideration – Equality and diversity**

11.1 An equality impact assessment has been undertaken and there are no disproportionate impacts on protected characteristics, details contained in Appendix 4.

### **12.0 Implications for consideration – Risk management**

12.1 There is a risk that an increase in charges above those recommended could have a negative impact on usage and therefore income. The proposed charges have been carefully considered and as a result will ensure the leisure centres and the services, they offer remain competitive, market focussed, relevant and sensitive to customer needs.

Description of the Risk	Impact	Likelihood	Mitigating Action	Impact	Likelihood
Economic conditions resulting in reduced customer demand	High	Medium	Proposed fees and charges have been assessed based upon market conditions and price sensitivity. In addition, the service will utilise marketing, promotion and retention planning to ensure that	High	Low

			both centres remain accessible and affordable.		
Competition	High	Medium	Benchmarking with other operators. Pricing and packages for services to offer value for money. Robust retention and promotion plans. Monitoring of external market environment. Continued development of a varied activity programme in line with industry trends and with key stakeholders and partners. Proactive outreach to create potential interest. Ongoing staff training to support good customer service to aid retention.	High	Low
Exclusion of groups	Medium	Low	Accessible usage and concession policy in place. Engagement of community through partnership working and consultation. Flexible fees to attract various users to help become established.	Low	Low

### Decision information

<b>Key decision number</b>	<i>All key decisions must be in the Forward Plan at least 28 days in advance. There are constitutional consequences if an item is not in the Forward Plan when it should have been. Contact Democratic Services if in doubt.</i>
<b>Wards affected</b>	<b>All</b>

## Document information

<b>Report author</b>	
Stefan Joyce, Leisure Services Manager – Leisure, Culture and Community Wellbeing	
<b>Background documents</b>	
These are unpublished works which have been relied on to a material extent when the report was prepared.	
N/A	
<b>Appendices to the report</b>	
Appendix 1	Proposed Fees and Charges 24 /25
Appendix 2	Fees and Charges Comparison Dec 23
Appendix 3	Chesterfield and surrounding areas gym membership price comparison Jan 24
Appendix 4	Equality Impact Assessment

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Service and Charge	Detail	Current Charge	Proposed Charge	Overall Increase		
		2023/24	2024/25	£	%	
		£	£	£	%	
<b>Leisure Services - Queen's Park Sports Centre &amp; Healthy Living Centre</b>						
Fitness	DD - Full (12-month contract)	£29.99	£32.00	£2	6.7%	
	DD - Conc/Corp	£26.50	£28.00	£2	5.7%	
	DD - Student (16years +)	£18.50	£22.00	£4	18.9%	
	DD - Motiv8+ (14- 15Yrs)	£18.50	£20.00	£2	8.1%	
	DD - Family (4)	£59.98	£66.00	£6	10.0%	
	DD - Motiv8 (up to 14 years)	£12.50	£14.00	£2	12.0%	
	1 Month Premium <b>NEW</b>	N/A	£40.00	£0	0.0%	
	3 month pre-paid - Full	£107.96	£115.00	£7	6.5%	
	3 month pre-paid - Conc/Corp	£95.40	£100.00	£5	4.8%	
	3 month pre-paid - Student	£66.60	£79.00	£12	18.6%	
	3 month pre-paid - Family (4)	£215.93	£237.00	£21	9.8%	
	3 month pre-paid - Motiv8	£45.00	£50.00	£5	11.1%	
	3 month pre-paid - Motiv8+	£66.60	£72.00	£5	8.1%	
	12 month pre-paid - Full	£329.89	£352.00	£22	6.7%	
	12 month pre-paid - Conc/Corp	£291.50	£308.00	£17	5.7%	
	12 month pre-paid - Student	£203.50	£242.00	£39	18.9%	
	12 month pre-paid - Family (4)	£659.78	£726.00	£66	10.0%	
	12 month pre-paid - Motiv8	£137.50	£154.00	£17	12.0%	
	12 month pre-paid - Motiv8+	£203.50	£220.00	£17	8.1%	
	CBC Workplace	£16.50	£17.50	£1	6.1%	
	Leisure staff Membership	£16.50	£17.50	£1	6.1%	
	Active Chesterfield Single Annual fee	£25.00	£27.00	£2	8.0%	
	Active Chesterfield Family Annual fee	£30.00	£32.00	£2	6.7%	
	Active Chesterfield Student / Volunteer Annual fee	£5.00	£5.50	£1	10.0%	
	Change4Life	£5.00	£5.50	£1	10.0%	
	Fitness Classes - Adult Indoor cycling	£7.00	£7.50	£1	7.1%	
	Fitness Classes - Adult	£6.50	£7.00	£1	7.7%	
	Fitness Classes - Junior	£4.00	£4.50	£1	12.5%	
	Fitness Classes - C4L (targetted sessions only)	£4.00	£4.50	£1	12.5%	
	Fitness Classes - Health, Wellbeing & Specialist	£4.00	£4.50	£1	12.5%	
	Arrears	£4.00	£4.50	£1	12.5%	
	Fitness Room (Casual) & Induction - Adult	£7.70	£8.00	£0	3.9%	
	Fitness Room (Casual) & Induction - C4L & Junior	£4.00	£4.50	£1	12.5%	
	Membership card / Card Replacement	£3.50	£4.50	£1	28.6%	
	Swimming Lessons	Swimming Lesson - Adult - member	£6.60	£7.00	£0	6.1%
		Swimming Lesson - Adult - non-member	£7.40	£8.00	£1	8.1%
		Swimming - Stroke technique/improvement (10 for 8 applicable)	£4.70	£5.50	£1	17.0%
		Swimming Lesson - Jnr - Stage 1- 7 & Duckings (member)	£6.50	£7.00	£1	7.7%
		Swimming Lesson - Jnr - Stage 1- 7 & Ducklings (non-member)	£7.20	£7.50	£0	4.2%
		Swimming Lesson - Jnr - Stage 8+ (member)	£8.90	£9.50	£1	6.7%
		Swimming Lesson - Jnr - Stage 8+ (non-member)	£9.80	£10.50	£1	7.1%
		Survive and Save (Member)	£10.80	£11.50	£1	6.5%
		Survive and Save (Non-member)	£11.90	£12.50	£1	5.0%
		Swimming Lesson - 1-2-1's (Non-member)	£25.20	£26.50	£1	5.2%
		Swimming Lesson - 1-2-1's (member)	£22.00	£23.50	£2	6.8%
Swimming Lesson - 1-2-2's (Non-member)		£37.80	£40.00	£2	5.8%	
Swimming Lesson - 1-2-2's (member)		£34.10	£36.50	£2	7.0%	
Badges		Swimming badges	£4.95	£5.00	£0	1.0%
		Gymnastics/Pre-school	£3.00	£3.00	£0	0.0%
	Trampolining	£4.75	£5.00	£0	5.3%	
Swimming	Swimming - Junior	£3.60	£3.70	£0	2.8%	
	Swimming - Junior Fun based sessions from...	£3.60	£3.70	£0	2.8%	
	Swimming - Junior Water Rave	£4.85	£5.00	£0	3.1%	
	Swimming - Adult	£4.95	£5.30	£0	7.1%	
	Swimming - Adult Fun based sessions from...	£4.95	£5.30	£0	7.1%	
	Swimming - Adult Change4Life	£3.60	£3.85	£0	6.9%	
	Swimming - Family Group (Up to 4 people, max. 3 adults)	£13.20	£15.00	£2	13.6%	
	Swimming - Promotions - 10 for 8	£39.60	£42.40	£3	7.1%	
	Swimming - Promotions - 10 for 8 - Junior	£28.80	£29.60	£1	2.8%	
Swimming - Promotions - 10 for 8 - Change4Life	£28.80	£30.80	£2	6.9%		
Pool Hire	Swimming - Main Pool (Inflatable)	£190.00	£200.00	£10	5.3%	
	Swimming - HLC + QP Small Pool	£130.00	£140.00	£10	7.7%	
	Main Pool - HLC/hour DCC Schools	£77.00	£82.00	£5	6.5%	
	Main Pool - QPSC/hour DCC Schools	£77.55	£83.25	£6	7.4%	
	Teacher hire/hour - DCC lessons	£26.00	£30.00	£4	15.4%	
	Main Pool Hire - per lane/hour	£19.25	£20.50	£1	6.5%	
	Small Pool Hire - per lane/hour	£13.20	£14.50	£1	9.8%	
Gymnastics	Gymnastics /trampolining - Junior (member)	£6.80	£7.50	£1	10.3%	
	Gymnastics /trampolining - Junior (non-member)	£7.50	£8.00	£1	6.7%	
	Gymnastics/trampolining - Infant/toddler (member)	£5.25	£5.50	£0	4.8%	
	Gymnastics/trampolining - Infant/toddler (non-member)	£5.70	£6.50	£1	14.0%	
	Gymnastics/Trampoline Academy - (member per hour)	£4.85	£5.50	£1	13.4%	
	Gymnastics/Trampoline Academy - (non-member per hour)	£5.30	£6.00	£1	13.2%	
Climbing (HLC)	Climbing Wall - Adult inc Concession (up to 2 hours)	£6.50	£7.00	£1	7.7%	
	Climbing Wall - Taster (60 mins)	£6.10	£6.50	£0	6.6%	
	Climbing Wall - Koala U7 (60 mins)	£39.00	£42.00	£3	7.7%	
	Climbing Wall - Club 7-13 (90 mins)	£43.80	£47.00	£3	7.3%	
	Climbing Wall - Chimp Club and Young Climbers Club (90mins)	£43.80	£47.00	£3	7.3%	
	Climbing Wall - Induction 2hr	£24.20	£25.00	£1	3.3%	
	Climbing Wall - Parties max 8	£74.80	£80.00	£5	7.0%	
	Climbing Wall - Parties max 8	£74.40	£80.00	£6	7.5%	
	Climbing Wall - Adult inc Concession 1048	£52.00	£56.00	£4	7.7%	
Main Hall (DPS)	Main Hall Activities - Per badminton court x 1 (45m) - Adult	£11.80	£12.00	£0	1.7%	

	Main Hall Activities - Per badminton (45m) - Conc/Jnr	£8.60	£9.00	£0	4.7%
Squash (QPSC)	Squash - per court - Full	£11.80	£12.00	£0	1.7%
	Squash - per court - Junior/Conc	£8.60	£9.00	£0	4.7%
	Squash Off Peak - per court (Promotional price for targeted activity development)	£8.60	£9.00	£0	4.7%
Parties	Dry side Activity Parties	£115.00	£125.00	£10	8.7%
Holiday Activities	Holiday Activities - half day non-member QPSC	£10.50	£12.50	£2	19.0%
	Holiday Activities - half day member QPSC	£9.50	£11.50	£2	21.1%
	Holiday Activities - half day member HLC *New*	£5.75	£6.50	£1	13.0%
	Holiday Activities - half day non-member HLC *New*	£6.40	£7.00	£1	9.4%
Table Tennis	Table Tennis - Adult	£11.80	£12.00	£0	1.7%
	Table Tennis - Junior	£8.60	£9.00	£0	4.7%
Room Hire	Studio Hire - hourly - peak from (negotiated for health groups/partners)	£35.30	£38.00	£3	7.6%
	Training room hire (by negotiation up to ...)	£25.00	£27.00	£2	8.0%
	Room hire - partnering organisations (e.g. DCC Adult Social Care)	£16.50	£18.00	£2	9.1%
Outdoor Pitch Hire (QPSC)	Outside Pitch - (1hr) 5 a side Peak	£40.00	£42.00	£2	5.0%
	Outside Pitch - (1hr) 5 a side Off Peak	£27.00	£30.00	£3	11.1%
	Outside Pitch - (1hr) 5 a side school rate	£19.30	£22.50	£3	16.6%
	Outside Pitch - (1hr) 7 a side Peak	£53.80	£55.00	£1	2.2%
	Outside Pitch - (1hr) 7 a side Off Peak	£37.75	£40.00	£2	6.0%
	Outside Pitch - (1hr) 7 a side school rate	£26.85	£30.00	£3	11.7%
	Outside Pitch - (1hr) - (Promotional price used with disgression)	£22.00	£25.00	£3	13.6%
Health Spa (HLC)	Health Spa - (2hrs)	£6.10	£6.50	£0	6.6%
Courses	Adult sports courses from...	£5.20	£5.50	£0	5.8%
	Junior sports courses from...	£4.00	£4.50	£1	12.5%
	Return to Sport (e.g. Netball)	£4.25	£4.50	£0	5.9%
	Pool Lifeguard Courses- Prices up to	£285.00	£287.50	£3	0.9%
	First Aid - Prices up to....	£230.00	£250.00	£20	8.7%
	Playzone - Child	£5.30	£5.50	£0	3.8%
	Playzone - Term time (9-3.30pm M-F)	£4.20	£4.50	£0	7.1%
	Playzone - Oganisation Hire (up to 40)	£110.00	£115.00	£5	4.5%
	Playzone 12-24mnths New Price	£2.65	£2.80	£0	5.7%
	Playzone - under 12 mths	£1.50	£1.60	£0	6.7%
	Playzone - 10 for 8 (based on x 8 entry sessions, full, term time 12-24mths, etc.) NEW	£0.00	£22.40	£0	0.0%
	Playzone- 30mins	£2.45	£2.50	£0	2.0%
Miscellaneous	Black per copy	£0.20	£0.20	£0	0.0%
	Colour per copy	£0.30	£0.30	£0	0.0%
	Shower (QPSC Only)	£3.00	£3.50	£1	16.7%
	Equipment hire, from	£1.50	£2.00	£1	33.3%

Chesterfield Borough Council 2023/2024 fees	Chesterfield Borough Council Proposed 2024/25 fees (+6.87%)	North East e.g. Dronfield	Bolsover e.g. The Arc @ Clowne	Derbyshire Dales e.g. The Arc @ Matlock	PFP Amber Valley e.g. Alfreton	PFP Graves, sheffield e.g. Graves	Nuffield	JD Gym	Average
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Page 71	Swimming											
	Adult	Price 1	£4.95	£0.34	£4.80	£5.00	£6.55		£6.10	£5.48		
		Price 2	£3.60 Conc.	#VALUE!	£4.20	£3.00 Conc.	£4.35				£3.78	
	Junior	Price 1	£3.60	£0.25	£3.30 age5-15	£3.00 age3+	£4.35		£4.20	£3.71		
	Family	Price 1	£13.20	£0.91	£12.00		£19.20		£14.44	£15.21		
	Swimming Lessons			£0.00								
	Adult	Price 1	£6.60	£0.45	£6.30	N.A	£37.00 per month			32.00month	£6.28	
		Price 2	£7.40	£0.51							£23.26	
	Junior	Price 1 = 30min non-member (To stage 7)	£7.20	£0.49	£24/mnth	£25/mnth	£32.00			£30.50/mnth	135 X 12 LESSONS	£6.71
		Price 2 = 30min member (To stage 7)	£6.50	£0.45								
		Price 3 = 60min non-member (Stage 8+)	£9.80	£0.67			£36.00pm					£8.23
		Price 4 = 60min non-member (Stage 8+)	£8.90	£0.61								
	Junior (non-member)			£0.00								
	Adult	Price 1	£7.70	£0.53	£7.40	£6.50	£9.50			£8.40	£7.90	
		Price 2		£0.00								
Concession	Price 1	£4.00	£0.27	£4.10	£4.50	£6.35				£4.73		
	Price 2		£0.00									
Junior	Price 1	£4.00	£0.27	£4.05	£4.50	£6.35			£8.00	£5.38		
	Price 2		£0.00									
Swimming Classes			£0.00									
Adult	Price 1	£7.00 60 minutes	#VALUE!	£5.05 - £5.50 60min class	£5.00	£7.50			£5.90-£7.80	£5.97		
Concession	Price 1	£4.00	£0.27	£3.95 30mins	£4.00	£5.00				£4.17		
Junior	Price 1	£4.00	£0.27		£4.00	£5.00				£4.17		
Swimming membership			£0.00									
Adult	Price 1	£29.99	£2.06	£30.00	£29.95	£44.00			£31 + join fee	£51.00	£21.99	£33.73
	Price 2	£329.89 12mths	#VALUE!	£330 12mths	£299.5 12mths	£440.00				£43.00		

Concession	Price 1	£26.50	£1.82	£20.00	£27.00	£29.50					£25.50
	Price 2	£291.50 12mths	#VALUE!		£270 12mths	£295.00					
Corporate	Price 1	£26.50	£1.82	£25.00		£35.50			£33.60		£30.25
	Price 2	£291.50 12mths	#VALUE!			£355.00					
Junior	Price 1	£12.50	£0.86	£19.00	£27.00	£24.70					£23.56
	Price 2	£137.50 12mths	#VALUE!								
Student	Price 1	£18.50	£1.27	£25.00	£27.00	£24.70			£23 +join fee	£38.00	£24.92
	Price 2	£203.5 12mths	#VALUE!								
Family	Price 1	£59.98	£4.12	£12.00 11-19years							
	Price 2	£659.78 12mths	#VALUE!								
Employees		£16.50/ month	#VALUE!	£15/month	£15/month						
Iminton			£0.00								
Peak/Standard	Price 1	£11.80	£0.81	£10.20	£8.00	14.50 (inc)					£10.63
Off Peak	Price 2		£0.00	£6.00							
Concession	Price 3	£8.60	£0.59		£6.00	£9.70					£7.83
Junior	Price 4	£8.60	£0.59			£9.70					£8.75
Time period (45/60 minutes)			£0.00	45 mins	45mins	1 hour					
wash			£0.00								
Peak/Standard	Price 1	£11.80	£0.81	£9.70							£9.70
Off Peak	Price 2		£0.00	£7.55							
Concession	Price 3	£8.60	£0.59								
Junior	Price 4	£8.60	£0.59								
Time period (45/60 minutes)			£0.00	40 mins							
gymnastics courses			£0.00								
Gymnastics	Price 1	£7.50	£0.52	th and £25.50 m			30.00mth	£30.50/mnth			
Trampolining	Price 2	£7.50	£0.52	as above			30.00mth	£30.50/mnth			
Tots/Tumblers	Price 3	£5.70	£0.39	£22.50			30.00mth	£30.50/mnth			



Climbing Wall Comparisons November 2022

		HLC	Wirkswth	Foundary (Sheffield)	Awesome Walls (Sheffield)	The Works (Sheffield)
Adult	Price 1	£6.50	£9.60	£9.50	£10.00	£9.50 pk
	Price 2	-	£8.20		£12	£8.50 off pk
Child	Price 1	-	£5.40	£6.00 under 18	£9.00	£7.00
	Price 2		£3.60 under 14	-	£11.50	£6.00
Concession	Price 1	-	£5.40	£8.00	£9.00	£8.50 pk
	Price 2	-	£3.60 und 14	£6.50 off pk	£11.50	£6.75 off pk
Registration Fee		-	£5.90	-	£10	£3.00

Clubs	Koala £39-6sessions		£5.77 per session (children)	Spider £14 - 2 hours - ages 7-13	£15 - 90 mins - ages 6+	£11.25 up to 8 yrs- £14.00 8yrs +	
		Monkey/Young Climbers £43.80-6 sessionss		-	Young Climber £15 - 2 hours - ages 13-17	-	£14 - 90 mins - £16.50 (13 - 17yrs)
		Adult Booster £9.00 - 90 mins		-	Young Leaders - £14 - 2 hours - ages 14+	-	-

Induction	Price 1	£24.20 1 x 2hr session includes free assesment	£9.60	£18 - 2hr session - 4 sessions recommended (£64)	£40 - roped, auto belay and bouldering	Adult £20
		Price 2		£9.60		£20 - boulder, auto belays only £30 - roped induction

Tasters	Price 1	£6.10 (45min)	£8.50 6years+	£10 - 2 hours	£20 for 2 adults - 1 hour	£12 - 90mins
Parties		£74.80- ages 7+ max 8 children	£71.40- ages 6+ max 6	£60 - 6 children £120 - 12 children, ages 7+	£65: 1hr - up at 5 £115: 1hr - up to 10 £165: 1hr - up to 15	1 hr - ages 7-13yrs: Max 6 = £60, Max 12 = £120, Max 15 = £150

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**Appendix 3 - Chesterfield and surrounding areas as of January 2024**

**Fitness Membership Price Comparisons:**

<b>Gym Chain</b>	<b>Membership type</b>	<b>Monthly cost</b>	<b>Annual Pre-paid</b>	<b>Included</b>	<b>Other information</b>
JD Gyms	Plus+	£24.99	N/A	Gym and Classes	N/A
The Gym Group	Ultimate	£25.99	£279	Gym and Classes	Upgrade option
Nuffield Health	Anytime	£51.00	N/A	Gym, Classes and Pool	12-month contract
Pro Fitness	Monthly	£25.00	N/A	Gym only	N/A
Chester St Gym	Monthly	£28.99	£179.99	Gym and Classes	12-months contract
Spire Barbell Gym	Monthly	£39.99	N/A	Gym and Classes	24 hours
Graves PL	Monthly	£33.00	£396.00	Gym, Classes and Pool	12-month contract
North East DDC	Monthly	£30.00	N/A	Gym, Classes and Pool	No joining fee, no commitment. Prices frozen for 2024.
<b>Average costs =</b>		<b>£32.37</b>	<b>£285</b>		
<b>Queen's Park SC</b>	<b>Current price per month</b>	<b>£29.99</b>	<b>Proposed for new members/Out of contract</b>		<b>£32.00</b>
<b>Healthy Living Centre</b>	<b>Current price per month</b>	<b>£29.99</b>	<b>Proposed for new members/Out of contract</b>		<b>£32.00</b>

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

<i>Title of the policy, project, service, function or strategy:</i>	Sports Centre Fees and Charges	
<i>Service Area:</i>	Leisure Culture and Community Wellbeing	
<i>Section:</i>		
<i>Lead Officer:</i>	Stefan Joyce	
<i>Date of assessment:</i>	01/24	
<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

#### 1. What is the aim of the policy, project, service, function or strategy?

To ask Members to approve the proposed fees and charges for the period 2024/25, that relate to various activities and facilities provided within Queen’s Park Sports Centre and the Healthy Living Centre:  
 To approve the proposed fitness membership fees for new customers, with effect from April 2024 until March 2025 and hold the current charges for existing members.  
 To approve the removal of the racket sports inclusion from the Fitness Membership package and replace this with a racket only membership.  
 To continue to support addressing health inequalities in our communities, through a range of diverse programming activities and to support inclusion through the Council’s Concessions Policy.

#### 2. Who is intended to benefit from the policy project, service, function or strategy and how?

The Council continues to face significant financial challenges. The sustained period of austerity since 2010, the ongoing risks and uncertainties over future funding arrangements, the budgetary impacts of the Covid-19

pandemic and a sustained period of exceptionally high inflation, have all impacted on the Council's financial position.

The Council's budget strategy is to deliver a balanced and sustainable budget. Given the forecast budget deficits it is important that all potential increases to income streams are implemented as soon as possible to help mitigate these pressures.

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

To comply with the Council's Budget Strategy for recovering fees and charges to contribute to the costs of service delivery.

To balance the need between competitive pricing and maximising income alongside wider community wellbeing priorities.

To continue discretionary pricing to support the most vulnerable and given the range of current pressures maintaining existing concessions is an appropriate method of targeting support.

### 4. What barriers exist for both the Council and the groups/people with protected characteristics to enable these outcomes to be achieved?

### 5. Any other relevant background information

The new Fees and Charges Policy adopted at Cabinet on 12 December 2023 allows for fees and charges to be reviewed on an annual basis to ensure that the cost of providing the service is recovered. The Fees and Charges Policy was subject to a full Equalities Impact Assessment, whereby no negative impacts on those with protected characteristics was found.

The Medium-Term Financial Plan is constructed on the basis that additional income will be generated from fees and charges. The process being followed for the review of income to be realised includes an assessment of each fee to identify how it meets the Councils strategic purposes and the level of increase that is proposed as well as taking account of present economic conditions. The fees have been based on a robust estimate of the impact of cost increases and demand within the services and the Councils overall financial position. This includes

assessing the affordability of any of these increases to our residents and customers. Cost pressures and changes in demand include:

- Increases in energy costs.
- Inflationary increases resulting in increases in supplier costs and materials.
- NJC Pay Claim for 2023-24 which has resulted in a higher than budgeted for pay increase for staff and a higher than anticipated for the budget period of 2024-25.
- Any specific service issues around cost increases or service usage.

Setting the fees and charges for the Leisure Centres for the financial year 2024 / 2025 is one that needs to be sensitive to a range of factors that will influence customer choice at a time when all communities are being impacted by cost of living. Given the need to maintain income levels to support the sustainability of the services being delivered, in addition to the points above, the proposed fees and charges have reflected upon and considered the following:

- The need to develop income opportunities to work towards lowering the subsidy for the sports centres, including wider value for money considerations including accessibility, booking arrangements, service quality and customer / membership benefits.
- The level of fees and charges applied by neighbouring sports and leisure providers and the potential impact of local competition on centre use and membership.
- The Council's Concessions Policy aligned to the need to support addressing health inequalities in our communities, through a range of diverse programming activities.
- The need to fulfil customer expectations and develop and deliver new activities to support regular physical activity.
- To maintain the current high-quality facility with supports communities.
- To support the ongoing opportunities for investment in our sports facilities, including for example the refurbishments of Queens Park Sports Centre and Healthy Living Centre gym facilities programmed for spring / summer 2024.

The approach to fees and charges is consistent for both centres.

Each centre will deliver promotional opportunities to stimulate demand or to support the retention of customers.

This will help ensure that the service remains relevant and a sustainable proposition to our customers.

## Section 2 – Collecting your information

### 6. What existing data sources do you have to assess the impact of the policy, project, service, function or strategy?

A detailed review of local provider fees and charges has been undertaken, to provide suitable insight to inform our decision making regarding the proposed fees and charges for 2024 / 2025.

The service has assessed its fees and charges utilising insight based on competitor analysis, risk of attrition and demand for services and facilities. The net effect of this approach is the recommendation to target specific activities associated with the highest cost of delivery and to apportion a fees and charges increase that maximises income and reduces subsidy.

The proposed fees and charges for 2024 / 2025 have been developed with full consideration for equality impact and the provisions of the Council's Concessions Policy. The Change4Life membership will continue to provide access to reduced fees and charges in line with the corporate concessions policy. There are concessionary prices applied for persons meeting the eligibility criteria as detailed within the Concessions Policy.

### 7. Have you identified any gaps in the information/evidence that you have regarding the policy, project, service, function or strategy, which may be needed in order to give proper consideration?

*It is not sufficient to say "we do not have the evidence", you should identify gaps in the evidence and fill them in a proportionate and balanced manner.*

Yes, gaps have been identified

*If gaps have been identified, please explain what action has been taken to fill them in a proportionate and balanced manner.*

No, there are no gaps

Detailed analysis of local provider fees and charges has been undertaken in



addition to insight based analysis.
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### Section 3 – Additional engagement activities

**8. Please list any additional engagement activities undertaken when developing the proposal and completing this EIA. Have those who are anticipated to be affected by the policy been consulted with?**

Date	Activity	Main findings
17th Nov – 15th Dec 2023	Budget Conversation	Respondents were asked to take part in a short survey and answer a series of broad questions about where and how they think CBC budgets should be spent. Information gathered during the budget conversation including comments and individual submissions are being used to inform proposals and key decision considerations.

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### Section 4 – What is the impact?

**9. Summary of anticipated impacts.** *Please tick at least one option per protected characteristic. Think about barriers people may experience in accessing services, how the policy is likely to affect the promotion of equality, knowledge of customer experiences to date. You may need to think about sub-groups within categories eg. older people, younger people, people with hearing impairment etc.*

	Positive impact	Negative impact	No disproportionate impact
Age	<input type="checkbox"/>	<input type="checkbox"/>	X
Disability and long term conditions	<input type="checkbox"/>	<input type="checkbox"/>	X

Gender and gender reassignment	<input type="checkbox"/>	<input type="checkbox"/>	X
Marriage and civil partnership	<input type="checkbox"/>	<input type="checkbox"/>	X
Pregnant women and people on parental leave	<input type="checkbox"/>	<input type="checkbox"/>	X
Sexual orientation	<input type="checkbox"/>	<input type="checkbox"/>	X
Ethnicity	<input type="checkbox"/>	<input type="checkbox"/>	X
Religion and belief	<input type="checkbox"/>	<input type="checkbox"/>	X

**10. Details of anticipated positive impacts.**

a)	<i>Please provide details of any positive impacts identified in the summary table above and tick the group/s the impact applies to. Delete or add rows below as required.</i>							
	<input type="checkbox"/> Age	<input type="checkbox"/> Disability	<input type="checkbox"/> Gender	<input type="checkbox"/> Marriage	<input type="checkbox"/> Pregnancy	<input type="checkbox"/> Sexual orientation	<input type="checkbox"/> Ethnicity	<input type="checkbox"/> Religion
b)								
	<input type="checkbox"/> Age	<input type="checkbox"/> Disability	<input type="checkbox"/> Gender	<input type="checkbox"/> Marriage	<input type="checkbox"/> Pregnancy	<input type="checkbox"/> Sexual orientation	<input type="checkbox"/> Ethnicity	<input type="checkbox"/> Religion
c)								
	<input type="checkbox"/> Age	<input type="checkbox"/> Disability	<input type="checkbox"/> Gender	<input type="checkbox"/> Marriage	<input type="checkbox"/> Pregnancy	<input type="checkbox"/> Sexual orientation	<input type="checkbox"/> Ethnicity	<input type="checkbox"/> Religion

**11. Details of anticipated negative impacts.**

a)	<i>Negative impact:</i>							
	<i>Mitigating action:</i>							
	<input type="checkbox"/> Age	<input type="checkbox"/> Disability	<input type="checkbox"/> Gender	<input type="checkbox"/> Marriage	<input type="checkbox"/> Pregnancy	<input type="checkbox"/> Sexual orientation	<input type="checkbox"/> Ethnicity	<input type="checkbox"/> Religion
b)	<i>Negative impact:</i>							

	<i>Mitigating action:</i>							
	<input type="checkbox"/> Age	<input type="checkbox"/> Disability	<input type="checkbox"/> Gender	<input type="checkbox"/> Marriage	<input type="checkbox"/> Pregnancy	<input type="checkbox"/> Sexual orientation	<input type="checkbox"/> Ethnicity	<input type="checkbox"/> Religion
c)	<i>Negative impact:</i>							
	<i>Mitigating action:</i>							
	<input type="checkbox"/> Age	<input type="checkbox"/> Disability	<input type="checkbox"/> Gender	<input type="checkbox"/> Marriage	<input type="checkbox"/> Pregnancy	<input type="checkbox"/> Sexual orientation	<input type="checkbox"/> Ethnicity	<input type="checkbox"/> Religion

<b>12. Have all negative impacts identified in the table above been mitigated against with appropriate action?</b>				
<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input checked="" type="checkbox"/> N/A	<i>If no, please explain why: If negative impacts remain, would the decision constitute conduct prohibited by the act? Eg. discrimination, harassment, victimisation, failure to make reasonable adjustments and any other conduct that is prohibited by or under the act.</i>	

<b>13. Have you assessed the equality impact on the people who may have to implement your decision, such as staff or suppliers?</b>				
Staff	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input checked="" type="checkbox"/> N/A	<i>If no, please explain why</i>
Specific users	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> N/A	<i>If no, please explain why</i>
Wider community	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> N/A	<i>If no, please explain why</i>

**Section 5 – Recommendations and monitoring**

**14. How are you going to monitor the policy, project, service, function or strategy, how often and who will be responsible?**

In accordance with the Council's Medium-Term Financial Strategy, fees and charges are required to be reviewed on an annual basis to ensure that the cost of providing the service is recovered appropriately. The EIA will be updated accordingly at this time.

**15. Summary of the Equality Impact Assessment**

*Please provide a summary of the assessment, with key findings and a brief description of how the proposal has been developed to take into consideration protected groups, outcomes of consultation etc.*

The EIA has found that there are no disproportionate impacts on people with protected characteristics. The proposed fees and charges for 2024 / 2025 have been developed with full consideration for equality impact and the provisions of the Council's Concessions Policy. The Change4Life membership will continue to provide access to reduced fees and charges in line with the corporate concessions policy.

Has due regard been given to the Public Sector Equality Duty statutory guidance or was there a good reason why the duty, or particular parts of it, did not apply to that decision?

*The general duty requires public authorities, to have due regard to the need to:*

- *Eliminate unlawful discrimination, harassment, victimisation and any other unlawful conduct prohibited by the act*
- *Advance equality of opportunity between people who share and people who do not share a relevant protected characteristic*
- *Foster good relations between people who share and people who do not share a relevant protected characteristic*

X Yes       No       N/A

*Please provide further details if necessary*

**Section 6**  
**– Knowledge management and publication**

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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:	Stefan Joyce
	Date:	25/01/2024
Reviewed by Policy Service	Name:	Allison Potter
	Date:	25/01/2024
Final version of the EIA sent to Policy Service		x
Decision information sent to Policy Service		<input type="checkbox"/>

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## For Publication

### Housing Service complaints performance 2023/24

<b>Meeting:</b>	Cabinet
<b>Date:</b>	5 <sup>th</sup> February 2024
<b>Cabinet portfolio:</b>	Housing
<b>Directorate:</b>	Housing

#### **1.0 Purpose of the report**

- 1.1 In order to comply with the Housing Ombudsman's complaint handling code, it is important that performance on housing complaints is reported to an appropriate governing body.
- 1.2 This report explains the reporting requirements of the Housing Ombudsman and provides details of the Housing Service's complaints handling performance over the first three quarters of 2023/24.

#### **2.0 Recommendations**

- 2.1 To note that the Council's Housing Service currently complies with the Housing Ombudsman's code of practice, as evidenced in the self-assessment provided in Appendix 1.
- 2.2 To review and comment on the Housing Service's complaints handling performance for the first three quarters of the financial year 2023/24.
- 2.3 To endorse the measures proposed at paragraph 4.22 of the report to bring about immediate improvements to the Housing Service's complaints handling performance.
- 2.4 To ask officers to prepare an end of year performance report for the financial year 2023/24 and to provide regular performance reports throughout the financial year 2024/25.

#### **3.0 Reason for recommendations**

- 3.1 It is important for the Council to receive feedback from tenants who are not satisfied with the performance of the service and to make improvements as a result. Monitoring complaints and reporting activity is a required in order to meet the requirements of the Housing Ombudsman and the Social Housing Regulator.

#### **4.0 Report details**

- 4.1 Scrutiny over how social landlords manage complaints has increased since the publication of the social housing white paper in November 2020. The Housing

Ombudsman's complaint handling code sets out the expectation placed on social landlords of how they deal with and manage complaints within their service areas. In addition, the Regulator of Social Housing has introduced a new suite of tenant satisfaction measures to be published from Spring 2024. Three of these measures relate to complaints and complaint handling.

### **Housing Ombudsman complaint handling code 2023**

- 4.2 The purpose of the Housing Ombudsman's complaint handling code is to enable landlords to resolve complaints raised by their residents quickly and to use the learning from complaints to drive service improvements.
- 4.3 The Housing Ombudsman's remit covers services funded by the council's housing revenue account. Housing services such as homelessness, private sector housing and management of the housing register are outside its remit.
- 4.4 The complaint handling code sets standards for complaint handling in the social housing sector. Landlords must comply with the code and the housing service is required to carry out an annual assessment to ensure our complaint handling remains in line with its requirements. Non-compliance could result in the Ombudsman issuing complaint handling failure orders which are reported to the Regulator of Social Housing.
- 4.5 The code also acts as a guide for residents setting out what they can and should expect from us when they complain. The code requires us to provide residents with information about how to make a complaint, how to progress it through our internal complaints procedure and how to contact the Housing Ombudsman if they are not happy with the outcome. The key points from the code are summarised below. The full code can be read here: [Housing Ombudsman complaint handling code](#).

### **Housing Ombudsman complaint handling code key points**

- A complaint is defined as: 'an expression of dissatisfaction, however made, about the standard of service, actions or lack of action by the organisation, its own staff, or those acting on its behalf, affecting an individual resident or group of residents'.
- The complaint policy must be available in a clear and accessible format for all residents and must be accessible on the website along with information about how to make a complaint.
- The complaints policy and process, the complaint handling code and the Housing Ombudsman scheme must be publicised to residents in multiple formats and as part of relevant correspondence. Landlords must also provide the Ombudsman's contact details in its relevant correspondence with residents.
- There must be a person or team responsible for complaint handling and an appointed complaint handler must have appropriate skills and no conflict of interest with the complaint they are investigating.
- Landlords must report on wider learning and improvements from complaints in their annual report and more frequently to their residents, staff and scrutiny panels.
- In organisations delivering high quality services, complaints are valued as an opportunity to learn and to identify areas for improvement. The Ombudsman's complaint handling code promotes accessibility to the complaint process and high numbers of complaints should not necessarily be viewed as negative.



- 4.6. Landlords must publish an annual self-assessment showing how they meet the requirements of the Housing Ombudsman code of practice. How the Council's housing service currently complies with the code is shown in **Appendix 1**.
- 4.7 The Council adopted a new complaints policy and ICT system in November 2022 that ensures that the Council's housing service is compliant with the majority of the Housing Ombudsman's code. In order to ensure further compliance with the code, a process to routinely report on complaint performance needs to be established.
- 4.8 The provision of formal reports to an appropriate governing body is to be established to ensure compliance with requirements of the Housing Ombudsman's Code. The relevant part of the code referring to this is shown in *italics* below:

***Internal reporting of complaints and complaints performance***

*The Complaint Handling Code requires one member of the governing body to have lead responsibility for complaints. They will be responsible for ensuring the rest of the governing body receives regular information on complaints that provide insight and learning on Housing Services complaint handling performance.*

*The appointed body should receive:*

- Regular updates on the volume, categories, and outcome of complaints, alongside complaint handling performance including compliance with the Ombudsman's orders.*
- Regular reviews of issues and trends arising from complaint handling.*
- The annual performance report produced by the Ombudsman, where applicable.*
- Individual complaint outcomes where necessary, including where the Ombudsman made findings of severe maladministration or referrals to regulatory bodies. The implementation of management responses should be tracked to ensure they are delivered to agreed timescales.*
- The annual self-assessment against the Complaint Handling Code for scrutiny and challenge.*

**Regulator of Social Housing - tenant satisfaction measures**

- 4.9 The new regime of tenant satisfaction measures was introduced in April 2023. The questions include 12 tenant perception questions that will be asked through the surveying of tenants through 2023/24 and ten management questions reported from data held on the Housing Service's ICT systems. The results of the measures will be published by the Regulator in 2024.
- 4.10 The three questions below are the indicators where the Housing Service will have to report complaint performance to the Housing Regulator.

***Tenant Perception 09: Satisfaction with the landlord's approach to handling of complaints***

*Have you made a complaint to your landlord in the last 12 months? If yes, how satisfied or dissatisfied are you with your landlord's approach to complaints*

handling? This measure will be based on the percentage of tenants who say they are satisfied.

**Complaint handling 01: Complaints relative to the size of the landlord**

This measure will be based on the number of complaints the landlord receives for each 1,000 homes they own.

**Complaint handling 02: Complaints responded to within Complaint Handling Code timescales**

This measure will be based on the percentage of complaints the landlord responds to within the times set by the Housing Ombudsman’s Complaint Handling Code. All social housing landlords have to follow this Code. The Housing Ombudsman is an independent organisation that tenants can ask to look at complaints about social housing landlords.

- 4.11 The introduction of the new complaints ICT system ensures that the information required to provide the data for Complaint Handling 01 and Complaint Handling 02 can be routinely provided.

**Complaint handling performance in quarters 1, 2 and 3 of 2023/24**

- 4.12 The Council changed the complaints policy and ICT complaints system on 8<sup>th</sup> November 2022. The new ICT system for complaints allows for a much more visual presentation of data on performance as well as the ability to interrogate individual complaints. These are shown as ‘dashboards’:

**Appendix 2:** The part of the services covered by the Housing Ombudsman

**Appendix 3:** Housing Management and Careline

**Appendix 4:** Housing Property Services (Assets, repairs and maintenance)

- 4.13 The table below shows the summary of complaints performance for Quarters 1, 2 and 3 of 2023/24:

Indicator	Q1 to Q3 2023/24
Complaints received – stage 1	388
Complaints received – stage 2	28
Average per month	46
Complaints responded to within timescale	179 (43%)
Repairs complaints %	88.2%
Housing management %	11.8%
Average number of days to respond (stage1)	26 days

**Volume of complaints**

- 4.14 The number of complaints has increased, particularly relating to repairs. The main reason for this is that the repairs service has necessarily prioritised emergency repairs, landlord compliance activity and repairs involving damp and mould, meaning that less urgent repairs are taking longer to complete, and we are still

dealing with the legacy effects of the significant backlog of repairs generated during the pandemic.

4.15 However, the increase in complaints also shows that our complaints process is accessible to and understood by tenants, and provides us with valuable customer feedback to help inform service improvements.

4.16 It should also be noted that we complete around 3,000 repairs each month, and the number of complaints received therefore represents a very small percentage of dissatisfied customers in this context.

### **Response times**

4.17 Performance on responding to complaints within timescales has fallen below the standard we would expect, for the following main reasons:

- The increased number of complaints from an average of 25 (2022 average) to 46 per month.
- Insufficient office-based staff resources to investigate and respond to complaints.
- More tenants are being encouraged to report disrepair as a result of government campaigns, as well as encouragement by 'claims farmers', meaning more staff time is spent on these complex cases and diverted from complaints handling.

4.18 Despite the delays in responding to complaints, it is positive that only a very small proportion of these progress to stage 2, demonstrating that we are resolving the issue as swiftly as possible.

4.19 Furthermore, while the Housing Service acknowledges that its performance in responding to complaints has been disappointing, there are positive signs of progress, as evidenced by a reduction in the average number of days taken to respond from 40 days in August 2023, to 12 days by the end of December 2023.

### **Improving performance**

4.20 The top five areas in Housing Property Services that were complained about were:

- Chasing up a repair
- Outstanding or ongoing repairs
- Delays with repairs / works
- Missed appointment(s)
- Poor communication

4.21 The top five areas in housing management that were complained about were:

- Overgrown hedges / gardens
- Communal areas
- Antisocial behaviour
- Trees
- Tenancy procedures

4.22 The Housing Service is taking steps to address the underlying causes of complaints, including:

- Conducting an overall review of repairs and maintenance services, including a restructure and additional customer service resources, which will lead to improved performance on repairs completion timescales.

- As a short-term solution, two officers will be recruited to deal with repairs complaints, which will result in an immediate reduction in response times.
- We will conduct a deep dive into the causes of housing management complaints, with a particular focus on antisocial behaviour and communal areas, and work with colleagues in other council departments to implement service improvements in these areas.
- Manager level complaints performance reports will be introduced for housing tier 4 managers, for them to directly review with their teams.
- We will continue to work with our engaged tenants on scrutiny reviews and use their feedback to inform service development improvements.

## **5.0 Alternative options**

- 5.1 Consideration was given to reporting housing complaints performance to the Strategic Housing Board, however this is not recommended because this is an officer forum and Member oversight is important.

## **6.0 Implications for consideration – Financial and value for money**

- 6.1 There are no additional costs associated with the provision of complaints performance reports and statistics. However, there are increased salary costs for the two new temporary customer service officers, and these will be included in the Housing Revenue Account budget monitoring report.

## **7.0 Implications for consideration – Legal**

- 7.1 The Council's revised complaints framework meets the requirements of the Housing Ombudsman and Local Government and Social Care Ombudsman.

## **8.0 Implications for consideration – Human resources**

- 8.1 There are no human resources implications for the provision of complaints performance reports and statistics. The two temporary customer service officers will be appointed in accordance with the Council's HR policies and procedures.

## **9.0 Implications for consideration – Council Plan**

- 9.1 The Council Plan has four values that describe how it will achieve its vision of 'putting our communities first'. Effective complaints management and performance will be central to demonstrating those values:
- We are customer focused
  - We believe in honesty and respect
  - We act as one council, one team

- We take a can do approach

## 10.0 Implications for consideration – Climate change

10.1 There are no direct climate change implications associated with this report.

## 11.0 Implications for consideration – Equality and diversity

11.1 A complaints report by equalities category is included as part of the report.

11.2 There are no adverse impacts to equality and diversity through the provision of housing complaints performance and statistics.

## 12.0 Implications for consideration – Risk management

12.1 Regular complaints performance monitoring will help to ensure that risk is appropriately managed.

### Decision information

<b>Key decision number</b>	<b>N/A</b>
<b>Wards affected</b>	<b>All</b>

### Document information

<b>Report author</b>	
James Crouch Housing Strategy and Engagement Manager	
<b>Background documents</b>	
N/A	
<b>Appendices to the report</b>	
<b>Appendix 1</b>	Housing Ombudsman Code of Practice - Self Assessment September 2023
<b>Appendix 2</b>	Complaints dashboards quarter 1 to quarter 3 2023/24
<b>Appendix 3</b>	Housing Management and Careline quarter 1 to quarter 3 2023/24
<b>Appendix 4</b>	Housing Property Services (Assets, repairs and maintenance) quarter 1 to quarter 3 2023/24
<b>Appendix 5</b>	Equalities report complaints April-December 2023

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## Appendix 1 - Housing Ombudsman - Self-Assessment Form September 2023

The Council's complaints policy and system can be found here: <https://www.chesterfield.gov.uk/home/about-this-website/contact-us/comments-compliments-and-complaints.aspx>

The suites of standard letter templates and responses are set out in **Appendix 1**.

### Section 1 - Definition of a complaint

#### Mandatory 'must requirements

Code section	Code requirement	Comply: Yes / No	Evidence, commentary and any explanations
1.2	A complaint must be defined as: <i>'an expression of dissatisfaction, however made, about the standard of service, actions or lack of action by the organisation, its own staff, or those acting on its behalf, affecting an individual resident or group of residents.'</i>	Yes	The definition of a complaint in the Complaints Policy is: <i>an expression of dissatisfaction, however made, about the standard of service, actions or lack of action by the organisation, its own staff, or those acting on its behalf, affecting an individual resident or group of residents.</i>
1.3	The resident does not have to use the word 'complaint' for it to be treated as such. A complaint that is submitted via a third party or representative must still be handled in line with the landlord's complaints policy.	Yes	CBC has adopted the HOS definition of a complaint which does not require the word complaint to be used. As per the HOS best practice requirements set out in section 1.4, CBC recognises the difference between a service request, where a resident may be unhappy with a situation that they wish to have rectified, and a complaint about the service they have/have not received. Our policy states that we accept complaints made by advocates or a third party who are authorised to act on the complainants' behalf (e.g. councillors), and these will also be actioned in line with the Complaints Policy

<b>1.6</b>	... if further enquiries are needed to resolve the matter, or if the resident requests it, the issue must be logged as a complaint.	Yes	If an issue cannot be dealt with at the first point of contact or if a customer requests it and it meets the Complaints Policy then it is recorded as a Stage 1 complaint.
<b>1.7</b>	A landlord must accept a complaint unless there is a valid reason not to do so.	Yes	All complaints are accepted and investigated with exception of clear exclusions stated in the Complaints Policy.
<b>1.8</b>	A complaints policy must clearly set out the circumstances in which a matter will not be considered, and these circumstances should be fair and reasonable to residents.	Yes	The circumstances under which we will not consider as a complaint are clearly set out in the Complaints Policy and are fair and reasonable.
<b>1.9</b>	If a landlord decides not to accept a complaint, a detailed explanation must be provided to the resident setting out the reasons why the matter is not suitable for the complaints process and the right to take that decision to the Ombudsman.	Yes	Reasons for not accepting a complaint are clearly set out in the Complaints Policy and these will be explained to the customer if a complaint is not accepted.

**Best practice 'should' requirements**

<b>Code section</b>	<b>Code requirement</b>	<b>Comply: Yes / No</b>	<b>Evidence, commentary and any explanations</b>
<b>1.4</b>	Landlords should recognise the difference between a <b>service request</b> , where a resident may be unhappy with a <b>situation</b> that they wish to have rectified, and a <b>complaint</b> about the <b>service</b> they have/have not received.	Yes	Service requests or situations as described by the Housing Ombudsman in 1.4 are either resolved at customer contact or are investigated and responded to by the relevant team.



<p><b>1.5</b></p>	<p>Survey feedback may not necessarily need to be treated as a complaint, though, where possible, the person completing the survey should be made aware of how they can pursue their dissatisfaction as a complaint if they wish to.</p>	<p>Partial</p>	<p>On completion of transactional surveys where responses are not anonymised feedback and complaints are fed back to the commissioning team. Respondents are contacted with the aim of dealing with the issues raised. Not known if advised can raise as a complaint.</p>
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## Section 2 - Accessibility and awareness

### Mandatory 'must' requirements

Code section	Code requirement	Comply: Yes/No	Evidence, commentary and any explanations
2.1	Landlords must make it easy for residents to complain by providing different channels through which residents can make a complaint such as in person, over the telephone, in writing, by email and digitally. While the Ombudsman recognises that it may not be feasible for a landlord to use all of the potential channels, there must be more than one route of access into the complaints system.	Yes	Customers can complain via: <ul style="list-style-type: none"> <li>• Online form on the website</li> <li>• MyChesterfield account</li> <li>• By phone</li> <li>• By letter</li> <li>• Via an authorised independent advocate or third party</li> <li>• In person at the customer services centre</li> </ul>
2.3	Landlords must make their complaint policy available in a clear and accessible format for all residents. This will detail the number of stages involved, what will happen at each stage and the timeframes for responding.	Yes	The Complaints Policy details all the requirements in 2.3 and is available on the CBC website and available in different formats on request.
2.4	Landlord websites, if they exist, must include information on how to raise a complaint. The complaints policy and process must be easy to find on the website.	Yes	The complaints link is available on the home page of the website and links to an overview of the process, complaints form, Complaints Policy and Unreasonable Complaints Policy.
2.5	Landlords must comply with the Equality Act 2010 and may need to adapt normal policies, procedures, or processes to accommodate an individual's needs. Landlords must satisfy themselves that their policy sets out how they will respond to reasonable adjustments requests in line with the Equality Act and that complaints handlers have had appropriate training to deal with such requests.	Yes	An Equality Impact Assessment is carried out on all our policies to combat any negative impact.  The CBC Equality and Diversity Policy sets out our approach to comply with the Equality Act 2010 and reasonable adjustments are referred to in the policy  All members of staff receive Equality and Diversity training

2.6	Landlords must publicise the complaints policy and process, the Complaint Handling Code and the Housing Ombudsman Scheme in leaflets, posters, newsletters, online and as part of regular correspondence with residents.	Yes	Published in the annual report to tenants on the website and newsletter  Housing Ombudsman posters are in customer contact centre reception areas
2.7	Landlords must provide residents with contact information for the Ombudsman as part of its regular correspondence with residents.	Yes	Contact information for the Ombudsman is publicised on the website, newsletter and letters issued throughout the complaints process.
2.8	Landlords must provide early advice to residents regarding their right to access the Housing Ombudsman Service throughout their complaint, not only when the landlord's complaints process is exhausted.	Yes	Letters throughout the complaints process contain contact details for the Housing Ombudsman and state they can contact the Housing Ombudsman at any time.

### Best practice 'should' requirements

Code section	Code requirement	Comply: Yes/No	Evidence, commentary and any explanations
2.2	Where a landlord has set up channels to communicate with its residents via social media, then it should expect to receive complaints via those channels. Policies should contain details of the steps that will be taken when a complaint is received via social media and how confidentiality and privacy will be maintained.	Yes	The Complaints Policy states:  <i>You can use the council's social media channels such as Twitter or Facebook. Complaints should be submitted via private message and will be dealt with off-line to ensure your privacy.</i>  The communications team advise those with complaints through social media channels of the complaints process and policy. Not currently directly uploaded as a complaint.

## Section 3 - Complaint handling personnel

### Mandatory 'must' requirements

Code section	Code requirement	Comply: Yes / No	Evidence, commentary and any explanations
3.1	Landlords must have a person or team assigned to take responsibility for complaint handling to ensure complaints receive the necessary attention, and that these are reported to the governing body. This Code will refer to that person or team as the "complaints officer".	Yes	The central complaints team are responsible for handling complaints and maintaining the system. The Housing Strategy and Engagement Team within Housing use to report system to produce reports made available to the Council's governing body. The Complaints Policy refers to them as the Complaints Officer.
3.2	...the complaint handler appointed must have appropriate complaint handling skills and no conflicts of interest.	Yes	The complaints team are centralised team within the Council rather than part of the Housing Service. This reduces conflicts of interest. Complaints staff are provided training with the appropriate skills to be able to handle complaints with no conflicts of interest.

### Best practice 'should' requirements

Code section	Code requirement	Comply: Yes/No	Evidence, commentary and any explanations
3.3	Complaint handlers should: <ul style="list-style-type: none"> <li>• be able to act sensitively and fairly</li> <li>• be trained to handle complaints and deal with distressed and upset residents</li> <li>• have access to staff at all levels to facilitate quick resolution of complaints</li> <li>• have the authority and autonomy to act to resolve disputes quickly and fairly.</li> </ul>	Yes / No	Complaint handlers: <ul style="list-style-type: none"> <li>• act sensitively and fairly</li> <li>• are trained to handle complaints and have received customer care training to deal with emotional customers</li> <li>• have access to relevant staff to be able to resolve complaints quickly</li> </ul> <p>The complaint officer does not have the authority to resolve a dispute, the manager who is compiling the information for the response has the authority and autonomy to resolve quickly and fairly.</p>

## Section 4 - Complaint handling principles

### Mandatory 'must' requirements

Code section	Code requirement	Comply: Yes / No	Evidence, commentary and any explanations
4.1	Any decision to try and resolve a concern must be taken in agreement with the resident and a landlord's audit trail/records should be able to demonstrate this. Landlords must ensure that efforts to resolve a resident's concerns do not obstruct access to the complaints procedure or result in any unreasonable delay. It is not appropriate to have extra named stages (such as 'stage 0' or 'pre-complaint stage') as this causes unnecessary confusion for residents. When a complaint is made, it must be acknowledged and logged at stage one of the complaints procedure <b>within five days of receipt.</b>	Yes	Where a complaint can be resolved at initial contact it will be. If it can't, it is logged as a Stage 1 complaint within five days of receipt. An acknowledgement letter is sent to the customer confirming that their complaint has been received and the next steps.
4.2	Within the complaint acknowledgement, landlords must set out their understanding of the complaint and the outcomes the resident is seeking. If any aspect of the complaint is unclear, the resident must be asked for clarification and the full definition agreed between both parties.	Yes	<p>The Complaints Policy states:</p> <p><i>We will acknowledge your complaint within five working days, either by telephone, or in writing. We will set out our understanding about your complaint and the outcomes you are seeking.</i></p> <p>If the reason for the complaint is unclear or if further information is needed, the customer is contacted to discuss this. This is detailed in the acknowledgement.</p> <p>The complaints form does not specifically ask what the outcomes is complainant is seeking. This will be given further consideration as part of ongoing review</p>

<b>4.6</b>	A complaint investigation must be conducted in an impartial manner.	Yes	Stage 1 and Stage 2 complaints are conducted impartially. Where a complaint cannot be resolved at Stage 1, it is reviewed at Stage 2 by a more senior member of staff not connected to the original investigation
<b>4.7</b>	<p>The complaint handler must:</p> <ul style="list-style-type: none"> <li>• deal with complaints on their merits</li> <li>• act independently and have an open mind</li> <li>• take measures to address any actual or perceived conflict of interest</li> <li>• consider all information and evidence carefully</li> <li>• keep the complaint confidential as far as possible, with information only disclosed if necessary to properly investigate the matter.</li> </ul>	Yes	Every complaint is investigated thoroughly and independently in a confidential manner without bias, taking into account all the information and evidence before a decision is made. Staff are trained in GDPR to ensure compliance with each complaint
<b>4.11</b>	Landlords must adhere to any reasonable arrangements agreed with residents in terms of frequency and method of communication	Yes	The customer is contacted via their preferred method and any actions followed up in writing. Reasonable adjustments will be made to reflect the needs of the individual customer, as required.
<b>4.12</b>	<p>The resident, and if applicable any staff member who is the subject of the complaint, must also be given a fair chance to:</p> <ul style="list-style-type: none"> <li>• set out their position</li> <li>• comment on any adverse findings before a final decision is made.</li> </ul>	Yes	Customers or staff members will be consulted throughout the complaints process and will be given the opportunity to raise any points that they feel valid for consideration before a final decision is made.
<b>4.13</b>	A landlord must include in its complaints policy its timescales for a resident to request escalation of a complaint	Yes	A timescale of twenty working days is given in the Complaints Policy for a resident to escalate a complaint.
<b>4.14</b>	A landlord must not unreasonably refuse to escalate a complaint through all stages of the complaints procedure and must have clear and valid reasons for taking that course of action. Reasons for declining to escalate a complaint must be clearly set out in a landlord's	Yes	The reasons for not escalating a complaint are outlined in the Complaints Policy and are the same as the reasons for not accepting a complaint as per the Housing Ombudsman Complaint Handling Code. The reasons for any refusal are confirmed in writing to the customer.

	complaints policy and must be the same as the reasons for not accepting a complaint.		
<b>4.15</b>	A full record must be kept of the complaint, any review and the outcomes at each stage. This must include the original complaint and the date received, all correspondence with the resident, correspondence with other parties and any reports or surveys prepared.	Yes	A full record of each complaint is retained and includes: <ul style="list-style-type: none"> <li>• Details of the original complaint including the date received</li> <li>• Copies of all correspondence</li> <li>• Details of the investigation</li> <li>• Outcome of the complaint</li> <li>• Details of any actions taken</li> </ul> The complaints responses include the actions to take place. The recording of the completion of the actions is held locally by the service responding. Consideration of whether this can be incorporated within the complaints system is required.
<b>4.18</b>	Landlords must have policies and procedures in place for managing unacceptable behaviour from residents and/or their representatives when pursuing a complaint.	Yes	An Unreasonable Complaints Policy which covers unacceptable behaviour from residents when pursuing a complaint. This is referred to in the Complaints Policy. <a href="https://www.chesterfield.gov.uk/media/2140665/unreasonable-complaints-policy-2016-2022-review.pdf">https://www.chesterfield.gov.uk/media/2140665/unreasonable-complaints-policy-2016-2022-review.pdf</a>

### Best practice 'should' requirements

<b>Code section</b>	<b>Code requirement</b>	<b>Comply: Yes/No</b>	<b>Evidence, commentary and any explanations</b>
<b>4.3</b>	Landlords should manage residents' expectations from the outset, being clear where a desired outcome is unreasonable or unrealistic	Yes	Customers' expectations are managed from the initial point of contact including any unreasonable/unrealistic outcomes.

4.4	A complaint should be resolved at the earliest possible opportunity, having assessed what evidence is needed to fully consider the issues, what outcome would resolve the matter for the resident and whether there are any urgent actions required.	Yes	We aim to investigate and resolve complaints as swiftly as possible with a view to providing an acceptable resolution for the customer and all involved parties
4.5	Landlords should give residents the opportunity to have a representative deal with their complaint on their behalf, and to be represented or accompanied at any meeting with the landlord where this is reasonable.	Yes	We accept complaints and communicate with any advocates who are authorised to act on the complainant's behalf or represent them throughout the process.
4.8	Where a key issue of a complaint relates to the parties' legal obligations landlords should clearly set out their understanding of the obligations of both parties.	Yes	Where a complaint relates to legal obligations, both parties' obligations will be defined (e.g. Right to Repair, Tenancy Conditions etc)
4.9	Communication with the resident should not generally identify individual members of staff or contractors.	Yes	Individual staff members or contractors will not be identified. Responses to complaints may refer to contacts within the service or team where appropriate to discuss the complaints and action further.
4.10	Landlords should keep residents regularly updated about the progress of the investigation.	Yes	Residents are updated about the investigation if it is taking longer than the agreed time to resolve it. Residents can also keep track of progress through their MyChesterfield account
4.16	Landlords should seek feedback from residents in relation to the landlord's complaint handling as part of the drive to encourage a positive complaint and learning culture.	Yes	<p>The Complaints Policy states:</p> <p><i>We will monitor our performance when dealing with complaints</i></p> <p>Closed Stage 1 complainants are routinely contacted by the Tenant Engagement Officers to offer involvement opportunities and encourage a positive complaint and</p>



			learning culture.
<b>4.17</b>	Landlords should recognise the impact that being complained about can have on future service delivery. Landlords should ensure that staff are supported and engaged in the complaints process, including the learning that can be gained	Not known	Dissemination of work and outcomes of complaints to facilitate learning cannot be demonstrated at this time. This area needs further consideration
<b>4.19</b>	Any restrictions placed on a resident's contact due to unacceptable behaviour should be appropriate to their needs and should demonstrate regard for the provisions of the Equality Act 2010.	Yes	The Unreasonable Complaints Policy takes into account the Equalities and Diversity Policy which demonstrates regard for the Equality Act 2010

## Section 5 - Complaint stages

### Mandatory 'must' requirements

#### Stage 1

<p><b>5.1</b></p>	<p>Landlords must respond to the complaint <b><u>within 10 working days</u></b> of the complaint being logged. Exceptionally, landlords may provide an explanation to the resident containing a clear timeframe for when the response will be received. This should not exceed a further 10 days without good reason.</p>	<p>Yes</p>	<p>The Complaints policy states:  <i>We will aim to resolve your complaint within ten working days</i>            This timeframe is conveyed to the customer in the acknowledgment letter and/or the acknowledgement email.            Performance:            Average 15 working days between January and June 2023)            60.63% resolved on target (January – June 2023)            The Complaints Policy also states:  <i>If the complaint can't be completed within this time, then we will let you know and explain the reasons why.</i>            The policy sets out a ten working day response per best practice. The Customer Services team will allocate service responses to individual service areas, and aim to do this on the day of receipt. We request a response from the service area within 7 days so that we have time to formulate a reply. If no response is forthcoming, we will send a chaser – The ICT system will also send a chaser as the service response nears its deadline.            The central team will continue to chase outstanding complaints but onus on service areas to reply.</p>
<p><b>5.5</b></p>	<p>A complaint response must be sent to the resident when the answer to the complaint is known, not when the outstanding actions required to address the issue,</p>	<p>Yes</p>	<p>The customer receives a full written response (unless they have advised otherwise) once the outcome is known.</p>

	<p>are completed. Outstanding actions must still be tracked and actioned expeditiously with regular updates provided to the resident.</p>		<p>Outstanding actions are tracked to ensure they are completed in a timely manner and that we fulfil what has been agreed upon.</p>
<b>5.6</b>	<p>Landlords must address all points raised in the complaint and provide clear reasons for any decisions, referencing the relevant policy, law and good practice where appropriate.</p>	Yes	<p>Each point is addressed individually in the Stage 1 conclusion letter with a clear and concise response, confirming any decisions or actions to be undertaken.</p> <p>The Customer Services team sends the full complaint through to the service area and the dealing officer would address all issues in the service response. If a service response is substantially deficient, customer services will challenge it before compiling a response.</p> <p>With regards to reference to policy, law and good practice – this area may need further attention too. No routine reference to Right to Repairs and timescales would be one area for review</p>
<b>5.8</b>	<p>Landlords must confirm the following in writing to the resident at the completion of stage one in clear, plain language:</p> <ul style="list-style-type: none"> <li>• the complaint stage</li> <li>• the decision on the complaint</li> <li>• the reasons for any decisions made</li> <li>• the details of any remedy offered to put things right</li> <li>• details of any outstanding actions</li> <li>• details of how to escalate the matter to stage two if the resident is not satisfied with the answer</li> </ul>	Yes	<p>The stage 1 completion letter outlines</p> <ul style="list-style-type: none"> <li>• The stage of the complaint</li> <li>• The decisions made</li> <li>• The reasons for the decisions</li> <li>• Details of any remedy offered to put things right</li> <li>• Details of any outstanding actions and timescales are provided where possible and feasible</li> <li>• Details of how to escalate to stage 2 if they are not happy with the response</li> </ul>

## Stage 2

Code section	Code requirement	Comply: Yes/No	Evidence, commentary and any explanations
5.9	If all or part of the complaint is not resolved to the resident's satisfaction at stage one it must be progressed to stage two of the landlord's procedure, unless an exclusion ground now applies. In instances where a landlord declines to escalate a complaint it must clearly communicate in writing its reasons for not escalating as well as the resident's right to approach the Ombudsman about its decision.	Yes	A complaint will be escalated to Stage 2 at the customer's request, unless it is refused in line with the list of exclusions outlined in the Complaints Policy. The Stage 2 refusal letter clearly states the reason for not escalating and details of how to contact the Ombudsman
5.10	On receipt of the escalation request, landlords must set out their understanding of issues outstanding and the outcomes the resident is seeking. If any aspect of the complaint is unclear, the resident must be asked for clarification and the full definition agreed between both parties.	Yes	On receipt of an escalation request, the complainant will be contacted to confirm the reasons for the request and the outcomes the customer is seeking. This will be confirmed in writing.
5.11	Landlords must only escalate a complaint to stage two once it has completed stage one and at the request of the resident.	Yes	Stage 1 is completed fully before any requests for escalation are considered from the customer.
5.12	The person considering the complaint at stage two, must not be the same person that considered the complaint at stage one.	Yes	The findings of the Stage 1 investigation will be reviewed by a senior member of staff. This person will have had no prior involvement in the case.

<p><b>5.13</b></p>	<p>Landlords must respond to the stage two complaint <b>within 20 working days</b> of the complaint being escalated. Exceptionally, landlords may provide an explanation to the resident containing a clear timeframe for when the response will be received. This should not exceed a further 10 days without good reason.</p>	<p>Yes</p>	<p>The stage 2 complaint will usually be dealt with within 20 working days. If it is not possible to complete the review within this time we will let the customer know, explaining the reasons why. In most cases, a review will not take longer than the initial investigation unless there is a requirement for further investigation.</p> <p>Where an extension is required, this will usually be resolved in an additional 10 days. However, in some cases, these timescales could be extended, for example a complaint is particularly complex.</p> <p>Average response times to Stage 2 complaints Jan-Jun23 was 18.8 days</p>
<p><b>5.16</b></p>	<p>Landlords must confirm the following in writing to the resident at the completion of stage two in clear, plain language:</p> <ul style="list-style-type: none"> <li>• the complaint stage</li> <li>• the complaint definition</li> <li>• the decision on the complaint</li> <li>• the reasons for any decisions made</li> <li>• the details of any remedy offered to put things right</li> <li>• details of any outstanding actions</li> </ul> <p><b>and</b></p> <ul style="list-style-type: none"> <li>• if the landlord has a third stage, details of how to escalate the matter to stage three</li> <li>• if this was the final stage, details of how to escalate the matter to the Housing Ombudsman Service if the resident remains dissatisfied.</li> </ul>	<p>Yes</p>	<p>The stage 2 completion letter outlines</p> <ul style="list-style-type: none"> <li>• The stage of the complaint</li> <li>• Details of the complaint</li> <li>• The decisions made</li> <li>• The reasons for the decisions</li> <li>• Details of any remedy offered to put things right</li> <li>• Details of any outstanding actions</li> <li>• Details of how to escalate to the Housing Ombudsman if they are not happy with the response</li> </ul>

Code section	Code requirement	Comply: Yes / No	Evidence, commentary and any explanations
5.17	Two stage landlord complaint procedures are ideal. This ensures that the complaint process is not unduly long. If landlords strongly believe a third stage is necessary, they must set out their reasons for this as part of their self-assessment. A process with more than three stages is not acceptable under any circumstances.	N/A	Not applicable
5.20	Landlords must confirm the following in writing to the resident at the completion of stage three in clear, plain language: <ul style="list-style-type: none"> <li>• the complaint stage</li> <li>• the complaint definition</li> <li>• the decision on the complaint</li> <li>• the reasons for any decisions made</li> <li>• the details of any remedy offered to put things right</li> <li>• details of any outstanding actions</li> <li>• details of how to escalate the matter to the Housing Ombudsman Service if the resident remains dissatisfied</li> </ul>	N/A	Not applicable

**Best practice 'should' requirements**

**Stage 1**

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Code section	Code requirement	Comply: Yes / No	Evidence, commentary and any explanations
5.2	If an extension beyond 20 working days is required to enable the landlord to respond to the complaint fully, this should be agreed by both parties.	Yes	In exceptional cases where further time is required, the customer will be contacted to discuss.
5.3	Where agreement over an extension period cannot be reached, landlords should provide the Housing Ombudsman's contact details so the resident can challenge the landlord's plan for responding and/or the proposed timeliness of a landlord's response.	Yes	<p>The customer has the right to contact the Housing Ombudsman at any time throughout their complaint if they are not happy with how it is being handled. Details are provided on letters throughout the process. The Complaints Policy states:</p> <p><i>If it is likely to take longer than twenty working days to resolve your complaint, we will provide you with the Ombudsman's contact details so you can challenge our plan and the timescales for resolution if you wish.</i></p>
5.4	Where the problem is a recurring issue, the landlord should consider any older reports as part of the background to the complaint if this will help to resolve the issue for the resident.	Yes	Older reports will be considered where applicable to establish what has happened historically with a view to providing a satisfactory resolution

<b>5.7</b>	Where residents raise additional complaints during the investigation, these should be incorporated into the stage one response if they are relevant and the stage one response has not been issued. Where the stage one response has been issued, or it would unreasonably delay the response, the complaint should be logged as a new complaint.	Yes	Any additional complaints raised by the customer whilst investigations at Stage 1 are being completed will be recorded and responded to as part of the Stage 1 response. If the Stage 1 response has already been issued or if this would delay our response within the specified timescales then this will be logged as a new complaint and investigated separately.
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### Stage 2

Code section	Code requirement	Comply: Yes / No	Evidence, commentary and any explanations
<b>5.14</b>	If an extension beyond 10 working days is required to enable the landlord to respond to the complaint fully, this should be agreed by both parties.	Yes	In cases where further time is required, the customer will be contacted to discuss.
<b>5.15</b>	Where agreement over an extension period cannot be reached, landlords should provide the Housing Ombudsman's contact details so the resident can challenge the landlord's plan for responding and/or the proposed timeliness of a landlord's response	Yes	<p>The customer has the right to contact the Housing Ombudsman at any time throughout their complaint if they are not happy with how it is being handled. Details are provided on letters throughout the process. The Complaints Policy states:</p> <p><i>If it is likely to take longer than twenty working days to resolve your complaint, we will provide you with the Ombudsman's contact details so you can challenge our plan and the timescales for resolution if you wish.</i></p>

### Stage 3

Code section	Code requirement	Comply: Yes/No	Evidence, commentary and any explanations
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<b>5.18</b>	Complaints should only go to a third stage if the resident has actively requested a third stage review of their complaint. Where a third stage is in place and has been requested, landlords must respond to the stage three complaint <b>within 20 working days</b> of the complaint being escalated. Additional time will only be justified if related to convening a panel. An explanation and a date for when the stage three response will be received should be provided to the resident.	N/A	Not applicable
<b>5.19</b>	Where agreement over an extension period cannot be reached, landlords should provide the Housing Ombudsman's contact details so the resident can challenge the landlord's plan for responding and/or the proposed timeliness of a landlord's response.	N/A	Not applicable

## Section 6 - Putting things right

### Mandatory 'must' requirements

Code section	Code requirement	Comply: Yes/No	Evidence, commentary and any explanations
6.1	Effective dispute resolution requires a process designed to resolve complaints. Where something has gone wrong a landlord must acknowledge this and set out the actions it has already taken, or intends to take, to put things right.	Yes	Where, after investigation, a complaint is upheld, either in part or in full, we will respond to the customer and acknowledge where we have gone wrong, what actions we have already taken and any further proposed resolutions.
6.2	Any remedy offered must reflect the extent of any service failures and the level of detriment caused to the resident as a result. A landlord must carefully manage the expectations of residents and not promise anything that cannot be delivered or would cause unfairness to other residents.	Yes	Proposed remedies will be reasonable, consider the detrimental impact on the customer, be fair and proportionate, without detriment to other residents/ customers. These may include but not limited to: <ul style="list-style-type: none"> <li>• Apology</li> <li>• Provide requested service</li> <li>• Review working procedure</li> <li>• Review Policy</li> <li>• Staff training or guidance</li> <li>• Financial redress – compensation or refund.</li> </ul>
6.5	The remedy offer must clearly set out what will happen and by when, in agreement with the resident where appropriate. Any remedy proposed must be followed through to completion.	Yes	The stage 1 and 2 letters clearly set out what will happen with any remedies, and this will be followed through to completion. Any remedies will be discussed with the complainant if appropriate.  As per 4.15: The complaints responses include the actions to take place. The recording of the completion of the actions is held locally by the service responding. Consideration of whether this can be incorporated within the complaints system is required.

<b>6.6</b>	In awarding compensation, a landlord must consider whether any statutory payments are due, if any quantifiable losses have been incurred, the time and trouble a resident has been put to as well as any distress and inconvenience caused.	Yes	Right to Repair compensation payment and missed repairs appointments payments are made in accordance with policy. If instructed by Ombudsman compensation are made.
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### Best practice 'should' requirements

<b>Code section</b>	<b>Code requirement</b>	<b>Comply: Yes/No</b>	<b>Evidence, commentary and any explanations</b>
<b>6.3</b>	Landlords should look beyond the circumstances of the individual complaint and consider whether anything needs to be 'put right' in terms of process or systems to the benefit of all residents.	Yes	Policy or procedures will be reviewed and changed as required where it is identified that this will lead to a service improvement
<b>6.7</b>	In some cases, a resident may have a legal entitlement to redress. The landlord should still offer a resolution where possible, obtaining legal advice as to how any offer of resolution should be worded.	Unclear	We will investigate a case which has legal implications via our complaints procedure/policy and seek advice from our legal team.  The complaints policy has exclusions for complaints 'where legal activity has already started' or 'criminal matters'. The interpretation of this was that it covered active disrepair claims and Customer Services had been instructed to decline complaints under this on that basis. Clarification on this interpretation to be sought and amendments made as required.

## Section 7 - Continuous learning and improvement

### Mandatory 'must' requirements

Code section	Code requirement	Comply: Yes/No	Evidence, commentary and any explanations
7.2	Accountability and transparency are integral to a positive complaint handling culture. Landlords must report back on wider learning and improvements from complaints in their annual report and more frequently to their residents, staff and scrutiny panels.	Partial	<p>Information on the number of complaints received, our performance and learning outcomes is published in our annual report to tenants.</p> <p>Complaint information is utilised in Tenant Scrutiny and will form part of the newly established Tenant Performance Group reporting.</p> <p>Complaints performance is reported monthly to Strategic Housing Board.</p> <p>Complaints data has always been used in tenant scrutiny - evidence of routine learning from complaints information is limited at present and is an area for further development</p>

### Best practice 'should' requirements

Code section	Code requirement	Comply: Yes/No	Evidence, commentary and any explanations
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7.3	A member of the governing body should be appointed to have lead responsibility for complaints to support a positive complaint handling culture. This role will be responsible for ensuring the governing body receives regular information on complaints that provides insight to the governing body on the landlord's complaint handling performance.	No	Intention to formally report complaints performance to Cabinet. Not currently implemented (at time of assessment)
7.4	<p>As a minimum, governing bodies should receive:</p> <ul style="list-style-type: none"> <li>• Regular updates on the volume, categories and outcome of complaints, alongside complaint handling performance including compliance with the Ombudsman's orders</li> <li>• Regular reviews of issues and trends arising from complaint handling,</li> <li>• The annual performance report produced by the Ombudsman, where applicable</li> <li>• Individual complaint outcomes where necessary, including where the Ombudsman made findings of severe maladministration or referrals to regulatory bodies. The implementation of management responses should be tracked to ensure they are delivered to agreed timescales. The annual self-assessment against the Complaint Handling Code for scrutiny and challenge.</li> </ul>	No	<p>Intention to formally report complaints performance to Cabinet. Not currently implemented (at time of assessment).</p> <p>Frequency of reporting is still being decided.</p>
7.5	Any themes or trends should be assessed by senior management to identify potential systemic issues, serious risks or policies and procedures that require revision. They should also be used to inform staff and contractor training.	Yes	Monitoring dashboards have been set up for each Manager/Section across Housing so that they could identify any trends themselves for any service improvements.

7.6	<p>Landlords should have a standard objective in relation to complaint handling for all employees that reflects the need to:</p> <ul style="list-style-type: none"> <li>• have a collaborative and co-operative approach towards resolving complaints, working with colleagues across teams and departments</li> <li>• take collective responsibility for any shortfalls identified through complaints rather than blaming others</li> <li>• act within the Professional Standards for engaging with complaints as set by the Chartered Institute of Housing.</li> </ul>	Yes	<p>Standard complaints training ensures everyone dealing with complaints has a standard objective which includes working together to resolve complaints, identifying and admitting if we've gone wrong and putting things right. Our complaints process is consistent with the principles set out in the CIH Professional Standards which match CBC's core principles</p>
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## Section 8 - Self-assessment and compliance

### Mandatory 'must' requirements

Code section	Code requirement	Comply: Yes/No	Evidence, commentary and any explanations
8.1	Landlords must carry out an annual self-assessment against the Code to ensure their complaint handling remains in line with its requirements.	Yes	This self-assessment review has been completed against the Code to ensure our complaint handling meets its requirements. This will be carried out on an annual basis and published each September
8.2	Landlords must also carry out a self-assessment following a significant restructure and/or change in procedures.	Yes	In the event of any future restructure or change of procedure a re-assessment against the Code and its requirements will be completed.

<p><b>8.3</b></p>	<p>Following each self-assessment, a landlord must:</p> <ul style="list-style-type: none"> <li>• report the outcome of their self-assessment to their governing body . In the case of local authorities, self- assessment outcomes should be reported to elected members</li> <li>• publish the outcome of their assessment on their website if they have one, or otherwise make accessible to residents</li> <li>• include the self-assessment in their annual report section on complaints handling performance</li> </ul>	<p>Yes</p>	<p>This self-assessment outcome will be reported to Strategic Housing Board and through Cabinet once process agreed.</p> <p>It will also be published on the council’s website and be included in the annual report.</p>
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## Appendix 1 – Standard complaint response letter templates

### Letter 1 – Acknowledgment (Housing only)

Dear [insert name] Your complaint to the council – [insert complaint reference number]

Thank you for contacting us and we acknowledge receipt of your complaint. We will carry out an initial review of your complaint and decide who should carry out the investigation. We may sometimes contact you for further information. We will keep you updated throughout the investigation and will aim to resolve your complaint within 10 working days. If the complaint cannot be completed within this time, then we will let you know, explaining the reasons why.

You will receive a full written response from the person dealing with your complaint unless you advise us otherwise. The response we give will make it clear if the complaint is upheld or not.

Please note if your complaint is about us as a housing landlord, you can contact the Housing Ombudsman Service at any point during the complaint process. It cannot investigate your complaint whilst it is going through our internal complaints procedure, however the Ombudsman may be able to help you and us, as your landlord, reach a resolution.

The Housing Ombudsman Service contact details are:

- Tel: 0300 111 3000
- Email [info@housing-ombudsman.org.uk](mailto:info@housing-ombudsman.org.uk)
- Visit [www.housing-ombudsman.org.uk](http://www.housing-ombudsman.org.uk)
- Write to: Housing Ombudsman Service, PO Box 152, Liverpool, L33 7WQ).

Our complaints policy is available at [insert website link to the policy].

Yours sincerely



## Letter 2B – Stage 1 Response for Housing Complaints

Dear [insert name]

Your complaint to the council [insert Complaint ref number] – Our Response – Stage 1

I have reviewed your complaint at stage 1 of our complaints procedure and am writing to provide you with my response to your complaint.

You complained to us on [insert date/s] about the following issues:

- xxx [list each issue from the original complaint plus any that they / you have since agreed to include in the complaint]
- xxx

To investigate and review your complaint I have [set out steps taken e.g. documents reviewed, staff and contractors consulted etc] and have made the following findings:

- Findings and conclusions [for each element of the complaint, referencing any evidence relied upon and any relevant policies, procedures, or legislation]
- Apologies and explanations [if appropriate, include a genuine apology and an explanation for any service failure]
- Redress [if warranted, provide details of appropriate redress such as compensation, repairs and/or other actions. If offering compensation, explain what it is for, provide a breakdown and refer to any compensation policy – but also use your discretion]
- Learning [explain what you have learnt from the complaint and what changes and improvements will be put in place because of that learning]
- Signposting [if appropriate, signpost the resident to other services or sources of advice or support].

This now concludes Stage 1 of our internal complaints process. I am sorry that you had cause to complain to us. I hope that this letter shows that your feedback has been fully considered and that you are satisfied with this final response.

If you are not happy with the outcome of the Stage 1 investigation, you can request a review of this decision. Please let us know if you want to request a review within XX days. If you do request a review, we will then contact you to understand why you feel your complaint has not been resolved and identify any possible gaps in the investigation. You will be given fair opportunity to set out your position and we will do what we can to resolve any concerns. We will then decide if a review of your complaint will be undertaken and we will inform you of our decision.

Please note that not all complaints will progress onto the review stage but we will always write to you to let you know why this is and to let you know who you can contact if you remain unhappy with our decision.

Please also note you can contact the Housing Ombudsman Service at any point during the complaint process. It cannot investigate your complaint whilst it is going through our internal complaints procedure, however the Ombudsman may be able to help you and us, as your landlord, reach a resolution.

The Housing Ombudsman Service contact details are:

- Tel: 0300 111 3000
- Email [info@housing-ombudsman.org.uk](mailto:info@housing-ombudsman.org.uk)
- Visit [www.housing-ombudsman.org.uk](http://www.housing-ombudsman.org.uk)
- Write to: Housing Ombudsman Service, PO Box 152, Liverpool, L33 7WQ).

Thank you for the time you have taken in bringing your complaint to our attention.

Yours sincerely

## Letter 3B – Refusing a Stage 2 Review Housing Complaints

Dear [insert name]

Your complaint to the council [insert complaint ref number]

We refer to your request for a review of the outcome of the Stage 1 investigation which we received on [insert date].

We contacted you to understand why you felt your complaint has not been resolved and to identify any possible gaps in the investigation.

[insert here the appropriate text that follows on from paragraph 2 above. For example, “You felt that your complaint had not been resolved because XYZ etc etc”]

After giving careful consideration to your request, we have decided not to undertake a Stage 2 review. We have reached this decision because [insert here the reason(s) for not undertaking a Stage 2 review).

Your right to complain to the Housing Ombudsman

You are entitled to refer your complaint to the Housing Ombudsman Service.

The contact details are:

- Tel: 0300 111 3000
- Email: [info@housing-ombudsman.org.uk](mailto:info@housing-ombudsman.org.uk)
- Visit: [www.housing-ombudsman.org.uk](http://www.housing-ombudsman.org.uk)
- Write to: Housing Ombudsman Service, PO Box 152, Liverpool, L33 7WQ).

In most cases we will be given an opportunity to respond before the Ombudsman will investigate a complaint made against us.

Once an investigation is concluded, the Ombudsman will notify you and us in writing of its findings.

Yours sincerely

## Letter 4B – Accepting a Stage 2 Review Housing Complaints

Dear [insert name]

Your complaint to the council – [insert complaint ref number]

We refer to your request for a review of the outcome of the Stage 1 investigation which we received on [insert date].

We contacted you to understand why you felt your complaint has not been resolved and to identify any possible gaps in the investigation.

[insert here the appropriate text that follows on from paragraph 2 above. For example, “You felt that your complaint had not been resolved because XYZ etc etc”]

After giving careful consideration to your request, we have decided to undertake a Stage 2 review.

The findings of the Stage 1 investigation will be reviewed by a senior member of staff. This person will have had no prior involvement in the case. They will address any points raised and ensure that we have followed the correct processes. A review is not another investigation but will look at providing you with an answer to the complaints you feel remain unanswered.

At this stage, your complaint will usually be dealt with within 20 working days. If it is not possible to complete the review within this time we will let you know, explaining the reasons why. In most cases, a review will not take longer than the initial investigation unless there is a requirement for further investigation.

Where an extension is required, this will usually be resolved in an additional 10 days. However, in some cases, these timescales could be extended, for example a complaint is particularly complex.

We will keep you updated on the progress of your complaint. You can also keep track of progress through your My Chesterfield account.

Please also note you can contact the Housing Ombudsman Service at any point during the complaint process. It cannot investigate your complaint whilst it is going through our internal complaints procedure, however the Ombudsman may be able to help you and us, as your landlord, reach a resolution.

The Housing Ombudsman Service contact details are:

- Tel: 0300 111 3000
- Email: [info@housing-ombudsman.org.uk](mailto:info@housing-ombudsman.org.uk)
- Visit: [www.housing-ombudsman.org.uk](http://www.housing-ombudsman.org.uk)
- Write to: Housing Ombudsman Service, PO Box 152, Liverpool, L33 7WQ).

Yours sincerely

## Letter 5B – Stage 2 Response for Housing Complaints

Dear [insert name]

Your complaint to the council [insert complaint ref number] – Our Response – Stage 2

I have reviewed your complaint at stage 2 of our complaints procedure and am writing to provide you with my response to your complaint.

Officer X sent you our previous Stage 1 response to your complaint on (date). I am sorry to hear that you remain dissatisfied. I understand (from our phone call/your email/ letter of x date) that your reasons for dissatisfaction and your outstanding concerns are:

- (summarise outstanding issues and reasons for dissatisfaction)
- Xx

I also understand that, to resolve your complaint, you are seeking the following outcome/s:

- (list any outcomes sought by the complainant e.g. repairs, apology, compensation, change in procedure)

To review your complaint, I have (set out steps taken e.g. documents reviewed, staff and contractors consulted etc) and have made the following findings:

- Findings and conclusions (for each element of the complaint, referencing any evidence relied upon and any relevant policies, procedures, or legislation)
- Apologies and explanations (if appropriate, include a genuine apology and an explanation for any service failure)
- Redress (if warranted, provide details of appropriate redress such as compensation, repairs and/or other actions. If offering compensation, explain what it is for, provide a breakdown and refer to any compensation policy – but also use your discretion)
- Learning (explain what you have learnt from the complaint and what changes and improvements will be put in place because of that learning)
- Signposting (if appropriate, signpost the resident to other services or sources of advice or support).

This now concludes Stage 2 of our internal complaints process. I am sorry that you had cause to complain to us. I hope that this letter shows that your feedback has been fully considered and that you are satisfied with this final response.

### Your right to complain to the Housing Ombudsman

If you are not satisfied with this final response, you are entitled to refer your complaint to the Housing Ombudsman Service. The contact details are:

- Tel: 0300 111 3000
- Email: [info@housing-ombudsman.org.uk](mailto:info@housing-ombudsman.org.uk)
- Visit: [www.housing-ombudsman.org.uk](http://www.housing-ombudsman.org.uk)
- Write to: Housing Ombudsman Service, PO Box 152, Liverpool, L33 7WQ).

In most cases we will be given an opportunity to respond before the Ombudsman will investigate a complaint made against us.

Once an investigation is concluded, the Ombudsman will notify you and us in writing of its findings.

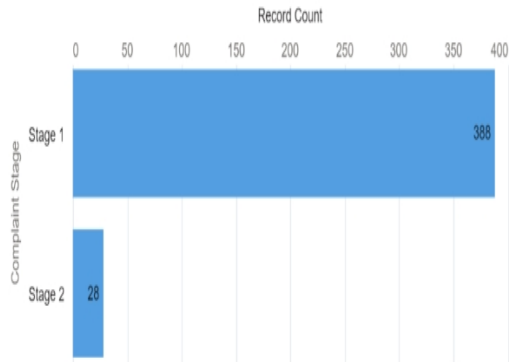
Thank you for the time you have taken in bringing your complaint to our attention.

Yours sincerely

### Complaints Report - Housing Ombudsman2

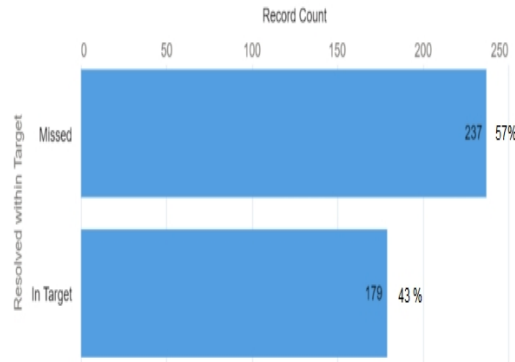
As of 09-Jan-2024 10:21-Viewing as Kim Walsh

Number of Housing Complaints (Stage 1&2) to CBC as a Landlord  
April 23 - Dec 23



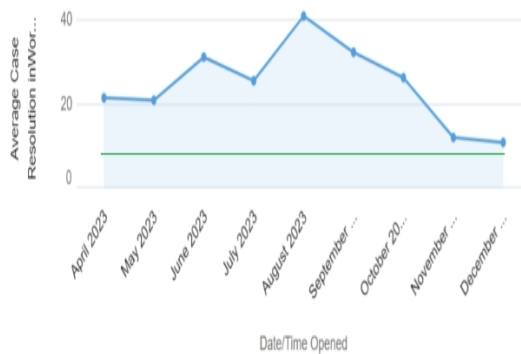
[View Report \(Housing Stage 1 & 2 Landlord Complaints\)](#)

Number of Complaints Missed and Resolved in Target (number)  
April 23 - Dec 23



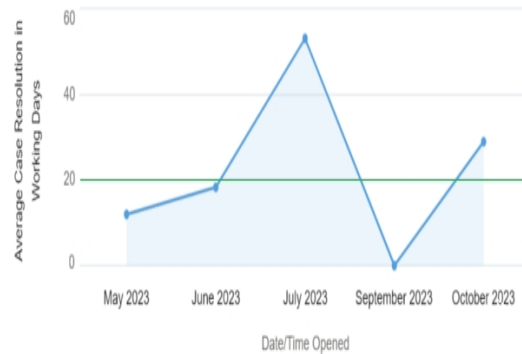
[View Report \(HSg Complaints Missed and On Time\)](#)

Average Stage 1 Response Times  
April 23 - Dec 23



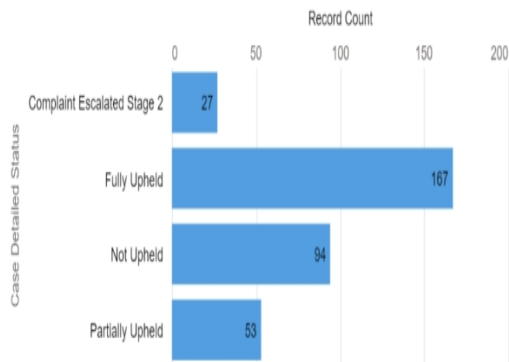
[View Report \(Average Stage 1 Response Times\)](#)

Average Stage 2 Response Times  
April 23 - Dec 23



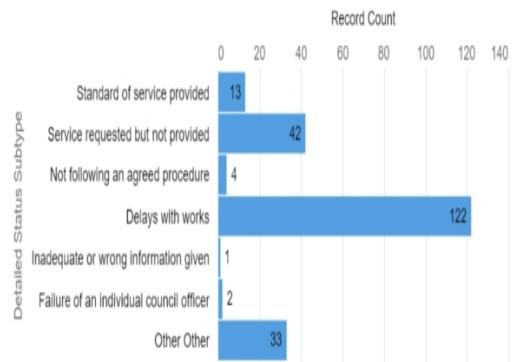
[View Report \(Housing Stage 2 Response Times\)](#)

HOS Complaints Upheld Status Report  
April 23 - Dec 23



[View Report \(HOS Complaints Upheld Status Report\)](#)

Reasons for Upheld Complaints for HOS  
April 23 - Dec 23



[View Report \(Reasons for Upheld Comps for HOS\)](#)

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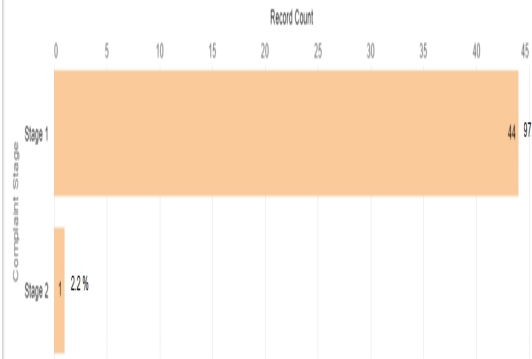
### Complaints Report - Housing Management & Careline

For reporting on Housing Managements Complaints Performance

As of 10-Jan-2024 15:44 Viewing as Kim Walsh

#### Number and % of HM Complaints (Stage1 & 2)

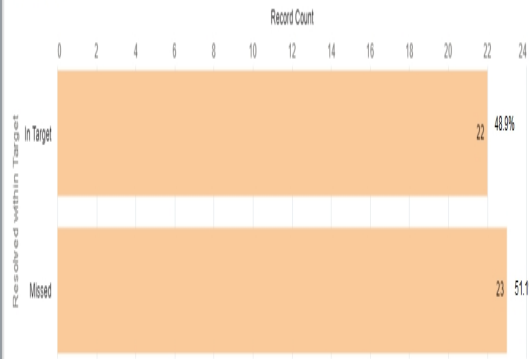
April 23 - Dec 23



[View Report \(HM&Careline Monthly Complaints Mar23\)](#)

#### Number and % of HM Complaints Missed/Resolved In Target (%)

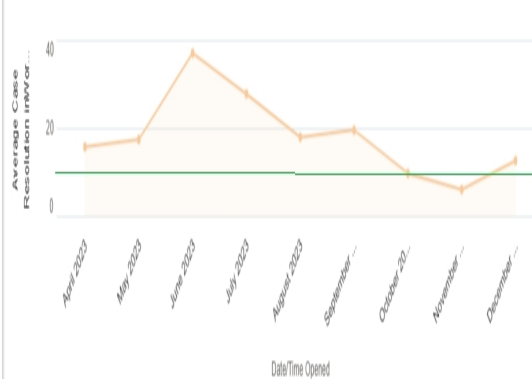
April 23 - Dec 23



[View Report \(Complaints Missed/Resolved on timeMAR23\)](#)

#### HM & Careline Stage 1 Response Times (average number of working days)

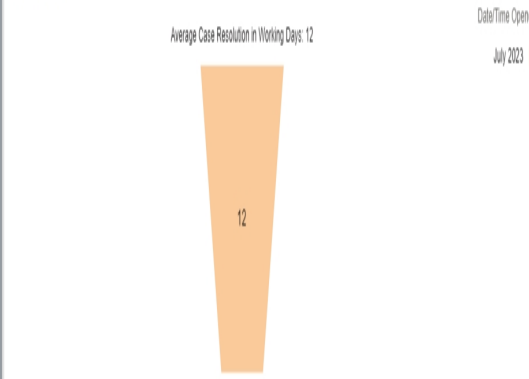
April 23 - Dec 23



[View Report \(Hsg Management&Careline Stage 1MAR23\)](#)

#### HM & Careline Stage 2 response times (average number of working days)

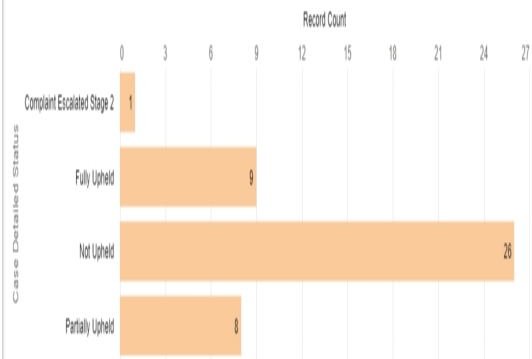
April 23 - Dec 23



[View Report \(Copy of Hsg Management&CL Stage 2 MAR23\)](#)

#### Housing Management Upheld Status Report

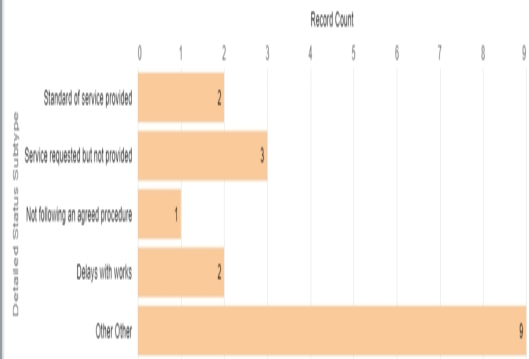
April 23 - Dec 23



[View Report \(Housing Management Upheld Status Report\)](#)

#### Reasons for HM Complaints Upheld/Partially Upheld

April 23 - Dec 23



[View Report \(Reasons for HM Upheld Complaints\)](#)

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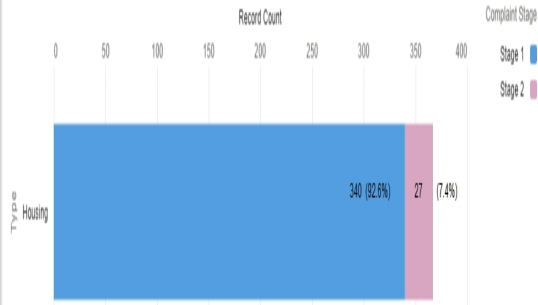
### Complaints Report - Housing Property Services (Assets, repairs and maintenance)

For reporting on Repairs Complaints Performance

As of 10-Jan-2024 15:21 Viewing as Kim Walsh

#### Repairs Number and % of Complaints (Stage 1 & 2)

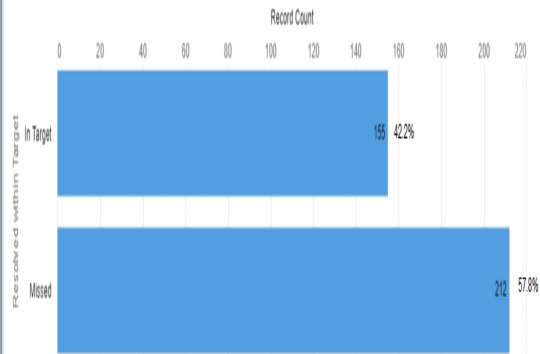
April 23 - Dec 23



[View Report \(Copy of Repairs Monthly Complaints23\)](#)

#### Repairs Complaints Missed/Resolved in Target (number & %)

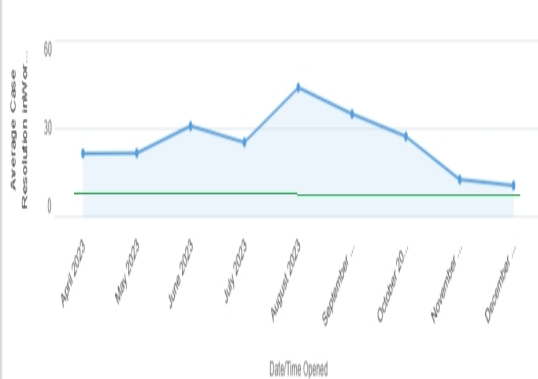
April 23 - Dec 23



[View Report \(Copy Repairs Complaints Missed/Resolved23\)](#)

#### Repairs Stage 1 Response Times (average working days)

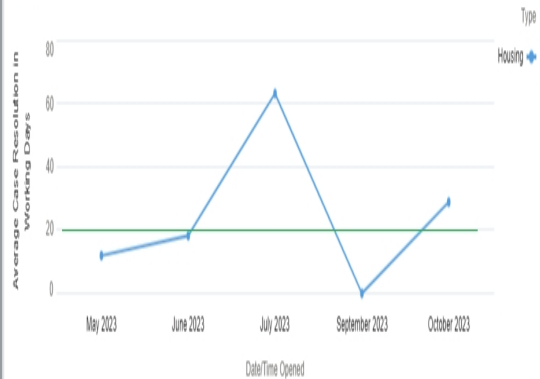
April 23 - Dec 23



[View Report \(Copy of Repairs Stage 1 response times23\)](#)

#### Repairs Stage 2 Response Times (average working days)

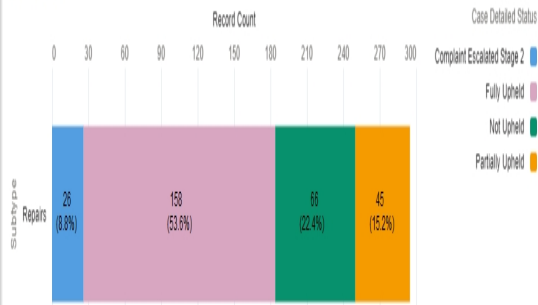
April 23 - Dec 23



[View Report \(Copy of Hsg Repairs Stage 2 response 23\)](#)

#### Repairs Complaints Upheld Status

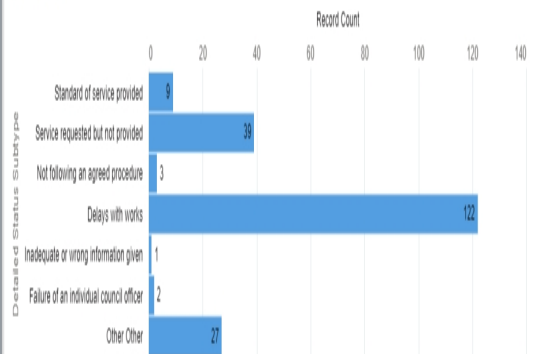
April 23 - Dec 23



[View Report \(Repairs Complaints Upheld Status\)](#)

#### Reasons for Upheld/Partially Upheld Repairs Complaints

April 23 - Dec 23



[View Report \(Reasons for Upheld Repairs Complaints\)](#)

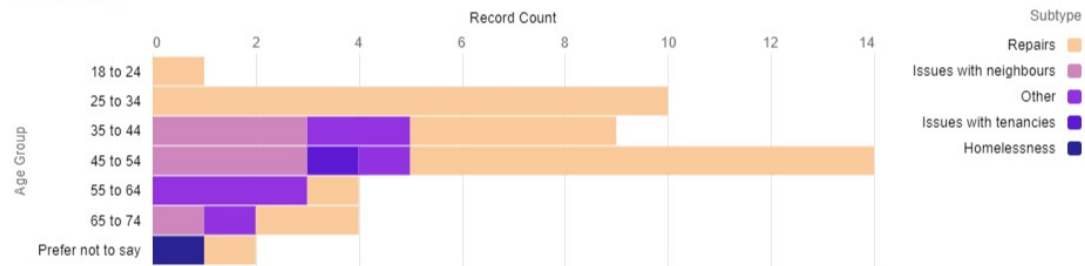
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Dashboard  
**Equalities Dashboard for Housing Complaints**

Equalities data  
 As of 18-Jan-2024 09:56 Viewing as Kim Walsh

Housing Equality Monitoring - Age Group

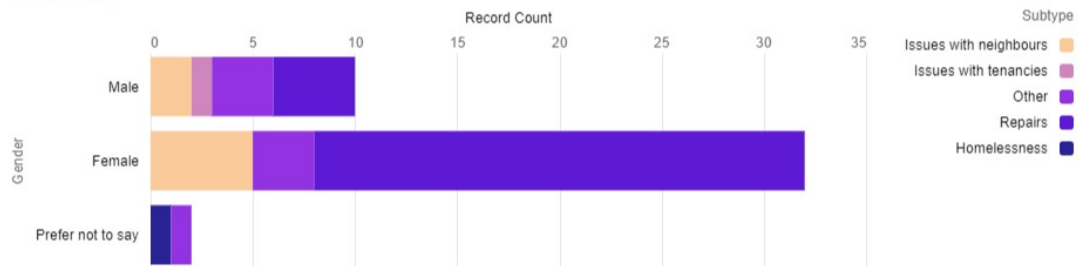
April 23 - Dec 23



[View Report \(Housing Equality Monitoring Report\)](#)

Housing Equality Monitoring - Gender

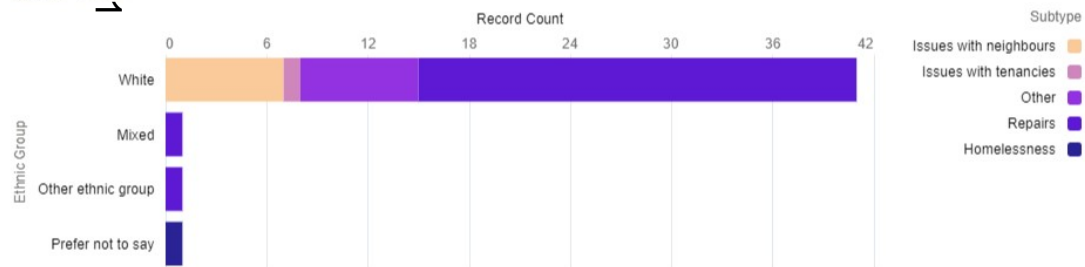
April 23 - Dec 23



[View Report \(Housing Equality - Gender\)](#)

Housing Equality Monitoring - Ethnicity

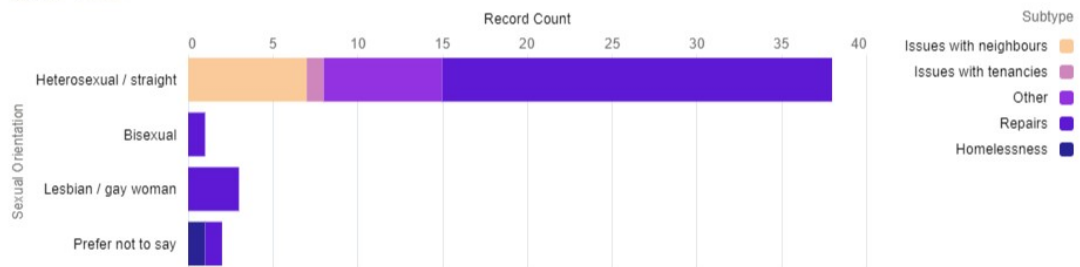
April 23 - Dec 23



[View Report \(Housing Equality Monitoring - Ethnicity\)](#)

Housing Equality Monitoring - Sexuality

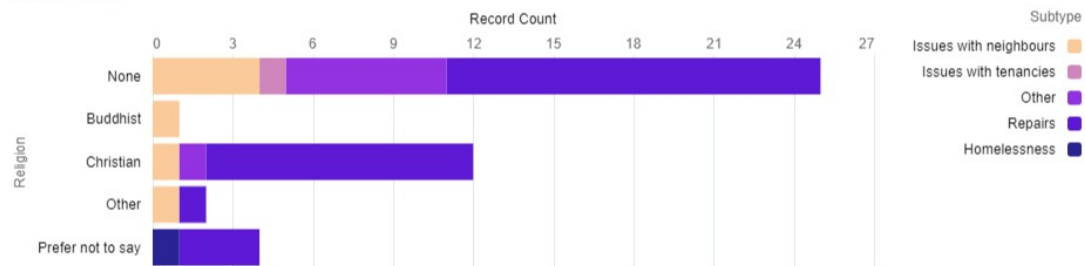
April 23 - Dec 23



[View Report \(Housing Equality Monitoring - Sexuality\)](#)

Housing Equality Monitoring - Religion

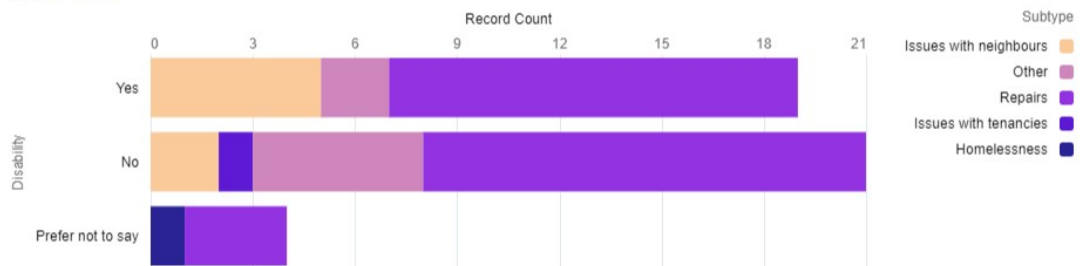
April 23 - Dec 23



[View Report \(Housing Equality Monitoring - Religion\)](#)

Housing Equality Monitoring - Disability

April 23 - Dec 23



[View Report \(Housing Equality Monitoring - Disability\)](#)

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of the Local Government Act 1972.

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of the Local Government Act 1972.

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