

**Service Level Agreement between Chesterfield Borough Council and Chesterfield Citizens Advice Bureau
Schedule 1 – Work Programme for Service Delivery**

Details of activity undertaken/to be undertaken in 2017/18, the Measures and Targets; Milestones; and, Actions and Achievements to date against Measures and Targets

CBC Council Plan Priority	CBC Council Plan Objectives	Measures and Targets	Milestones	Actions and achievements to date
		<i>Please identify the measures and targets you will put in place to assist CBC in the delivery of the Council Plan objectives</i>	<i>Please identify key dates/actions/events expected in the coming year to help deliver measures and targets.</i>	<i>Please leave blank – this column will need to be completed for monitoring purposes half way through the financial year</i>
To make Chesterfield a thriving borough	1.To make sure that local people benefit from the growth in Chesterfield Borough	Provision of advice/support to enable people to seek, gain and maintain employment. Assist bring income into local economy and/or ensure income is retained there. 16,400 enquiries dealt with per year 4500 new unique clients per year £3 million of debt rescheduled £3 million of financial gains for clients	24 hours generalist advice per week, 50 weeks per year with casework services including for those in greatest need.	
	2. To continue delivering regeneration projects that will make Chesterfield Borough a better place			
	3. To develop our great town centre			
	4. To improve access to technology that	<u>Target:</u> 4000 unique users	Accessible website and	

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	meets the needs of our residents, businesses and visitors	of CCAB website/IPad information point per year.	information point, with up to date information & advice, linking to other services that meet needs of Chesterfield people. Use of social media via twitter.	
To Improve the quality of life of local people	5.To increase the supply and quality of housing in Chesterfield Borough to meet current and future needs	<i>Provision of housing & fuel advice to enable people to seek, gain and maintain the housing they need.</i> <u>Target:</u> <i>675 housing enquiries dealt with annually</i> <i>450 fuel poverty enquiries dealt with annually</i>	24 hours generalist advice per week, 50 weeks per year.	
	6. To increase the quality of public space for which the council has responsibility through targeted improvement programmes			
	7. To improve the health and well-being of people in Chesterfield Borough	<i>Provision of advice and support that tackles the social determinants of ill health & health inequality.</i> <u>Targets:</u> <i>16,400 enquiries dealt with per year</i> <i>4500 new clients per year</i> <i>£3 million of debt rescheduled</i> <i>£3 million of financial gains for clients</i>	27.5 hours generalist advice per week, 50 weeks per year with casework services for those in greatest need. (and through project funding, provision of advice in primary health care settings, children's centres & mental health advocacy)	

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	<p>8. To reduce inequality and support the more vulnerable members of our community</p>	<p><i>Provision of quality advice and support to help the most vulnerable members of the community resolve their problems and access financial support</i> <i>Work with partners to deliver an intensive support and advice package in 4 areas in the year. (Health, wealth & wellbeing project in conjunction with CBC and others)</i> <u>Targets:</u> <i>16,400 enquiries dealt with per year</i> <i>4,500 new clients per year</i> <i>£3 million of debt rescheduled</i> <i>£3 million of financial gains for clients</i></p> <p><i>Deal with 1170 enquiries per annum from Holmehall, Grangewood, St Helens and Middlecroft.</i></p>	<p>24 hours generalist advice per week, 50 weeks per year with casework services, including for those in greatest need. (and through project funding: provision of advice in primary health care settings, children's centres & mental health advocacy money skills and financial inclusion project work)</p>	
<p>To provide value for money services</p>	<p>9. To become financially self sufficient by 2020, so we can continue to deliver the services our communities need</p>			

**Service Level Agreement between Chesterfield Borough Council and Derbyshire Unemployed Workers Centre
Schedule 1 – Work Programme for Service Delivery**

Details of activity undertaken/to be undertaken in 2017/18, the Measures and Targets; Milestones; and, Actions and Achievements to date against Measures and Targets

CBC Council Plan Priority	CBC Council Plan Objectives	Measures and Targets	Milestones	Actions and achievements to date
		<i>Please identify the measures and targets you will put in place to assist CBC in the delivery of the Council Plan objectives</i>	<i>Please identify key dates/actions/events expected in the coming year to help deliver measures and targets.</i>	<i>Please leave blank – this column will need to be completed for monitoring purposes half way through the financial year</i>
To make Chesterfield a thriving borough	1.To make sure that local people benefit from the growth in Chesterfield Borough	<p>Money brought into the local economy as a result of income maximisation advice, therefore supporting local businesses.</p> <p>Volunteering opportunities offered to Chesterfield residents providing training and work experience.</p> <p>Targets: Total of £3.0 million is brought into north Derbyshire in new benefit and credit claims to be potentially</p>	<p>Targets: Total of £3.0 million is brought into North Derbyshire in new benefit and credit claims to be potentially spent in Chesterfield.</p> <p>Total of 10 volunteers resident in Chesterfield contribute to DUWC service delivery. Close Links are maintained with Chesterfield Volunteer Centre.</p>	

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		spent in Chesterfield		
	2. To continue delivering regeneration projects that will make Chesterfield Borough a better place			
	3. To develop our great town centre	Engagement with and help to develop Chesterfield's May Day Festival.	Monday May 1st support for Gala in the Town Centre	
	4. To improve access to technology that meets the needs of our residents, businesses and visitors			
To Improve the quality of life of local people	5.To increase the supply and quality of housing in Chesterfield Borough to meet current and future needs			
	6. To increase the quality of public space for which the council has responsibility through targeted improvement programmes			
	7. To improve the health and well-being of people in Chesterfield Borough	Health inequalities tackled by ensuring households are claiming disability, ill health and caring benefits. Maximising	Those seeking help from DUWC are also signposted to other organisations for additional health based assistance e.g. Trust,	

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		Incomes in order to combat poverty that is the greatest driver of ill-health.	Asbestos Support Team. Target: 1000 households advised on PIP/DLA/IB/CA/IIDB/ESA claims.	
	8. To reduce inequality and support the more vulnerable members of our community	Provision of face to face welfare rights advice at three sites in the Borough. Provision of home visits when necessary and telephone where appropriate. Ensuring no barriers to use of DUWC services. Targeting 'hard to reach' groups: Advice provided at three sites – Central, Brimington, Staveley and Hasland	Targets: 3000 enquiries to be dealt with in total 18 home visits to be carried out. 350 cases dealt with by telephone	
To provide value for money services	9. To become financially self sufficient by 2020, so we can continue to deliver the services our communities need			

**Service Level Agreement between Chesterfield Borough Council and Chesterfield and District Shopmobility
Schedule 1 – Work Programme for Service Delivery**

Details of activity undertaken/to be undertaken in 2017/18, the Measures and Targets; Milestones; and, Actions and Achievements to date against Measures and Targets

CBC Council Plan Priority	CBC Council Plan Objectives	Measures and Targets	Milestones	Actions and achievements to date
		<i>Please identify the measures and targets you will put in place to assist CBC in the delivery of the Council Plan objectives</i>	<i>Please identify key dates/actions/events expected in the coming year to help deliver measures and targets.</i>	<i>Please leave blank – this column will need to be completed for monitoring purposes half way through the financial year</i>
To make Chesterfield a thriving borough	1.To make sure that local people benefit from the growth in Chesterfield Borough	Identify and promote the shopping and leisure amenities within the borough and high profile shopmobility to the wider audience. Update web site and Facebook page Advertising in Sports wise. Local top trader also in the health and community guide to reach the wider population and health professionals	Review monthly <ul style="list-style-type: none"> • Ashover Gala May • Chesterfield Canal Festival June • Information days (Royal hospital) • Hasland Gala June • Bolsover Gala June • Mac Millan Coffee morning- • S.A.F.V.A (Staveley 	

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		<p>High profile advertising program of adverts and leaflet drop. raise awareness within health, local business, disability groups and in particular tourism with our have a go days and 'Keep moving Keep Safe' campaign.</p>	<p>Armed force and veterans Assoc) 8th & 9th July</p> <ul style="list-style-type: none"> • Medieval Market July <p>Other events to be arranged</p>	
	<p>2. To continue delivering regeneration projects that will make Chesterfield Borough a better place</p>	<p>Provide additional services for the town and borough of Chesterfield in line with developments. Expand catchment area to cover new developments. Look for funding for our new projects.</p> <ul style="list-style-type: none"> • Community Access Shopmobility • Access all areas 'Tracks and Trails Shopmobility' <p>Working in partnership with the Midland association for</p>	<p>To access the needs of our members in line with developments within the borough.</p>	

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		<p>amputees and friends.</p> <p>Local mobility care provider to jointly promote shopmobility within the borough.</p>		
	3. To develop our great town centre	<p>Promote Chesterfield further afield and attract new members/visitors to the town.</p> <p>We will attend local events and meetings to promote the</p> <ul style="list-style-type: none"> • Town centre service • Leisure facilities in the borough and local access for mobility equipment. • To identify potential members who will benefit from the independence and mobility shopmobility brings. 	Attend local events and promote our services to the wider public and professionals.	
	4. To improve access to technology that	To monitor and update	Attended local events	

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	meets the needs of our residents, businesses and visitors	<p>our website social media.</p> <p>To assess the needs of our members and update our equipment where possible.</p> <p>For example left and right hand use of equipment also individual choice of equipment.</p> <p>Look for funding to update IT equipment.</p>	<p>to promote the town centre service, leisure facilities in the borough and local access for mobility equipment.</p> <p>To identify potential members.</p>	
To Improve the quality of life of local people	5.To increase the supply and quality of housing in Chesterfield Borough to meet current and future needs	<p>To continue to promote the use of equipment within the home to promote independence, having referrals from local hospitals and health practitioners including – Macmillan nurses</p> <p>We high profile our safe use of equipment instruction.</p>	<p>Introduce our safe use of equipment in the home and driving test/ instruction scheme.</p>	
	6. To increase the quality of public space for which the council has responsibility through targeted improvement programmes	<p>To work with the council to promote accessible places and space for our members</p>	<p>Evaluate the use of tracks, parks and safe mobility routes within the borough to</p>	

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		to use. We continue to check and promote the use of accessible routes and places within the town and borough.	expand the services we can offer.	
	7. To improve the health and well-being of people in Chesterfield Borough	To continue to provide affordable services to members therefore combating isolation and promoting independence within the community.	Promote the use of mobility equipment to access open spaces. Our long term and short term hire services continue to provide the opportunity to combat isolation combined with our have a go project and buddy service. To promote our new service 'keep moving Keep Safe'	
	8. To reduce inequality and support the more vulnerable members of our community	Evaluate our members mobility needs and respond accordingly with the correct mobility equipment.	Continue to provide a wide choice of equipment to cater for the needs of our new and existing members to the scheme.	
To provide value for money services	9. To become financially self-sufficient by 2020, so we can continue to deliver the services our communities need	In the process of developing a go alone strategy to progressively becoming self-funding.	We are at the development stage.	

**Service Level Agreement between Chesterfield Borough Council and Derbyshire Law Centre
Schedule 1 – Work Programme for Service Delivery**

Details of activity undertaken/to be undertaken in 2017/18, the Measures and Targets; Milestones; and, Actions and Achievements to date against Measures and Targets

CBC Council Plan Priority	CBC Council Plan Objectives	Measures and Targets	Milestones	Actions and achievements to date
		<i>Please identify the measures and targets you will put in place to assist CBC in the delivery of the Council Plan objectives</i>	<i>Please identify key dates/actions/events expected in the coming year to help deliver measures and targets.</i>	<i>Please leave blank – this column will need to be completed for monitoring purposes half way through the financial year</i>
To make Chesterfield a thriving borough	1.To make sure that local people benefit from the growth in Chesterfield Borough	<i>The Law Centre will recruit, induct and train 10 volunteers a year.</i>	<i>By the end of September 2017, we will recruit 5 volunteers.</i>	.
		<i>We will recruit people who are disadvantaged people including those who experience mental health.</i>	<i>By end of the year, at least 50% of the volunteers will go into paid, educational and volunteering opportunities.</i>	
		<i>Derbyshire Law Centre will continue to provide free specialist legal services to the residents in Chesterfield Borough: -Community Care -Debt</i>	<i>By the end of September 2017, we will have assisted 175 clients and advised 750 callers. By 30.9.2017, we will</i>	

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		<ul style="list-style-type: none"> -<i>Employment</i> -<i>Housing & homelessness</i> -<i>Immigration</i> -<i>Mortgage repossession</i> -<i>Tackling hate & harassment</i> 	<p>have:</p> <ul style="list-style-type: none"> -Prevented homelessness, -Improved housing conditions or security, management of debt, -- -Retained jobs or achieved compensation for loss of job. -Increased knowledge of rights, Improved confidence or self esteem, reduction of stress and anxiety. <p><i>By the end of the year, we will have assisted 350 clients and advised 1500 callers.</i></p>	
	2. To continue delivering regeneration projects that will make Chesterfield Borough a better place	<i>The Law Centre aims to use recycled materials</i>	<i>Derbyshire Law Centre aims to recycle 60% of its waste.</i>	
		<i>The Law Centre continue to use local suppliers.</i>		
	3. To develop our great town centre			

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	4. To improve access to technology that meets the needs of our residents, businesses and visitors	<i>As part of Digital Inclusion strategy, we will ensure that our website is up to date.</i>		
To Improve the quality of life of local people	5.To increase the supply and quality of housing in Chesterfield Borough to meet current and future needs	<i>The Law Centre will work in partnership with CBC on serious disrepair issues in order to improve clients' quality of housing.</i>	By 31.3.2018, we will have: -Prevented homelessness, -Improved housing conditions or security, management of debt,	
		<i>Derbyshire Law Centre will work in partnership with CBC to resolve issues of supply and demand of social housing for e.g. prevention of eviction.</i>	By 31.3.2018, we will have: -Prevented homelessness, -Improved housing conditions or security, management of debt,	
		<i>The Law Centre will continue to attend meetings with CBC housing officers and Cabinet members.</i>		
	6. To increase the quality of public space for which the council has responsibility through targeted improvement programmes			
	7. To improve the health and well-being of people in Chesterfield Borough	<i>The Law Centre improves health & well-being of people in Chesterfield Borough through provision of free specialist legal advice service.</i>	<i>By the end of September 2017, we will have assisted 175 clients and advised 750 callers.</i>	

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			<p><i>By the end of the project, we will have assisted 350 clients and advised 1500 callers.</i></p>	
		<p><i>The Law Centre continues to work in partnership with advice agencies to ensure that Chesterfield residents have a smooth access to advice services.</i></p>		
		<p><i>To assist 350 and advise 1500 Chesterfield borough residents a year including those that are most deprived.</i></p>	<p><i>By the end of September 2017, we will have assisted 175 clients and advised 750 callers.</i></p> <p>By 30.9.17, we will have:</p> <ul style="list-style-type: none"> -Prevented homelessness, -Improved housing conditions or security, management of debt, -- -Retained jobs or achieved compensation for loss of job. -Increased knowledge of rights, Improved confidence or self esteem, reduction of stress 	

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			and anxiety.	
		<i>To attend Welfare Reform and Financial Inclusion meetings organised by CBC.</i>		
	8. To reduce inequality and support the more vulnerable members of our community	Provision of advice to victims who experienced discrimination.		
		<i>Provision of advice to people on low incomes and/or living in deprived communities.</i>		
To provide value for money services	9. To become financially self sufficient by 2020, so we can continue to deliver the services our communities need	<i>To develop and pilot new income streams.</i>		

**Service Level Agreement between Chesterfield Borough Council and LINKS CVS
Schedule 1 – Work Programme for Service Delivery**

Details of activity undertaken/to be undertaken in 2017/18, the Measures and Targets; Milestones; and, Actions and Achievements to date against Measures and Targets

CBC Council Plan Priority	CBC Council Plan Objectives	Measures and Targets	Milestones	Actions and achievements to date
		<i>Please identify the measures and targets you will put in place to assist CBC in the delivery of the Council Plan objectives</i>	<i>Please identify key dates/actions/events expected in the coming year to help deliver measures and targets.</i>	<i>Please leave blank – this column will need to be completed for monitoring purposes half way through the financial year</i>
To make Chesterfield a thriving borough	1.To make sure that local people benefit from the growth in Chesterfield Borough	One to one advice to 10 groups p.a.	Using pre-advice appointment questionnaire to find out groups’ needs in relation to the growth in Chesterfield, and then giving advice and information accordingly. On-going throughout the year.	
	2. To continue delivering regeneration projects that will make Chesterfield Borough a better place	One to one advice to 10 groups p.a.	Using pre-advice appointment questionnaire to find out groups’ needs in relation to the growth in Chesterfield, and	

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			then giving advice and information accordingly. On-going throughout the year.	
	3. To develop our great town centre	Promote any relevant information to VCS groups that has an interest in the town centre of Chesterfield.	Publicise and circulate the information gathered to groups. On-going throughout the year.	
	4. To improve access to technology that meets the needs of our residents, businesses and visitors	Promote any relevant information to VCS groups that has an interest in the town centre of Chesterfield.	Publicise and circulate the information gathered to groups. On-going throughout the year.	
To Improve the quality of life of local people	5.To increase the supply and quality of housing in Chesterfield Borough to meet current and future needs	Liaison with CBC housing department and DCC Adult Care regarding supportive housing for older people.	Publicise and circulate the information gathered to groups. On-going throughout the year.	
	6. To increase the quality of public space for which the council has responsibility through targeted improvement programmes	One to one advice to 10 groups p.a.	Using pre-advice appointment questionnaire to find out groups' needs in relation to the growth in Chesterfield, and then giving advice and information accordingly. On-going throughout the year.	

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	<p>7. To improve the health and well-being of people in Chesterfield Borough</p>	<p>One to one advice to 10 groups p.a.</p> <p>Engage & liaise with the Chesterfield area Public Health Partnership & regarding relevant CCGs.</p>	<p>Using pre-advice appointment questionnaire to find out groups' needs in relation to the growth in Chesterfield, and then giving advice and information accordingly. On-going throughout the year.</p> <p>Publicise and circulate information regarding the health and well-being agenda.</p>	
	<p>8. To reduce inequality and support the more vulnerable members of our community</p>	<p>One to one advice to 10 groups p.a. plus the promotion of and involvement in CBC Equality and Diversity Forum & Community Assemblies.</p>	<p>Publicise and circulate the information gathered to groups. On-going throughout the year.</p>	
<p>To provide value for money services</p>	<p>9. To become financially self sufficient by 2020, so we can continue to deliver the services our communities need</p>	<p>Explore & identify income generation initiatives that are compatible to Links principles</p>	<p>Develop income generation initiatives that are compatible to Links principles</p>	