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Town Hall, Rose Hill,
Chesterfield, Derbyshire S40 1LP

DX 12356, Chesterfield

Email democratic.services@chesterfield.gov.uk



The Chair and Members of Overview and Performance Scrutiny Forum

Please ask for

Martin Elliott

Direct Line

01246 345236

Fax

01246 345252

22 January 2015

Dear Councillor,

Please attend a meeting of the OVERVIEW AND PERFORMANCE SCRUTINY FORUM to be held on THURSDAY, 29 JANUARY 2015 at 5.00 pm in Committee Room 1, Town Hall, Chesterfield, the agenda for which is set out below.

AGENDA

Part 1 (Public Information)

1. Declarations of Members' and Officers Interests relating to items on the Agenda

2. Apologies for Absence

3. Leader and Executive Member for Regeneration, Budget Progress Report (Pages 3 - 6)

5:05 - 5:35pm

4. Executive Member for Housing, Tenant Consultation Survey Results (Pages 7 - 68)

5:35 – 6:05pm

5. Forward Plan (Pages 69 - 84)

6:05 – 6:15pm

Chief Executive
Huw Bowen



6. Scrutiny Monitoring (Pages 85 - 90)

6:15 – 6:20pm

7. Work Programme for the Overview and Performance Scrutiny Forum
(Pages 91 - 92)

6:20 – 6:30pm

- Great Place, Great Service

8. Joint Overview and Scrutiny

6:30 – 6:35pm

9. Overview and Scrutiny Developments

6:35 – 6:40pm

10. Minutes (Pages 93 - 96)

6:40 – 6:45pm

Yours sincerely,

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

Local Government and Regulatory Law Manager

FOR PUBLICATION

AGENDA ITEM

BUDGET PROGRESS REPORT

MEETING: OVERVIEW AND PERFORMANCE SCRUTINY
FORUM

DATE: 29 JANUARY 2015

REPORT BY: CHIEF FINANCE OFFICER

FOR PUBLICATION

1.0 PURPOSE OF REPORT

1.1 To provide the Overview and Performance Scrutiny Forum with a progress report on the budget.

2.0 RECOMMENDATION

2.1 That the Overview and Performance Scrutiny Forum receive and consider the budget progress report.

3.0 BACKGROUND

3.1 There have been two formal budget monitoring reports to the Cabinet during the financial year to date, 9th September and 2nd December, these reports then went on to the full Council. This Forum considered the reports at its meeting on 10th September and 2nd December, with a further interim report on 13th November.

3.2 The 'first draft' Portfolio budget reports and an overall summary report were considered by the Cabinet on 16th December. This report provides a summary of the first draft budget, highlights changes since then and outlines what remains to be done in order for the Council to formally approve the budget on 26th February.

3.3 The table below provides a summary of the overall budget forecasts at the various reporting stages:

(Surplus) /Deficit Forecasts

	2014/15	2015/16	2016/17
	£'000	£'000	£'000
Original budget Feb 14	(244)	(450)	279
OPSF 10 th Sept	301	471	852
OPSF 13 th Nov	(12)	76	298
OPSF 4 th Dec	(9)	350	104
Cabinet 16 th Dec	174	138	613
Update January 2015	174	373	873

The table illustrates just how volatile budgets can be for a Council of this size. Members will no doubt recall the range of variances that have been reported to date, including changes to income, staffing, savings and pension budgets.

4.0 FIRST DRAFT BUDGET REPORTS

- 4.1 The first draft budget reports were considered by the Cabinet on the 16th December and the reports can be viewed on the on-line Mod-Gov system at:

<http://chesterfield.moderngov.co.uk/ieListDocuments.aspx?CId=134MId=3970&Ver=4>

- 4.2 The main assumptions made in producing the budget forecasts are shown in para. 4.1 of the Cabinet report of the 16th December. A key assumption to note is that the Council Tax freeze grant, equivalent to a 1.2%, is accepted.

5.0 CHANGES SINCE THE DECEMBER REPORT

- 5.1 The announcement of the Local Government Finance Settlement was delayed again this year, and was not made until 18th December, two days after the Cabinet meeting at which the first draft budget report was considered. Fortunately there were no major surprises in the settlement, with a £4k net gain in 2015/16 and £8k in 2016/17. Nevertheless, the settlement was very tough with the Council experiencing a 16% cut, equivalent to £1m, in its general government grant.

The Government uses “Revenue Spending Power” as the key measure of revenue available to local authorities. Revenue Spending Power is the total of the money available to councils from the Council Tax, specific Government grants, New Homes Bonus payments and general Government grant. In both 2014/15 and 2015/16 Chesterfield Borough has suffered a cut of over £1m in its general grant from the Government. By 2015/16 the general grant will have reduced to only £5.4million. In terms of the cut in its Revenue Spending Power, the Council has been one of the worst affected councils in the country, with its reductions capped at the 6.9% maximum in 2014/15 and the 6.4% maximum in 2015/16, equivalent to £0.75 million. This year’s cut in Revenue Spending Power seems particularly unfair when you consider that some councils in the south will actually receive an increase in the amount they have to spend.

- 5.2 The schedule of savings proposals has been risk assessed which resulted in some of the targets being reduced, adding £239k to the deficit forecast in 2015/16.

6.0 OUTSTANDING ISSUES

- 6.1 Retained Business rates now forms a significant element of the Council’s funding but, due mainly to the issue of back-dated appeals, it is very difficult to accurately forecast. Work is on-going to finalise this budget and a verbal update will be provided at the meeting.
- 6.2 Secondly, in order to try and avoid significant underspends being reported at the year end, service managers have been asked to review the revised budget forecasts based on the actual figures

as at the end of December, and report any variances in time for inclusion in the final budget report. Again, this work is on-going and a verbal update will be provided at the meeting.

- 6.3 The final budget report is due to be considered by the Cabinet on the 17th February and recommendations will then be made to the full Council on the 26th February.

7.0 RISK MANAGEMENT

- 7.1 Budget forecasting, particularly over the medium term, and in the current economic climate is not an exact science. Assumptions have to be made about possible changes where the final outcome could be very different e.g. government grants, pay awards, investment returns, etc. A full budget risk assessment will be included in the budget setting reports later in the process.

8.0 LEGAL CONSIDERATIONS

- 8.1 There is a legal requirement for the Council to set a balanced budget before the start of each financial year and for the Chief Finance Officer to report on the robustness of the estimates and the adequacy of the reserves.

9.0 RECOMMENDATION:

- 9.1 That the Overview and Performance Scrutiny Forum receive and consider the progress report.

BARRY DAWSON
CHIEF FINANCE OFFICER

You can get more information about this report from Barry Dawson
(Tel. 01246 345451).

FOR PUBLICATION

TENANT SATISFACTION 'STAR' SURVEY RESULTS (H000)

MEETING: 1. CABINET
2. EXECUTIVE MEMBER

DATE: 1. 25th FEBRUARY 2014
2. 14th FEBRUARY 2014

REPORT BY: HOUSING SERVICE MANAGER – BUSINESS
PLANNING AND STRATEGY

WARD: ALL

COMMUNITY ASSEMBLY: ALL

KEY DECISION REFERENCE (384)

FOR PUBLICATION

BACKGROUND PAPERS FOR PUBLIC REPORTS:

TITLE: LOCATION:

1.0 PURPOSE OF REPORT

1.1 To update Members on the results of the Survey of Tenants and Residents 'STAR' that was carried out in November 2013 and to agree a future programme of surveys to monitor satisfaction with the Housing Service.

2.0 RECOMMENDATIONS

2.1 That Members note the improvement in tenant satisfaction since the previous survey was completed in 2008.

2.2 That a further report be brought to Members identifying any areas for improvement and associated actions arising out of the survey.

2.3 That Members agree to Housing Services commissioning the Council's Policy Team to carry out the STAR Survey every two years.

3.0 **BACKGROUND**

3.1 The Survey of Tenants and Residents (STAR) is a voluntary replacement for the Standardised Tenants Satisfaction Survey or 'STATUS' tenant satisfaction survey. The requirement to complete a STATUS survey every three years was removed by the Government in 2010. The last STATUS survey took place in 2008.

3.2 In order to enable housing providers to accurately compare the satisfaction with their services the STAR survey was developed by the housing performance benchmarking company HouseMark. HouseMark are the performance benchmarking company that Housing Services subscribes to.

3.3 Housing Services requested that the Policy Team undertook the survey on their behalf. During October 2013, the postal questionnaire was sent to a random sample of 3000 Council housing tenants in Chesterfield Borough. The sample was created by applying a computer-generated random selection function to the sample frame of all current tenants. The survey was completed by 731 residents, giving a confidence level of 95% and a margin of error of between 3 and 4% - within the requirements of the survey methodology.

3.4 The headline results for the 'core' benchmarking questions are provided on the following page. The full detailed report is provided in **Appendix 1**.

3.5 Satisfaction for all the core questions has improved since the previous survey in 2008 within a rise in overall satisfaction from 77.4% to 87.5% over the period.

3.6 The subscription to Housemark enables the satisfaction of our tenants to be compared to those of other Local Authority Housing providers. Despite the substantial improvements in our satisfaction scores our performance is not in the top quartile (i.e top 25% of providers) for any of the core benchmarking questions. The table on the following page includes a column that indicates the performance quartile of our results.

3.7 Further work will be undertaken by Housing Management and the Tenants Executive to examine the results and identify further areas

for improvement and an action plan be brought to Members for approval.

- 3.8 To ensure accurate, continuous monitoring of the performance of Housing Services it is proposed that the Policy Team be commissioned to complete the STAR every two years on behalf of Housing Services.

Core Benchmarking Questions	2013 Satisfied	2013 Neither	2013 Dissatisfied	2008 Satisfied	Change since 2008	HouseMark 2012.13 performance (quartile range)*
Taking everything into account, how satisfied or dissatisfied are you with the Housing Service provided by Chesterfield Borough Council?	87.5%	4.7%	7.8%	77.4%	+10.1%	Upper Middle quartile
How satisfied or dissatisfied are you with the overall quality of your home?	82.7%	4.4%	12.9%	77.3%	+5.4%	Lower Middle quartile
How satisfied or dissatisfied are you with your neighbourhood as a place to live?	83.2%	6.0%	10.8%	72.0%	+11.2	Lower middle quartile
How satisfied or dissatisfied are you that your rent provides value for money?	76.9%	11.6%	11.6%	68.8%	+8.1%	Lower quartile
Generally, how satisfied or dissatisfied are you with the way the Housing Service deals with repairs and maintenance?	80.0%	5.7%	14.3%	76.3%	+4.2%	Upper middle quartile
How satisfied or dissatisfied are you that the Housing Service listens to your views and acts upon them?	66.6%	17.4%	16.0%	59.0%	+8.6%	Upper middle quartile
How satisfied or dissatisfied are you with the overall condition of your home?	80.7%	5.1%	14.2%	71.4%	+9.3%	Lower middle quartile

4.0 RISK MANAGEMENT

4.1 There are no risk issues associated with this report.

5.0 EQUALITIES IMPACT ASSESSMENT (EIA)

5.1 There are no equalities issues associated with this report.

6.0 RECOMMENDATIONS

6.1 That Members note the improvement in tenant satisfaction since the previous survey was completed in 2008.

6.2 That a further report be brought to Members identifying any areas for improvement and associated actions arising out of the survey.

6.3 That Members agree to Housing Services commissioning the Council's Policy Team to carry out the STAR Survey every two years.

7.0 REASONS FOR RECOMMENDATIONS

7.1 To ensure that more timely and accurate satisfaction data is available.

You can get more information about this report from Alison Craig 345156 or James Crouch 345150.

Officer recommendation supported/not supported/modified as below or Executive Member's recommendation/comments if no officer recommendation.



Signed

Executive Member

Date 14.2.14

Consultee Executive Member/Support Member comments (if applicable)/declaration of interests

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Appendix 1

Chesterfield Borough Council

Survey of Tenants and Residents 2013

Headline Report

DRAFT

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Introduction

Chesterfield Borough Council's Housing Service is responsible for the day-to-day management and repair of over 9,600 houses, flats, maisonettes and bungalows across 24 estates. It is also responsible for planned maintenance and improvement and modernisation programmes to meet targets set by the Government under the Decent Homes Standard.

The Survey of Tenants and Residents (STAR) is a voluntary replacement for the STATUS tenant satisfaction survey. It was developed by HouseMark with input from landlords, tenants, National Housing Federation (NHF), Chartered Institute of Housing (CIH), Tenants and Residents Organisations of England (TAROE), Tenant Participation Advisory Service (TPAS) and market research companies.

The survey enables social housing providers to have a means of comparing key satisfaction results with other providers. STAR is more flexible on method than STATUS was. However for comparative purposes, social housing providers undertaking HouseMark STAR benchmarking will be able to filter to remove those who have adopted a different method, should they so wish.

The STAR survey has been endorsed by the Tenant Participation Advisory Service (TPAS) and Tenants and Residents Organisations of England (TAROE).

Methodology

STAR methodology defines the measures of confidence level and sampling error/margin of error that are needed to give statistical validity to the results. For STAR, the margins of error for satisfaction results reported by stock type to HouseMark (see section 5 of *STAR features*) are:

Table 1: STAR margins of error at 95 per cent confidence level	Required margin of error	Minimum number of replies (see table 2 for more details)
Population size		
0 – 1,000	+ / - 5 per cent	Up to 275
1,000 – 10,000	+ / - 4 per cent	375 – 565
10,000 and above	+ / - 3 per cent	950 or more

To illustrate the meaning of a confidence level / margin of error combination, when quoting a result of 85 per cent of respondents to a survey being satisfied, using a confidence level of 95 per cent and a margin of error of +/-4 %, you would be saying that you are 95 per cent confident that the whole population's response would lie between 81 per cent and 89 per cent satisfied.

In accordance with STAR methodology, a postal questionnaire method was undertaken. During October 2013, the postal questionnaire was sent to a random sample of 3000 housing tenants in Chesterfield Borough. The sample was created by applying a computer-generated random selection function to the sample frame of all current tenants. The survey was completed by 731 residents, giving a confidence level of 95% and a margin of error of between 3 and 4%. The results of the survey are shown below. Please note responses may not add up to 100% due to rounding.

Summary of change in performance

	2013 Satisfied	2013 Neither	2013 Dissatisfied	2008 Satisfied	Change +/-	HouseMark 2012.13 performance (quartile range)*
Taking everything into account, how satisfied or dissatisfied are you with the Housing Service provided by Chesterfield Borough Council?	87.5%	4.7%	7.8%	77.4%	+10.1%	Upper Middle quartile
How satisfied or dissatisfied are you with the overall quality of your home?	82.7%	4.4%	12.9%	77.3%	+5.4%	Lower Middle quartile
How satisfied or dissatisfied are you with your neighbourhood as a place to live?	83.2%	6.0%	10.8%	72.0%	+11.2	Lower middle quartile)
How satisfied or dissatisfied are you that your rent provides value for money?	76.9%	11.6%	11.6%	68.8%	+8.1%	Lower quartile
Generally, how satisfied or dissatisfied are you with the way the Housing Service deals with repairs and maintenance?	80.0%	5.7%	14.3%	76.3%	+4.2%	Upper middle quartile
How satisfied or dissatisfied are you that the Housing Service listens to your views and acts upon them?	66.6%	17.4%	16.0%	59.0%	+8.6%	Upper middle quartile
How satisfied or dissatisfied are you with the overall condition of your home?	80.7%	5.1%	14.2%	71.4%	+9.3%	Lower middle quartile

* This is the quartile the result would have placed CBC in the current HouseMark performance report – if the survey was done during 2012/3.

Key satisfaction questions by Area Panel and property type

Q1: Taking everything into account, how satisfied or dissatisfied are you with the Housing Service provided by Chesterfield Borough Council?

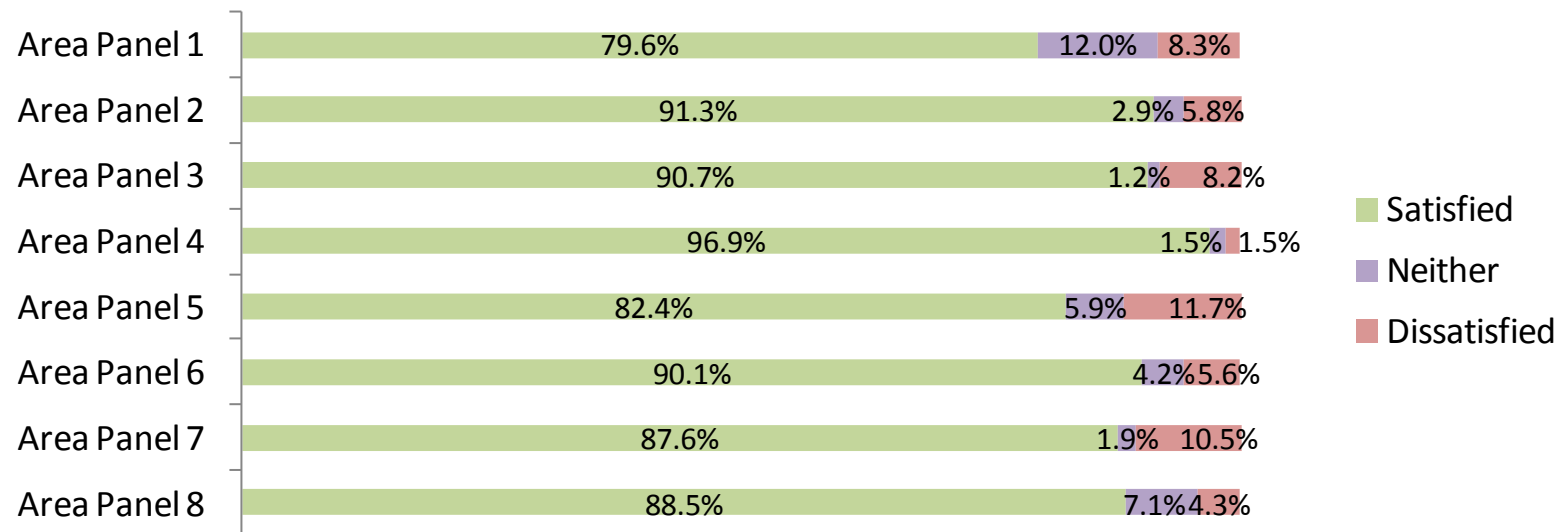
Q1: Taking everything into account, how satisfied or dissatisfied are you with the Housing Service provided by Chesterfield Borough Council, by Area Panel (see list below for areas in each Area Panel below).

	Area Panel 1	Area Panel 2	Area Panel 3	Area Panel 4	Area Panel 5	Area Panel 6	Area Panel 7	Area Panel 8
Base	108	69	86	65	119	71	105	70
Very satisfied	37.0%	44.9%	37.2%	43.1%	42.9%	49.3%	41.9%	51.4%
Fairly satisfied	42.6%	46.4%	53.5%	53.8%	39.5%	40.8%	45.7%	37.1%
Neither	12.0%	2.9%	1.2%	1.5%	5.9%	4.2%	1.9%	7.1%
Fairly dissatisfied	3.7%	0.0%	4.7%	0.0%	6.7%	5.6%	7.6%	4.3%
Very dissatisfied	4.6%	5.8%	3.5%	1.5%	5.0%	0.0%	2.9%	0.0%

Estates in each Area Panel

Area Panel 1	Area Panel 2	Area Panel 3	Area Panel 4
St Augustines Grangewood Birdholme Hasland Hady Spital	Boythorpe Whitecotes Brampton Walton Town Centre	Linacre Green Farm Loundsley Green Holme Hall Ashgate Brockwell	Newbold Moor Racecourse Perevil Highfield Newland Dale
Area Panel 5	Area Panel 6	Area Panel 7	Area Panel 8
Dunston Newbold Pevensey Littlemoor	Old Whittington New Whittington Barrow Hill	Brimington Middlecroft Inkersall	Staveley Lowgates Poolsbrook Duckmanton Mastin Moor

Summary chart of Q1: Taking everything into account, how satisfied or dissatisfied are you with the Housing Service provided by Chesterfield Borough Council, by Area Panel.

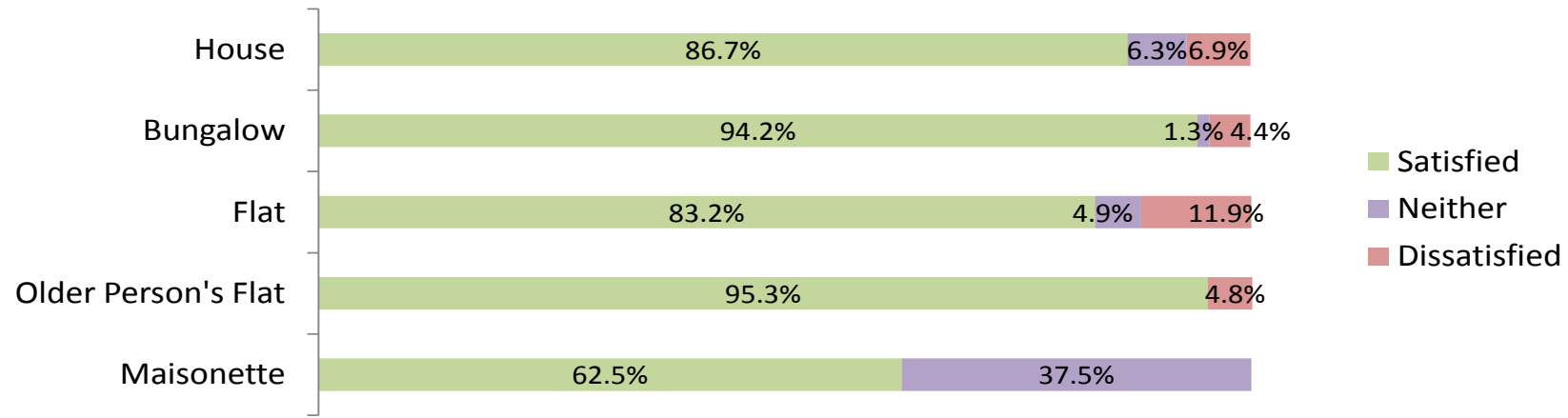


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Q1: Taking everything into account, how satisfied or dissatisfied are you with the Housing Service provided by Chesterfield Borough Council, by property type

	House	Bungalow	Flat	Older Person's Flat	Maisonette
Base	316	157	185	21	8
Very satisfied	35.4%	59.2%	38.9%	66.7%	12.5%
Fairly satisfied	51.3%	35.0%	44.3%	28.6%	50.0%
Neither	6.3%	1.3%	4.9%	0.0%	37.5%
Fairly dissatisfied	4.7%	2.5%	6.5%	0.0%	0.0%
Very dissatisfied	2.2%	1.9%	5.4%	4.8%	0.0%

Summary chart of Q1: Taking everything into account, how satisfied or dissatisfied are you with the Housing Service provided by Chesterfield Borough Council, by property type

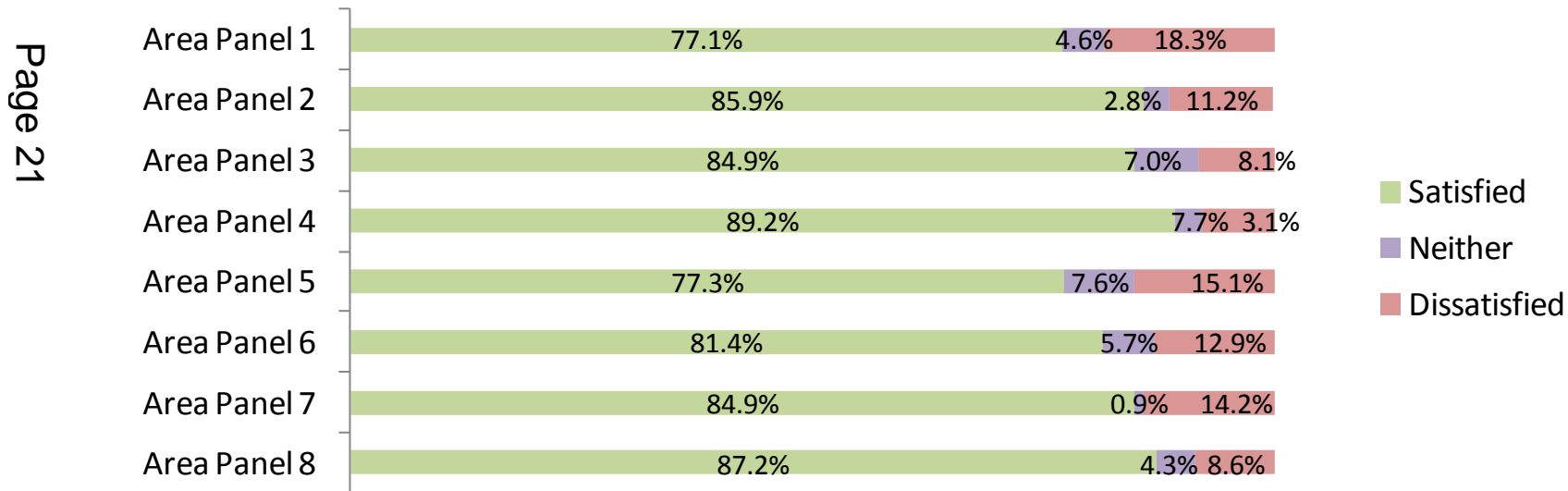


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Q1a: Taking everything into account, how satisfied or dissatisfied are you with the overall quality of your home?

Q1a: Taking everything into account, how satisfied or dissatisfied are you with the overall quality of your home, by Area Panel.								
	Area Panel 1	Area Panel 2	Area Panel 3	Area Panel 4	Area Panel 5	Area Panel 6	Area Panel 7	Area Panel 8
Base	109	71	86	65	119	70	106	70
Very satisfied	32.1%	38.0%	30.2%	44.6%	37.0%	44.3%	39.6%	48.6%
Fairly satisfied	45.0%	47.9%	54.7%	44.6%	40.3%	37.1%	45.3%	38.6%
Neither	4.6%	2.8%	7.0%	3.1%	7.6%	5.7%	0.9%	4.3%
Fairly dissatisfied	11.9%	5.6%	8.1%	6.2%	9.2%	8.6%	8.5%	2.9%
Very dissatisfied	6.4%	5.6%	0.0%	1.5%	5.9%	4.3%	5.7%	5.7%

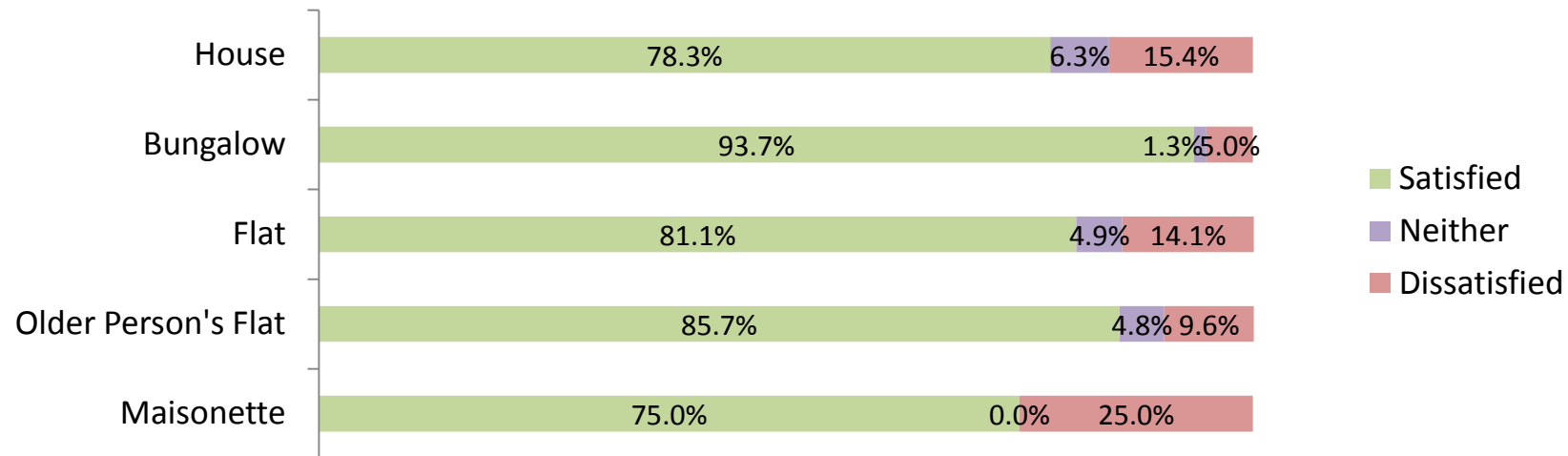
Summary chart of Q1a: Taking everything into account, how satisfied or dissatisfied are you with the overall quality of your home, by Area Panel.



Q1a: Taking everything into account, how satisfied or dissatisfied are you with the overall quality of your home, by property type					
	House	Bungalow	Flat	Older Person's Flat	Maisonette
Base	318	158	185	21	8
Very satisfied	33.6%	47.5%	35.7%	61.9%	12.5%
Fairly satisfied	44.7%	46.2%	45.4%	23.8%	62.5%
Neither	6.3%	1.3%	4.9%	4.8%	0.0%
Fairly dissatisfied	10.1%	2.5%	9.2%	4.8%	25.0%
Very dissatisfied	5.3%	2.5%	4.9%	4.8%	0.0%

Summary chart of Q1a: Taking everything into account, how satisfied or dissatisfied are you with the overall quality of your home, by property type

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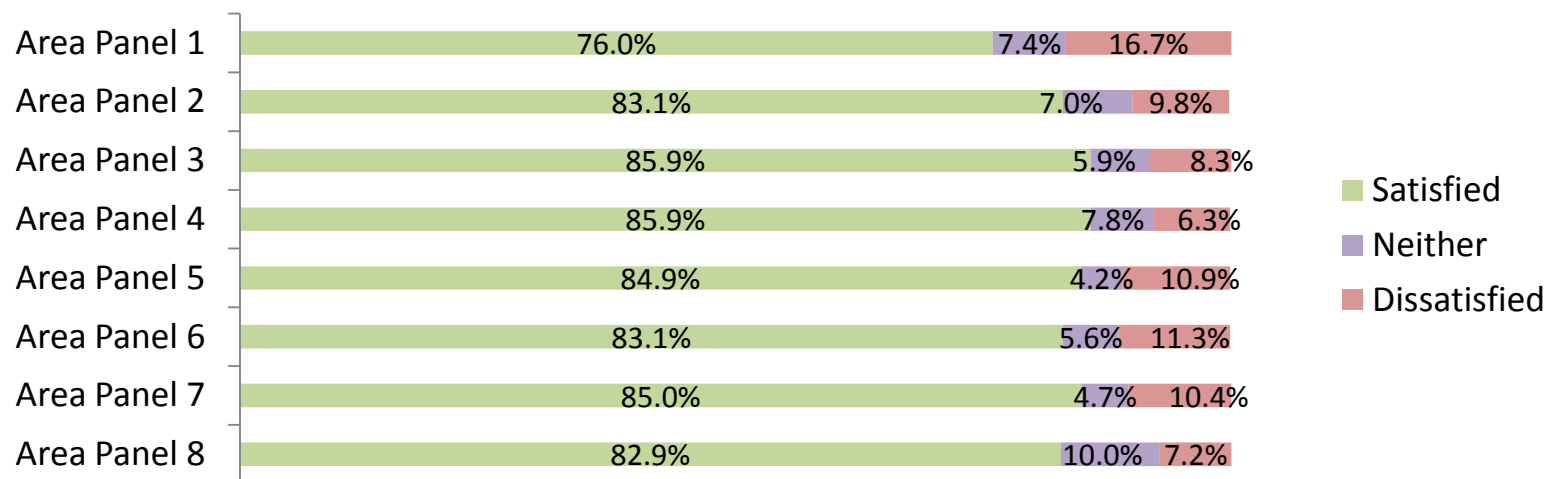
Q1b: Taking everything into account, how satisfied or dissatisfied are you with your neighbourhood as a place to live?

Q1b: Taking everything into account, how satisfied or dissatisfied are you with your neighbourhood as a place to live, by Area Panel.

	Area Panel 1	Area Panel 2	Area Panel 3	Area Panel 4	Area Panel 5	Area Panel 6	Area Panel 7	Area Panel 8
Base	108	71	85	64	119	71	106	70
Very satisfied	34.3%	45.1%	49.4%	37.5%	43.7%	50.7%	42.5%	30.0%
Fairly satisfied	41.7%	38.0%	36.5%	48.4%	41.2%	32.4%	42.5%	52.9%
Neither	7.4%	7.0%	5.9%	6.3%	4.2%	5.6%	4.7%	10.0%
Fairly dissatisfied	10.2%	5.6%	7.1%	3.1%	4.2%	8.5%	8.5%	4.3%
Very dissatisfied	6.5%	4.2%	1.2%	4.7%	6.7%	2.8%	1.9%	2.9%

Summary chart of Q1b: Taking everything into account, how satisfied or dissatisfied are you with your neighbourhood as a place to live, by Area Panel.

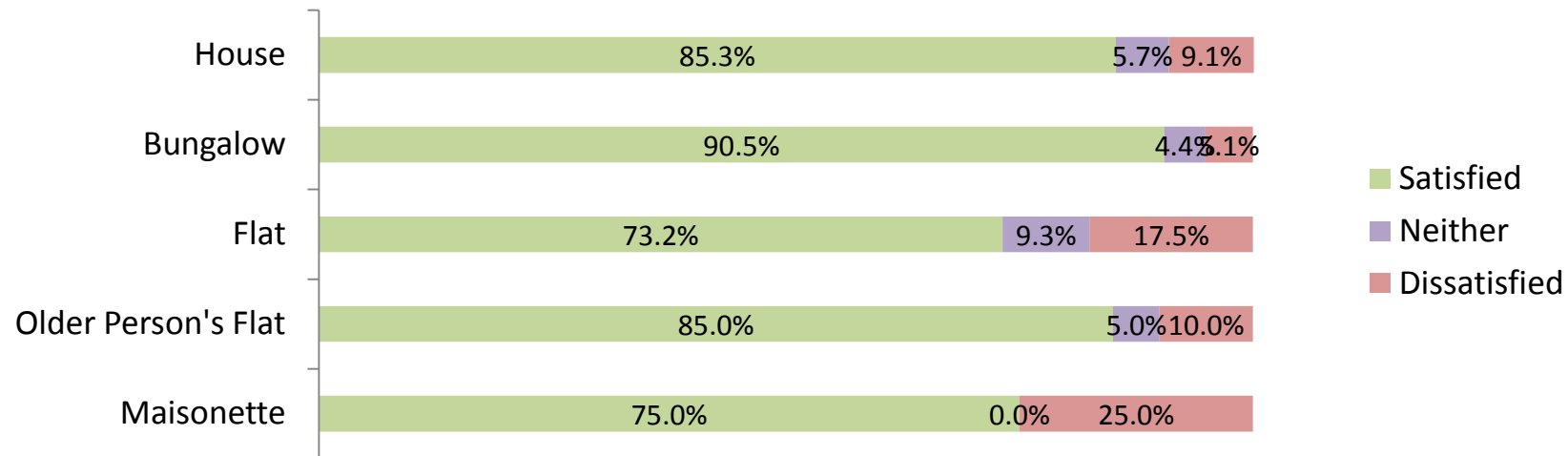
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Q1b: Taking everything into account, how satisfied or dissatisfied are you with your neighbourhood as a place to live, by property type.					
	House	Bungalow	Flat	Older Person's Flat	Maisonette
Base	318	158	183	20	8
Very satisfied	40.6%	54.4%	31.1%	40.0%	37.5%
Fairly satisfied	44.7%	36.1%	42.1%	45.0%	37.5%
Neither	5.7%	4.4%	9.3%	5.0%	0.0%
Fairly dissatisfied	5.3%	3.8%	11.5%	10.0%	0.0%
Very dissatisfied	3.8%	1.3%	6.0%	0.0%	25.0%

Summary chart of Q1b: Taking everything into account, how satisfied or dissatisfied are you with your neighbourhood as a place to live, by property type.

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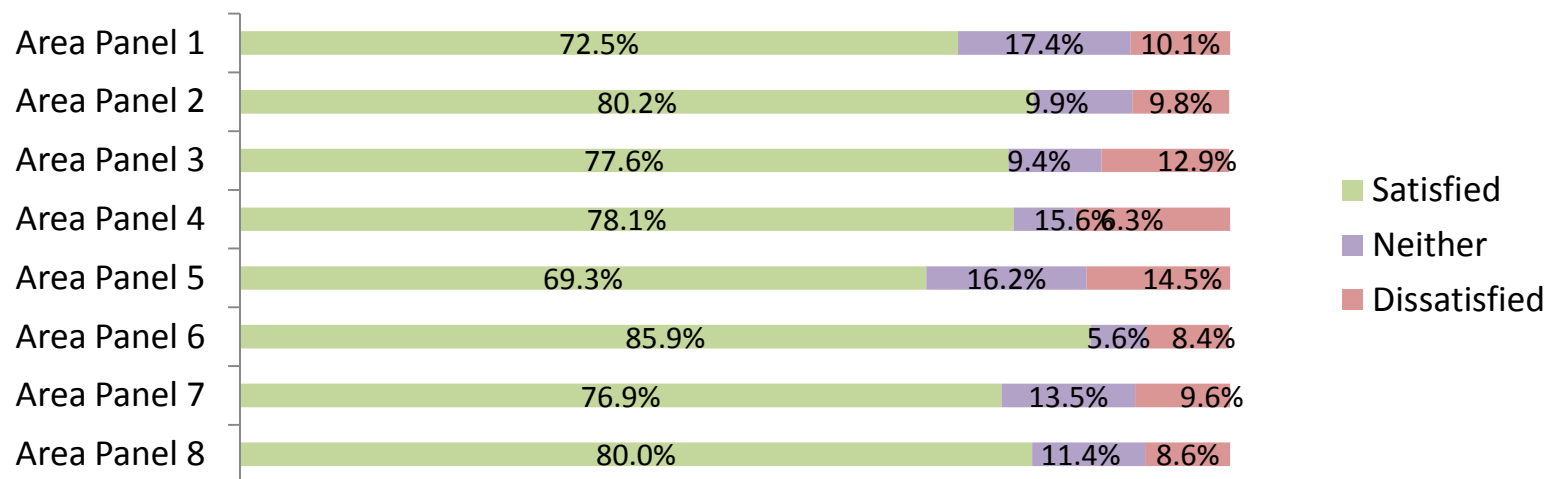


Q1c: Taking everything into account, how satisfied or dissatisfied are you that your rent provides value for money?

Q1c: Taking everything into account, how satisfied or dissatisfied are you that your rent provides value for money, by Area Panel.								
	Area Panel 1	Area Panel 2	Area Panel 3	Area Panel 4	Area Panel 5	Area Panel 6	Area Panel 7	Area Panel 8
Base	109	71	85	64	117	71	104	70
Very satisfied	29.4%	39.4%	34.1%	35.9%	36.8%	35.2%	40.4%	40.0%
Fairly satisfied	43.1%	40.8%	43.5%	42.2%	32.5%	50.7%	36.5%	40.0%
Neither	17.4%	9.9%	9.4%	6.3%	16.2%	5.6%	13.5%	11.4%
Fairly dissatisfied	6.4%	4.2%	12.9%	12.5%	8.5%	4.2%	4.8%	5.7%
Very dissatisfied	3.7%	5.6%	0.0%	3.1%	6.0%	4.2%	4.8%	2.9%

Summary chart of Q1c: Taking everything into account, how satisfied or dissatisfied are you that your rent provides value for money, by Area Panel.

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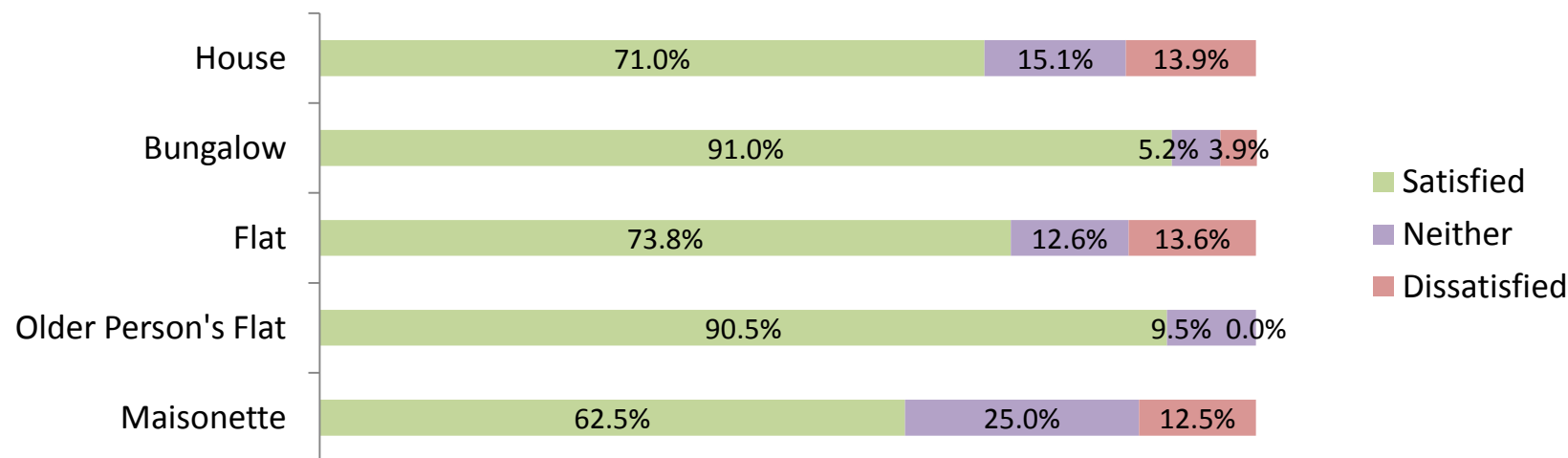


Q1c: Taking everything into account, how satisfied or dissatisfied are you that your rent provides value for money, by property type.

	House	Bungalow	Flat	Older Person's Flat	Maisonette
Base	317	155	183	21	8
Very satisfied	29.0%	47.1%	35.5%	61.9%	25.0%
Fairly satisfied	42.0%	43.9%	38.3%	28.6%	37.5%
Neither	15.1%	5.2%	12.6%	9.5%	25.0%
Fairly dissatisfied	9.5%	2.6%	8.7%	0.0%	12.5%
Very dissatisfied	4.4%	1.3%	4.9%	0.0%	0.0%

Summary chart of Q1c: Taking everything into account, how satisfied or dissatisfied are you that your rent provides value for money, by property type.

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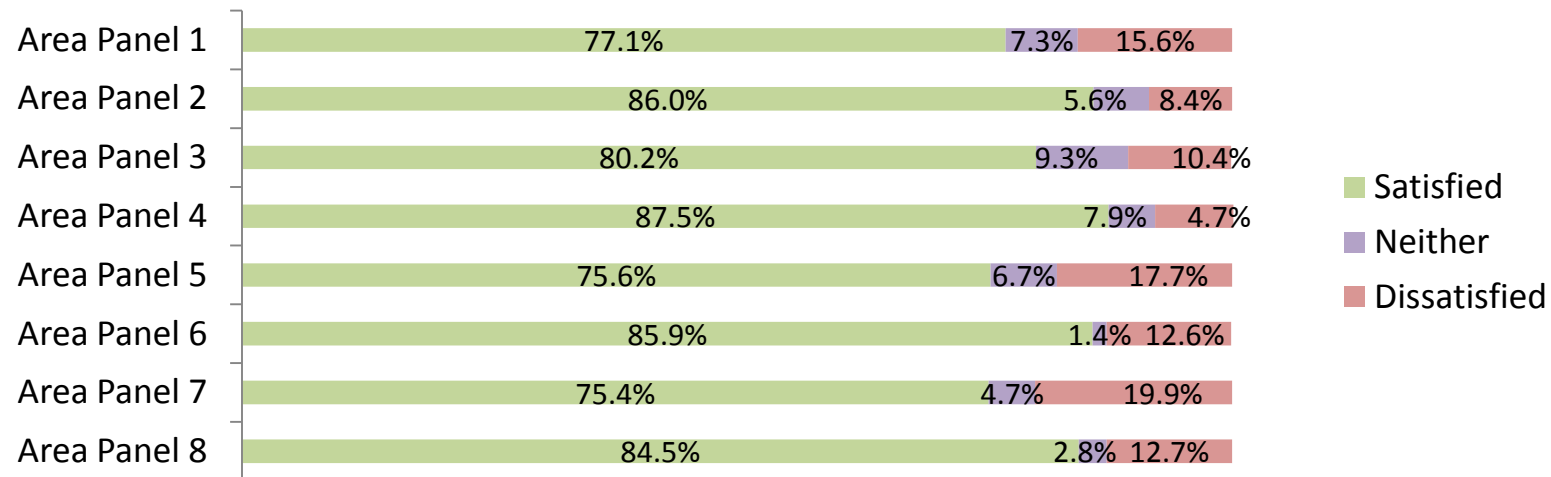


Q1d: Generally, how satisfied or dissatisfied are you with the way Housing Services deals with repairs and maintenance?

Q1d: Generally, how satisfied or dissatisfied are you with the way Housing Services deals with repairs and maintenance, by Area Panel.								
	Area Panel 1	Area Panel 2	Area Panel 3	Area Panel 4	Area Panel 5	Area Panel 6	Area Panel 7	Area Panel 8
Base	109	71	86	64	119	71	106	71
Very satisfied	40.4%	43.7%	43.0%	54.7%	42.0%	50.7%	44.3%	52.1%
Fairly satisfied	36.7%	42.3%	37.2%	32.8%	33.6%	35.2%	31.1%	32.4%
Neither	7.3%	5.6%	9.3%	4.7%	6.7%	1.4%	4.7%	2.8%
Fairly dissatisfied	5.5%	2.8%	8.1%	6.3%	7.6%	5.6%	14.2%	11.3%
Very dissatisfied	10.1%	5.6%	2.3%	1.6%	10.1%	7.0%	5.7%	1.4%

Summary chart of Q1d: Generally, how satisfied or dissatisfied are you with the way Housing Services deals with repairs and maintenance, by Area Panel.

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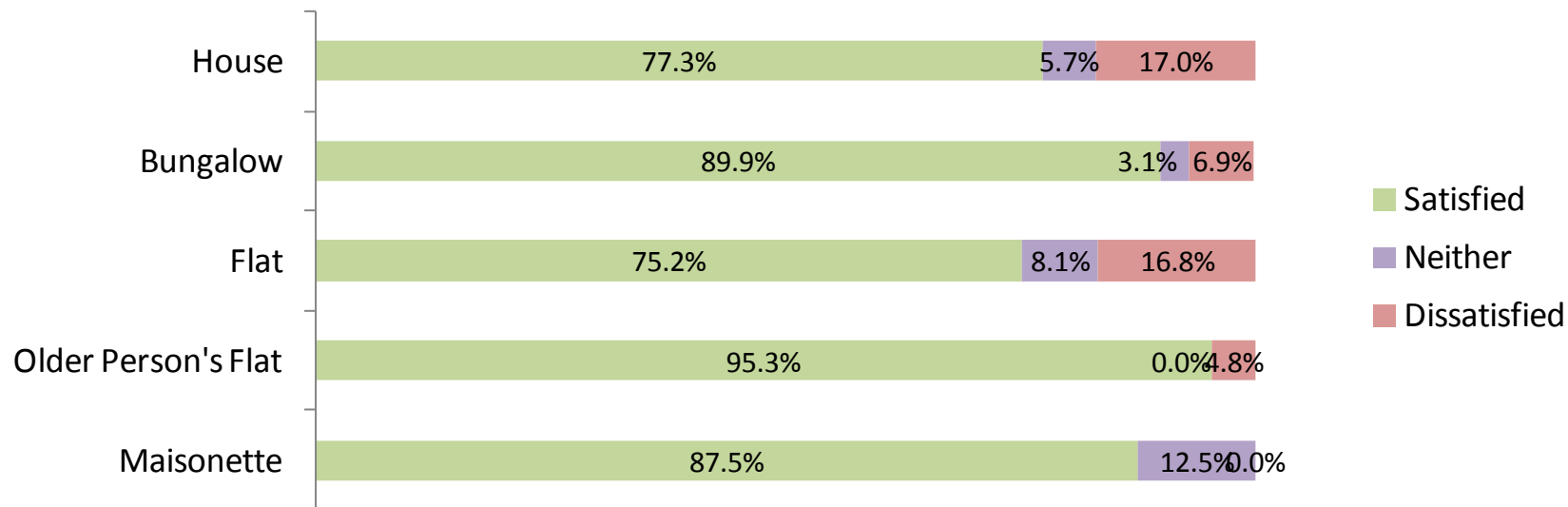


Q1d: Generally, how satisfied or dissatisfied are you with the way Housing Services deals with repairs and maintenance, by property type.

	House	Bungalow	Flat	Older Person's Flat	Maisonette
Base	318	159	185	21	8
Very satisfied	37.4%	56.6%	47.6%	66.7%	25.0%
Fairly satisfied	39.9%	33.3%	27.6%	28.6%	62.5%
Neither	5.7%	3.1%	8.1%	0.0%	12.5%
Fairly dissatisfied	10.4%	1.9%	10.3%	0.0%	0.0%
Very dissatisfied	6.6%	5.0%	6.5%	4.8%	0.0%

Summary chart of Q1d: Generally, how satisfied or dissatisfied are you with the way Housing Services deals with repairs and maintenance, by property type.

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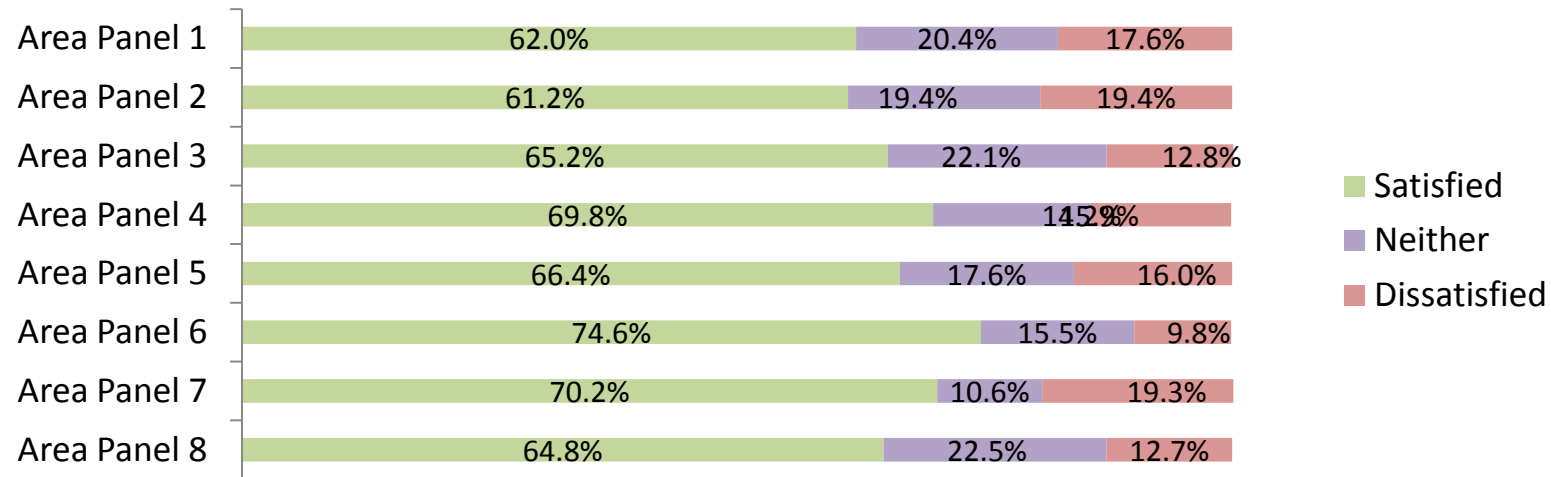
Q1e: How satisfied or dissatisfied are you that the Housing Service listens to your views and acts upon them?

Q1e: How satisfied or dissatisfied are you that the Housing Service listens to your views and acts upon them, by Area Panel.

	Area Panel 1	Area Panel 2	Area Panel 3	Area Panel 4	Area Panel 5	Area Panel 6	Area Panel 7	Area Panel 8
Base	108	67	86	63	119	71	104	71
Very satisfied	29.6%	17.9%	23.3%	33.3%	26.9%	36.6%	25.0%	36.6%
Fairly satisfied	32.4%	43.3%	41.9%	36.5%	39.5%	38.0%	45.2%	28.2%
Neither	20.4%	19.4%	22.1%	15.9%	17.6%	15.5%	10.6%	22.5%
Fairly dissatisfied	10.2%	10.4%	9.3%	7.9%	8.4%	5.6%	10.6%	12.7%
Very dissatisfied	7.4%	9.0%	3.5%	6.3%	7.6%	4.2%	8.7%	0.0%

Summary chart of Q1e: How satisfied or dissatisfied are you that the Housing Service listens to your views and acts upon them, by Area Panel.

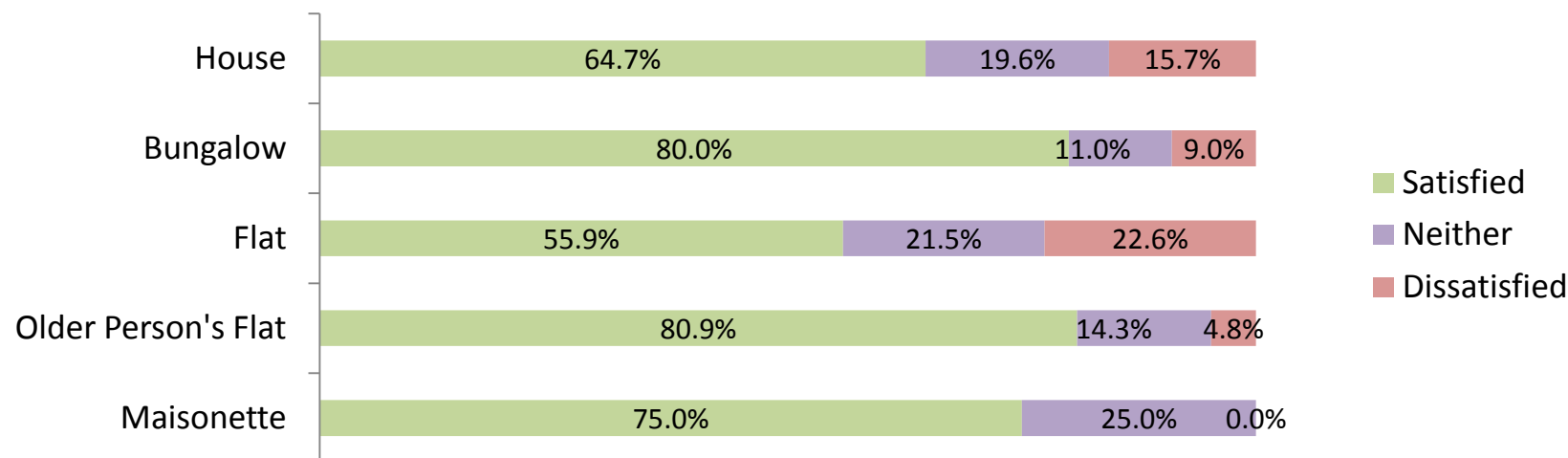
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Q1e: How satisfied or dissatisfied are you that the Housing Service listens to your views and acts upon them, by property type.					
	House	Bungalow	Flat	Older Person's Flat	Maisonette
Base	312	155	186	21	8
Very satisfied	23.7%	36.1%	27.4%	47.6%	12.5%
Fairly satisfied	41.0%	43.9%	28.5%	33.3%	62.5%
Neither	19.6%	11.0%	21.5%	14.3%	25.0%
Fairly dissatisfied	9.6%	5.8%	14.0%	0.0%	0.0%
Very dissatisfied	6.1%	3.2%	8.6%	4.8%	0.0%

Summary chart of Q1e: How satisfied or dissatisfied are you that the Housing Service listens to your views and acts upon them, by property type.

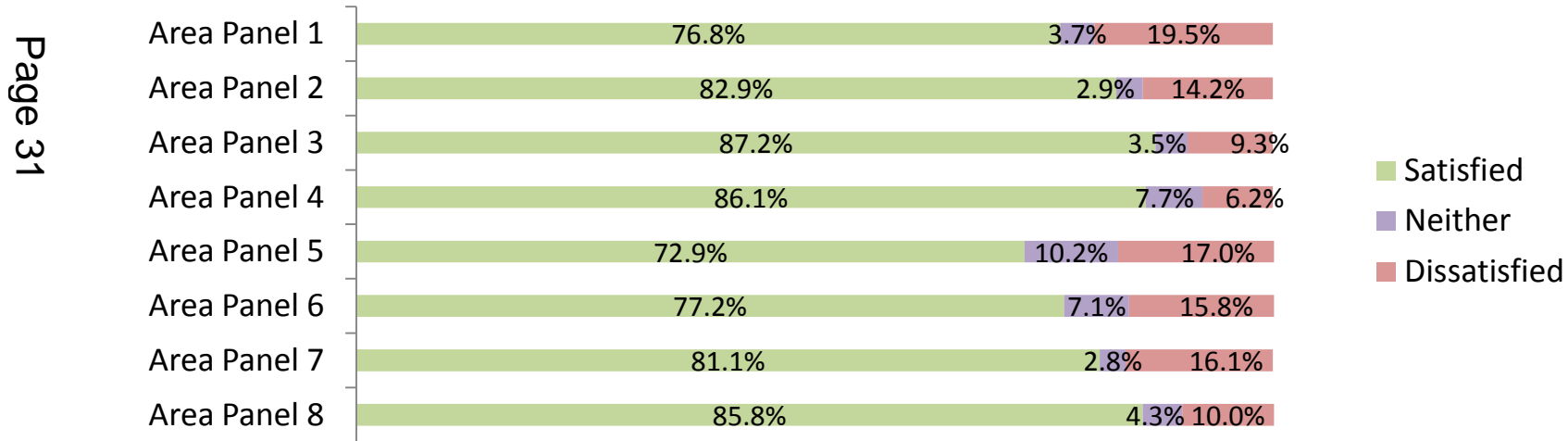
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Q1f: How satisfied or dissatisfied are you with the overall condition of your home?

Q1f: How satisfied or dissatisfied are you with the overall condition of your home, by Area Panel.								
	Area Panel 1	Area Panel 2	Area Panel 3	Area Panel 4	Area Panel 5	Area Panel 6	Area Panel 7	Area Panel 8
Base	108	70	86	65	118	70	106	70
Very satisfied	28.7%	32.9%	26.7%	32.3%	39.0%	42.9%	31.1%	42.9%
Fairly satisfied	48.1%	50.0%	60.5%	53.8%	33.9%	34.3%	50.0%	42.9%
Neither	3.7%	2.9%	3.5%	6.2%	10.2%	7.1%	2.8%	4.3%
Fairly dissatisfied	13.9%	7.1%	7.0%	6.2%	11.9%	12.9%	10.4%	5.7%
Very dissatisfied	5.6%	7.1%	2.3%	1.5%	5.1%	2.9%	5.7%	4.3%

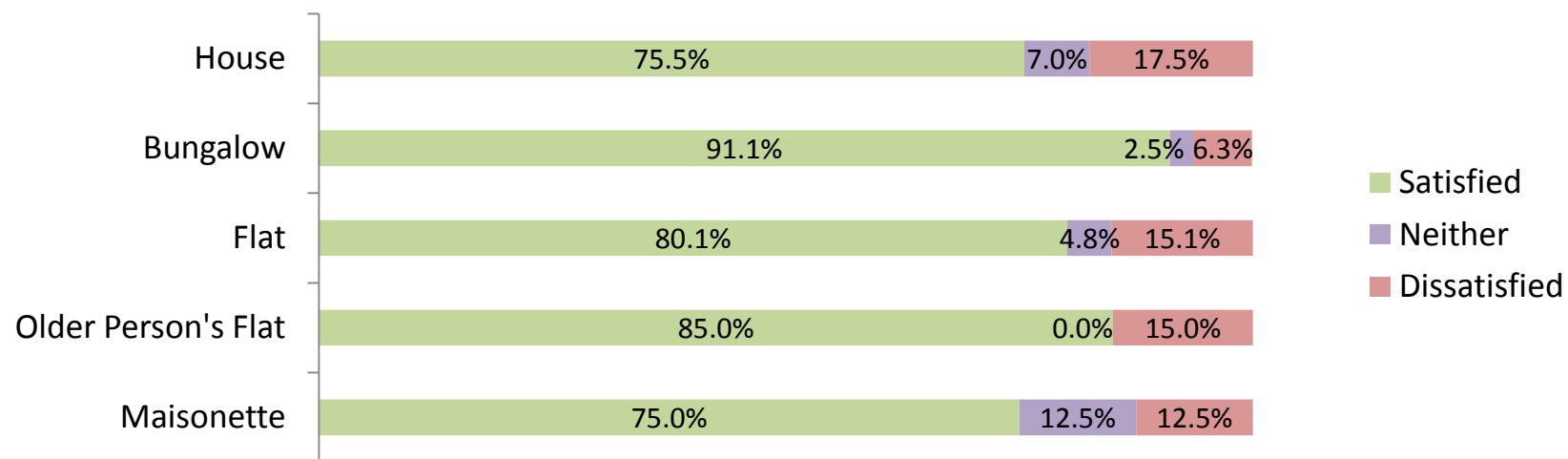
Summary chart of Q1f: How satisfied or dissatisfied are you with the overall condition of your home, by Area Panel.



Q1f: How satisfied or dissatisfied are you with the overall condition of your home, by property type.					
	House	Bungalow	Flat	Older Person's Flat	Maisonette
Base	315	157	186	20	8
Very satisfied	29.2%	44.6%	30.6%	55.0%	12.5%
Fairly satisfied	46.3%	46.5%	49.5%	30.0%	62.5%
Neither	7.0%	2.5%	4.8%	0.0%	12.5%
Fairly dissatisfied	12.4%	3.8%	9.7%	15.0%	12.5%
Very dissatisfied	5.1%	2.5%	5.4%	0.0%	0.0%

Summary chart of Q1f: How satisfied or dissatisfied are you with the overall condition of your home, by property type.

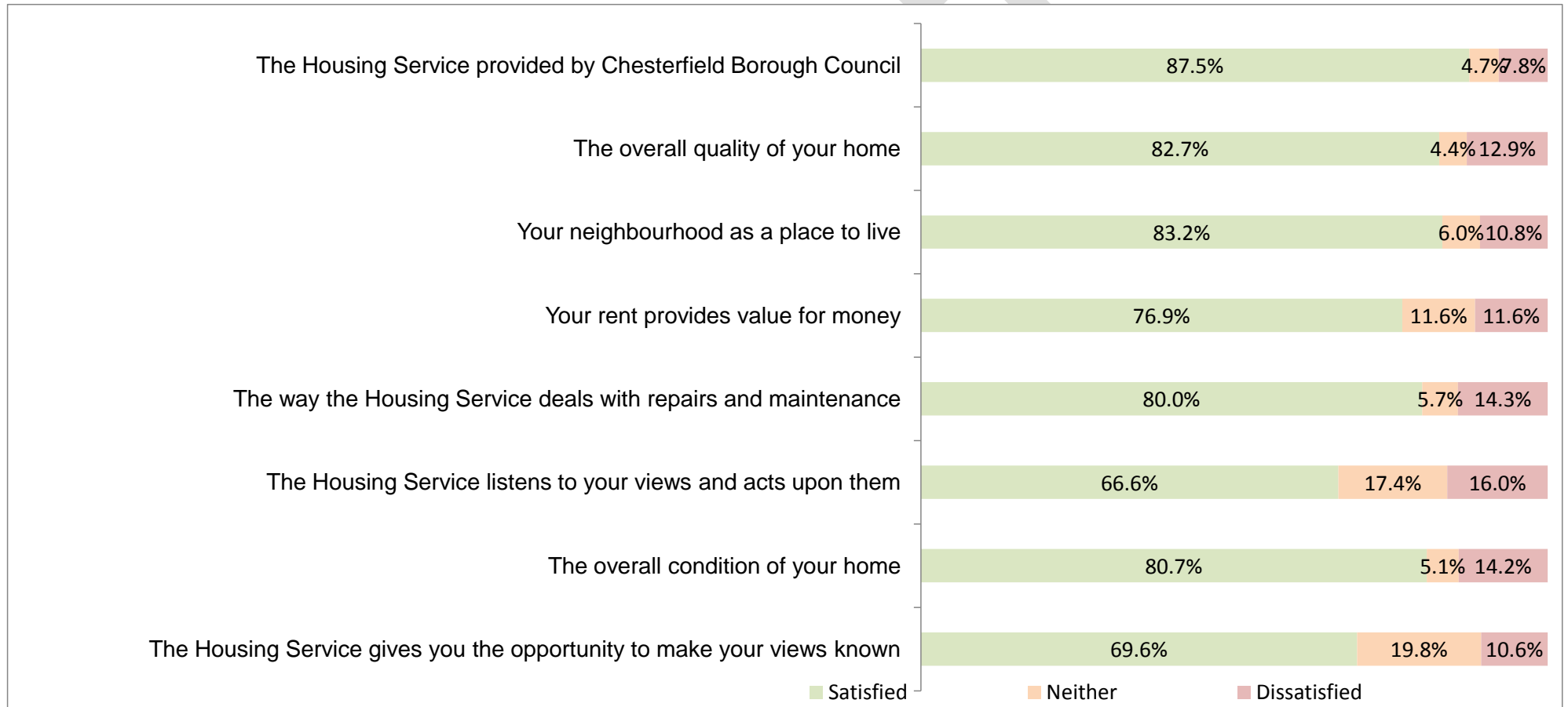
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About our services in general

Q1. Please tell us how satisfied or dissatisfied you are with the following:

Summary chart of Q1: Please tell us how satisfied or dissatisfied you are with the following:



Q1(a-h): Please tell us how satisfied or dissatisfied you are with the following:										
	Star 2013							Trend		
	Base	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied	Question reference	2013 Satisfied	2008 Satisfied	Change +/-
Taking everything into account, how satisfied or dissatisfied are you with the Housing Service provided by Chesterfield Borough Council?	720	43.1%	44.4%	4.7%	4.6%	3.2%	COR1 ^{1,2}	87.5%	77.4%	+10.1%
How satisfied or dissatisfied are you with the overall quality of your home?	723	38.6%	44.1%	4.4%	8.3%	4.6%	COR2 ^{1,2}	82.7%	77.3%	+5.4%
How satisfied or dissatisfied are you with your neighbourhood as a place to live?	720	41.3%	41.9%	6.0%	6.8%	4.0%	COR3 ^{1,2}	83.2%	72.0%	+11.2
How satisfied or dissatisfied are you that your rent provides value for money?	716	36.5%	40.4%	11.6%	7.5%	4.1%	COR4 ^{1,2}	76.9%	68.8%	+8.1%
Generally, how satisfied or dissatisfied are you with the way that the Housing Service deals with repairs and maintenance?	724	45.3%	34.7%	5.7%	8.1%	6.2%	COR6 ^{1,2}	80.0%	76.0%	+4%
How satisfied or dissatisfied are you that the Housing Service listens to your views and acts on them?	714	28.4%	38.2%	17.4%	9.7%	6.3%	COR7 ² (new question)	66.6%		
How satisfied or dissatisfied are you with the overall condition of your home?	719	34.4%	46.3%	5.1%	9.7%	4.5%	GEN1	80.7%	71.4%	+9.3%
How satisfied or dissatisfied are you with that the Housing Service gives you the opportunity to make your views known?	708	29.5%	40.1%	19.8%	6.6%	4.0%	GEN2 (new question)	59.9%		

¹Wording change from Status question

²HouseMark Benchmark: Core PI Tracking

About your perceptions

Q2. To what extent do you agree or disagree with the following:

Summary chart of Q2: To what extent do you agree with the following:



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Q2: To what extent do you agree with the following:

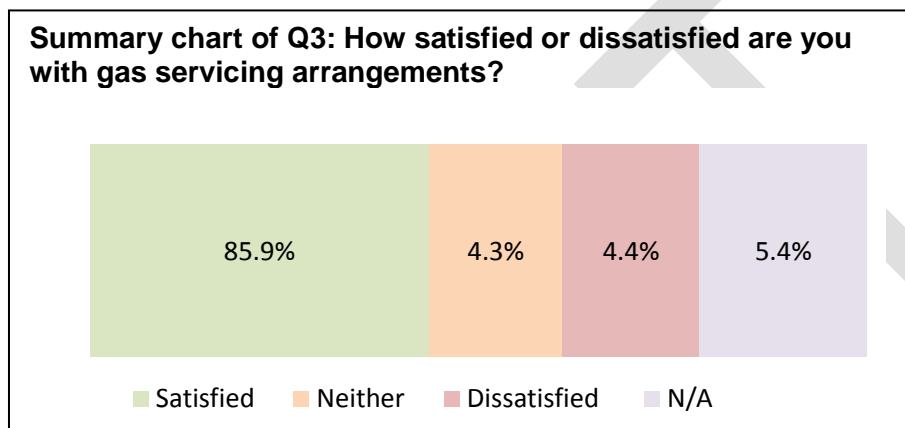
	Base	Agree strongly	Agree	Neither	Disagree	Disagree strongly	Total % Agree
The housing service provides an effective and efficient service	718	18.8%	60.7%	12.3%	6.7%	1.5%	79.5%
The Housing Service is providing the service I expect from my landlord	715	22.1%	58.9%	9.4%	7.1%	2.5%	81.0%
The Housing Service treats its residents fairly	720	26.1%	53.5%	10.8%	7.1%	2.5%	79.6%
The Housing Service has a good reputation in my area	711	21.7%	47.1%	22.5%	6.5%	2.3%	68.8%
The Housing Service has friendly and approachable staff	723	30.6%	53.9%	9.5%	3.9%	2.1%	84.5%
I trust the Housing Service	716	26.7%	51.4%	14.0%	5.4%	2.5%	78.1%

Question details: Optional Star questions PER1a, 1b, 1c, 1d, 1e, 1f, new questions

About repairs

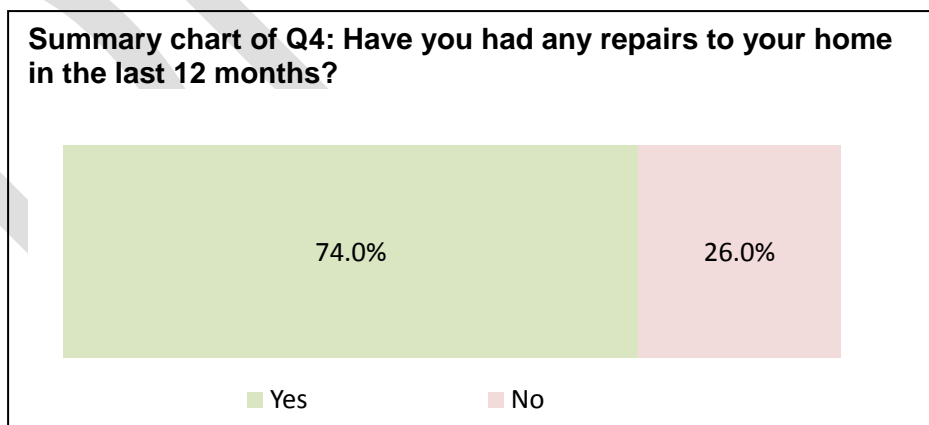
Q3. How satisfied or dissatisfied are you with gas servicing arrangements?

Q3: How satisfied or dissatisfied are you with gas servicing arrangements?							
	Base	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied	N/A
Star 2013	704	58.5%	27.4%	4.3%	2.3%	2.1%	5.4%
Star 2013 (total % satisfied)		85.9%					
Question details: Optional Star question GEN9, new question, HouseMark Benchmark: Gas Safety							



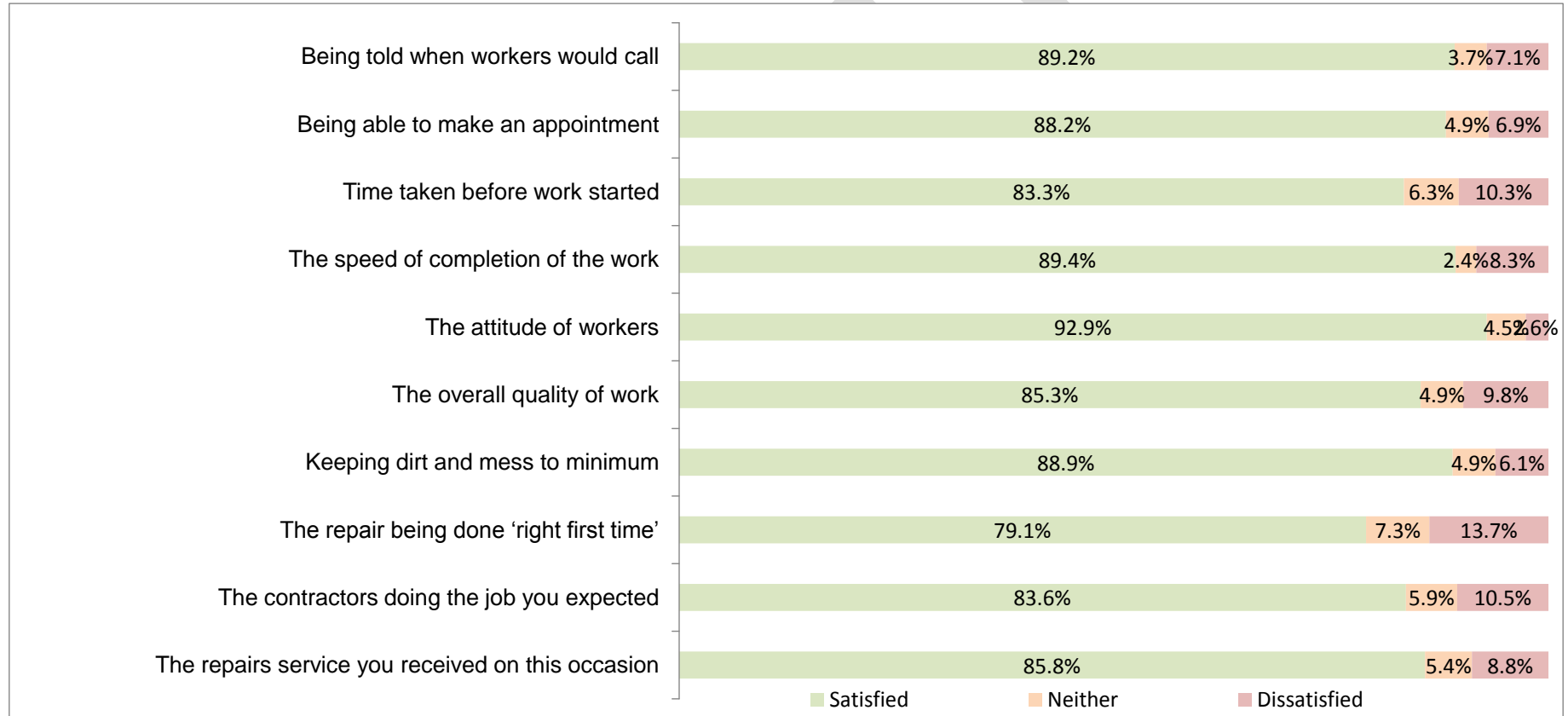
Q4. Have you had any repairs to your home in the last 12 months?

Q4: Have you had any repairs to your home in the last 12 months?				
	Base	Yes	No	Can't remember
Star 2013	642	74.0%	26.0%	
TSS Sept 2008	651	72.0%	22.0%	6.0%
Question details: Optional Star question REP1, Status question,				



Q4.a. Thinking about the last repair completed, how satisfied or dissatisfied were you with the following:

Summary chart of Q4a: Thinking about the last repair completed, how satisfied or dissatisfied were you with the following:



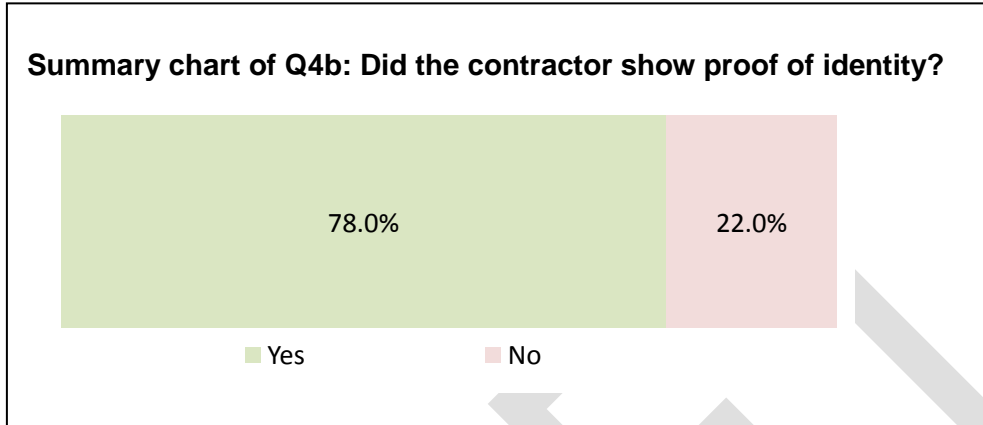
Q4a: Thinking about the last repair completed, how satisfied or dissatisfied were you with the following:

	Star 2013							Trend		
	Base	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied	Question reference	2013 Satisfied	2008 "Good"	Change +/-
Being told when workers would call	540	62.0%	27.2%	3.7%	4.3%	2.8%	REP2a ¹	89.2%	90.0%	-0.8%
Being able to make an appointment	532	59.4%	28.8%	4.9%	4.3%	2.6%	REP2b (new)	88.2%		
Time taken before work started	522	52.5%	30.8%	6.3%	5.7%	4.6%	REP2c ¹	83.3%	85.0%	-1.7%
The speed of completion of the work	534	62.2%	27.2%	2.4%	3.4%	4.9%	REP2d ¹	89.4%	89.0%	+0.4%
The attitude of workers	535	67.1%	25.8%	4.5%	1.5%	1.1%	REP2e ¹	92.9%	93.0%	
The overall quality of work	531	57.6%	27.7%	4.9%	6.0%	3.8%	REP2f ¹	85.3%	84.0%	
Keeping dirt and mess to a minimum	534	59.7%	29.2%	4.9%	3.7%	2.4%	REP2g ¹	88.9%	89.0%	
The repair being done 'right first time'	534	53.6%	25.5%	7.3%	6.4%	7.3%	REP2h (new)	79.1%		
The contractors doing the job you expected	523	56.8%	26.8%	5.9%	4.0%	6.5%	REP2i (new)	83.6%		
The repairs you received on this occasion	519	58.6%	27.2%	5.4%	4.0%	4.8%	REP2j (new)	85.8%		

¹Wording change from Status question

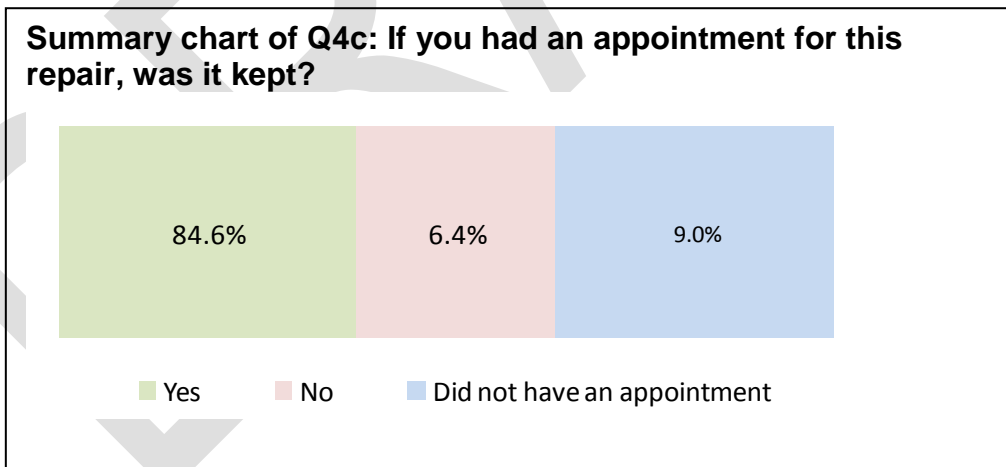
Q4.b. Did the contractor show proof of identity?

Q4b: Did the contractor show proof of identity?			
	<i>Base</i>	<i>Yes</i>	<i>No</i>
<i>Star 2013</i>	509	78.0%	22.0%
<i>Question details: Optional Star question REP3, new question</i>			



Q4.c. If you had an appointment for this repair, was it kept?

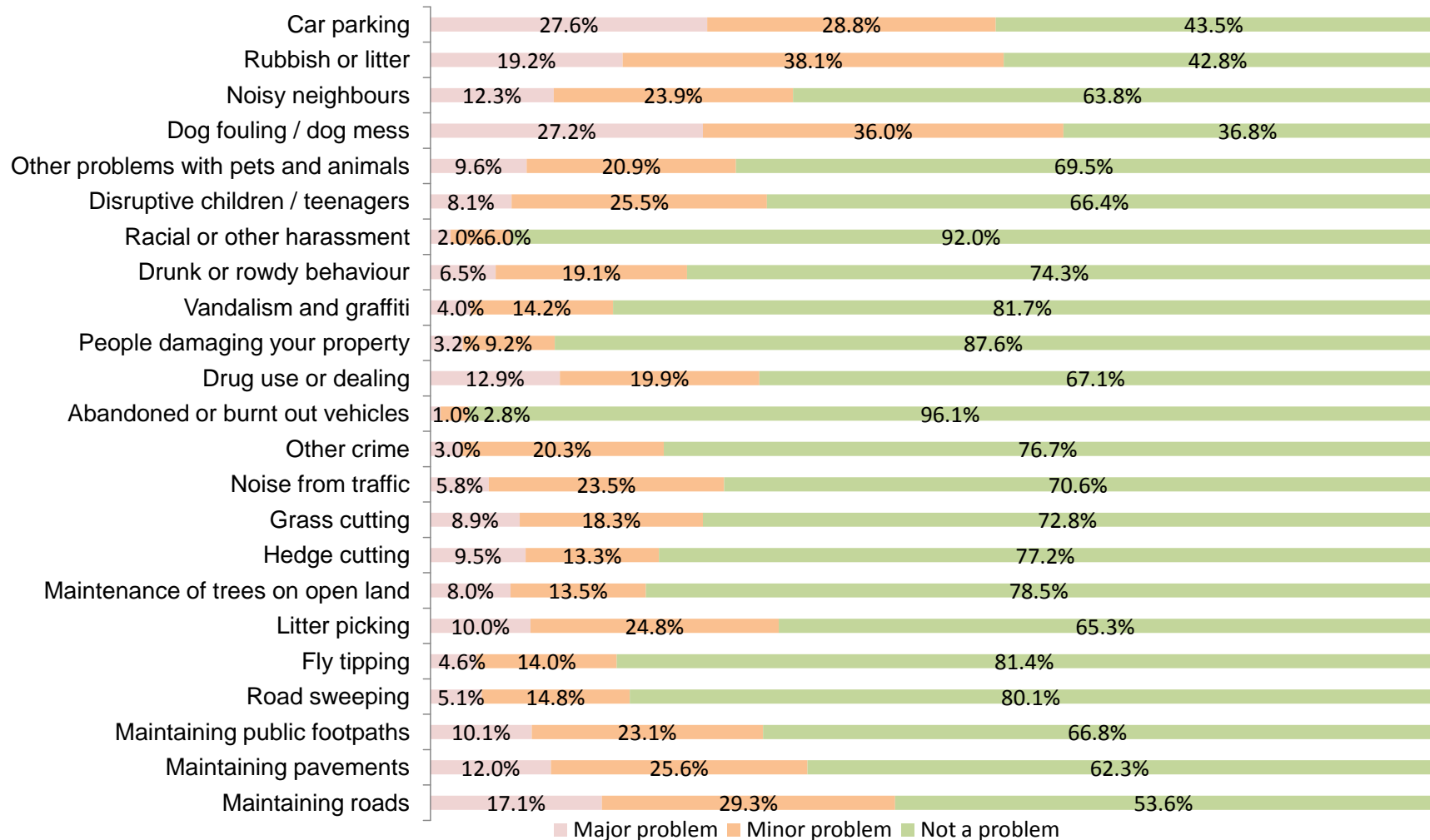
Q4c: If you had an appointment for this repair, was it kept?				
	<i>Base</i>	<i>Yes</i>	<i>No</i>	<i>Didn't have an appointment</i>
<i>Star 2013</i>	532	84.6%	6.4%	9.0%
<i>Question details: Optional Star question REP4, new question</i>				



About your neighbourhood / estate

Q5. To what extent are any of the following a problem in your neighbourhood?

Summary chart of Q5: To what extent are any of the following a problem in your neighbourhood?



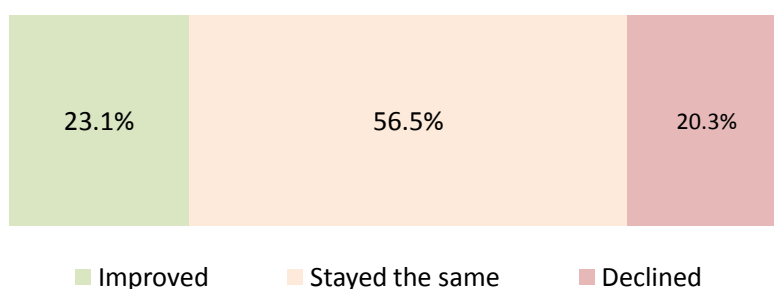
Q5: To what extent are any of the following a problem in your neighbourhood?								
	Star 2013				Question details	TSS September 2008		
	Base	Major problem	Minor problem	Not a problem		Very / Fairly big problem	Not a very big problem	Not a problem at all
Car parking	666	27.6%	28.8%	43.5%	Star Nei1a*	33%	32%	35%
Rubbish or litter	678	19.2%	38.1%	42.8%	Star Nei1b*	29%	48%	23%
Noisy neighbours	660	12.3%	23.9%	63.8%	Star Nei1c*	23%	34%	43%
Dog fouling / dog mess	688	27.2%	36.0%	36.8%	Star Nei1d*	-	-	-
Other problems with pets/animals	666	9.6%	20.9%	69.5%	Star Nei1e*	-	-	-
Disruptive children / teenagers	675	8.1%	25.5%	66.4%	Star Nei1f*	27%	37%	36%
Racial or other harassment	666	2.0%	6.0%	92.0%	Star Nei1g*	7%	23%	70%
Drunk or rowdy behaviour	674	6.5%	19.1%	74.3%	Star Nei1h*	17%	34%	48%
Vandalism or graffiti	667	4.0%	14.2%	81.7%	Star Nei1i*	16%	34%	50%
People damaging your property	663	3.2%	9.2%	87.6%	Star Nei1j*	12%	28%	60%
Drug use or dealing	672	12.9%	19.9%	67.1%	Star Nei1k*	25%	27%	48%
Abandoned or burnt out vehicles	667	1.0%	2.8%	96.1%	Star Nei1l*	3%	18%	79%
Other crime	636	3.0%	20.3%	76.7%	Star Nei1m*	10%	37%	53%
Noise from traffic	667	5.8%	23.5%	70.6%	Star Nei1n*	14%	34%	52%
Grass cutting	673	8.9%	18.3%	72.8%	CBC question	-	-	-
Hedge cutting	654	9.5%	13.3%	77.2%	CBC question	-	-	-
Maintenance of trees on open land	651	8.0%	13.5%	78.5%	CBC question	-	-	-
Litter picking	662	10.0%	24.8%	65.3%	CBC question	-	-	-
Fly tipping	657	4.6%	14.0%	81.4%	CBC question	-	-	-
Road sweeping	649	5.1%	14.8%	80.1%	CBC question	-	-	-
Maintaining public footpaths	663	10.1%	23.1%	66.8%	CBC question	-	-	-
Maintaining pavements	664	12.0%	25.6%	62.3%	CBC question	-	-	-
Maintaining roads	659	17.1%	29.3%	53.6%	CBC question	-	-	-

*Wording change from Status question

Q6. In the last three years, would you say your neighbourhood has improved or declined?

Q6: In the last three years, would you say your neighbourhood has improved or declined?					
<i>Base</i>	<i>Greatly improved</i>	<i>Slightly improved</i>	<i>Stayed the same</i>	<i>Slightly declined</i>	<i>Greatly declined</i>
692	7.1%	16.0%	56.5%	14.7%	5.6%
<i>Question details: Optional Star question Nei2, Status question</i>					

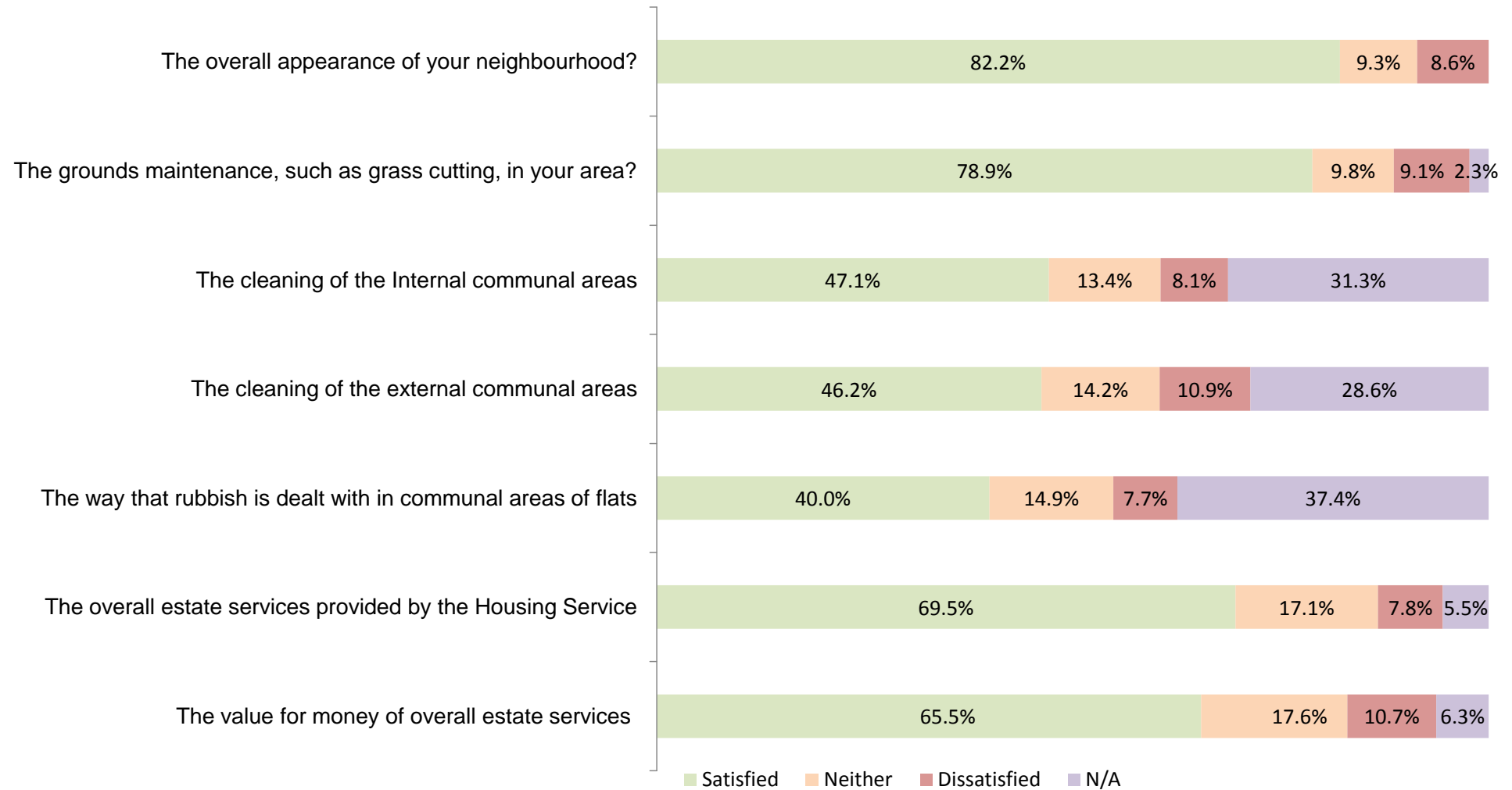
Summary chart of Q6: In the last three years, would you say your neighbourhood has improved or declined?



About Estate Services

Q7. How satisfied or dissatisfied are you with the following aspects of Estate Services?

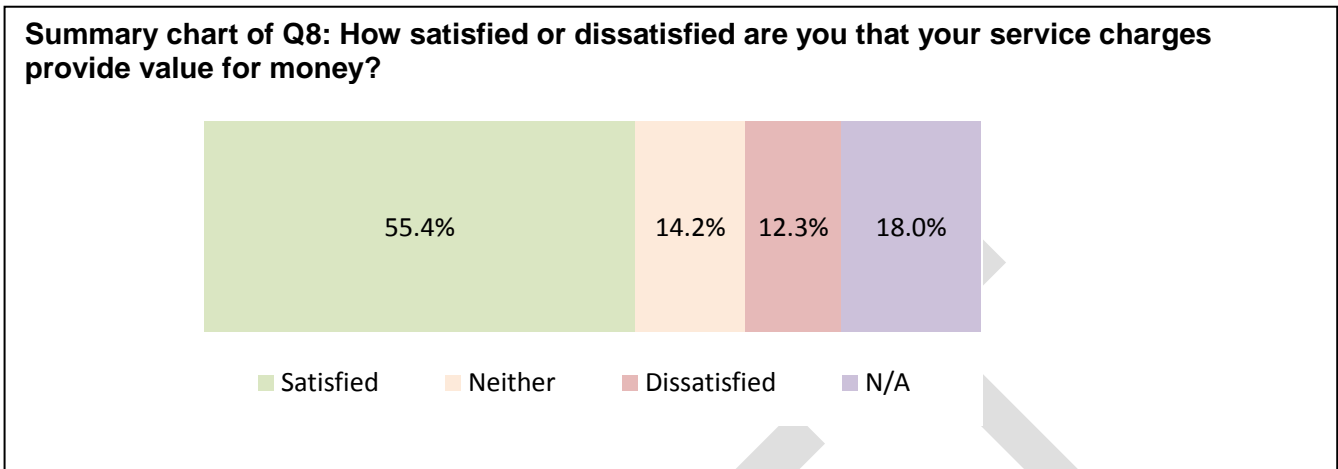
Summary chart of Q7: How satisfied or dissatisfied are you with the following aspects of Estate Services?



Q7: How satisfied or dissatisfied are you with the following aspects of Estate Services?

	<i>Base</i>	<i>Very satisfied</i>	<i>Fairly satisfied</i>	<i>Neither</i>	<i>Fairly dissatisfied</i>	<i>Very dissatisfied</i>	<i>Not applicable</i>	<i>Question details</i>
<i>The overall appearance of your neighbourhood</i>	702	26.9%	55.3%	9.3%	6.7%	1.9%		<i>Est1 New question</i>
<i>The grounds maintenance, such as grass cutting, in your area</i>	706	29.7%	49.2%	9.8%	5.8%	3.3%	2.3%	<i>Est2¹ New question</i>
<i>The cleaning of the internal communal areas</i>	632	19.6%	27.5%	13.4%	4.3%	3.8%	31.3%	<i>Est3a¹ New question</i>
<i>The cleaning of the external communal areas</i>	632	16.6%	29.6%	14.2%	6.6%	4.3%	28.6%	<i>Est3b¹ New question</i>
<i>The way that rubbish is dealt with in communal areas of flats</i>	637	17.4%	22.6%	14.9%	4.2%	3.5%	37.4%	<i>CBC question</i>
<i>The overall estate services provided by the Housing Service</i>	667	24.4%	45.1%	17.1%	4.5%	3.3%	5.5%	<i>Est4¹ New question</i>
<i>The value for money of overall estate services provided by the Housing Service.</i>	666	23.0%	42.5%	17.6%	6.3%	4.4%	6.3%	<i>Est5¹ New question</i>
<i>¹HouseMark benchmark: Estate Services</i>								

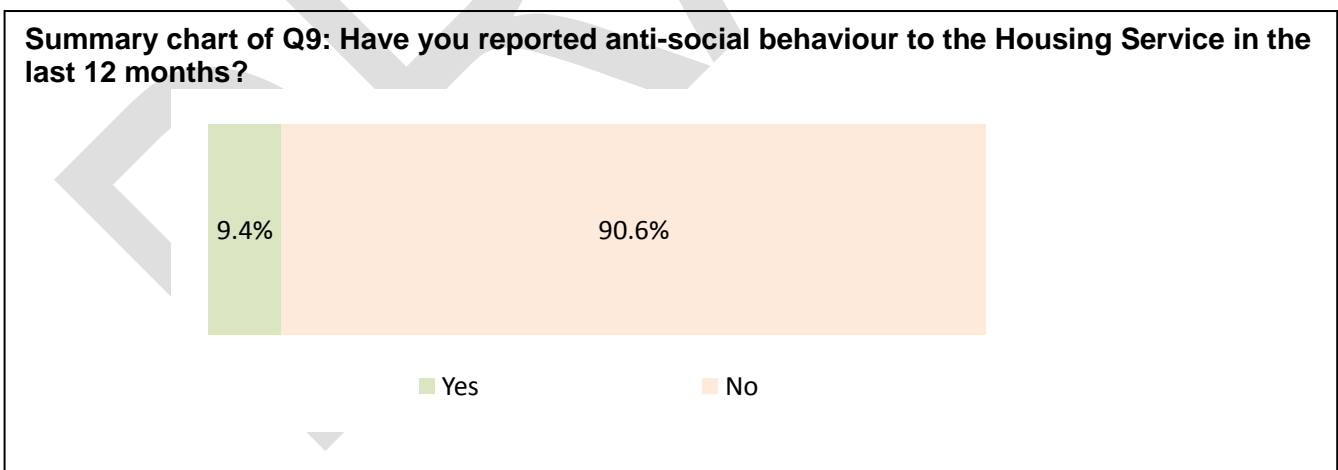
Q8. How satisfied or dissatisfied are you that your service charges provide value for money?



Q8: How satisfied or dissatisfied are you that your service charges provide value for money?							
	<i>Base</i>	<i>Very satisfied</i>	<i>Fairly satisfied</i>	<i>Neither</i>	<i>Fairly dissatisfied</i>	<i>Very dissatisfied</i>	<i>N/A</i>
<i>Star 2013</i>	667	18.4%	37.0%	14.2%	8.1%	4.2%	18.0%
<i>Question details: Core Star question COR6, Status question, HouseMark benchmark: Core PI Tracking Star Home Ownership</i>							

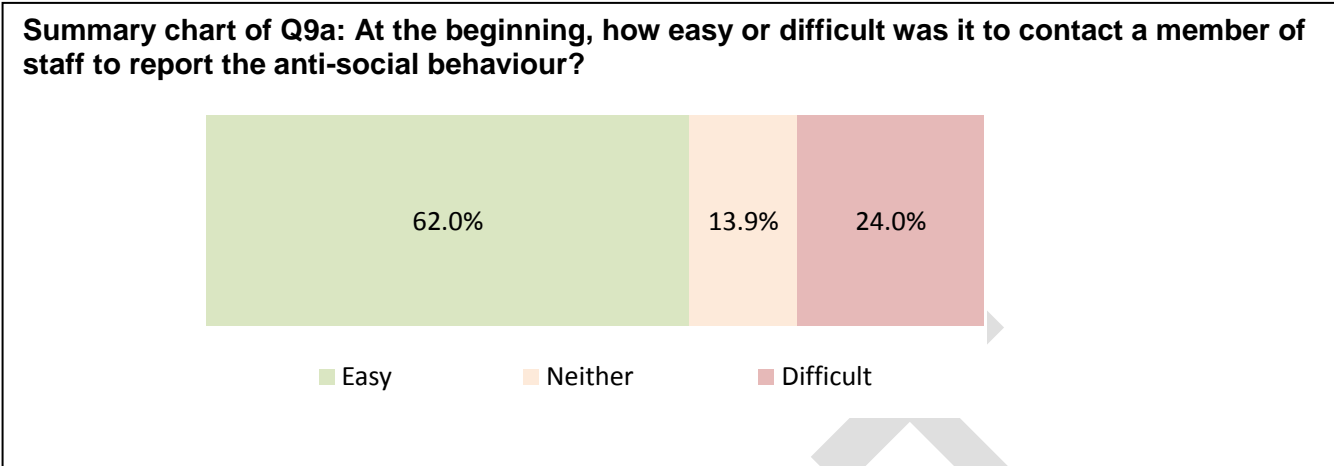
About anti-social behaviour

Q9. Have you reported anti-social behaviour to the Housing Service in the last 12 months?



Q9: Have you reported anti-social behaviour to the Housing Service in the last 12 months?			
	<i>Base</i>	<i>Yes</i>	<i>No</i>
<i>Star 2013</i>	679	9.4%	90.6%
<i>TSS Sept 2008</i>		12.6%	84.3%
<i>Question details: Optional Star question ASB1, Status question</i>			

Q9.a. At the beginning, how easy or difficult was it to contact a member of staff to report the anti-social behaviour?

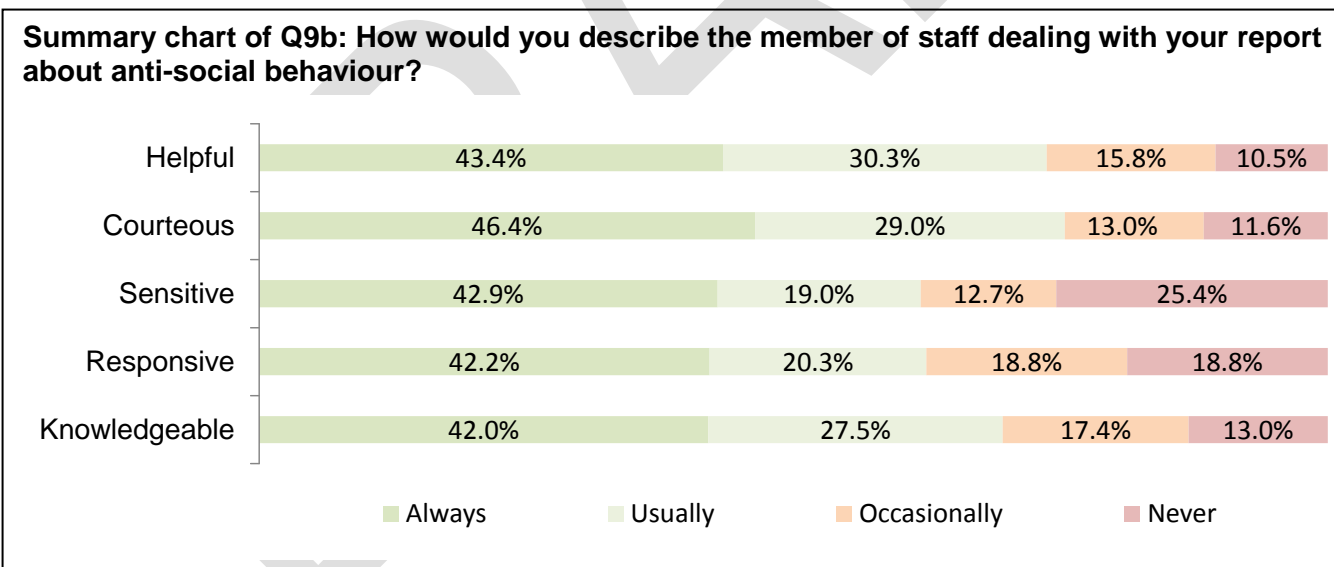


Q9a: At the beginning, how easy or difficult was it to contact a member of staff to report the anti-social behaviour?

	Base	Very easy	Fairly easy	Neither	Fairly difficult	Very difficult
Star 2013	79	36.7%	25.3%	13.9%	13.9%	10.1%

Question details: Optional Star question ASB2, new question, HouseMark benchmark ASB

Q9.b. How would you describe the member of staff dealing with your report about anti-social behaviour?

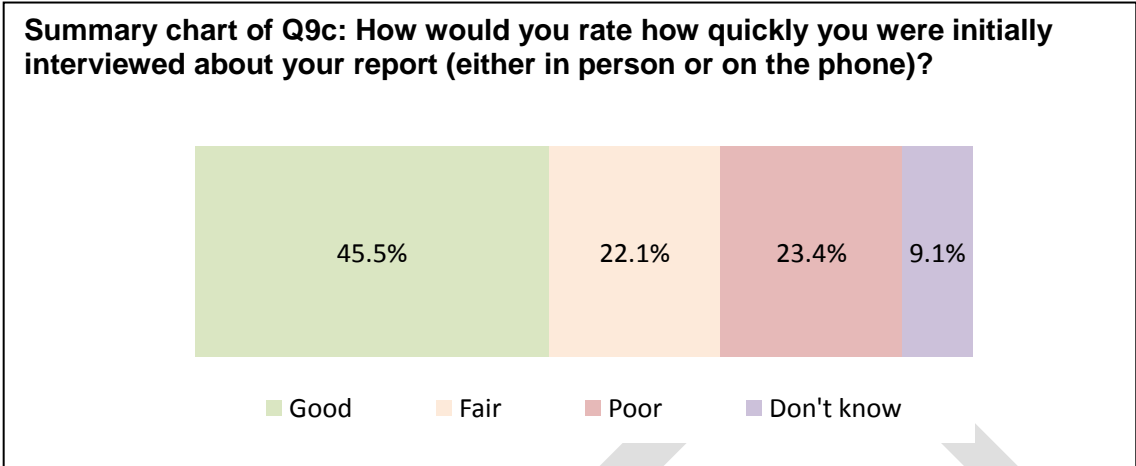


Q9b: How would you describe the member of staff dealing with your report about anti-social behaviour?

	Base	Always	Usually	Occasionally	Never	Question details
Helpful	76	43.4%	30.3%	15.8%	10.5%	ASB3a, new question ¹
Courteous	69	46.4%	29.0%	13.0%	11.6%	ASB3b, new question ¹
Sensitive	63	42.9%	19.0%	12.7%	25.4%	ASB3c, new question ¹
Responsive	64	42.2%	20.3%	18.8%	18.8%	ASB3d, new question ¹
Knowledgeable	69	42.0%	27.5%	17.4%	13.0%	ASB3e, new question ¹

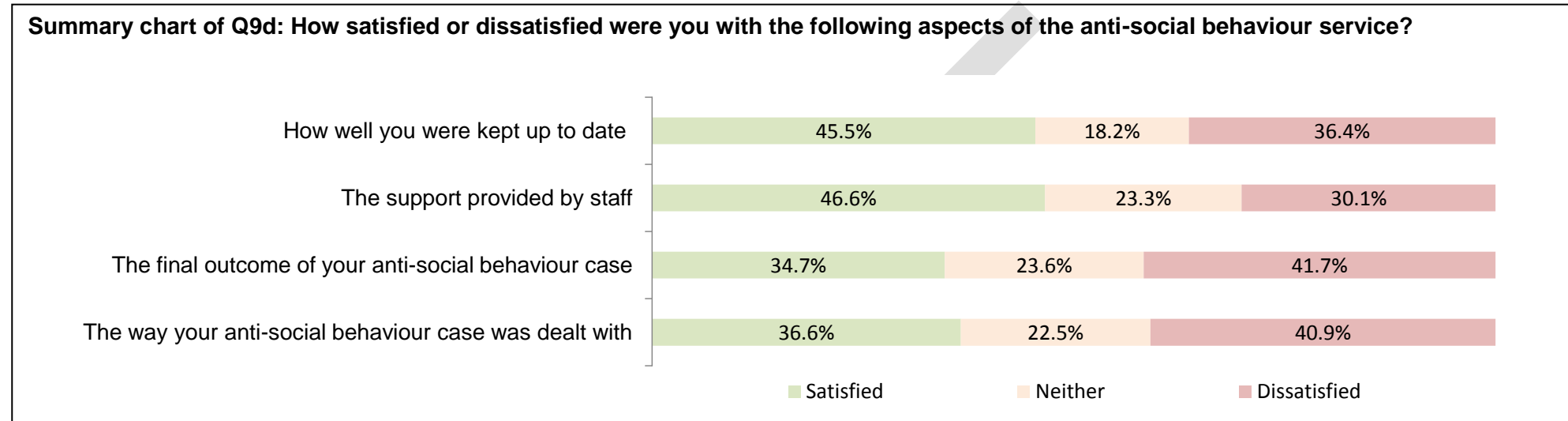
¹HouseMark benchmark: ASB

Q9.c. How would you rate how quickly you were initially interviewed about your report (either in person or on the phone)?



Q9c: How would you rate how quickly you were initially interviewed about your report (either in person or on the phone)?				
<i>Base</i>	<i>Good</i>	<i>Fair</i>	<i>Poor</i>	<i>Don't know</i>
77	45.5%	22.1%	23.4%	9.1%
<i>Question details: Optional Star question ASB4, new question, HouseMark benchmark ASB</i>				

Q9.d. How satisfied or dissatisfied were you with the following aspects of the anti-social behaviour service?

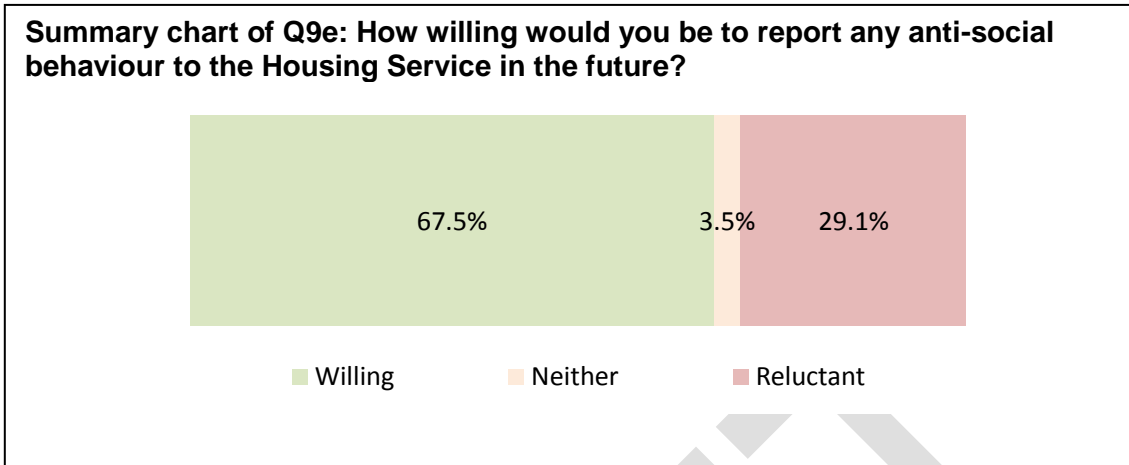


Q9d: How satisfied or dissatisfied were you with the following aspects of the anti-social behaviour service?										
	Star 2013							Trend		
	Base	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied	Question reference	2013 Satisfied	2008 Satisfied	Change +/-
How well you were kept up to date with what was happening throughout your anti-social behaviour case.	77	23.4%	22.1%	18.2%	14.3%	22.1%	ASB5b ^{1,2}	45.5%	39.0%	
The support provided by staff	73	23.3%	23.3%	23.3%	8.2%	21.9%	ASB5d ¹	46.6%	39.0%	
Overall, how satisfied or dissatisfied are you with the final outcome of your anti-social behaviour case?	72	20.8%	13.9%	23.6%	11.1%	30.6%	ASB6 ¹	34.7%	30.0%	
Overall, how satisfied or dissatisfied are you with the way that your anti-social behaviour case was dealt with?	71	18.3%	18.3%	22.5%	8.5%	32.4%	ASB7 ² (new)	36.6%		

¹Wording change from Status question

²HouseMark Benchmark: ASB

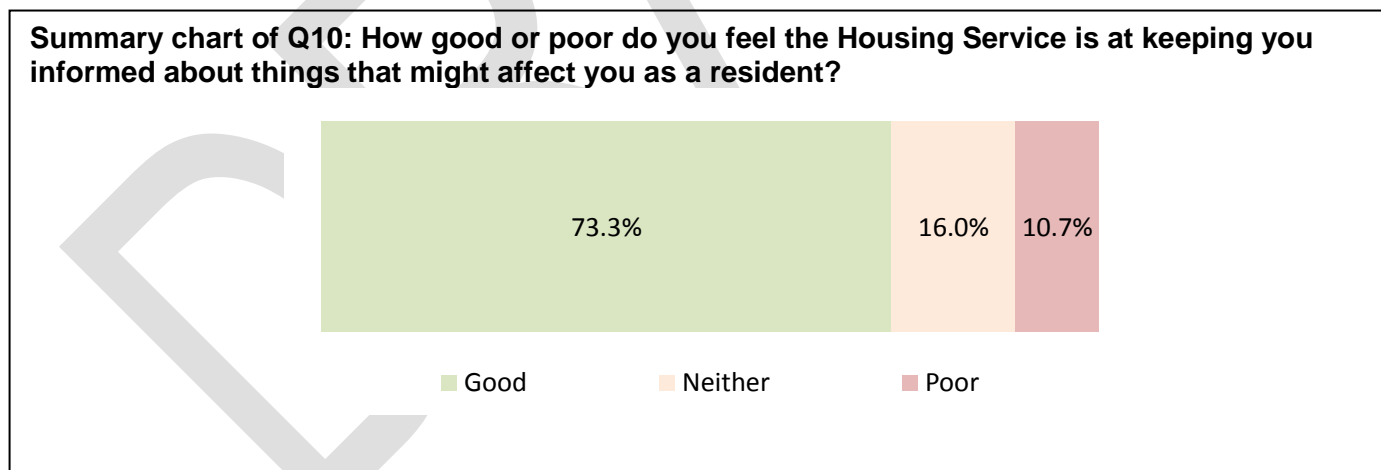
Q9.e. How willing would you be to report any anti-social behaviour to the Housing Service in the future?



Q9e: How willing would you be to report any anti-social behaviour to the Housing Service in the future?						
	<i>Base</i>	<i>Very willing</i>	<i>Fairly willing</i>	<i>Neither</i>	<i>Fairly reluctant</i>	<i>Very reluctant</i>
<i>Star 2013</i>	86	47.7%	19.8%	3.5%	10.5%	18.6%
<i>Question details: Optional Star question ASB8, new question, HouseMark benchmark ASB</i>						

About contacting us and communications

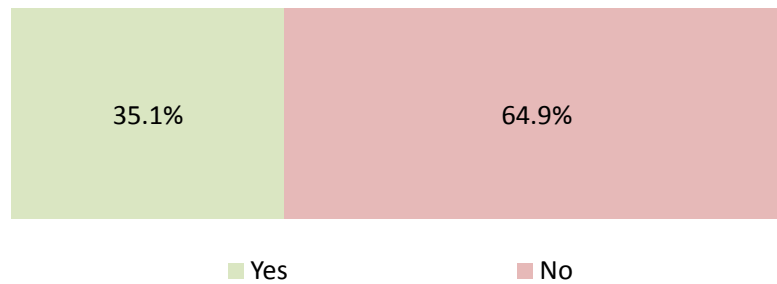
Q10. How good or poor do you feel the Housing Service is at keeping you informed about things that might affect you as a resident?



Q10: How good or poor do you feel the Housing Service is at keeping you informed about things that might affect you as a resident?						
	<i>Base</i>	<i>Very good</i>	<i>Fairly good</i>	<i>Neither</i>	<i>Fairly poor</i>	<i>Very poor</i>
<i>Star 2013</i>	699	30.2%	43.1%	16.0%	6.7%	4.0%
<i>Star 2013 (total % good)</i>		73.3%				
<i>TSS 2008 (total % good)</i>		73.9%				
<i>Question details: Optional Star question GEN3, Status question, HouseMark benchmark: Resident Involvement</i>						

Q11. Have you contacted the Housing Service in the last 12 months with a query other than to pay your rent or service charges?

Summary chart of Q11: Have you contacted the Housing Service in the last 12 months with a query other than to pay your rent or service charges?



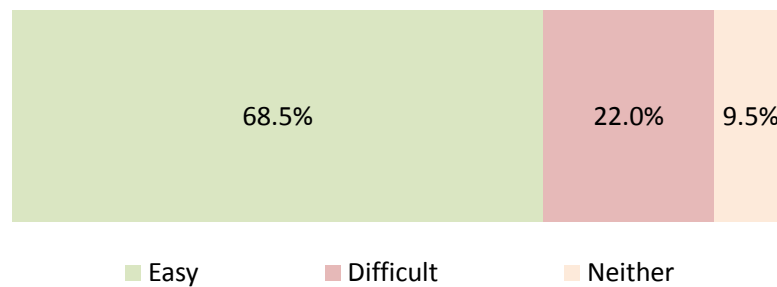
Q11: Have you contacted the Housing Service in the last 12 months with a query other than to pay your rent or service charges?

Base	Yes	No
670	35.1%	64.9%

Question details: Optional Star question CAC1, Status question

Q11.a. Was getting hold of the right person easy or difficult?

Summary chart of Q11a: Was getting hold of the right person easy or difficult?

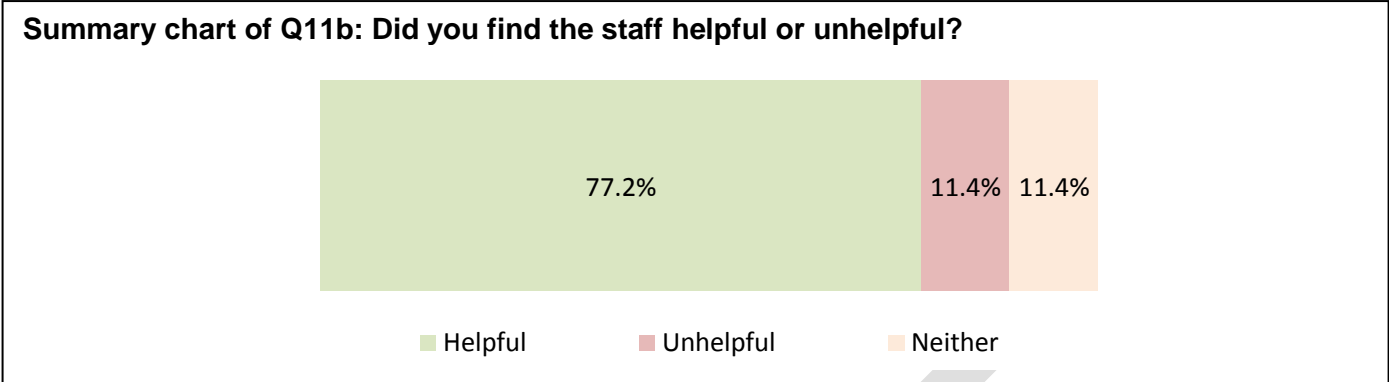


Q11a: Was getting hold of the right person easy or difficult?

	Base	Easy	Difficult	Neither
Star 2013	232	68.5%	22.0%	9.5%
TSS 2008 (% positive rating)	69.0%			

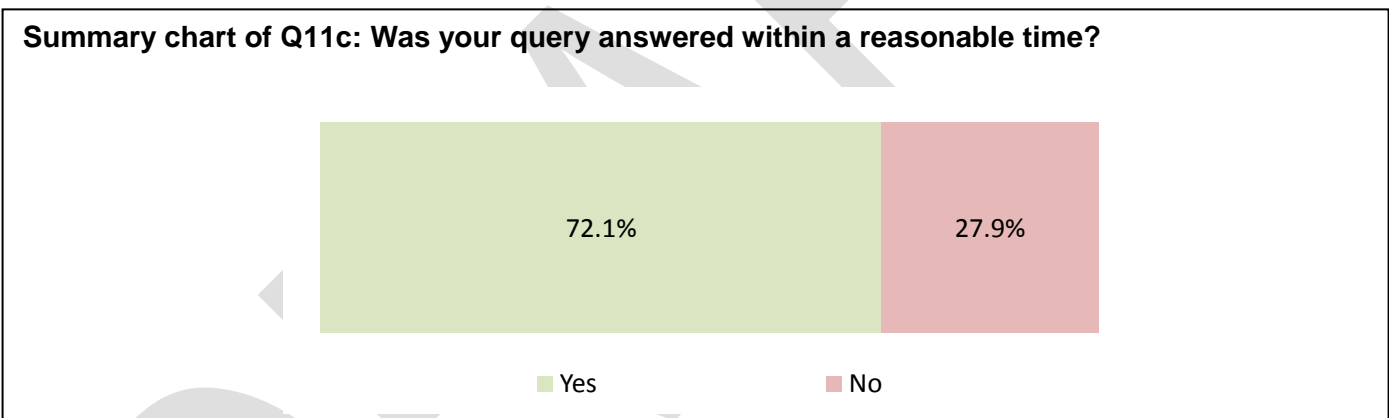
Question details: Optional Star question CAC2a, reworded Status question

Q11.b. Did you find the staff helpful or unhelpful?



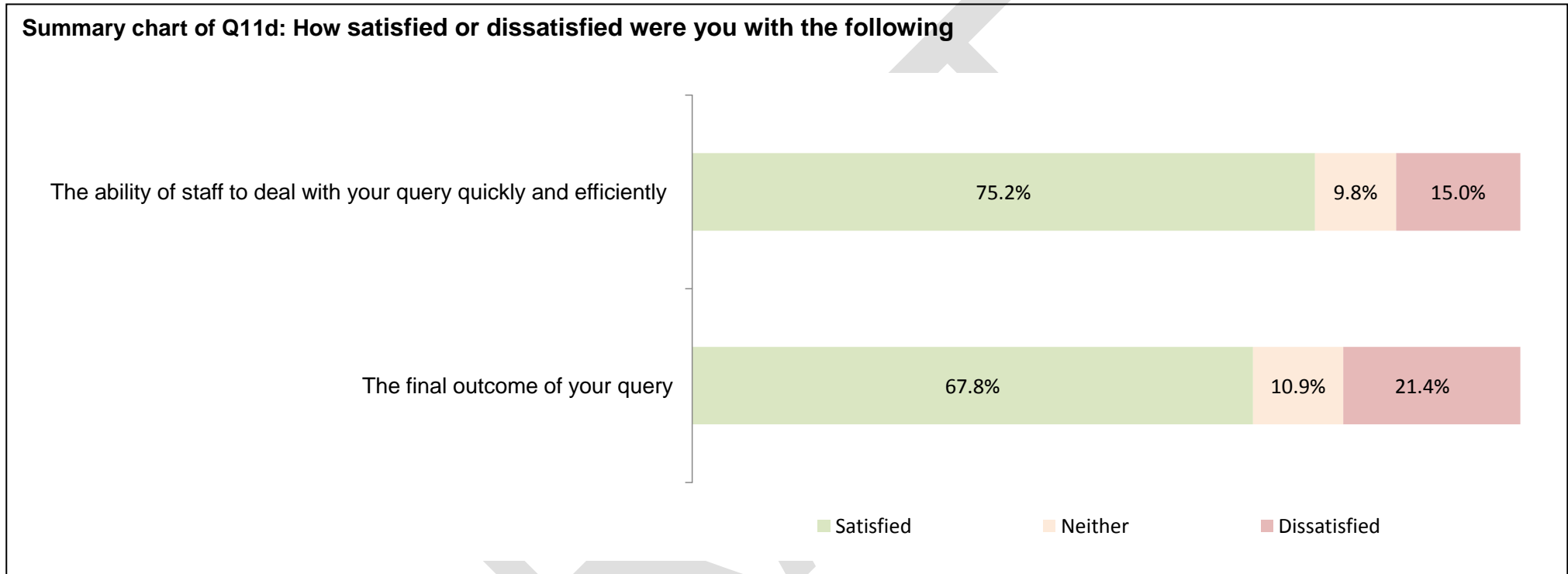
Q11b: Did you find the staff helpful or unhelpful?				
	<i>Base</i>	<i>Helpful</i>	<i>Unhelpful</i>	<i>Neither</i>
<i>Star 2013</i>	237	77.2%	11.4%	11.4%
<i>TSS 2008 (% positive rating)</i>		77.0%		
<i>Question details: Optional Star question CAC2b, reworded Status question</i>				

Q11.c. Was your query answered within a reasonable time?



Q11c: Was your query answered within a reasonable time?		
<i>Base</i>	<i>Yes</i>	<i>No</i>
201	72.1%	27.9%
<i>Question details: Optional Star question CAC2c, new question</i>		

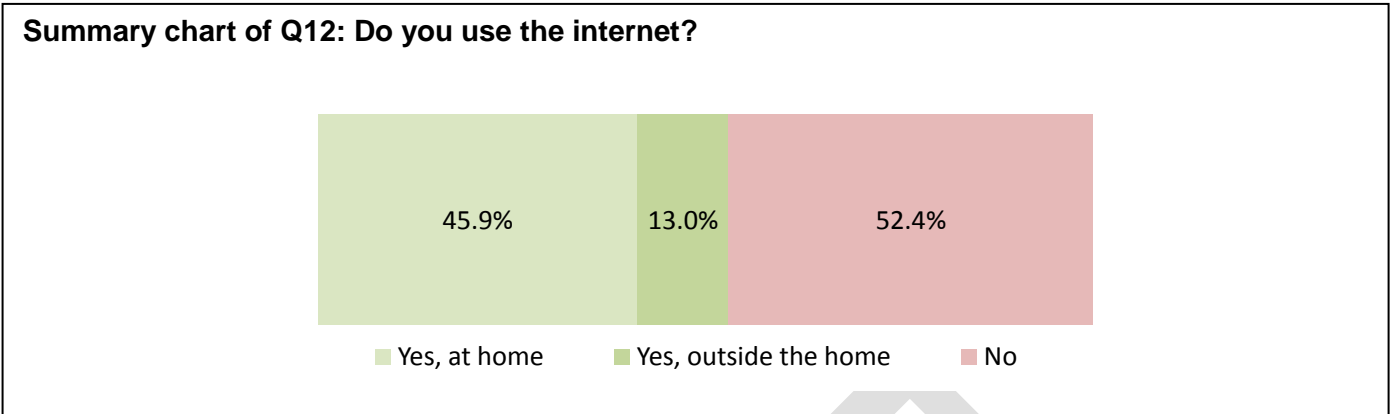
Q11.d. How satisfied or dissatisfied were you with the following:



Q11d: How satisfied or dissatisfied were you with the following										
	Star 2013							Trend		
	Base	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied	Question reference	2013 Satisfied	2008 "Positive"	Change +/-
The ability of staff to deal with your query quickly and efficiently	246	37.4%	37.8%	9.8%	8.9%	6.1%	CAC3a (new)	75.2%		
The final outcome of your query	220	35.5%	32.3%	10.9%	10.0%	11.4%	CAC3b ¹	67.8%	62.0%	

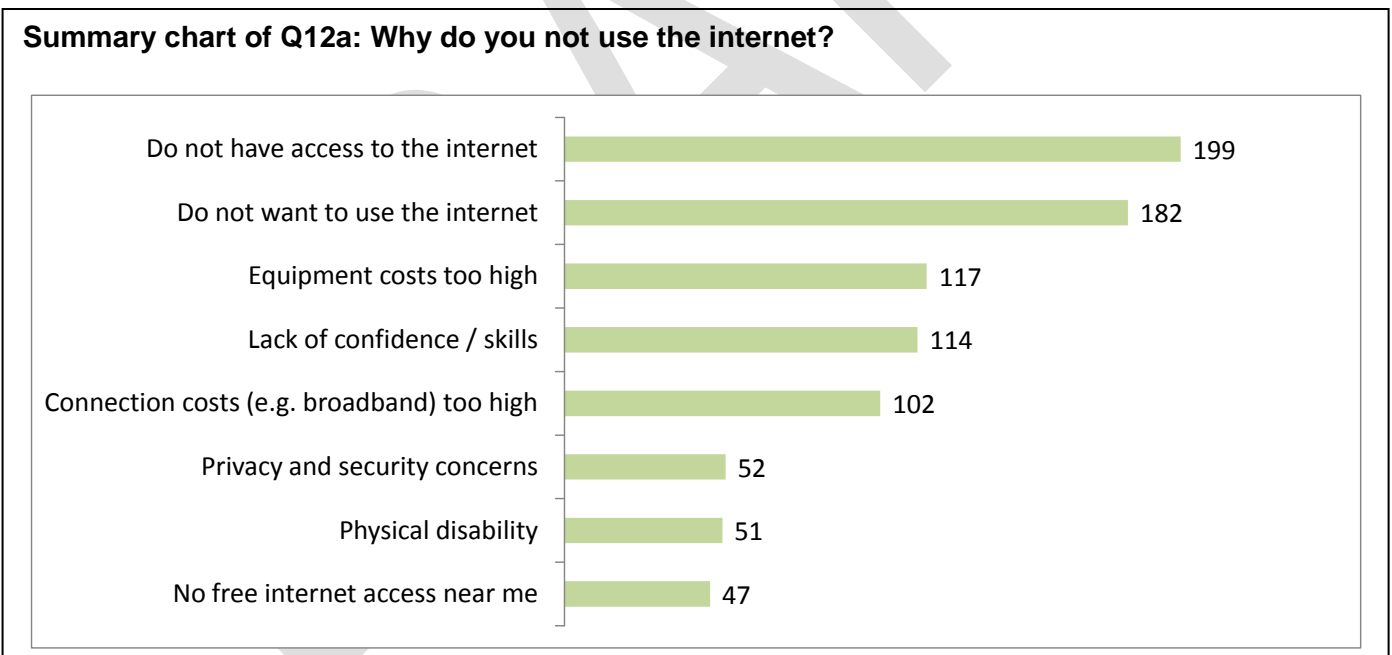
¹Wording change from Status question

Q12. Do you use the internet?



Q12: Do you use the internet?			
<i>Base</i>	<i>Yes, at home</i>	<i>Yes, outside the home</i>	<i>No</i>
	656	45.9%	13.0%
<i>Question details: Optional Star question CAC4a, new question</i>			

Q12.a. Why do you not use the internet?



Q12a: Why do you not use the internet?	
	<i>Number of respondents</i>
<i>Do not have access to the internet</i>	199
<i>Do not want to use the internet</i>	182
<i>Equipment costs too high</i>	117
<i>Lack of confidence / skills</i>	114
<i>Connection costs (e.g. broadband) too high</i>	102
<i>Privacy and security concerns</i>	52

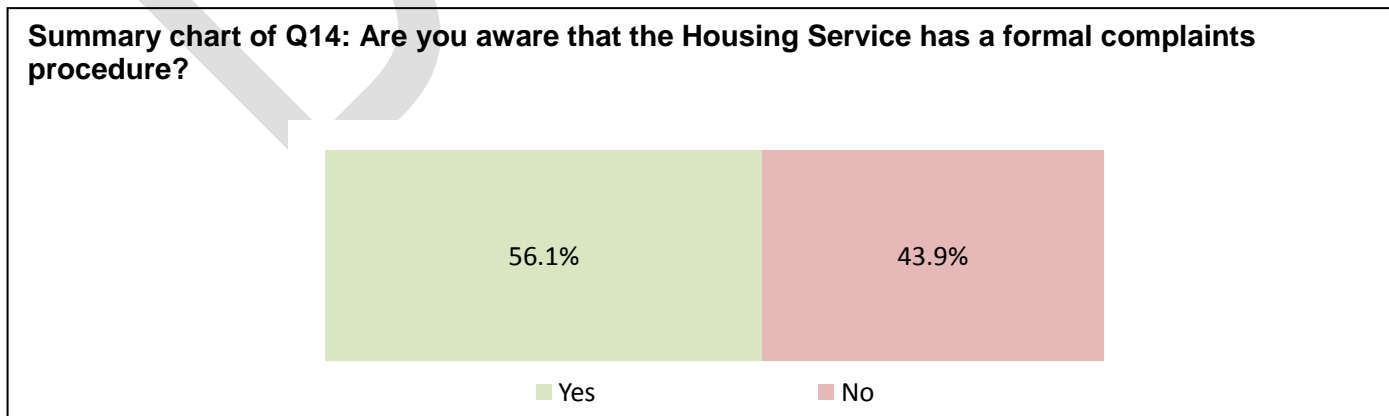
<i>Physical disability</i>	51
<i>No free internet access near me</i>	47
<i>Other: please specify:</i>	
<ul style="list-style-type: none"> • <i>Due to a visual impairment</i> • <i>Due to a learning disability</i> • <i>I don't have a computer (3 respondents)</i> • <i>I don't have a landline (2 respondents)</i> 	
<i>Question details: Optional Star question CAC4b, new question</i>	

Q13. Which of the following methods of being kept informed and getting in touch with the Housing Service are you happy to use?

Q13: Which of the following methods of being kept informed and getting in touch with the Housing Service are you happy to use?	
	Number of respondents
<i>Telephone</i>	512
<i>In writing</i>	346
<i>Newsletter</i>	235
<i>Visit to the office</i>	183
<i>Email</i>	157
<i>Visit to your home by staff</i>	155
<i>Text / SMS</i>	139
<i>Open meetings</i>	66
<i>Other: please specify:</i>	
<ul style="list-style-type: none"> • <i>Visits by workmen (not inspectors)</i> • <i>Councillors visit our Pensioners' Community Room often</i> • <i>Someone to collect rent and Council tax</i> • <i>My family deal with everything</i> • <i>Phone app</i> • <i>We will miss our local office (2 respondents)</i> 	
<i>Question details: Optional Star question CAC5, new question</i>	

About complaints

Q14. Are you aware that the Housing Service has a formal complaints procedure?



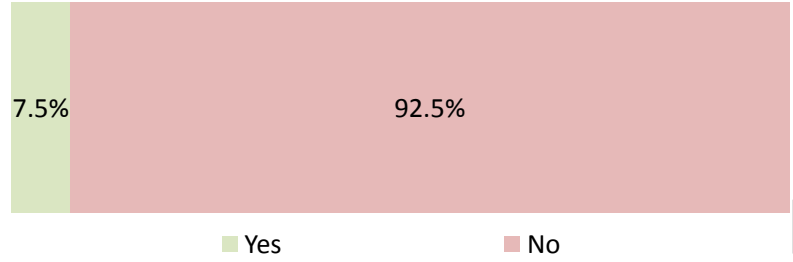
Q14: Are you aware that the Housing Service has a formal complaints procedure?

<i>Base</i>	<i>Yes</i>	<i>No</i>
683	56.1%	43.9%

Question details: Optional Star question COM1, Status question

Q15. Have you made a complaint to the Housing Service in the last 12 months about our services?

Summary chart of Q14: Are you aware that the Housing Service has a formal complaints procedure?



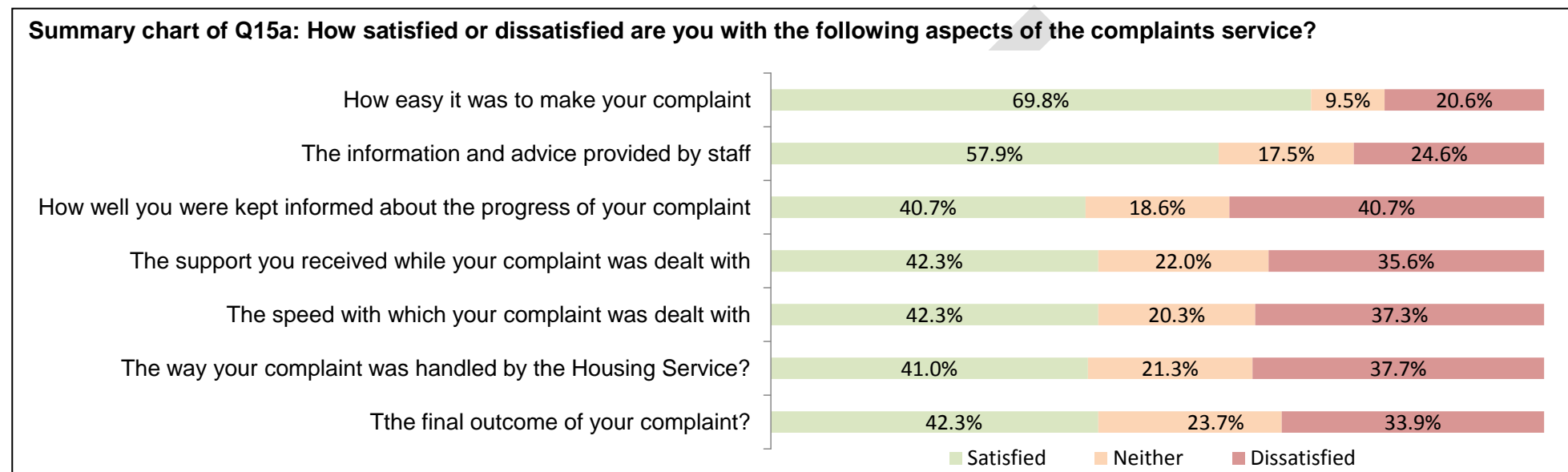
Q15: Have you made a complaint to the Housing Service in the last 12 months about our services?

<i>Base</i>	<i>Yes</i>	<i>No</i>
669	7.5%	92.5%

Question details: Optional Star question COM2, new question

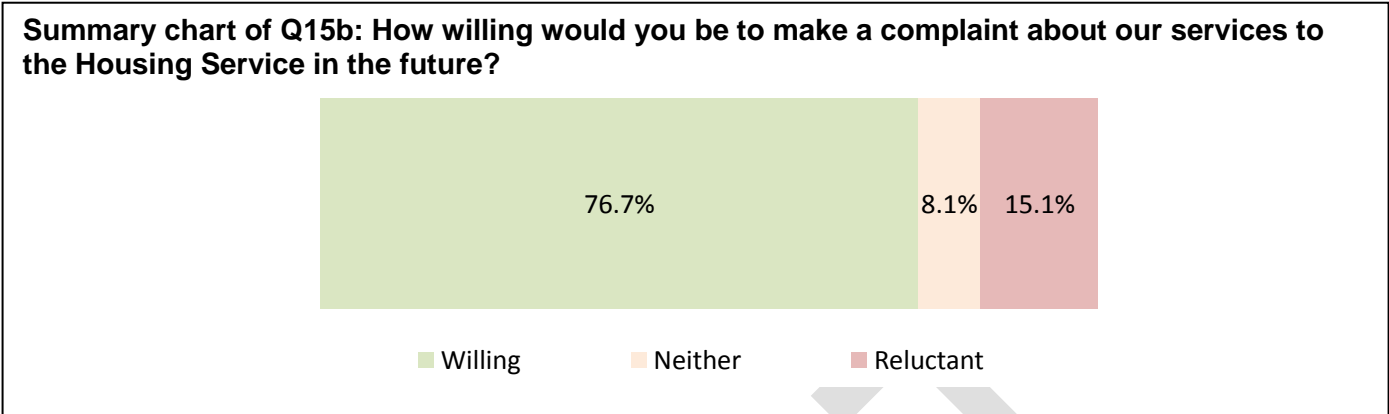
DRAFT

Q15.a. How satisfied or dissatisfied are you with the following aspects of the complaints service?



Q15a: How satisfied or dissatisfied are you with the following aspects of the complaints service?							
	<i>Base</i>	<i>Very satisfied</i>	<i>Fairly satisfied</i>	<i>Neither</i>	<i>Fairly dissatisfied</i>	<i>Very dissatisfied</i>	<i>Question details</i>
<i>How easy it was to make your complaint</i>	63	34.9%	34.9%	9.5%	11.1%	9.5%	COM3a New question
<i>The information and advice provided by staff</i>	57	22.8%	35.1%	17.5%	12.3%	12.3%	COM3b New question
<i>How well you were kept informed about the progress of your complaint</i>	59	25.4%	15.3%	18.6%	13.6%	27.1%	COM3c New question
<i>The support you received while your complaint was dealt with</i>	59	25.4%	16.9%	22.0%	15.3%	20.3%	COM3d New question
<i>The speed with which your complaint was dealt with</i>	59	23.7%	18.6%	20.3%	8.5%	28.8%	COM3e New question
<i>Overall, how satisfied or dissatisfied are you with the way your complaint was handled by the Housing Service?</i>	61	23.0%	18.0%	21.3%	11.5%	26.2%	COM4 New question
<i>Overall, how satisfied or dissatisfied are you with the final outcome of your complaint?</i>	59	23.7%	18.6%	23.7%	5.1%	28.8%	COM5 New question

Q15.b. How willing would you be to make a complaint about our services to the Housing Service in the future?



Q15b: How willing would you be to make a complaint about our services to the Housing Service in the future?

Base	Very willing	Fairly willing	Neither	Fairly reluctant	Very reluctant
86	46.5%	30.2%	8.1%	9.3%	5.8%

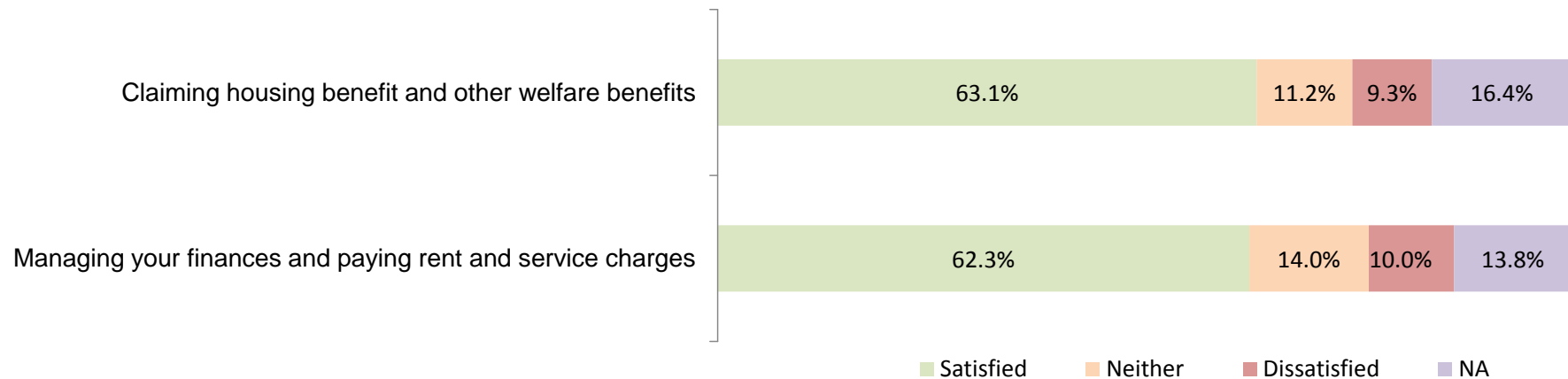
Question details: Optional Star question COM6, new question

DRAFT

About advice and support

Q16. Thinking about your rent and income, how satisfied or dissatisfied are you with the advice and support you receive from the Housing Service with the following?

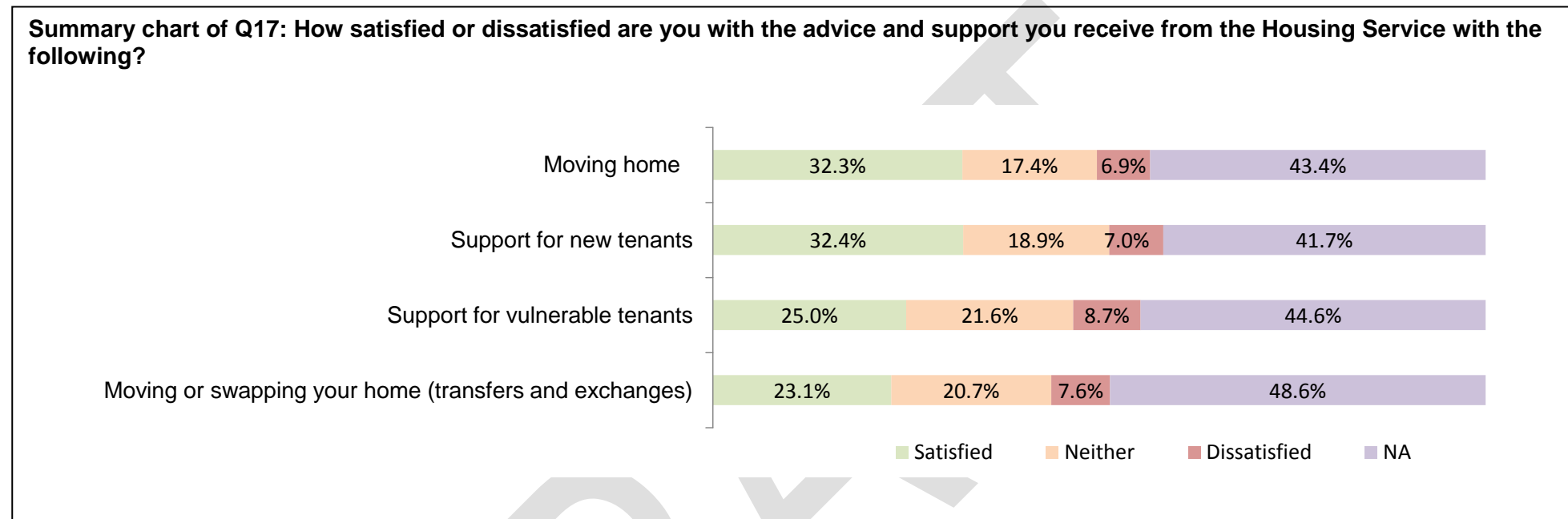
Summary chart of Q16: Thinking about your rent and income, how satisfied or dissatisfied are you with the advice and support you receive from the Housing Service with the following?



Q16: Thinking about your rent and income, how satisfied or dissatisfied are you with the advice and support you receive from the Housing Service with the following?

	Base	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied	N/A	Question reference
Claiming housing benefit and other welfare benefits	695	37.8%	25.3%	11.2%	5.8%	3.5%	16.4%	AAS1a Reworded Status question
Managing your finances and paying rent and service charges	666	32.1%	30.2%	14.0%	5.6%	4.4%	13.8%	AAS1b Reworded Status question

Q17. How satisfied or dissatisfied are you with the advice and support you receive from the Housing Service with the following?

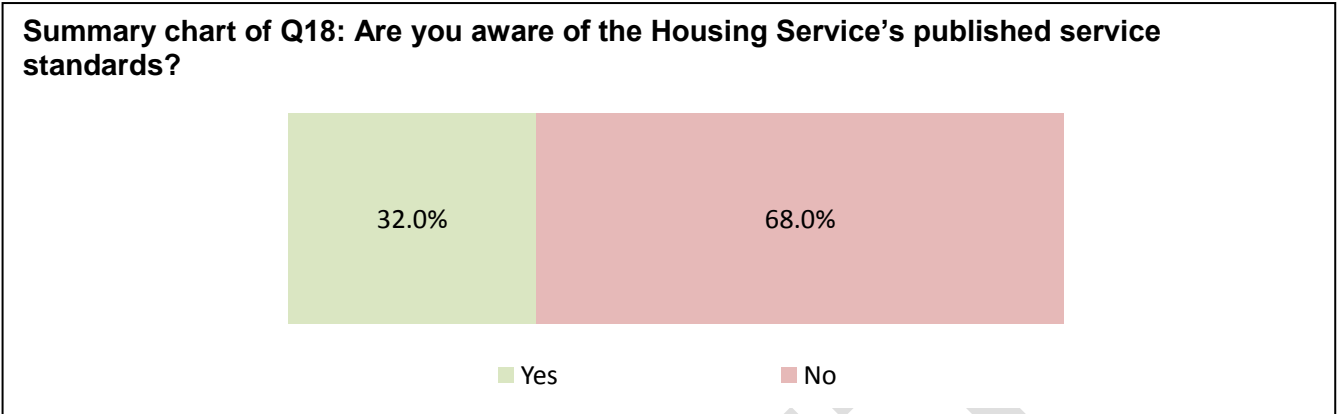


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Q17: How satisfied or dissatisfied are you with the advice and support you receive from the Housing Service with the following?											
	Star 2013								Trend		
	Base	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied	N/A	Question reference	2013 Satisfied (excluding N/As)	2008 Satisfied	Change +/-
Moving home	610	15.6%	16.7%	17.4%	2.5%	4.4%	43.4%	AAS2a	57.1%	32.0%	+25.1%
Support for new tenants	599	16.7%	15.7%	18.9%	3.7%	3.3%	41.7%	AAS2b	55.6%	37.9%	+17.7%
Support for vulnerable tenants	583	13.2%	11.8%	21.6%	3.6%	5.1%	44.6%	AAS2c	45.2%	35.8%	+9.4%
Moving or swapping your home (transfers and exchanges)	584	10.6%	12.5%	20.7%	3.3%	4.3%	48.6%	GEN6d (New)	45.0%		

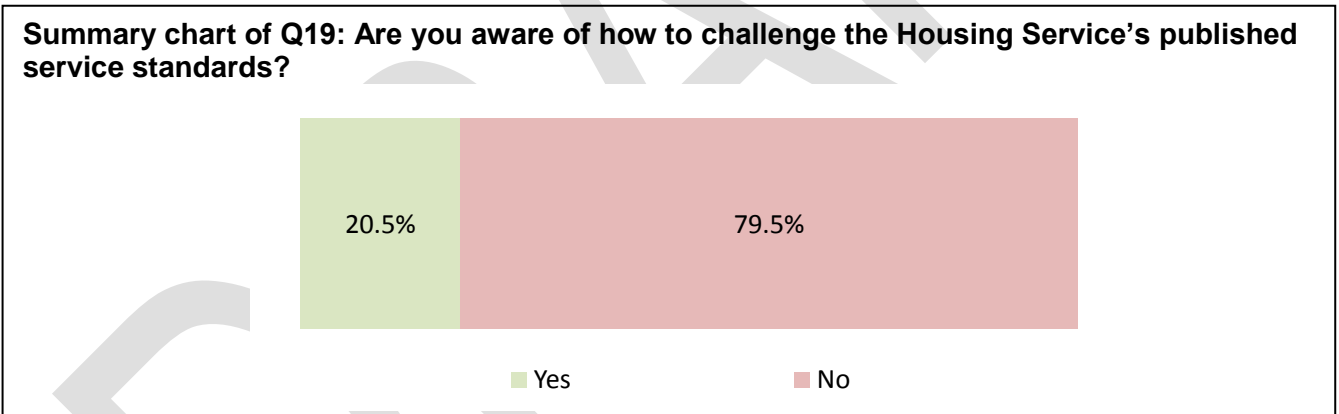
Other

Q18. Are you aware of the Housing Service’s published service standards?



Q18: Are you aware of the Housing Service’s published service standards?		
Base	Yes	No
666	32.0%	68.0%
Question details: Optional Star question GEN7 ,Status question		

Q19. Are you aware of how to challenge the Housing Service’s published service standards?



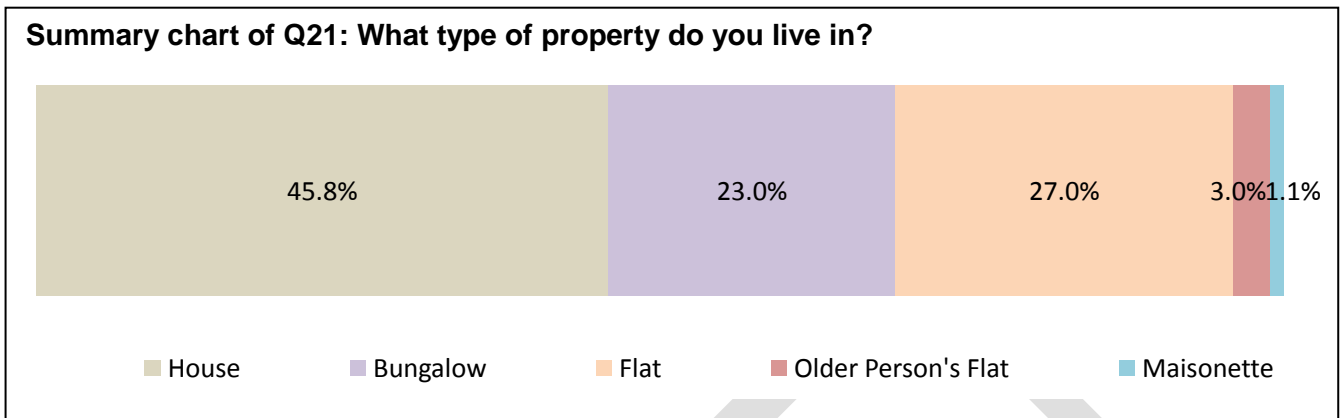
Q19: Are you aware of how to challenge the Housing Service’s published service standards?		
Base	Yes	No
662	20.5%	79.5%
Question details: Optional Star question GEN8 ,Status question		

Q20. Do you have any other suggestions of ways to improve the Housing Service?

The comments made by respondents have been included at Appendix 1.

About you

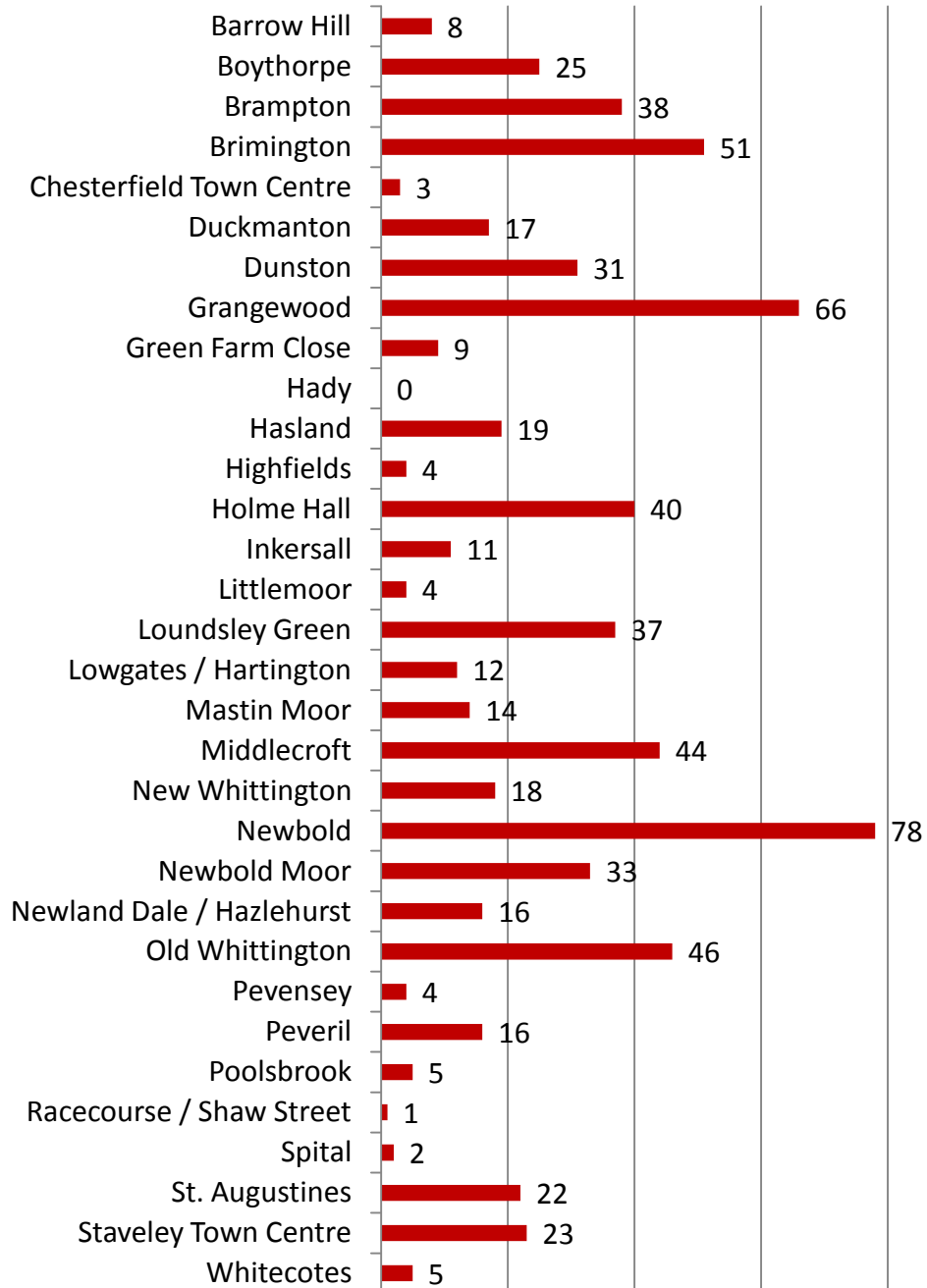
Q21. What type of property do you live in?



Q21: What type of property do you live in?	
<i>House</i>	45.8%
<i>Bungalow</i>	23.0%
<i>Flat</i>	27.0%
<i>Older person's flat</i>	3.0%
<i>Maisonette</i>	1.1%
	<i>CBC question</i>

Q22. In which area do you live?

Summary chart of Q22: In which area do you live?



Q22: In which area do you live?					
Area	No.	%	Area	No.	%
Barrow Hill	8	1.1%	Lowgates / Hartington	12	1.7%
Boythorpe	25	3.6%	Mastin Moor	14	2.0%
Brampton	38	5.4%	Middlecroft	44	6.3%
Brimington	51	7.3%	New Whittington	18	2.6%
Chesterfield Town Centre	3	0.4%	Newbold	78	11.1%
Duckmanton	17	2.4%	Newbold Moor	33	4.7%
Dunston	31	4.4%	Newland Dale / Hazlehurst	16	2.3%
Grangewood	66	9.4%	Old Whittington	46	6.6%
Green Farm Close	9	1.3%	Pevensey	4	0.6%
Hady	0	0.0%	Peveiril	16	2.3%
Hasland	19	2.7%	Poolsbrook	5	0.7%
Highfields	4	0.6%	Racecourse / Shaw Street	1	0.1%
Holme Hall	40	5.7%	Spital	2	0.3%
Inkersall	11	1.6%	St. Augustines	22	3.1%
Littlemoor	4	0.6%	Staveley Town Centre	23	3.3%
Loundsley Green	37	5.3%	Whitecotes	5	0.7%

CBC question

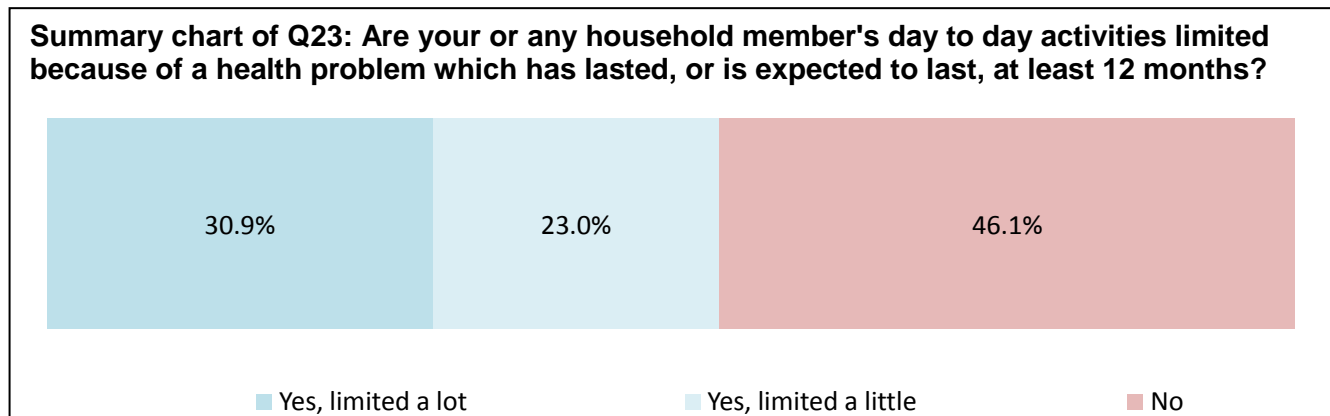
Respondents by Area Panel

Area Panel Breakdown		
	No.	%
Area Panel 1	109	15.5%
Area Panel 2	71	10.1%
Area Panel 3	86	12.3%
Area Panel 4	66	9.4%
Area Panel 5	121	17.2%
Area Panel 6	72	10.3%
Area Panel 7	106	15.1%
Area Panel 8	71	10.1%

Area Panel 1	15.5%
Area Panel 2	10.1%
Area Panel 3	12.3%
Area Panel 4	9.4%
Area Panel 5	17.2%
Area Panel 6	10.3%
Area Panel 7	15.1%
Area Panel 8	10.1%

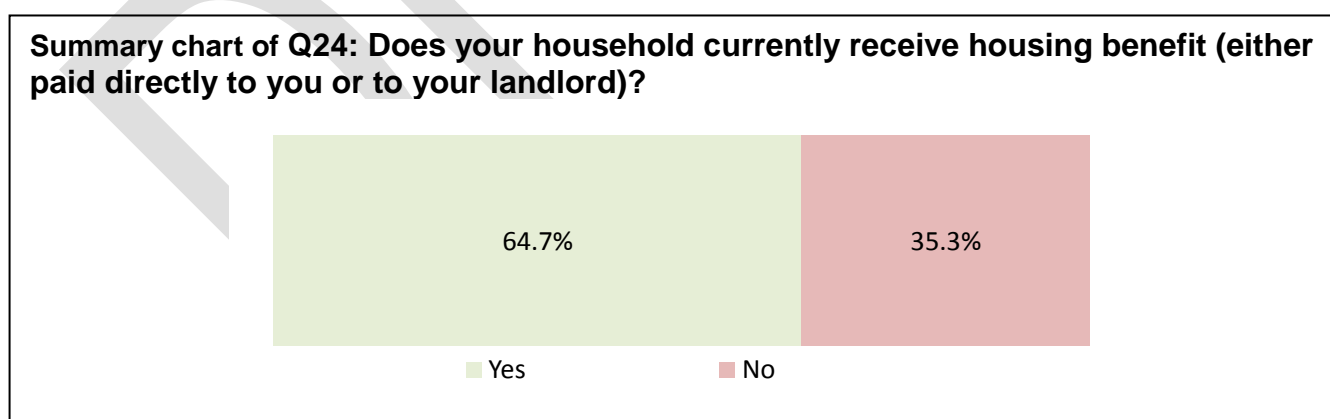
Further analysis based on Q22

Q23. Are you or any household member's day to day activities limited because of a health problem which has lasted, or is expected to last, at least 12 months? (Include any household member with a long term illness or disability in your answer)



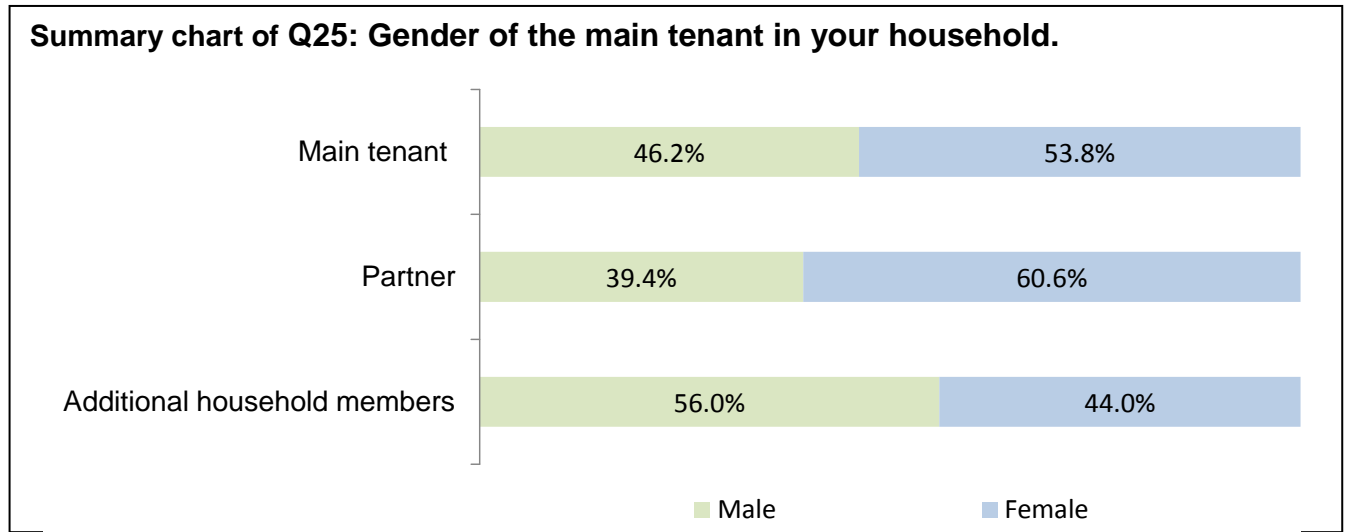
Q23: Are you or any household member's day to day activities limited because of a health problem which has lasted, or is expected to last, at least 12 months? (Include any household member with a long term illness or disability in your answer)	
Yes, limited a lot	30.9%
Yes, limited a little	23.0%
No	46.1%
Question details: Core Demographic Star question DEM2, reworded Status question	

Q24. Does your household currently receive housing benefit (either paid directly to you or to your landlord)?



Q24: Does your household currently receive housing benefit (either paid directly to you or to your landlord)?	
Yes	64.7%
No	35.3%
Question details: Optional Demographic Star question DEM3, Status question	

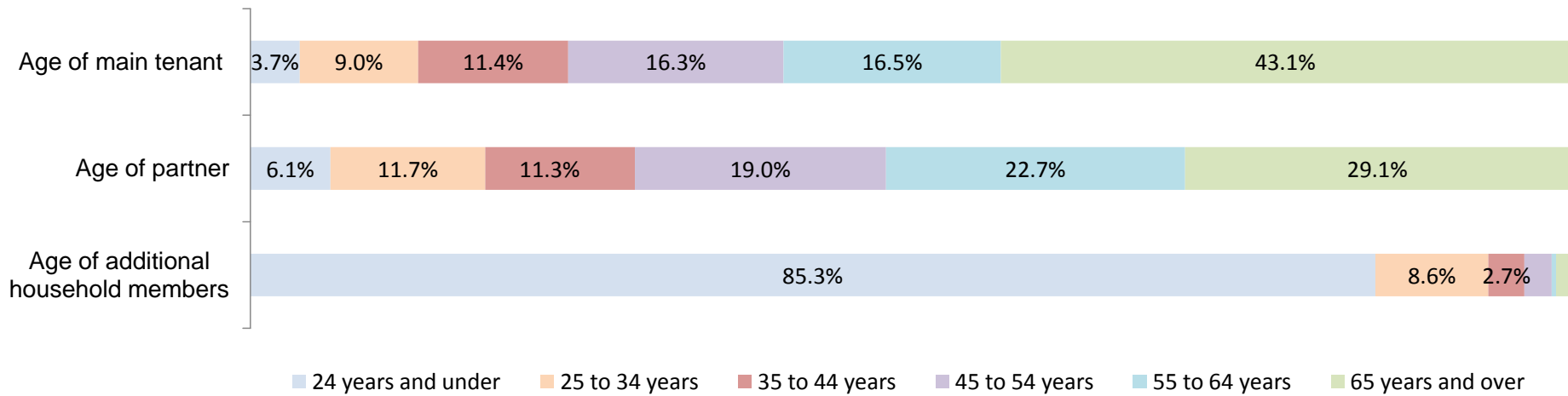
Q25. You and your household - please tell us the age and gender of everyone who lives with you in your household. Gender - Please select either male or female for your gender. Transgender or transsexual: select the answer which you identify yourself as. You can select either 'male' or 'female', whichever you believe is correct, irrespective of the details recorded on your birth certificate. You do not need to have a Gender Recognition Certificate.



Q25: You and your household - please tell us the gender of everyone who lives with you in your household.					
	Base	Male		Female	
		No.	%	No	%
Main tenant	690	319	46.2%	371	53.8%
Partner	259	102	39.4%	157	60.6%
Additional household members	339	190	56.0%	149	44.0%

Question details: Core Demographic Star question DEM1, reworded Status question

Summary chart of Q25: Age of everyone who lives with you in your household.

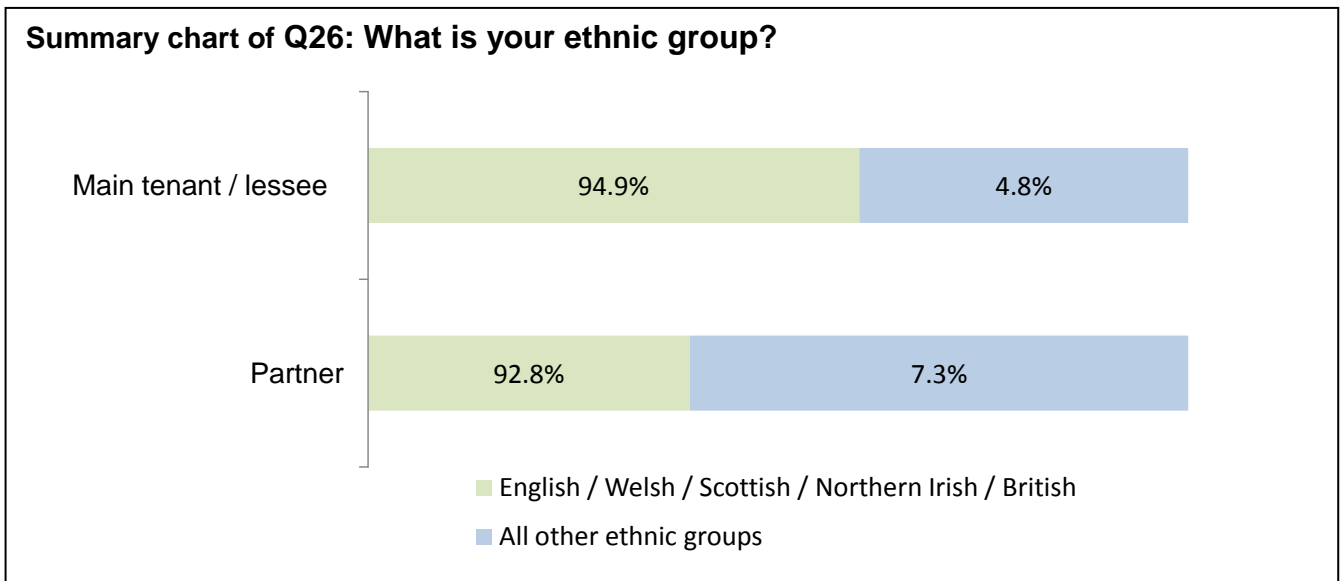


Q25: You and your household - please tell us the age of everyone who lives with you in your household.

	Base	24 years and under		25 to 34 years		35 to 44 years		45 to 54 years		55 to 64 years		65 years and over	
		No.	%	No.	%	No.	%	No.	%	No.	%	No.	%
Main tenant	668	25	3.7%	60	9.0%	76	11.4%	109	16.3%	110	16.5%	288	43.1%
Partner	247	15	6.1%	29	11.7%	28	11.3%	47	19.0%	56	22.7%	72	29.1%
Additional household members	292	249	85.3%	25	8.6%	8	2.7%	6	2.1%	1	0.3%	3	1.0%

Question details: Core Demographic Star question DEM1, reworded Status question

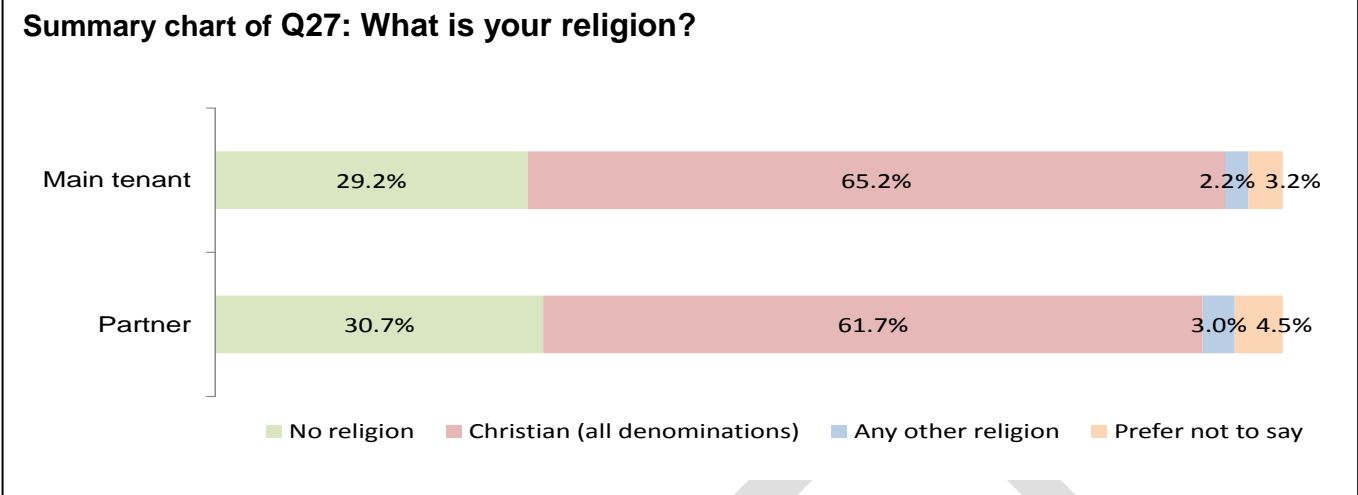
Q26. What is your ethnic group?



Q26: What is your ethnic group?		
	Main tenant	Partner
English / Welsh / Scottish / Northern Irish / British	94.9%	92.8%
Irish	2.3%	0.7%
Gypsy or Irish Traveller	0.1%	0.0%
Any other White background	0.4%	1.1%
White and Black Caribbean	0.3%	0.0%
White and Black African	0.1%	0.7%
White and Asian	0.3%	0.7%
Any other Mixed / multiple ethnic background	0.0%	0.4%
Indian	0.1%	0.0%
Pakistani	0.1%	0.7%
Bangladeshi	0.0%	0.4%
Chinese	0.3%	0.7%
Any other Asian background	0.1%	0.4%
African	0.1%	0.7%
Caribbean	0.1%	0.0%
Any other Black / African / Caribbean background	0.3%	0.0%
Arab	0.1%	0.4%
Any other ethnic group	0.1%	0.4%

Question details: Optional Demographic Star question DEM5, reworded Status question

Q27. What is your religion?



Q27: What is your religion		
	Main tenant	Partner
No religion	29.2%	30.7%
Christian (all denominations)	65.2%	61.7%
Buddhist	0.1%	0.4%
Muslim	0.4%	1.1%
Sikh	0.1%	0.0%
Any other religion	1.6%	1.5%
Prefer not to say	3.2%	4.5%

Question details: Core Demographic Star question DEM6, reworded Status question

Q28. How would you describe your sexual orientation?



Q28: How would you describe your sexual orientation?					
Heterosexual	Gay man	Gay woman	Bisexual	Other	Prefer not to say
80.4%	0.7%	0.5%	1.0%	2.9%	14.4%

Question details: Core Demographic Star question DEM4, Status question

CHESTERFIELD BOROUGH COUNCIL FORWARD PLAN
FOR THE FOUR MONTH PERIOD 1 FEBRUARY 2015 TO 31 MAY 2015

This is formal notice under The Local Authorities (Executive Arrangements) (Meetings and Access to Information) (England) Regulations 2012 of key decisions to be made on behalf of the Council. As far as possible and in the interests of transparency, the Council will seek to provide at least 28 clear days notice of new key decisions (and many new non-key decisions) that are listed on this document. Where this is not practicable, such key decisions will be taken under urgency procedures. Decisions which are expected to be taken in private (at a meeting of the Cabinet or by an individual Cabinet Member) are marked "private".

This Forward Plan sets out the details of the 'key' and other major decisions which the Council expects to take during the next four month period. The Plan is rolled forward every month and is available to the public 28 days before the beginning of each month.

A 'Key' Decision is defined as:

Any executive decision which is likely to result in the Council incurring significant expenditure or the making of savings where there is:

- a decision to spend £50,000 or more from an approved budget, or
- a decision to vire more than £10,000 from one budget to another, or
- a decision which would result in a saving of £10,000 or more to any budget head, or
- a decision to dispose or acquire any interest in land or buildings with a value of £50,000 or more, or
- a decision to propose the closure of, or reduction by more than ten (10) percent in the level of service (for example in terms of funding, staffing or hours of operation) provided from any facility from which Council services are supplied.

Any executive decision which will have a significant impact in environmental, physical, social or economic terms on communities living or working in one or more electoral wards. This includes any plans or strategies which are not within the meaning of the Council's Policy Framework set out in Article 4 of the Council's Constitution.

The law and the Council's Constitution provide for urgent key decisions to be made, even though they have not been included in the Forward Plan in accordance with Rule 15 (General Exception) and Rule 16 (Special Urgency) of the Access to information Procedure Rules.

The Forward Plan has been extended to now include details of any significant issues to be considered by the Executive Cabinet, full Council and Overview and Scrutiny Committee. It is hoped that this will better meet the needs of elected Members, Officers and the public. They are called "non key decisions". In addition the plan contains details of any reports which are to be taken in the private section of an Executive meeting.

Anyone wishing to make representations about any of the matters in the schedule below may do so by contacting the officer listed. Copies of the Council's Constitution and agenda and minutes for all meeting of the Council may be accessed on the Council's website: www.chesterfield.gov.uk.

Notice of Intention to Conduct Business in Private

Whilst the majority of the business at Cabinet meetings will be open to the public and media to attend, there will inevitably be some business to be considered that contains, for example, confidential, commercially sensitive or personal information. This is formal notice under The Local Authorities (Executive Arrangements) (Meetings and Access to Information) (England) Regulations 2012 that the Cabinet meetings shown on this Forward Plan will be held partly in private because some of the reports for the meeting will contain either confidential information or exempt information under Part 1 of Schedule 12A to the Local Government (Access to Information) Act 1985 (as amended) and that the public interest in withholding the information outweighs the public interest in disclosing it.

A list of the reports which are expected to be considered at this meeting in private are set out in a list on this Forward Plan. They are marked "private", including a number indicating the reason why the decision will be taken in private under the categories set out below:

- (1) information relating to any individual
- (2) information which is likely to reveal the identity of an individual
- (3) information relating the financial or business affairs of any particular person (including the authority holding that information)
- (4) information relating to any consultations or negotiations, or contemplated consultations or negotiations, in connection with any labour relations matter arising between the authority or a Minister of the Crown and employees of, or office holders under, the authority.
- (5) Information in respect of which a claim to legal professional privilege could be maintained in legal proceedings.
- (6) Information which reveals that the authority proposes (a) to give under any enactment a notice under or by virtue of which requirements are imposed on a person; or (b) to make an order or direction under any enactment.
- (7) Information relating to any action taken or to be taken in connection with the prevention, investigation or prosecution of crime.

If you would like to make representations about any particular decision to be conducted in private at this meeting then please email: democratic.services@chesterfield.gov.uk. Such representations must be received in advance of 5 clear working days before the date Cabinet meeting itself, normally by the preceding Monday. The Council is required to consider any representations received as to why an item should not be taken in private and to publish its decision.

It is possible that other private reports may be added at shorter notice to the agenda for the Cabinet meeting or for a Cabinet Member decision.

Cabinet meetings are held at the Town Hall, Chesterfield, S40 1LP, usually starting at 10.30 am on Tuesdays, but subject to change in accordance with legal notice periods.

Huw Bowen
Chief Executive



Decision No	Details of the Decision to be Taken	Decision to be taken by	Relevant Portfolio Holder	Earliest Date Decision can be Taken	Proposed Consultees	Method(s) of Consultation	Documents to be considered by Decision taker	Representations may be made to the following officer by the date stated	Private
Key Decisions									
Key Decision 321	Review of Allocations Policy - Welfare Reform	Cabinet	Executive Member - Housing	13 Jan 2015	Assistant Executive Member	Meetings	Report of Service Manager - Housing Services	Julie McGrogan Tel: 01246 345135 julie.mcgrogan@chesterfield.gov.uk	Exempt 3 Information in relation to financial or business affairs
Key Decision 329	Local Plan: Sites and Boundaries Development Plan document - to agree preferred options for public consultation.	Cabinet	Deputy Leader & Executive Member for Planning	10 Feb 2015		Meetings	Report of Strategic Planning and Key Sites Manager	Alan Morey Tel: 01246 345371 alan.morey@chesterfield.gov.uk	Public
Key Decision 337	THI Scheme Project Evaluation - to receive a final evaluation of the THI project for Chesterfield Town Centre.	Cabinet	Deputy Leader & Executive Member for Planning	27 Jan 2015		Meetings	Report of Development Management and Conservation Manager	Paul Staniforth Tel: 01246 345781 paul.staniforth@chesterfield.gov.uk	Public

Key Decision No	Details of the Decision to be Taken	Decision to be taken by	Relevant Portfolio Holder	Earliest Date Decision can be Taken	Proposed Consultees	Method(s) of Consultation	Documents to be considered by Decision taker	Representations may be made to the following officer by the date stated	Private
Key Decision 339	Proposals for future use of the former garage site of Hady Lane	Cabinet	Executive Member - Housing	27 Jan 2015	Assistant Executive Member	Meetings.	Report of Business Planning and Strategy Manager - Housing Services	Alison Craig Housing Tel: 01246 345156 alison.craig@chesterfield.gov.uk	Public
Key Decision 340	Caravan and Mobile Home Park Licensing	Cabinet	Executive Member - Housing	10 Feb 2015	Assistant Executive Member	Meetings.	Report of Business Planning and Strategy Manager - Housing Services	Jane Thomas jane.thomas@chesterfield.gov.uk	Public
Key Decision 398	Sale of CBC Land/Property	Deputy Leader & Executive Member for Planning	Deputy Leader & Executive Member for Planning	30 Jan 2015		Meeting.	Report of Head of Kier	Matthew Sorby Tel: 01246 345800 matthew.sorby@chesterfield.gov.uk	Exempt 3 Contains financial information
Key Decision 434	Housing Services Fire Management Policy	Cabinet	Executive Member - Housing	27 Jan 2015	Assistant Executive Member for Housing	Meeting.	Report of the Business Planning and Strategy Manager- Housing Services	Alison Craig Housing Tel: 01246 345156 alison.craig@chesterfield.gov.uk	Public

Key Decision No	Details of the Decision to be Taken	Decision to be taken by	Relevant Portfolio Holder	Earliest Date Decision can be Taken	Proposed Consultees	Method(s) of Consultation	Documents to be considered by Decision taker	Representations may be made to the following officer by the date stated	Private
Key Decision 438	Six Month Review of PPP Performance	Cabinet	Executive Member - Governance and Organisational Development	27 Jan 2015	Assistant Executive Member	Meetings	Report of GP:GS Programme Manager	John Moran Tel: 01246 345389 john.moran@chesterfield.gov.uk	Public
Key Decision 443	Update on properties affected by subsidence at Westwood Avenue, Middlecroft	Cabinet	Executive Member - Housing	13 Jan 2015	Assistant Executive Member	Meetings	Report of Business Planning and Strategy Manager - Housing Services	Alison Craig Housing Tel: 01246 345156 alison.craig@chesterfield.gov.uk	Exempt 1, 3
Key Decision 444	Housing Revenue Account Business Plan	Cabinet	Executive Member - Housing	7 Apr 2015	Assistant Executive Member	Meetings	Report of Business Planning and Strategy Manager - Housing Services	Alison Craig Housing Tel: 01246 345156 alison.craig@chesterfield.gov.uk	Public
Key Decision 445	Annual Housing Revenue Account Rent and Service Charge Increase	Cabinet	Executive Member - Housing	27 Jan 2015	Assistant Executive Member	Meetings	Report of Business Planning and Strategy Manager - Housing Services	Alison Craig Housing Tel: 01246 345156 alison.craig@chesterfield.gov.uk	Public

Key Decision No	Details of the Decision to be Taken	Decision to be taken by	Relevant Portfolio Holder	Earliest Date Decision can be Taken	Proposed Consultees	Method(s) of Consultation	Documents to be considered by Decision taker	Representations may be made to the following officer by the date stated	Private
Key Decision 446	Housing Capital Programme 2015/16, 2016/17 and 2017/18	Cabinet	Executive Member - Housing	10 Feb 2015	Assistant Executive Member	Meetings	Report of Business Planning and Strategy Manager - Housing Services	Alison Craig Housing Tel: 01246 345156 alison.craig@chesterfield.gov.uk	Public
Key Decision 448	Environmental Health Fees and Charges 2015/16	Cabinet	Executive Member - Environment	10 Mar 2015	Assistant Executive Member	Meetings.	Report of Environmental Health Manager	Russell Sinclair Tel: 01246 345397 russell.sinclair@chesterfield.gov.uk	Public
Key Decision 449	Trade Waste and Miscellaneous Fees and Charges 2015/16	Cabinet	Executive Member - Environment	27 Jan 2015	Assistant Executive Member	Meetings	Report of Waste and Street Cleaning Manager	Dave Bennett Tel: 01246 345122 dave.bennett@chesterfield.gov.uk	Exempt 3
Key Decision 451	Parks and Open Spaces Fees and Charges 2015-16 (including Cemeteries and Outdoor Recreation)	Cabinet	Executive Member - Environment	27 Jan 2015	Executive Member for Leisure, Culture and Tourism Assistant Executive Member	Meetings	Report of Leisure and Amenities Manager	Andy Pashley Tel: 01246 345099 andy.pashley@chesterfield.gov.uk	Public
Key Decision 452	Fees and charges for Sport and Leisure (Indoor Facilities) 2015/16	Cabinet	Executive Member - Leisure, Culture and Tourism	27 Jan 2015	Assistant Executive Member	Meetings	Report of Sports and Leisure Manager	Mick Blythe Tel: 01246 345101 mick.blythe@chesterfield.gov.uk	Public

Key Decision No	Details of the Decision to be Taken	Decision to be taken by	Relevant Portfolio Holder	Earliest Date Decision can be Taken	Proposed Consultees	Method(s) of Consultation	Documents to be considered by Decision taker	Representations may be made to the following officer by the date stated	Private
Key Decision 453	Chesterfield Open Market Fees and Charges 2015/16	Cabinet	Executive Member - Leisure, Culture and Tourism	27 Jan 2015	Assistant Executive Member	Meetings	Report of Town Centre Operations Manager	Andy Bond Tel: 01246 345991 andy.bond@chesterfield.gov.uk	Public
Key Decision 466	Accountancy Service Restructure	Joint Cabinet and Employment & General Committee	Leader & Executive Member for Regeneration	27 Jan 2015		Meeting	Report of Head of Finance	Barry Dawson Tel: 01246 345451 barry.dawson@chesterfield.gov.uk	Exempt 1, 3 Relating to individuals and financial and business affairs
Key Decision 467	Strategic Housing Acquisitions	Cabinet	Executive Member - Housing	10 Feb 2015	Assistant Executive Member	Meeting	Report of Strategy and Policy Officer	James Crouch Tel: 01246 345150 james.crouch@chesterfield.gov.uk	Public
Key Decision 468	HRA Revenue Budget 2014/15 to 2019/20	Cabinet	Executive Member - Housing	10 Feb 2015	Assistant Executive Member	Meeting	Report of Business Planning and Strategy Manager - Housing Services and Head of Finance	Alison Craig Housing Tel: 01246 345156 alison.craig@chesterfield.gov.uk	Public

Key Decision No	Details of the Decision to be Taken	Decision to be taken by	Relevant Portfolio Holder	Earliest Date Decision can be Taken	Proposed Consultees	Method(s) of Consultation	Documents to be considered by Decision taker	Representations may be made to the following officer by the date stated	Private
Key Decision 469	Housing Repairs Budget 2015/16	Cabinet	Executive Member - Housing	10 Feb 2015	Assistant Executive Member	Meeting	Report of Operational Services Manager	Martyn Bollands Tel: 01246 345020 martyn.bollands@chesterfield.gov.uk	Public
Key Decision 472	Parks and Open Spaces Strategy	Cabinet Council	Executive Member - Environment	27 Jan 2015 26 Feb 2015	Executive Member for Leisure, Culture and Tourism, Assistant Executive Members, Enterprise and Well-being Scrutiny Committee	Meetings	Report of Leisure and Amenities Manager	Andy Pashley Tel: 01246 345099 andy.pashley@chesterfield.gov.uk	Public
Key Decision 473	Anti Social Behaviour Crime and Policing Act 2014 Amendments to the previous 2003 Act	Cabinet	Executive Member - Customers and Communities	27 Jan 2015	Assistant Executive Member	Meetings	Report of Policy Manager	Donna Reddish Tel: 01246 345307 donna.reddish@chesterfield.gov.uk	Public
Key Decision 474	Cemeteries Strategy	Cabinet Council	Executive Member - Environment	27 Jan 2015 26 Feb 2015	Assistant Executive Member	Meetings	Report of Bereavement Services Manager	Angela Dunn Bereavement Services Officer Tel: 01246 345881 angela.dunn@chesterfield.gov.uk	Public

Key Decision No	Details of the Decision to be Taken	Decision to be taken by	Relevant Portfolio Holder	Earliest Date Decision can be Taken	Proposed Consultees	Method(s) of Consultation	Documents to be considered by Decision taker	Representations may be made to the following officer by the date stated	Private
Key Decision 475	Support Vulnerable Tenants - An Update	Cabinet	Executive Member - Housing	13 Jan 2015	Assistant Executive Member	Meetings	Report of Housing Services Manager - Customer Division	Julie McGrogan Tel: 01246 345135 julie.mcgrogan@chesterfield.gov.uk	Exempt 3 Information relating to financial or business affairs
Key Decision 476	Sports Facilities Strategy	Cabinet	Executive Member - Leisure, Culture and Tourism	13 Jan 2015	Assistant Executive Member	Meetings	Report of Sport and Leisure Manager	Mick Blythe Tel: 01246 345101 mick.blythe@chesterfield.gov.uk	Public
Key Decision 478	London Boroughs Estate – Barrow Hill Environmental Improvements To sign off programme of environmental improvements to the London Boroughs Estate	Cabinet	Executive Member - Housing	10 Feb 2015	Assistant Executive Member	Meeting	Report of Housing Services Manager - Business Planning and Strategy	Alison Craig Housing Tel: 01246 345156 alison.craig@chesterfield.gov.uk	Public
Key Decision 483	Homelessness Strategy - review of current position and update	Cabinet	Executive Member - Housing	13 Jan 2015	Assistant Executive Member	Meetings	Report of Housing Services Manager - Customer Division	Julie McGrogan Tel: 01246 345135 julie.mcgrogan@chesterfield.gov.uk	Public

Key Decision No	Details of the Decision to be Taken	Decision to be taken by	Relevant Portfolio Holder	Earliest Date Decision can be Taken	Proposed Consultees	Method(s) of Consultation	Documents to be considered by Decision taker	Representations may be made to the following officer by the date stated	Private
Key Decision 484	Home Energy Conservation Act Update To seeking approval for the adoption and publication of the Home Energy Conservation Act Report.	Cabinet	Executive Member - Housing	10 Mar 2015	Assistant Executive Member	Meetings	Report of Private Sector Housing Manager		Public
Key Decision 485	Housing Strategy Update To seek approval for the adoption and publication of the Council's Housing Strategy 2013-16	Cabinet	Executive Member - Housing	24 Mar 2015	Assistant Executive Member	Meeting	Report of Business Planning and Strategy Manager - Housing Services	Alison Craig Housing Tel: 01246 345156 alison.craig@chesterfield.gov.uk	Public
Key Decision 486	Conversion of Grange Court Communal Room To convert property into 3 one bedroom homes to meet local housing needs	Cabinet	Executive Member - Housing	13 Jan 2015			Report of Business Planning and Strategy Manager - Housing Services	Alison Craig Housing Tel: 01246 345156 alison.craig@chesterfield.gov.uk	Public

Key Decision No	Details of the Decision to be Taken	Decision to be taken by	Relevant Portfolio Holder	Earliest Date Decision can be Taken	Proposed Consultees	Method(s) of Consultation	Documents to be considered by Decision taker	Representations may be made to the following officer by the date stated	Private
Key Decision 487	Collection Fund Revised Estimates 2014/15	Cabinet	Deputy Leader & Executive Member for Planning	27 Jan 2015			Report of Chief Finance Officer	Barry Dawson Tel: 01246 345451 barry.dawson@chesterfield.gov.uk	Public
Key Decision 488	Treasury Management and Annual Investment Strategies	Cabinet Council	Deputy Leader & Executive Member for Planning	10 Feb 2015 26 Feb 2015			Report of Chief Finance Officer	Barry Dawson Tel: 01246 345451 barry.dawson@chesterfield.gov.uk	Public
Key Decision 489	Risk Management Strategy	Cabinet Council	Deputy Leader & Executive Member for Planning	10 Feb 2015 26 Feb 2015			Report of Chief Finance Officer	Barry Dawson Tel: 01246 345451 barry.dawson@chesterfield.gov.uk	Public
Key Decision 490	Capital Strategy and General Fund Capital Programme	Cabinet Council	Deputy Leader & Executive Member for Planning	17 Feb 2015 26 Feb 2015			Report of Chief Finance Officer	Barry Dawson Tel: 01246 345451 barry.dawson@chesterfield.gov.uk	Public
Key Decision 491	2015/16 Budget and Medium Term Financial Plan	Cabinet Council	Leader & Executive Member for Regeneration	17 Feb 2015 26 Feb 2015			Report of Chief Finance Officer	Donna Cairns Committee & Scrutiny Co-ordinator donna.cairns@chesterfield.gov.uk	Public

Key Decision No	Details of the Decision to be Taken	Decision to be taken by	Relevant Portfolio Holder	Earliest Date Decision can be Taken	Proposed Consultees	Method(s) of Consultation	Documents to be considered by Decision taker	Representations may be made to the following officer by the date stated	Private
Key Decision 492	Council Tax for 2015/16	Council	Leader & Executive Member for Regeneration	26 Feb 2015			Report of Chief Finance Officer	Barry Dawson Tel: 01246 345451 barry.dawson@chesterfield.gov.uk	Public
Key Decision 493	Senior Pay Policy To approve the Senior Pay Policy in accordance with the Localism Act 2010	Cabinet Council	Executive Member - Governance and Organisational Development	17 Feb 2015 26 Feb 2015			Report of HR and Payroll Service Lead	Jane Dackiewicz Tel: 01246 345257 jane.dackiewicz@chesterfield.gov.uk	Public

Key Decision No	Details of the Decision to be Taken	Decision to be taken by	Relevant Portfolio Holder	Earliest Date Decision can be Taken	Proposed Consultees	Method(s) of Consultation	Documents to be considered by Decision taker	Representations may be made to the following officer by the date stated	Private
Key Decision 494	Derby and Derbyshire Combined Authority To determine whether the Council's role in promoting economic development and regeneration, and improving transport within its area can be more effectively and efficiently delivered through working as part of a new Combined Authority for Derby and Derbyshire.	Cabinet Council	Leader & Executive Member for Regeneration	10 Feb 2015 11 Feb 2015			Report of Chief Executive, Executive Director, Development and Growth Manager and the Local Government and Regulatory Law Manager.	Neil Johnson, Michael Rich Tel: 01246 345241 neil.johnson@chesterfield.gov.uk, michael.rich@chesterfield.gov.uk	Public
Key Decision 495	Local Government Pension Scheme To approve the revised Discretions in accordance with the changes to the Local Government Pension Scheme Regulations	Cabinet Council	Executive Member - Governance and Organisational Development	17 Feb 2015 26 Feb 2015				Jane Dackiewicz Tel: 01246 345257 jane.dackiewicz@chesterfield.gov.uk	Public

Key Decision No	Details of the Decision to be Taken	Decision to be taken by	Relevant Portfolio Holder	Earliest Date Decision can be Taken	Proposed Consultees	Method(s) of Consultation	Documents to be considered by Decision taker	Representations may be made to the following officer by the date stated	Private
Private Items -Non Key/ Significant but non-Key									
Non-Key 363	Application for Home Repairs Assistance	Executive Member - Housing	Executive Member Housing - Executive Member decisions	30 Jan 2015	Assistant Executive Member	Meeting	Report of Business Planning and Strategy Manager - Housing Services	Jane Thomas jane.thomas@chesterfield.gov.uk	Exempt 1, 3 Information relating to an individual Information relating to financial affairs
Non-Key 364	Application for Waiver of Private Sector Housing Discretionary Decisions (including Home Repair Assistance and Disabled Facilities Grants)	Executive Member - Housing	Executive Member - Housing	30 Jan 2015	Assistant Executive Member - Housing	Meeting	Report of Local Government and Regulatory Law Manager	Stephen Oliver Tel: 01246 345313 stephen.oliver@chesterfield.gov.uk	Exempt 1 Contains information relating to an individual.
Non-Key 365	Outstanding Debts for Write Off	Executive Member - Customers and Communities	Executive Member - Customers and Communities	31 Jan 2015	Assistant Executive Member – Customers and Communities	Meeting	Report of Customer Centre Services Manager	Maureen Madin Tel: 01246-345487 maureen.madin@chesterfield.gov.uk	Exempt 3 Information relating to financial or business affairs

Key Decision No	Details of the Decision to be Taken	Decision to be taken by	Relevant Portfolio Holder	Earliest Date Decision can be Taken	Proposed Consultees	Method(s) of Consultation	Documents to be considered by Decision taker	Representations may be made to the following officer by the date stated	Private
Non-Key 367	Lease of Commercial and Industrial Properties	Deputy Leader & Executive Member for Planning	Deputy Leader & Executive Member for Planning	30 Jan 2015			Report of Kier Asset Management	Christopher Oakes Tel: 01246 345346 christopher.oakes@chesterfield.gov.uk	Exempt 3 Information relating to financial or business affairs
Non-Key 372	Creation of Digital Content Editor post	Joint Cabinet and Employment & General Committee	Leader & Executive Member for Regeneration	24 Feb 2015		Meetings	Report of Communications and Marketing Manager	John Fern Tel: 01246 345245 john.fern@chesterfield.gov.uk	Public
Non Key Decision									
Non-Key Non Key 24	List of Buildings of Local Interest - to consider the list of nominated buildings and agree an assessment panel and process	Deputy Leader & Executive Member for Planning	Deputy Leader & Executive Member for Planning	27 Jan 2015	Consultation with property owners	Meeting	Report of Development Management and Conservation Manager	Paul Staniforth Tel: 01246 345781 paul.staniforth@chesterfield.gov.uk	Public
Non-Key 25	Corporate Plan 2014/15 Six Month Update	Cabinet	Deputy Leader & Executive Member for Planning	13 Jan 2015		Meetings	Report of Policy Manager	Donna Reddish Tel: 01246 345307 donna.reddish@chesterfield.gov.uk	Public

Key Decision No	Details of the Decision to be Taken	Decision to be taken by	Relevant Portfolio Holder	Earliest Date Decision can be Taken	Proposed Consultees	Method(s) of Consultation	Documents to be considered by Decision taker	Representations may be made to the following officer by the date stated	Private
Non-Key 27	Consideration of the recommendations of the Enterprise and Wellbeing Scrutiny Committee on the Parks and Open Spaces Strategy	Cabinet	Executive Member - Environment	27 Jan 2015			Report of Committee and Scrutiny Co-ordinator	Donna Cairns Committee & Scrutiny Co-ordinator donna.cairns@chesterfield.gov.uk	Public
Key Decision Page 28 of 84	Consideration of the recommendations of the Enterprise and Wellbeing Scrutiny Committee on the Sports Facilities Strategy	Cabinet	Executive Member - Leisure, Culture and Tourism	13 Jan 2015			Report of Policy and Scrutiny Officer	Anita Cunningham Tel: 01246 345273 anita.cunningham@chesterfield.gov.uk	Public

SCRUTINY COMMITTEE RECOMMENDATIONS - IMPLEMENTATION MONITORING FORM

Ref No	Item (Scrutiny Issue or Topic. SPG = Scrutiny Project Group work)	Decision Dates (Scrutiny Committee, Cabinet, Council & its Committees)	Scrutiny Committee Recommendations and/or <i>Decision making body resolution</i> (<i>italics = Agreed by Scrutiny Committee but not yet considered by decision making body</i>) *	Completion Date for Actions	Action / Response Completed	Further Action Required by Scrutiny (6 monthly progress reports)
EW5 Page 85	New Leisure Facilities (SPG) (<i>now Leisure, Sport and Cultural Activities SPG including various sub groups</i>)	EW 05.06.14 Cabinet 23.09.14	<ol style="list-style-type: none"> 1. Consider Community Engagement Strategy principles throughout corporate projects. 2. Pre consultation dialogue takes place with key stakeholders. 3. Internal communications and engagement plan be developed for projects impacting on employees. 	6 month progress report		Monitoring due 23.04.15
EW5b	- Playing Pitches Strategy	EW 20.10.14	<ol style="list-style-type: none"> 1. Support the draft Playing Pitches Strategy as received by EW on 02.10.14. 2. Progress report be received in 12 months to confirm delivery progress including on impact in reversing Junior Teams shortfall and interest of young people in playing. 	12 months progress report.		Monitoring due October 2015.

Ref No	Item (Scrutiny Issue or Topic. SPG = Scrutiny Project Group work)	Decision Dates (Scrutiny Committee, Cabinet, Council & its Committees)	Scrutiny Committee Recommendations and/or <i>Decision making body resolution</i> (<i>italics = Agreed by Scrutiny Committee but not yet considered by decision making body</i>) *	Completion Date for Actions	Action / Response Completed	Further Action Required by Scrutiny (6 monthly progress reports)
EW5c	- Sports Facilities Strategy	EW 18.12.14 Cabinet 13.01.15	<ol style="list-style-type: none"> 1. Prioritise facilities to be community focused, aiming for good health impacts especially for those with mental health issues and the elderly. 2. Physical access to comply with Sport England standards to encourage community based delivery and participation. 			Monitoring due October 2015
EW5d	- Parks and Open Spaces Strategy sub group.	EW 18.12.14 Pending Cabinet	<ol style="list-style-type: none"> 1. Community consultation take place when making proposals for investment in a park / open space, whilst also promoting health benefit awareness. Consultation to be in line with Council's Community Engagement Strategy with regard to University of Nottingham students' engagement workshop model. 2. Prioritise disability access when developing such investment proposals. 3. Review Play Strategy in next 12 months. 	6 month progress report. 12 month progress report for Play Strategy.		Monitoring due June 2015.

Ref No	Item (Scrutiny Issue or Topic. SPG = Scrutiny Project Group work)	Decision Dates (Scrutiny Committee, Cabinet, Council & its Committees)	Scrutiny Committee Recommendations and/or <i>Decision making body resolution</i> (<i>italics = Agreed by Scrutiny Committee but not yet considered by decision making body</i>) *	Completion Date for Actions	Action / Response Completed	Further Action Required by Scrutiny (6 monthly progress reports)
			<ul style="list-style-type: none"> 4. Use Council website more effectively to promote parks and open spaces. 5. Use signs and notices better to promote parks and open spaces. 			
OP5	ICT Developments (under Great Place, Great Service)	OP 10.09.14 Cabinet 02.12.14	That the Council employ an ICT specialist to represent the Council's ICT needs / requirements.	6 month progress report.	Cabinet to report back for OP consideration as per Cabinet decision.	Monitoring due March 2015.
OP4	Review into External Communications (SPG)	OP 19.06.14 Cabinet 29.07.14	<ul style="list-style-type: none"> 1. Adopt clear branding 2. Review marketing / communication activities. 3. Introduce use of analytics. 4. Adopt a 'digital first' approach. 	6 month progress report		Monitoring due June 2015
EW4	Hackney Carriage Licence Limit (SPG)	EW 16.01.14 Appeals & Regulatory Cttee on 12.02.14	<ul style="list-style-type: none"> 1. Produce clear comparison survey by taxi rank. 2. Produce written procedure for future reviews & include in the Forward Plan. 3. That Appeals & Regulatory Cttee consider other options to reduce number of Hackney licences when new legislation permits. 	6 month progress report.		Monitoring due 08.09.14. Information requested by E&W 18.12.14.

Ref No	Item (Scrutiny Issue or Topic. SPG = Scrutiny Project Group work)	Decision Dates (Scrutiny Committee, Cabinet, Council & its Committees)	Scrutiny Committee Recommendations and/or <i>Decision making body resolution</i> (<i>italics = Agreed by Scrutiny Committee but not yet considered by decision making body</i>) *	Completion Date for Actions	Action / Response Completed	Further Action Required by Scrutiny (6 monthly progress reports)
EW3	Parking Policy (SPG)	14.02.13 Cabinet on 05.03.13	<ol style="list-style-type: none"> 1. The barrier system of parking control which gives change, be extended to other car parks. 2. Improvements be implemented for the New Beetwell Street MSCP to bring the facility up to a standard equivalent to that at Vicar Lane. 3. Improvements to signage across the town centre and at the entry points to off-street car parks be undertaken. 	6 month progress report	Progress provided EW on 05.09.13 and 05.06.14.	Progress report requested by E&W 18.12.14.
EW2	Review of Water Rates Payment Policy (SPG)	16.01.14 and 05.06.14 Cabinet 29.07.14.	<ol style="list-style-type: none"> 1. Provide 6 month update on collection process and technology review. 2. Provide update when contract signed and again after 1 year. 3. Support review of Tenant's information. 4. Provide 6 month update on number of evictions for water rates. 5. Amend Policy wording. 	6 months	Progress received 27.06.13 SPG set up for further review. completed & approved by EW 16.01.14. Further recommendations approved on 05.06.14.	Monitoring due 05.02.15. Progress report requested by EW on 18.12.14.

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CCO1	Statutory Crime & Disorder Scrutiny Ctte			Meeting held 08.01.15.		Next 6 monthly meeting due July 2015.
Page 89	“ “	29/09/11 (No 0044)	1. Progress report on sharing information re alcohol related health problems and hospital admissions.	6 months from 29/09/11.	1. Statistics received 08.01.15.	1. Agreed 08.01.15 statistics on alcohol related health problems / hospital admissions be reported to each 6 monthly meeting.
		(No 0045)	2. Consult Committee on internal Review of Community Safety before submission to Cabinet.		2. Report received 08.01.15.	2. Agreed 08.01.15 remove item from monitoring.
	“ “	04/10/12	3. Consult Committee on Redeeming our Communities Proposals when completed.		3. Report received 08.01.15.	3. Agreed 08.01.15 remove item from monitoring.

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	“ “	30/05/13 (No 0003)	4. Recommendation to Community Safety Partnership regarding introduction of Shopwatch scheme.	Letter sent 25.07.13	4. Community Safety Partnership response reported 08.01.15.	4. Agreed 08.01.15 removed item from monitoring.
Page 90	“ “	10.04.14 (No 58)	5. Derbyshire County Council Health Scrutiny Committee requested to obtain / share information regarding alcohol related hospital admissions.	Request made 13.05.14.	Awaiting response. Matter related to Item 1 above.	1. Agreed 08.01.15 statistics on alcohol related health problems / hospital admissions be reported to each 6 monthly meeting.

Abbreviations Key : OP = Overview and Performance Scrutiny Forum. CCO = Community, Customer and Organisational Development Scrutiny Committee. EW = Enterprise and Wellbeing Scrutiny Committee).

* Note recommendation wording may be abridged.

CHESTERFIELD BOROUGH COUNCIL

WORK PROGRAMME : OVERVIEW AND PERFORMANCE SCRUTINY FORUM on 15 JANUARY 2015 - RESCHEDULED TO 29 JANUARY 2015

	Scrutiny Meeting Date:	Business Items :	Status :	Raised by:	Executive Responsibility
1	29.01.14	Budget Scrutiny and Monitoring	Ongoing. Last reported 04.12.14.	O&P	Leader & Regeneration
2	29.01.14	Great Place, Great Service (GPGS) (<i>council transformation programme</i>)	Ongoing. Considered Joint Cabinet / Employment & General Committee 03.12.13. Last reported 13.11.14.	O&P Chairs	Deputy Leader / Executive Member Planning
3	29.01.15	Dog Control Measures Progress Report	Petition considered. Measures introduced to Hasland Park. Monitoring underway / review planned for January 2015.	O&P	Environment
4	29.01.14	Tenant Consultation Survey Results	Results from 'STAR' housing tenants' survey.	Link Officer (Policy)	Housing
5	12.03.15 TBC	Council Corporate Plan	Received 17.01.13 and 30.01.14.	O&P	Deputy Leader & Planning
6	12.03.15 TBC	Council Corporate Performance Scrutiny and Monitoring	Report for 6 monthly monitoring. Last received 19.06.14.	O&P	Deputy Leader & Planning
7	June 2015 TBC	External Communications Progress Report	Pending implementation of scrutiny recommendations / corporate action plan. Progress report last received 13.11.14, next due in 6 months.	O&P	Leader

CHESTERFIELD BOROUGH COUNCIL

	Scrutiny Meeting Date:	Business Items :	Status :	Raised by:	Executive Responsibility
8	June 2015 TBC	Chesterfield Procurement Service	New arrangements pending scrutiny monitoring. Report received 30.01.14. Written update requested 11.09.14 – circulated 28.10.14.	O&P Chairs	Executive Member Governance
9	November 2015	Public, Private Partnership (Corporate Services) Performance Monitoring	Verbal progress report received 13.11.14. Next Annual progress report due November 2015.	O&P (carried forward)	Governance & Organisational Development
Items Pending Reschedule or Removal					
10	TBC	ICT Strategy and Action Plan Progress Report	Strategy approved December 2012. Report received 30.01.14. Part report received 11.09.14 under GPGS. Reschedule date for progress report.	O&P Chairs	Executive Member Governance
Scrutiny Project Groups (on hold) :					
		<i>Welfare Reform</i>	<i>Part 2 – Review agreed 25.07.13. Commencement put on hold by O&P 13.11.14.</i>	<i>O&P 28.05.12</i>	<i>Leader & Regeneration</i>
New Business Items Proposed :					
		None.			

Note: Items for monitoring (from scrutiny reviews and/or recommendations) are not included above but are listed in the Scrutiny Monitoring Form a separate item on the agenda. Members may wish to agree items from the Forward Plan (FP) and Scrutiny Monitoring Form for the work programme. [KEY to abbreviations: O&P = Overview and Performance Scrutiny Forum. CCO = Community, Customer and Organisational Development Scrutiny Committee. E&W = Enterprise and Wellbeing Scrutiny Committee. TBC = to be confirmed]. (Subsequent meeting is 12 March 2015).

OVERVIEW AND PERFORMANCE SCRUTINY FORUM MEETING**Thursday, 4th December, 2014**

Present:-

Councillor Innes(Chair)

Councillors	Borrell	Hawksworth
	Burrows +	Tom Murphy
	Flood	Paul Stone
	Gibson	

Anita Cunningham, Policy and Scrutiny Officer
Barry Dawson, Head of Finance
Martin Elliott, Committee and Scrutiny Coordinator

+ Attended for Minute No. 47

**45 DECLARATIONS OF MEMBERS' AND OFFICERS INTERESTS
RELATING TO ITEMS ON THE AGENDA**

No declarations were made.

46 APOLOGIES FOR ABSENCE

Apologies for absence were received from Councillors Bagley, Bradford and Callan.

**47 LEADER AND EXECUTIVE MEMBER FOR REGENERATION -
GENERAL FUND REVENUE AND CAPITAL BUDGET MONITORING
AND UPDATED MEDIUM TERM FINANCIAL FORECAST**

The Leader and Executive Member for Regeneration and the Head of Finance presented a report on the General Fund Revenue and Capital Budget Monitoring and Updated Medium Term Financial Forecast.

The Head of Finance advised that the last budget monitoring report, covering the first four months of the year, showed that the original forecast surplus of £244k had changed to a deficit of £301k. The deficit was due in the main to a projected shortfall in car parking income of £100k, an increase in PPP (public/private partnership) pension costs of

£250k and a failure to deliver on some of the 'big ticket' savings targets such as PPP renegotiation, review of terms and conditions and voluntary redundancy savings totaling £200k.

The Head of Finance reported that since this forecast the situation had changed and this year's budget now showed a surplus of £9k due to the reduction of the projected shortfall in car parking income to £50k and that the PPP Pensions situation has been resolved allowing the budgeted cost of £250k to be removed. For future years the budget situation also showed an improving situation with predicted surpluses in future years due to the removal of the PPP Pension cost and projected income from the pooling of business rates.

The Head of Finance did however warn that the situation could change over the coming weeks with the announcement of the Local Government Finance Settlement and that the figures for this and subsequent years have made assumptions on the delivery of significant savings being achieved. Other areas of risk going into future years included the potential variances caused through the Business Rates Retention Scheme due to the impact of back-dated appeals, growth and Pooling, delivering the planned budget savings targets and medium term issues including the retendering of the Waste Collection Service being more expensive than the current contract and the changes to the Benefits Service when Universal Credit is fully implemented.

The Leader and Executive Member for Regeneration advised that during the recent consultations with Community Assembly members had been supportive of increasing Council Tax to preserve services when the context of the proportion of the Council Tax bill received by Chesterfield Borough Council was explained.

Members noted how pleased they were that the Leader and the Head of Finance attended the Community Assemblies during the Council Tax consultation and also that the consultation with the Community Assemblies had worked well with more residents participating than in previous years.

Members did however express concern at the narrow demographic of residents that attended and engaged in the consultation being predominantly older, and that younger residents and residents from the more deprived areas were under represented during the consultation. Members also noted that those residents attending were well informed

and understood that Chesterfield Borough Council only retained a small amount of the Council Tax bill, whereas this fact was not widely understood across the wider population of the borough.

The Leader advised that while he saw that Community Assemblies were functioning well and delivering on their planned objectives he was concerned at the lack of engagement of younger residents. Members agreed that younger residents are not currently engaged and lacked understanding on the role of Chesterfield Borough Council.

Members asked whether the Head of Finance had had confirmation regarding the situation regarding PPP Pensions. The Head of Finance advised that he had not yet had confirmation in writing but had been in contact with Derbyshire County Council who had confirmed the situation. Members also asked why the parking income had increased. The Leader noted that the revised figure was not an increase but a reduced shortfall due to budget re-profiling and corrections. He also advised that Saltergate multi-storey car park in particular was suffering due to its ageing infrastructure, the delays in the Northern Gateway Project and large empty buildings in the area like the empty Co-op building.

Members asked what options were being looked at to be possible areas for income generation. The Leader advised that the disposal of non income generating assets had been going well but that new ways of generating income and dealing with empty sites always needed to be looked at and that shared working with other organisations offered opportunities for income generation. Members asked several further detailed questions on specific parts of the report submitted.

Members thanked the Leader and Head of Finance for attending and presenting the report and for doing well in managing the Council's finances.

RESOLVED –

1. That the report on the General Fund Revenue and Capital Budget Monitoring and Updated Medium Term Financial Forecast be noted
2. That a progress report on budget setting be presented to members at the next meeting of the Overview and Performance Scrutiny Forum.

