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

22 January 2020

Dear Councillor,

Please attend a meeting of the COMMUNITY, CUSTOMER AND ORGANISATIONAL SCRUTINY COMMITTEE to be held on THURSDAY, 30 JANUARY 2020 at 5.00 pm in Committee Room 2, Town Hall, Chesterfield, the agenda for which is set out below.

AGENDA

Part 1(Public Information)

1. Declarations of Members' and Officers' interests relating to items on the Agenda.
2. Apologies for Absence
3. Minutes (Pages 3 - 10)

Minutes of the Meeting of the Community, Customer and Organisational Scrutiny Committee held on 28 November, 2019.

4. Cabinet Member for Business Transformation - Implementation of Universal Credit (Pages 11 - 42)

5.05 pm – Progress Report on Implementation of Universal Credit attached.

5. Cabinet Member for Governance - Elected Members Parental Leave Policy (Pages 43 - 58)

5.45 pm – Report on Elected Members Parental Leave Policy attached.

6. Deputy Leader - Implementation of Communications and Engagement Strategy (Pages 59 - 82)

5.55 pm – Report on Implementation of Communications and Engagement Strategy attached.

7. Scrutiny Project Groups Progress Updates

6.25 pm - Verbal Progress Report on Community Safety – Providing for Young People Scrutiny Project Group

8. Forward Plan

6.35 pm – Forward Plan of Key Decisions 1 February – 31 May, 2020 available via link below:

<https://chesterfield.moderngov.co.uk/documents/l1110/Printed%20plan%20January%202020.pdf?T=4>

9. Scrutiny Monitoring (Pages 83 - 90)

6.40 pm – Scrutiny Committee Recommendations – Implementation Monitoring Schedule attached.

10. Work Programme for the Community, Customer and Organisational Scrutiny Committee (Pages 91 - 94)

6.45 pm – Work Programme attached.

Yours sincerely,

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

Local Government and Regulatory Law Manager and Monitoring Officer

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

**Thursday, 28th November, 2019**

Present:-

Councillor P Innes (Chair)

Councillors Borrell  
Fordham

Councillors Kellman

Councillor Sarvent, Cabinet Member for Town Centres and Visitor  
Economy +

Wendy Blunt, Health and Wellbeing Officer +  
Brian Offiler, Democratic and Scrutiny Officer  
Anthony Radford, Arts and Venues Manager +  
Ian Waller, Assistant Director – Health and Wellbeing ++

+ Attended for Minute No. 23

++ Attended for Minute Nos. 24 and 25

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

No declarations of interest were received.

### **21 APOLOGIES FOR ABSENCE**

Apologies for absence were received from Councillors Bagshaw, L Collins  
and Dyke.

### **22 MINUTES**

The Minutes of the meeting of the Community, Customer and  
Organisational Scrutiny Committee held on 26 September, 2019 were  
presented.

**RESOLVED –**

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

23 **CABINET MEMBER FOR TOWN CENTRES AND VISITOR ECONOMY  
- CHESTERFIELD THEATRES MARKETING AND PRICING  
STRATEGIES**

The Cabinet Member for Town Centres and Visitor Economy and the Arts and Venues Manager presented a report on the marketing and pricing strategies of Chesterfield Theatres in the context of the overall attendance and budget figures for the theatres.

The report identified the purpose, objectives and key issues for the Scrutiny Committee's review of this topic.

The report referred to the medium-term financial plan to further reduce the operating deficits of the venues, building on the financial improvements achieved in recent years, in line with the priority and objective within the Council plan for 2019-23.

The Arts and Venues Manager explained that ticket prices, and whether concessionary prices would be available, for shows at the Pomegranate Theatre and Winding Wheel Theatre were negotiated with the visiting production companies. Where concessionary prices were available, these were applied in line with the Council's concessionary policy agreed in 2016. He also referred to special promotions, such as family tickets, standby tickets and discounts for Friends of the Pomegranate.

The Health and Wellbeing Officer outlined the activities undertaken to improve access to the venues, including screenings for people with dementia and their carers, signed, audio described, and relaxed performances for some shows.

The report referred to the transport methods people used to attend the theatres and the growing proportion of tickets purchased online.

It was noted that consideration was currently being given to extending the existing membership scheme to include shows at the Winding Wheel, introducing a membership scheme for cinema screenings and exploring the use of scanners to enable paper-less tickets to be offered.

Arising from Members' questions and discussion the following points were raised:

- The activities to encourage greater access to theatre events were developed through a local Access Group, supported by a small budget, with the aim of attracting 1,000 customers;
- Programming of theatre shows was planned 6 – 18 months ahead through a process of negotiation and contracting with production companies to identify suitable shows, with the aim to enable the theatres to operate successfully within the competitive commercial environment locally;
- Whether there was scope to extend the range of special promotions to encourage greater engagement in cultural activities, such as special deals for local schools or young offenders.

The Chair thanked the Cabinet Member for Town Centres and Visitor Economy, the Arts and Venues Manager and the Health and Wellbeing Officer for their contribution to the meeting.

#### **RESOLVED –**

That a further progress report on the marketing and pricing strategies of Chesterfield Theatres be provided to the Scrutiny Committee in March, 2020.

#### **24 CABINET MEMBER FOR HEALTH AND WELLBEING - FALLS PREVENTION PILOT AND HEALTH INTERVENTION PROGRAMMES PROGRESS REPORT**

The Assistant Director - Health and Wellbeing presented a report on the progress of the falls prevention pilot and health intervention programmes, further to the previous report to the Scrutiny Committee in July, 2019 (Minute No. 4).

The report included data on the incidence of hospital admissions from injurious falls and from hip fractures for each district within Derbyshire, which showed that Chesterfield had the highest incidence in the county.

The falls prevention pilot project aimed to emphasise prevention and early intervention to reduce this demand for health and social care services. The pilot project in Chesterfield was now live and included provision of information, awareness raising about falls risks and falls prevention, multi-factorial risk assessment and appropriate interventions.

The report included details of the staffing resources for the project, which was planned to run for a maximum of 18 months, with the aim to engage with 360 people. To date 252 patients from Wheatbridge surgery who had been identified in need of intervention had been contacted, and there had been a 20% uptake rate so far. Additional GP practices could be included if the uptake rate from Wheatbridge was not sufficient.

Further monitoring and evaluation was taking place in order to identify the success of the pilot and areas for improvement.

Arising from Members' questions and comments the following points were clarified:

- The pilot project in Chesterfield included both the information and risk assessment elements in order to aim to reduce the relatively high incidence of falls in the area;
- Other work to encourage physical activity generally and to reduce falls in care homes complimented the pilot project;
- Individuals engaging with the project would have their own personal assessment and this could link with the process for applying for disabled facilities grants where adaptations in the home were required to support people to stay in their own home;

It was suggested that progress of the pilot project be reported to the Scrutiny Committee in March, 2020 and that a representative from Public Health be invited to attend.

The Chair thanked the Assistant Director - Health and Wellbeing for his contribution to the meeting.

**RESOLVED –**

That progress of the falls prevention pilot project be reported to the Scrutiny Committee in March, 2020 and that a representative from Public Health be invited to attend.

**25 CABINET MEMBER FOR HEALTH AND WELLBEING - SHAPING HEALTHY PLACES - STAVELEY AREA**

The Assistant Director - Health and Wellbeing presented a report on the health and wellbeing activities undertaken within the Staveley area and their contribution to the Council Plan objective of 'Help our communities to improve their health and wellbeing'.

The report identified the purpose, objectives and key issues for the Scrutiny Committee's review of this topic.

The report provided details of the Exercise by Referral Derbyshire Framework delivered by Chesterfield Borough Council, which aimed to support people to live healthier lives through decreasing physical inactivity and sedentary behaviour and to maintain long term physical activity behaviour change.

During the 2019-20 financial year 374 people had been referred to the programme across Chesterfield, with over 130 having completed the full 12 week programme and over 120 having increased their levels of physical activity. The data was not currently split between the Healthy Living Centre at Staveley and Queen's Park Sports Centre in Chesterfield.

The report also referred to two individual case studies which illustrated the positive impact of the exercise referral programme and of the Healthy Living Centre on the local community in Staveley.

Arising from Members' questions it was confirmed that the exercise referral programme was funded by Derbyshire County Council and was part of the wider health and wellbeing agenda, including work to overcome isolation and build aspiration, through the Health and Wellbeing Partnership.

It was suggested that progress of the exercise referral programme be reported to the Scrutiny Committee in May, 2020, to include Staveley

specific data, and that the Community Lifestyle Officer be invited to attend.

The Chair thanked the Assistant Director - Health and Wellbeing for his contribution to the meeting.

**RESOLVED –**

That progress of the exercise referral programme be reported to the Scrutiny Committee in May, 2020, to include Staveley specific data, and that the Community Lifestyle Officer be invited to attend.

**26 SCRUTINY MONITORING**

The Committee considered the Scrutiny recommendations implementation monitoring schedule. It was noted that the schedule had been updated to include monitoring of the implementation of the recommendations of the community rooms report, which was scheduled for March, 2020.

**RESOLVED –**

That the Scrutiny monitoring schedule be noted.

**27 FORWARD PLAN**

The Committee considered the Forward Plan for the period 1 December, 2019 – 31 March, 2020.

**RESOLVED –**

That the Forward Plan be noted.

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

The Committee considered the list of items included on its work programme for 2019/20.

**RESOLVED -**

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

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## For Publication

### Community, Customer & Organisational Scrutiny Committee

30th January 2020

#### Progress update on implementation of Full-Service Universal Credit in Chesterfield Borough Council (CBC)

##### 1. Background

- 1.1 Universal Credit (UC) Full Service was successfully implemented in Chesterfield in late November 2017 and replaced the following benefits:
  - Child Tax Credit
  - Housing Benefit
  - Income Support
  - Income-based Jobseeker's Allowance (JSA)
  - Income-related Employment and Support Allowance (ESA)
  - Working Tax Credit
- 1.2 This change was implemented smoothly and to date transitional arrangements for claimants in CBC continue to be well managed. In June 2018 full service was also successfully rolled out in Staveley as part of the ongoing introductory stages in the Borough and other areas across the UK.
- 1.3 The impact of these changes has been monitored by the Scrutiny committee and formal updates have been presented in May, July November 2018 and March 2019 all confirming ongoing positive implementation despite a very challenging system for staff teams and claimants in terms of both complexity, and accessibility.
- 1.4 The Benefits team remains in regular contact with the DWP, partners and stakeholders to both manage and where possible influence plans and arrangements to ensure the best possible outcomes are achieved for claimants and CBC.

## **2. Current Position**

- 2.1 The Benefits Team continue to work tirelessly to ensure the best possible service for claimants. It is acknowledged that the service teams have a great deal of influence upon the well-being of individuals on both mental and financial levels. Success to date continues to be achieved via proactive local networking and also proactive client communication. The team constantly not only monitor the key DWP publications but actively challenge to ensure they are as robust as possible. All staff are trained to a high level and also give advice and collaborate other agencies such as CAB.
- 2.2 The CBC team have established an ongoing positive collaborative relationship with the DWP; this has only been made possible through determination and passion, and by the reputation and performance of the service. CBC and Arvato partners remain a best practice partnership. The continued commitment from the Council and Elected Members is ensuring the best reputation possible for the organisation, whilst simultaneously looking after the best interest of the service users.
- 2.3 Universal Support covering assisted claiming and budgeting support has transferred to the Citizens Advice Bureau (CAB) from 1<sup>st</sup> April 2019. A collaborative meeting was held with the Chesterfield CAB Manager on 1<sup>st</sup> November 2018 regarding implementation and interim support from Arvato at the implementation stage. A subsequent meeting was held post April implementation to confirm new operating arrangements and the Assisted Claims support. There remains a risk to the Council that withdrawal of this service could see an increase in unpaid rent and council tax. The risk is reviewed as part of the Public Private Partnership (PPP) reporting board. After a conversation with the CAB on 19<sup>th</sup> December 2019 it is unclear yet if the arrangement between the DWP and the CAB will continue into 2020-21. In November 2019 the DWP announced a £10m fund being made available from April 2020 to help vulnerable people claim Universal Credit. The details of this are not yet available to us.

- 2.4 Recent contact with the CAB requesting data on assisted claims completed to date has not yet received a response, and therefore the service team have been unable to produce reliable data on current volumes.
- 2.5 The Council and Arvato have published a HMRC Help to Save tool which is a type of savings account. It allows certain people entitled to Working Tax Credit or receiving UC to get a bonus of 50p for every £1 they save over 4 years.
- 2.6 “Help to Save” is backed by the government so all savings in the scheme are secure.
- 2.7 Managed migration remains delayed with the main migration originally scheduled for starting in January 2020 with an expected end date of June 2024. Testing of no more than 10,000 cases nationally started in Harrogate in July 2019. The CBC UC team have been told through LA conversations that the numbers of people that have migrated from legacy benefits to Universal Credit in Harrogate are as little as 10. The DWP are not sharing the details with Local Authorities. It was announced at a DWP/LA liaison meeting held in Birmingham on the 29<sup>th</sup> November that there were no current plans to extend managed migration to other areas. This is contrary to the original published plans of starting in January 2020. A written question regarding migration was publicised as part of Parliamentary Business on 19<sup>th</sup> December – responded to on 13<sup>th</sup> January advising an update due in the spring with a further report to Parliament in the Autumn (**Appendix 5 – full response**).
- 2.8 From 16<sup>th</sup> Jan 2019 anyone with a severe disability premium in their legacy benefit cannot claim UC until managed migration. The council has started to take Housing Benefit (HB) claims again for these claimants. Recent information from the DWP suggests that for this exemption of people with the Severe Disability Premium, claiming Universal Credit will continue until January 2021
- 2.9 From 1<sup>st</sup> February 2019 households with more than two children wanting to make a new claim for support with housing costs have to claim UC rather than HB.

- 2.10 The DWP issued a report dated 21<sup>st</sup> February 2019 advising that they are now correcting past underpayments of Employment and Support Allowance (ESA) through two phases of work – Phase 1 was completed by the end April 2019, Phase 2 by December 2019. On average the DWP reports that affected individuals may be entitled to up to £4000 in arrears (rounded) but the actual amount will vary amongst individuals and depend on their circumstances.
- 2.11 From 15<sup>th</sup> May 2019 mixed age couples, (where one member is pension age and one is working age) became in-eligible for pension credit. The couple now have to claim UC which is a lesser amount.
- 2.12 The Benefits Service is proactively identifying Council Tax Support claimants in receipt of Universal Credit that will need to reclaim Housing Benefit due to reaching pension age and not a mixed age couple. This is to provide benefit advice on claiming Housing Benefit and Pension Credits. CBC has identified 2 people that will need to reclaim Housing Benefit when they reach Pension age on the 6<sup>th</sup> Jan 2020 and both have been contacted by the CBC Benefit Advisor.
- 2.13 The Discretionary Housing Payment (DHP) Budget allocated to CBC for 2019-20 reduced from £235,699 to £189,696, a reduction of £46,003 equating to approximately 20%. Current payments are being managed within budget and numbers maintained - but recipients are receiving less. The DHP budget for 2020-21 has not been announced and is expected to be made available to the council in January 2020. The UC team do know that how the money is allocated by the DWP may change in 2020-21 taking into account how much of the DHP budget is spent/overspent. This was mentioned at the November liaison meeting but again no specific details were provided.
- 2.14 Benefits Sanctions are applied where a claimant fails to meet one or more conditions of their benefit claim; without good reason, the benefit could be stopped or reduced. This is a benefit sanction. Not everyone that is initially referred for failing to meet the conditions of their claim will receive a sanction. Where a claimant's benefit is reduced, the claimant may be eligible for a hardship payment.

2.15 Nationally - As at August 2019 2.39% of UC claimants in the conditionality group were having a payment deduction as a result of a sanction. This is compared to 0.06% JSA claimants and 0.05% ESA claimants in the work conditionality group. The highest JSA sanction rate since 2012 was 1.78% in Oct 2013 and for ESA 1.14% in April 14.

**Reason for the sanction**

Work focused interviews	90.6%
Availability for work	7.5%
Employment programs	1%
Reason for leaving previous employment	0.8%
Other	0 %

2.16 Sanction statistics should not be compared across benefits as the policies for each benefit are very different. On Jobseeker’s Allowance, if a claimant fails to attend a Work-Focused Interview, their claim can be closed. However, because Universal Credit replaces a number of benefits, claims are not closed if a claimant fails to attend a Work-Focused Interview.

2.17 In the period from May 2019 to July 2019, 88% of UC full - service decisions occurred due to failure to attend or participate in a Work-Focused Interview.

2.18 The following information gives an overview of basic facts and figures relating to UC and the year to date:

	<u>Period of measurement</u>	<u>Numbers</u>	<u>Notes</u>
Number of Universal Credit notifications from the DWP for the assessment of Council Tax Support	29.11.2017 to 31.03.2018	3,671	
	01.04.18 to 31.03.19	23,856	

	01.04.19 to 31.12.2019	17,274	
	Total	44,801	
Housing benefit transitional payments – 2 week extension of Housing Benefit  Number of awards -	11.04.18 to 31.12.2019	743	New legislation from 11.04.18
Take up letters for Council Tax Support for Universal Credit recipients	29.11.17 to 31.12.2019	3513	New procedure introduced from 18.01.19 to ensure follow up for those people that will qualify for CTS but have not claimed by our Benefit Advisor.  Some quite vulnerable have been helped to claim.
Number of Council Tax Support claims live in payment for Universal Credit recipients	As at 31.12.19	2258	
	Of which council tenant	1237	
Benefit take up activity to identify underpayments of Employment and Support Allowance to ensure transitional protection when the claimants migrates onto Universal Credit – arrears of ESA  Potential take up identified  Increase in awards –  Arrears payment value	As at 31.12.19	347  143 to date  £784014	

Discretionary Housing Payments <u>made to Universal Credit recipients</u>	01.04.18- 31.03.19		Total DHP awards in 2018-19 to date is 398 valuing £218268.	
	Number of awards –	237	92.6% of 2018-19 DHP allocation of £235,699 has been spent/committed	
	Value of awards –	£131,337		
	Percentage of total DHP awards -	53.62%		
	Percentage of DHP spend -	54.77%		
		01.04.19-31.12.19		
	Number of awards –	192		
	Value of awards –	£88,985		
Percentage of total DHP awards -	63.6%			
Percentage of DHP spend -	64%			
Universal Credit assisted claims	29.11.17 -30.11.19	696 (of which 104 in 2019-20)	Universal Support transfers to the Citizens Advice Bureau from 01.04.19.	
Universal Credit budgeting support	29.11.18 -31.03.18	190	Continued support being provided where required from CBC for assisted claims only	
Food bank vouchers issued as part of budgeting support	Since 27.11.18	36		

2.19 There has been no further commentary on the National Audit Office report 'Rolling out Universal Credit', published in June 2018, details of which were noted at Scrutiny in November 2018 and March 2019.

- 2.20 The CBC Benefits team continue to feedback and challenge the DWP to ensure best possible information is available to inform future decisions and influence positive change.
- 2.21 From 1<sup>st</sup> April 2019 Universal Support that includes Budgeting Support and Assisting Claiming for UC transferred from CBC to Chesterfield CAB. This is a national arrangement with the CAB. The CAB will provide a universal service. To date the CBC benefits team still provide support where identified at point of contact with other claims issues/tenancy sign up. There has been no formal feedback or case challenges received through any channels to suggest the CAB service is not performing effectively.
- 2.22 Discussions regarding a local SLA arrangement where there is a transfer of funds from the CAB to CBC for continuing to provide Assisted Claims support have not progressed. This is due to fund terms and the local CAB confirming their capacity to deliver.

- Risk

- 100% of the support provided to UC claimants has come in the form of Assisted Claiming since April 2019. CBC had assisted with 696 claims since 29<sup>th</sup> November 2017 when UC was implemented.
- The Chesterfield CAB have commenced delivery from 1<sup>st</sup> April 2019 using a range of venues, partnered CAB resources, and an appointment system which is being monitored by CBC with regard to claimant impact.
- There are no known firm plans to extend the CAB service offer although this may change in the future. UC is awarded from the date a claim is made, and delays in applications will result in a loss of income and housing costs payments to claimants.
- The CBC team continue to provide some assisted claims support as often the customer contact and benefits

assessment process is a very complex mix, and in some instances, there is a need to address this element for timely claim success at the first point of contact. Support is also offered at council tenancy sign up sessions.

- Claimants must be aware of sanction implications applicable to UC claims to avoid potential reduction in benefit and impact of hardship claims being made.

2.23 Full UC migration has yet to be implemented and if continued beyond 2020, the CAB role will need continued careful monitoring so as to allow CBC to risk manage any potential local debt and hardship escalation happening.

2.24 CBC continued to receive assisted claim referrals from the Job Centre (4 in September) and the team has contacted the centres UC lead as to discuss. It does appear that these referrals have now stopped.

2.25 At the November 2018 Scrutiny meeting officers were asked to explore whether it was possible to increase opportunities for access to IT to enable claimants to keep their online journals updated; and whether printed information about where IT access and advice was available - could this information be provided for local distribution. The position was reported in March 2019 and remains unchanged:

- That information is coordinated through partners and this is updated frequently in tandem with ongoing changes to processes implemented by the DWP Information distributed generally can become outdated quickly and create challenges for both staff coordinating and the customer complying if anything is out of date. The staff team information is comprehensive and is managed at contact points so as to be readily available to ensure customers receive timely, accurate and up to date information and can also be offered support as needed.
- General distribution is not considered to add significant value and could potentially create claim issues.

- Food Bank information continues to be made available where support need is identified with any claimants. Vouchers are to be distributed through the CBC team. A meeting between the Food Bank Manager and our Benefits advisor took place in mid-September. It was decided that vouchers should only be issued by CBC staff where the customer is being seen for other reasons such as rent arrears advice and not for 'walk ins'
- Access to IT remains a future rather than immediate concern. There are a number of local venues identified and at present there is no negative customer feedback suggesting IT access is inadequate. This may change where the DWP alters process such as Assisted Digital Claims and if the local CAB delivery proves to be difficult to access for appointments or be geographically as accessible as required.
- Introduction of full UC migration will bring increased volume and potential greater IT access and support demand; this will require careful consideration. Managed migration roll out was planned for 2020 however the DWP announced in November 2019 that do not have any set plans for managed migration at the moment, so the actual start date and details are not know.

### **3. Financial Information**

- 3.1 CBC Rent team analysis of tenants that are in receipt of/have been affected by UC – current tenants is attached as **Appendix 1**. The 09.12.19 and 06.01.19 (Appendix 1 columns F and H) show the reduction of arrears after the managed payments from the DWP have been credited to tenant's rent accounts.
- 3.2 The position is that unlike HB it is not known exactly how many tenants are currently receiving UC. This is an ongoing analysis. The CBC Benefits team continue to carry out reconciliation for managed payments to identify which tenants are recorded by the

Rent team as having managed payments but there is no claim for Council Tax Support.

3.3 The difference between the Rent team figures and the Benefit team figures (see 3.9 and **Appendix 1**) is because:

- Not everyone claiming UC will claim Council Tax Support or the claim is yet to be assessed
- Not everyone claiming UC will qualify for Council Tax Support
- People are on and off UC which is reflected in the Council Tax Support figures but not in the rent figures

3.4 The total number of households occupying council tenancies in arrears increased from 4803 November 2018 to 4873 in November 2019. The percentage of rent collected as at collection week 36 in 2018 was 96.96% compared to 94.88% in 2019.

3.5 The Council can expect that the actual number of Council tenants currently receiving UC will fall somewhere between the 1796 figure provided by the Rent team and the 1237 provided by the Benefit team.

3.6 2019-20 is a 53 - week rent year but the UC calculation is based on 52 weeks. The Benefits team have escalated this with the DWP as have other landlords and the situation is unchanged.

3.7 This issue is complex because there is always more than 52 weeks in a year which is why there is a need for a periodic 53 - week year to address this. CBC has a 53 - week rent year about every 6 years. Over a 6 - year period to include the leap year the average number of weeks is 52.16

- Example using an average rent of £87

Customer receiving £377.00 a month for housing cost support in UC ( $£87 \times 52/12$ )

$£87 \times 52.166/12 =$  the monthly housing cost figure is £378.20.

The monthly underpayment is £1.18 over 72 months which amounts to £84.96

- 3.8 Based on current figures as at 3.5 above - taking a midpoint figure of 1516 which is between the 1796 figure provided by the Rent team and the 1237 provided by the Benefit team – 1516 x £84.96 amounts to an overall impact of £128,799 over a six-year period. This is of course subject to change as the number of tenants receiving UC will change over time.
- 3.9 CBC rent arrears for those people claiming Council Tax Support (CTS) with Universal Credit is attached as **Appendix 2**. This does show a similar trend to the rents section figures reported at 3.1. Both areas are subject to ongoing monitoring by respective CBC teams.
- 3.10 **Appendix 3** shows examples of UC Managed payments impact on claimants and revenue stream.

#### **4. Future Considerations**

- 4.1 The DWP have reported an underpayment of Employment and Support of up to £870 million. This is for claims made in the period January 2011 to October 2014. This includes the Severe Disability Premium not being considered. The Benefits team have previously asked if the exercise to identify these cases will be completed before January 2019. An update was provided by the DWP on 21<sup>st</sup> February 2019 stating the exercise is scheduled to be completed by the end of 2019. It is not yet known if this exercise has been completed. The result of this delay is that people are still migrating onto UC via natural migration that should have the Severe Disability Transitional Protection that was introduced in January 2019. Compensation for those naturally migrating to UC is less than the transitional protection sum will be, but the award of compensation payments has now started.

- 4.2 The exercise carried out by the Benefits Team to identify underpayments of the Severe Disability Premium in Employment and Support awards should have helped to minimise the number of households naturally migrating onto UC where there is an underlying entitlement to the Severe Disability Premium. However this will not have automatically stopped any incidents occurring.
- 4.3 Ongoing issues for carers with no carer element in their UC calculation continue to impact. The income is being taken into account, but the Carer element is not. Claimants are not getting as much UC as they should. Benefit staff continue to look out for these cases and are advising the customer on how to get the Carer element included in their UC award.
- 4.4 Limited capability for DWP claim decisions not being made or delayed continues to mean ongoing risk of underpayments of UC.
- 4.5 Sole Occupiers with others named on a tenancy even though they are not resident only have UC award calculated using 50% or less housing costs. The DWP now classify these as 'untidy tenancies' and procedures are in place to identify these to reduce the number of people not being paid based on 100% liability.
- 4.6 Part of the UC principles was that claimants take responsibility for their claims and this includes notifying the DWP about changes to their rent. CBC are still identifying cases where the housing costs for council tenants are being calculated on a 48-week rent year instead of a 52 weeks. The DWP are engaged regarding this issue. The DWP will not amend a UC claim in consultation with the CBC team, however they do put a note on the specific claimant's online journal to confirm what CBC have advised.
- 4.7 Despite repeated representation from CBC the DWP will not amend the 48 week rent year calculations.
- 4.8 The CBC team are reviewing customers with managed payments to check that the correct Housing Allowances are being used in the

Universal Calculation. Cases have been identified also where the housing allowance is too high as well as too low. This is due to the 1% core rent reduction each year over the last four years.

- 4.9 There is a rising risk regarding delivery of Assisted Digital Claiming due to CAB capacity and service availability (2.3 refers).
- 4.10 At least 64 councils have now signed up to the Citizens Advice/LGA (Local Government Association) Council Tax Protocol - up from 50 two years ago. This is a good practice guide produced by the CAB (**Appendix 4**) A further 23 councils have said they are considering doing this to mitigate debt recovery actions and escalating hardship. Advice from Arvato lead officers is that the scheme does not add any significant value to the CBC operations at this time. However - sign up to this remains a consideration for the Council.
- 4.11 CBC has started some analysis of Council Tax arrears of working age claimants claiming Council Tax Support (CTS) to measure the impact of the maximum CTS being set at 8.5%. This will help inform changes to the CTS scheme that CBC decide to make in the future.
- 4.12 From October 2019 the maximum amount of deductions from Universal Credit that can be taken for debt recovery reduces from 40% to 30%. This is a welcome change because it was causing hardship. It is however a further risk to monitor as it is likely to affect Housing Benefit overpayment recovery. The CBC team have contacted the DWP for clarification – as an example - If someone has the following debts how would the 30% recovery be split across these debts?
- Advance
  - Rent Arrears
  - Council Tax Arrears
  - HB Overpayment

No satisfactory answer was provided. The situation is being monitored.

## **5. Conclusions**

- 5.1 Chesterfield continues to perform positively through proactive work with stakeholders at local, regional and national level.
- 5.2 Claimants continue to be well supported and resources delivering service are proving to be appropriately skilled and trained to provide sustainable delivery. On-going changes to entitlements and policy such as assisted claiming and budgeting, CTS recovery will now mean different ways of working both internally and with claimants and external partners.
- 5.3 Rising risks linked to implementation of full UC migration will need careful monitoring, forward planning and resource allocation in terms of capacity and training. This must ensure any negative impact on claimants and the CBC budgets is maintained at the lowest possible level.
- 5.4 Service delivery such as Assisted Digital Claim support is already creating challenges for both the organisation, claimants and CBC services. Future resourcing will need further review.
- 5.5 Questions should continue to be raised by the Benefits team requiring timely responses from the DWP to ensure claimants are paid correctly and on time – or that the DWP at least recognise that any resultant underpayments being made will require rectification. Further contact with the DWP is to be actioned as necessary.
- 5.6 The DWP continues to limit communications and decision making to the customer both directly and through the online customer journals. CBC and other organisations are having on going challenges in coordinating and successfully sign posting customers to receiving UC during the application process and the right levels of entitlement. This position means increased risk to successful

CBC revenue budget targets being met and debt escalation occurring.

## APPENDIX 1 - Rent Team analysis of Universal Credit claimant rent arrears

been affected by UC – current tenants:

	Nov-18	Feb-19	Sep-19	Nov-19	09.12.19	Dec-19	06.01.20
Number of households	976	1130	1582	1749	1762	1796	1790
Total Balance	358659	363863	579485	645285	499474	693850	568910
Average balance	£367.48	£322.00	£366.29	£368.97	£283.47	£386.33	301.07
In arrears	755	840	1180	1296	1247	1349	1330
Average arrears for those in arrears	£513.49	£490.56	£513.49	£530.76	£460.13	544.12	459.01

The 09.12.19 and 06.01.20 columns show the reduction of arrears after the managed payments from the DWP have been credited to tenant's rent accounts.

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## APPENDIX 2 - Rent Arrears - tenants receiving CTS with UC

	<u>25.06.17</u>	<u>08.04.18</u>	<u>11.11.18</u>	<u>17.02.19</u>	<u>03.11.19</u>	<u>10.11.19</u>	<u>31.12.19</u>
Total number	122	337	672	831	1250	1250	1237
Balance owed	58,023.10	112,420.74	231,072.40	329,364.79	461,866.83	359,535.39	470,962.72
Average balance	475.60	333.59	343.86	396.35	369.49	287.63	380.73
Average balance for those in arrears	649.99	465.38	474.08	493.80	500.57	432.51	514.55
Zero balance	4	12	23	24	38	43	39
Credit balance	23	59	121	141	213	267	228
Direct debit	6	27	73	90	183	183	186
Managed payment	16	77	228	300	487	487	484
Ave balance for those on managed payment	631.67	350.06	605.72	722.94	710.24	495.88	674.58
Ave balance for those paying by direct debit					26.82	78.33	107.39
<u>All tenant stats for comparison</u>							
Average rent arrears - all tenants			69.56	85.82	76.41		99.25
Average arrears for those in arrears			300.49	330.99	313.82		343.64
Average arrears for HB claimants in arrears			178.57	180.70	128.35		133.50
Average arrears for none HB claimants			371.81	408.47	381.53		416.31
Average balance for HB claimants					1.66		4.02

UC account balances	number of accounts			
In credit	192	213	267	228
0 balance	38	38	43	39
< £100	148	186	171	134
£100 to £499	430	465	514	483
£500 to £999	217	221	168	246
£1000 to £1499	77	74	45	62
£1500 to £1999	32	27	23	20

£2000 to £2499	13	15	9	13
£2500 to £2999	5	4	3	5
£3000 to £3499	3	3	3	2
£3500 to £3999	3	1	1	2
£4000 to £4449	0	2	2	1
£4500 to £4999	1	1	1	1

### APPENDIX 3 - UC Payment Case Study

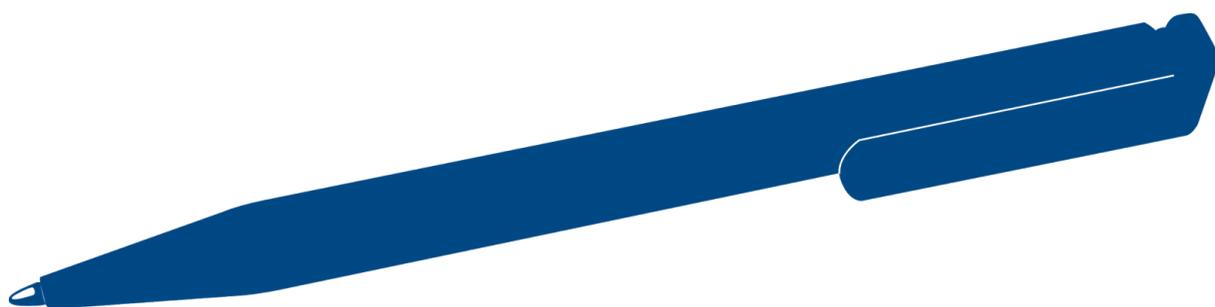
Tenant Account No	Address	UC and/or MPA's in Place	Tenancy Start date	Tenancy End Date	Date Moved onto UC	Weekly Rent	Arrears Balance at Start of UC	Arrears Last Balance	Date of Last Managed Payment
1	Road 1	MPA's	25.01.16		23.06.19	£84.36	£4,538.20	£4,645.66	02.01.20
2	Road 2	MPA's	14.06.10		03.04.19	£75.60	£3,556.98	£3,993.17	02.01.20
3	Road 3	MPA's	23.12.13		14.02.19	£76.95	£110.27	£469.91	02.01.20
4	Road 4	MPA's	24.12.01		07.06.19	£68.52	-£41.42	£725.72	02.01.20
5	Road 5	MPA's	04.09.17		15.05.18	£68.42	-£58.07	£783.85	02.01.20

<b>Period the MPA Covers</b>	<b>The Arrears Balance before MPA Payment</b>	<b>The Balance After MPA Payment</b>	<b>MPA Payment Towards Rent</b>	<b>MPA Payment Towards Arrears</b>	<b>Full Housing Costs Y/N</b>
21.10.19 - 20.11.19	£4,910.63	£4,561.30	£317.55	£31.78	N
02.11.19 - 01.12.19	£4,245.17	£3,917.57	£327.60	£0.00	Y
06.11.19 - 05.12.19	£682.63	£392.96	£289.67	£0.00	N
31.10.19 - 29.11.19	£985.90	£657.20	£296.92	£31.78	Y
01.11.19 - 01.12.19	£1,078.47	£715.43	£299.48	£63.56	Y

Paying last Years Rent Charge £69.11

# Council Tax Protocol

Revised Collection of Council Tax Arrears Good Practice Protocol



## Agreed by:

Citizens Advice, June 2017

Local Government Association, June 2017



# Council Tax Protocol

We agree to adopt this protocol in .....  
as our public commitment to its principles of fairness, partnership  
working and transparency in local authority debt collection:

Signature

.....

Local authority representative

Signature

.....

Local Citizens Advice / advice  
agency representative

Signature

.....

Enforcement agency  
representative

*(where relevant)<sup>1</sup>*

Signature

.....

External contractor  
representative

*(where relevant)<sup>1</sup>*

**Date:**

---

<sup>1</sup> Enforcement agents and external contactors may sign this protocol if they and the authority agree that it is appropriate.

# Council Tax Protocol

## Revised collection of council tax arrears good practice protocol

Council tax payers receive a better level of service when local authorities<sup>2</sup>, enforcement agencies and debt advice agencies work closely together. Early intervention and proactive contact with people struggling with bill payments can help prevent them incurring further charges and help alleviate stress. It can also potentially help reduce both collection costs and calls on local public services, particularly mental health services.

This good practice protocol makes a number of suggestions on how local partnerships can be strengthened and residents better supported. Developed through partnership work between the national bodies representing advice agencies, local government and enforcement agencies throughout England and Wales, it builds upon the previous protocol, which government recommended local authorities adopt in their 2013 guidance. The protocol reflects best practice at local level and is intended to facilitate regular liaison on practices and policy concerning council tax debt collection. In setting down clear procedures and keeping them regularly under review, all parties can ensure that cases of arrears are dealt with appropriately whilst complaints are handled efficiently.

By signing the protocol and adopting the practices set out below, local authorities, enforcement agencies and advice agencies can help taxpayers pay their council tax bills while accessing debt advice when needed.

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<sup>2</sup> Where we use the term 'local authorities', this should also be read to cover a local authority's external contractors, where the local authority has contracted out the administration of some or all of its council tax collection process.

# Partnership

## To foster more effective partnership working:

1. Local authorities, enforcement agencies and advice agencies should meet regularly to discuss practical and policy issues with a recommendation to meet quarterly at officer level and annually with elected members.
2. All parties should have dedicated contacts accessible on direct lines and electronically so that issues can be taken up quickly.
3. All parties should promote mutual understanding by providing training workshops, undertaking exchange visits and sharing good practice.
4. As local authorities are responsible for the overall collections process, they should ensure all their staff, external contractors and enforcement agencies receive the appropriate training, particularly on vulnerability and hardship.
5. Advice agencies, enforcement agencies and local authorities should work together to develop a fair collection and enforcement policy, highlighting examples of vulnerable people or those who find themselves in vulnerable situations, and specifying clear procedures in dealing with them. Contractual arrangements with enforcement agents should specify procedures for the local authority to take back cases involving vulnerable people.
6. Local authorities should consider informal complaints as debtors may be afraid to complain formally where enforcement agent activity is ongoing. Informal complaints received from advice agencies can indicate problems worthy of further investigation both locally by the local authority and by referral to national bodies.

# Information

## To improve the information supplied to council tax payers about the billing process, how to get support and debt advice and to promote engagement:

1. All parties should work together to produce letters that clearly and consistently explain how council tax bills have been calculated (including any Council Tax Support award). Council tax bills should make clear council tax is a priority debt and explain the consequences of not making payment by the date specified. As far as possible within the constraints of systems, where a taxpayer has council tax arrears, the letters should explain how the debt has been accumulated and over which time period, the layout and language of bills and letters should be easy to understand, with any letters including a contact phone number and email address. All information should also be made available online in a clear format.
2. Local authorities should consider reviewing payment arrangements and offer more flexible options, including, subject to practicality, different payment dates within the month, spreading payments over 12 months and, potentially, different payment amounts to assist those on fluctuating incomes. This can allow people to budget more effectively.
3. Local authorities and enforcement agents should publicise local and national debt advice contact details on literature and notices. Advice agencies can help by promoting the need for debtors to contact their local authority promptly in order to agree payment plans. Parties can work together to ensure the tone of letters is not intimidating but encouraging of engagement.
4. Local authorities should ensure that enforcement agencies have appropriate information about the council tax debts they are recovering, so they can put this in letters they send to debtors and answer any questions.
5. Local authorities should consider providing literature about concerns council tax debtors may have about enforcement agents and enforcement. Information could cover charges enforcement agencies are allowed to make by law, how to complain about enforcement agent behaviour or check enforcement agent certification and further help available from the local authority or advice agencies.
6. All parties should work together to review and promote better engagement by council taxpayers. This should include information on how bills can be reduced through reliefs, exemptions and council tax support schemes, advising taxpayers that they should contact the local authority if they experience financial hardship and the consequences of allowing priority debts to accumulate. Information and budgeting tools should be made available on local authority and advice agency websites, via social media and at offices of relevant agencies. This is an opportunity for joint campaign work.

# Recovery

**If a council tax bill is not paid, then the local authority's recovery process comes into play. While local authorities strive to make early contact with a debtor, the first point of engagement by a debtor often only occurs when an enforcement agent visits the premises. Greater effort should be made at or before the Tribunal Courts and Enforcement Act's compliance stage, including debt and money advice referrals and to assess whether vulnerability or hardship applies, so as to avoid escalating a debt. Therefore:**

1. Local authorities and enforcement agencies should work in partnership with advice agencies on the content, language and layout of all documents, produced by the local authority and agents acting on its behalf which are part of the enforcement process. This should aim to ensure that the rights and responsibilities of all parties, particularly those of the debtor, are clearly set out.
2. Enforcement agents should provide the debtor with a contact number and email address should they wish to speak to the local authority.
3. Local authorities should keep all charges associated with recovery under regular review to ensure they are reasonable and as clear and transparent as possible and reflect actual costs incurred. Enforcement agents should only make charges in accordance with council tax collection and enforcement regulations, particularly the Tribunal Courts and Enforcement Act.
4. Local authorities should periodically review their corporate policy on debt and recovery, particularly what level of debt (inclusive of liability order fees) should have accrued before enforcement agent action, as enforcement will add additional costs to a debt.
5. As part of their corporate policy on debt and recovery, local authorities should have a process for dealing with cases that are identified as vulnerable, bearing in mind that different local authorities may have different definitions of a vulnerable person or household. Any local definition of vulnerability should be developed in consultation with advice agencies and enforcement agencies and, wherever possible, the local authority should aim to publish clear guidelines on what constitutes vulnerability locally. Where a local authority's vulnerability criteria apply, In these cases, debts should be considered carefully before being passed to enforcement agencies. Where enforcement agents or other parties identify a vulnerable household, recovery action will be referred to the local authority.
6. Local authorities should regularly review and publish their policies which cover hardship, including how these relate to council tax arrears.

7. Where a household is in receipt of Council Tax Support, the local authority should consider matters carefully and determine whether to pass such cases to enforcement agents, based on the individual circumstances of the case.
8. The debtor may have outstanding claims for Universal Credit, Council Tax Support or other benefit(s) which are contributing to their arrears. Local authorities can suspend recovery once it is established that a legitimate and relevant claim is pending.
9. Local authorities and their enforcement agents should consider offering a 28 days hold or “breathing space” on enforcement action if debtors are seeking debt advice from an accredited advice provider.
10. Procedures should exist for debt advisers to negotiate payments on behalf of the taxpayer at any point in the process, including when the debt has been passed to the enforcement agent. In some cases, the debtor may only contact an advice agency following a visit from the enforcement agent.
11. Local authorities and enforcement agents should consider accepting and using the Standard Financial Statement (SFS) or Common Financial Statement in assessing ability to pay as long as this is consistent with securing value for money for all council tax payers.
12. Each case should be examined on its merits and repayment arrangements need to be affordable and sustainable, while ensuring that the debt is paid off within a reasonable period. Where appropriate, local authorities should provide the flexibility to spread repayments over more than a year, including beyond the end of a financial year.
13. Local authorities should prioritise direct deduction from benefits or attachment of earnings in preference to using enforcement agents. This avoids extra debts being incurred by people who may already have substantial liabilities.
14. Clarity should be provided to the debtor and enforcement agency as to which debts are being paid off, in what amounts and when, especially where a debtor has multiple liability orders. Where appropriate, debts should be consolidated before being sent to enforcement agents.
15. Local authorities should publish a clear procedure for people to report complaints about all stages of recovery action. Local authorities will regularly monitor and, subject to requirements of commercial confidentiality and the Data Protection Act, publish the performance (including complaints) of those recovering debts on their behalf and ensure that contractual and legal arrangements are met.

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Published June 2017

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## Appendix 5 UC Written Question 19<sup>th</sup> December – Parliamentary Business.



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- Written Questions and Answers and Written Statements
- Written questions and answers
- Written statements
- Daily Reports

### Universal Credit:Written question - HL56

**Q** Asked by [Baroness Lister of Burtersett](#) Asked on: 19 December 2019

Department for Work and Pensions

HL56

#### Universal Credit

To ask Her Majesty's Government how many claimants have been moved on to Universal Credit under the managed migration pilot being undertaken in Harrogate.

**A** Answered by: [Baroness Stedman-Scott](#) Answered on: 13 January 2020

The Universal Credit (Managed Migration Pilot and Miscellaneous Amendments) Regulations 2019 allow the Department to pilot moving no more than 10,000 claimants across to Universal Credit from legacy benefits and is expected to last until November 2020.

The Move to Universal Credit pilot commenced, as scheduled, in the area served by Harrogate Jobcentre in July 2019. The goal of the pilot is to learn as much as possible about how to safely move people from legacy benefits onto Universal Credit. As a result, we will increase numbers as slowly and gradually as necessary.

We are adapting the design of this service and its processes frequently to ensure we provide the best possible support to those claimants who move to Universal Credit from their legacy benefit claims.

The Department has already committed to updating Parliament and stakeholders on progress. We expect to provide our first update in the Spring. We will also set out an evaluation strategy, developed in consultation with stakeholders, before coming to Parliament in the Autumn with the findings and our proposals for the next phase of the delivery of Universal Credit.

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## For publication

### **Elected Members Parental Leave Policy**

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Meeting:	Community, Customer and Organisational Scrutiny Committee
Date:	30 January, 2020
Cabinet portfolio:	Governance
Report by:	Assistant Director, Policy and Communications

<b>Purpose of reviewing the topic</b>	To consider the proposed policy for parental leave for elected members
<b>What are the objectives of the review?</b>	To provide opportunity for members to consider and comment on the proposed policy for parental leave for elected members prior to its consideration by Cabinet and Council in February, 2020.
<b>Key Issues for Review</b>	Draft Parental Leave Policy and key considerations including financial and equality and diversity impacts.

#### 1.0 **Background**

- 1.1 There is at present no legal right to parental leave of any kind for people in elected public office. This applies to MPs as well as members. These policy proposals can therefore only currently be implemented on a voluntary basis.

1.2 The Chesterfield Borough Council Parental Leave Policy for Elected Members has been modelled on the Local Government Association's Women's Taskforce Parental Leave Policy. It aims to make it easier for prospective parents and the Council alike to plan for when members take parental leave.

## 2.0 **Current position and key milestones**

2.1 The Council wishes to support its members in carrying out their duties and therefore wishes to consider the voluntarily implementation of a parental leave policy that grants members periods of parental leave for maternity, paternity and adoption as set in out Section 2 of the Parental Leave Policy for Elected Members (Appendix 1).

2.2 The Parental Leave Policy for Elected Members will cover birth and adoption.

2.3 The objective of the proposed policy is to ensure that insofar as possible members are able to take appropriate leave at the time of birth or adoption, that both parents are able to take leave, and that reasonable and adequate arrangements are in place to provide cover for Cabinet Members and others in receipt of Special Responsibility Allowances (SRA) during any period of leave taken.

2.4 The member's Group Leader will be consulted over assigning Ward casework and Ward matters for the period of absence.

2.5 In order to ensure members can take appropriate leave it is proposed that any member taking a period of parental leave will be entitled to receive their basic allowance in full whilst on maternity, paternity or adoption leave. Members in receipt of an SRA shall continue to receive this allowance in full whilst on

maternity, paternity or adoption leave, and where a replacement is appointed to cover the period of absence that person shall receive an SRA on a pro-rata basis for the period of the temporary appointment.

- 2.6 A member taking parental leave, unless removed from their post at an Annual Meeting of the Council whilst on leave, or unless the group to which they belong loses control of the Council during their leave period, shall return at the end of their leave to the same post, or to an alternative post with equivalent status and remuneration which they held before their leave began.
- 2.7 An Equality Impact Assessment for the new Parental Leave Policy for Elected Members is attached at Appendix 2. No negative impacts have been identified and significant positive impacts identified for some protected groups.

### 3.0 **Barriers/obstacles**

- 3.1 At present there is no legal right to parental leave of any kind for people in elected public office. These policy proposals can therefore only currently be implemented on a voluntary basis, there is therefore no central government funding for these provisions.
- 3.2 Under the proposed policy members will continue to receive basic and any special responsibility allowances whilst taking parental leave. Special responsibility allowances are paid where members undertake particular roles, such as Chair of a Committee. If these roles require cover during parental leave absence the replacement member will be entitled to receive the appropriate special responsibility allowance for the period of the temporary appointment. It is anticipated that these additional costs will be funded from the existing budget set aside for all member allowances

within Democratic Services. This will, however, be kept under review as annual costs will clearly vary according to the types of role requiring cover and the frequency and duration of parental leave absences.

#### 4.0 **Future plans**

4.1 Improved provision for new parents will contribute towards increasing the diversity of experience, age and background of local authority members. It will also assist with retaining experienced members and making public office more accessible to individuals who might otherwise feel excluded from it.

#### 5.0 **Conclusion**

5.1 The Council wishes to support its members in carrying out their duties and therefore wishes to consider the voluntarily implementation of a parental leave policy that grants members periods of parental leave for maternity, paternity and adoption.

#### 6.0 **Suggested scrutiny activity**

6.1 To consider the proposed policy to inform Full Council decision in February 2020.

## Document information

Report author	Contact number/email
<b>Donna Reddish</b>	<b>01246 345307</b> <b>Donna.reddish@chesterfield.gov.uk</b>
<b>Background documents</b>	
These are unpublished works which have been relied on to a material extent when the report was prepared.	
None	
<b>Appendices to the report</b>	
Appendix A	Parental Leave Policy for Elected Members
Appendix B	Equality Impact Assessment

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# Parental Leave Policy for Elected Members

Date: February 2020

Review by: February 2023

## **1.0 Introduction**

- 1.1 This Policy sets out members' entitlement to maternity, paternity, shared parental and adoption leave and relevant allowances.
- 1.2 The objective of the policy is to ensure that insofar as possible members are able to take appropriate leave at the time of birth or adoption, that both parents are able to take leave, and that reasonable and adequate arrangements are in place to provide cover for portfolio-holders and others in receipt of Special Responsibility Allowances (SRA) during any period of leave taken.
- 1.3 Improved provision for new parents will contribute towards increasing the diversity of experience, age and background of local authority members. It will also assist with retaining experienced members and making public office more accessible to individuals who might otherwise feel excluded from it.
- 1.4 There is at present no legal right to parental leave of any kind for people in elected public office. This applies to MPs as well as members and has been the subject of lengthy debate. These policies can therefore only currently be implemented on a voluntary basis.

## **2.0 Leave Periods**

- 2.1 Members giving birth are entitled to up to 6 months maternity leave from the due date, with the option to extend up to 52 weeks by agreement if required. In addition, where the birth is premature, the member is entitled to take leave during the period between the date of the birth and the due date in addition to the 6 months' period. In such cases any leave taken to cover prematurity of 28 days or less shall be deducted from any extension beyond the initial 6 months.
- 2.2 In exceptional circumstances, and only in cases of prematurity of 29 days or more, additional leave may be taken by agreement, and such exceptional leave shall not be deducted from the total 52 week entitlement.

- 2.3 Members shall be entitled to take a minimum of 2 weeks paternity leave if they are the biological father or nominated carer of their partner/spouse following the birth of their child(ren).
- 2.4 A Member who has made Shared Parental Leave arrangements through their employment is requested to advise the Council of these at the earliest possible opportunity. Every effort will be made to replicate such arrangements in terms of leave from Council. Where both parents are Members leave may be shared up to a maximum of 24 weeks for the first six months and 26 weeks for any leave agreed thereafter, up to a maximum of 50 weeks. Special and exceptional arrangements may be made in cases of prematurity.
- 2.5 A Member who adopts a child through an approved adoption agency shall be entitled to take up to six months adoption leave from the date of placement, with the option to extend up to 52 weeks by agreement if required.
- 2.6 Any Member who takes maternity, shared parental or adoption leave retains their legal duty under the Local Government Act 1972 to attend a meeting of the Council within a six month period unless the Council Meeting agrees to an extended leave of absence prior to the expiration of that six month period.
- 2.7 Any Member intending to take maternity, paternity, shared parental or adoption leave will be responsible for ensuring that they comply with the relevant notice requirements of the Council, both in terms of the point at which the leave starts and the point at which they return.
- 2.8 Any member taking leave should ensure that they respond to reasonable requests for information as promptly as possible, and that they keep officers and colleagues informed and updated in relation to intended dates of return and requests for extension of leave.
- 3.0 Basic Allowance**
- 3.1 All Members shall continue to receive their Basic Allowance in full whilst on maternity, paternity or adoption leave.

## **4.0 Special Responsibility Allowances**

- 4.1 Members entitled to a Special Responsibility Allowance shall continue to receive their allowance in full in the case of maternity, paternity, shared parental or adoption leave.
- 4.2 Where a replacement is appointed to cover the period of absence that person shall receive an SRA on a pro rata basis for the period of the temporary appointment.
- 4.3 The payment of Special Responsibility Allowances, whether to the primary SRA holder or a replacement, during a period of maternity, paternity, shared parental or adoption leave shall continue for a period of six months, or until the date of the next Annual Meeting of the Council, or until the date when the member taking leave is up for election (whichever is soonest). At such a point, the position will be reviewed, and will be subject to a possible extension for a further six month period.
- 4.4 Should a Member appointed to replace the member on maternity, paternity, shared parental or adoption leave already hold a remunerated position, the ordinary rules relating to payment of more than one Special Responsibility Allowances shall apply.
- 4.5 Unless the Member taking leave is removed from their post at an Annual General Meeting of the Council whilst on leave, or unless the group to which they belong loses control of the Council during their leave period, they shall return at the end of their leave period to the same post, or to an alternative post with equivalent status and remuneration which they held before the leave began.

## **5.0 Resigning from Office and Elections**

- 5.1 If a Member decides not to return at the end of their maternity, paternity, shared parental or adoption leave they must notify the Council at the earliest possible opportunity. All allowances will cease from the effective resignation date.



- 5.2 If an election is held during the Member's maternity, paternity, shared parental or adoption leave and they are not re-elected, or decide not to stand for re-election, their basic allowance and SRA if appropriate will cease from the Monday after the election date when they would technically leave office.

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

<i>Title of the policy, project, service, function or strategy:</i>	Parental Leave Policy for Elected Members	
<i>Service Area:</i>	Policy and Communications	
<i>Section:</i>	Democratic Services	
<i>Lead Officer:</i>	Donna Reddish – Assessment Director Policy and Communications	
<i>Date of assessment:</i>	MM/YY	
<i>Is the policy, project, service, function or strategy:</i>		
<i>Existing</i>	<input type="checkbox"/>	
<i>Changed</i>	<input type="checkbox"/>	
<i>New / Proposed</i>	<input checked="" type="checkbox"/>	

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### Section 1 – Clear aims and objectives

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

The objective of the policy is to ensure that insofar as possible members are able to take appropriate leave at the time of birth or adoption, that both parents are able to take leave, and that reasonable and adequate arrangements are in place to provide cover for portfolio-holders and others in receipt of Special Responsibility Allowances (SRA) during any period of leave taken.

#### 2. Who is intended to benefit from the policy and how?

Improved provision for new parents will contribute towards increasing the diversity of experience, age and background of local authority members. It will also assist with retaining experienced members and making public office more accessible to individuals who might otherwise feel excluded from it.

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

Elected members will have a more equitable entitlement to parental leave after giving birth or adopting and the Council will be able to plan more effectively for member parental leave.

## Section 2 – What is the impact?

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

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

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## Section 3 – Recommendations and monitoring

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

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

Yes  No

*Please explain the reasons for this decision: No negative impacts identified.*

## Section 6 – Knowledge management and publication

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

Reviewed by Head of Service/Service Manager	Name:	Donna Reddish – Assistant Director Policy and Communications
	Date:	24.12.19
Reviewed by Policy Service	Name:	Allison Potter
	Date:	02/02/2020
Final version of the EIA sent to Policy Service	<input type="checkbox"/>	
Decision information sent to Policy Service	<input type="checkbox"/>	

## For publication

### Implementation of the Communications and Engagement Strategy

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Meeting:	Community, Customer and Organisational Scrutiny Committee
Date:	30 January, 2020
Cabinet portfolio:	Deputy Leader
Report by:	Assistant Director, Policy and Communications

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<b>Purpose of reviewing the topic</b>	<ul style="list-style-type: none"> <li>To review progress of implementation of the Communications and Engagement Strategy (approved by Council in July 2018).</li> </ul>
<b>What are the objectives of the review?</b>	<ul style="list-style-type: none"> <li>To review progress to date of implementation of the Communications and Engagement Strategy during 2019/20 to date.</li> </ul>
<b>Key Issues for Review</b>	<p>Communications and engagement strategy objectives:</p> <ul style="list-style-type: none"> <li>Continue to do the basics well</li> <li>Make better use of customer data, intelligence and feedback to improve Communications and engagement</li> <li>Tell a clear story (corporate narrative) to explain what we are doing and want to achieve</li> <li>Engage our residents in online conversations where they are happening</li> <li>Use technology upgrades and developments to have better conversations with our customers</li> <li>Complete the rollout of the visual identity aspect of our corporate branding to council buildings</li> </ul>

	<ul style="list-style-type: none"> <li>Reach out to our staff and councillors through engaging delivery of key corporate messages eg infographics and video</li> </ul>
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**1.0 Background**

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

**2.0 Current position and key milestones**

2.1 The Communications and Engagement Strategy includes eight objectives. Annual action plans are developed to progress the Strategy. The first progress report to Community, Customer and Organisational Scrutiny Committee was discussed 22 January 2019. That report highlighted progress so far in 2018/19. This report highlights progress so far for 2019/20 for each of the objectives.

<b>Objective: Continue to do the basics well</b>	
<b>Activity</b>	<b>Progress</b>
Successfully merging Your Chesterfield and Our Homes to deliver four quality editions each year.	Progress on this issue follows on from an effective consultation and engagement partnership between Policy and Communications and Housing services in 2017/18 which saw us bring all consultation activity in-house. This partnership improved the quality and customer service to tenants, increased response rates, made a saving to

	<p>the Housing Revenue Account and generated a small income for the General Fund.</p> <p>For 2018/19 agreement was reached that we would extend this approach to the production and delivery of the Our Homes newsletter. Through merging the publications we were able to increase the frequency of the Your Chesterfield publication from three times a year to four times a year – enabling more frequent communication with residents who do not access our website and social media channels. Additional benefits have included:</p> <ul style="list-style-type: none"><li>• Increased the frequency of Your Chesterfield/ Our Homes without increasing the overall cost to the Council – economies of scale on print, production and distribution.</li><li>• A small saving was made for the Housing Revenue Account</li><li>• Enabled Our Homes to focus purely on tenant issues rather than having to cover other general corporate issues (which would appear in the Your Chesterfield part of the publication but still be read by tenants)</li><li>• Prevented duplication of stories between the two publications</li><li>• Enabled Our Homes to adopt a case study led approach to tell stories through tenants, thereby increasing the opportunities to engage positively with that tenant group</li><li>• Enabled the identities of both publications to remain ensuring that the HRA can demonstrate spending is targeted at tenants</li><li>• Ensured brand consistency across both publications</li><li>• Provided some resilience to housing services (due to staff shortages some editions of Our Homes had not been produced therefore reducing communication with tenants)</li></ul>
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	<ul style="list-style-type: none"> <li>• Enabled the creation of a new apprentice role within Policy and Communications to support this activity, website/intranet development, social media and video production</li> <li>• Enabled tenant participation officers to spend more time on their core duties including increasing opportunities for face to face engagement</li> <li>• Our Homes is now seen by all residents, enabling corporate housing communication messages to reach a bigger audience (eg making wider population aware of the properties available to rent through RightMove; helping wider public understand council housing is funded by tenant rents rather than their Council Tax; getting fire safety messages out in response to wider community concerns following the Grenfell Tower fire etc.)</li> </ul> <p>Two high quality editions of the new combined publication have been produced during 2018/19, with further editions planned for January 2019 and March 2019.</p> <p>As part of the 2019/20 Are You Being Served residents survey we will be capturing residents feedback on the new combined newsletter and making further improvements.</p>
<p>Prepare for the introduction on the EU Web Accessibility Directive in 2020.</p>	<p>A full briefing and action paper was developed for Corporate Management Team discussion. The recommendations are currently being taken forward to achieve full compliance by 2020:</p> <ul style="list-style-type: none"> <li>• Publishing a website accessibility statement – complete</li> <li>• Conducting an audit of current accessibility standard of the council website and microsites - the main site audit has now been completed with plans for additional sites</li> </ul>

	<ul style="list-style-type: none"> <li>• Planning a programme of improvements to achieve EU Directive accessibility standards by 2020 – draft plan developed</li> </ul>
Create communications work plan detailing month-on-month tasks and team activities	<p>This has been developed as is being used to monitor progress, allocate resources and enable forward planning at Communications and Marketing team meetings.</p> <p>Comprehensive communications and where appropriate communications and engagement plans are developed for specific projects and campaigns for example the Shop Local Campaign.</p>
Create a consultations page on the council's website to bring together all live and concluded consultation information, including details of Completed survey reports.	<p>This page is now up and running. This page appears as the first result in website search engines for consultation at Chesterfield Borough Council.</p> <p>The page displays information about live consultation activity, how to get involved and how to find out more information as well as links to past consultation activity.</p>
Continue to provide support to services planning consultation events to ensure opportunities to engage with the council face-to-face are developed (e.g. help with focus groups, roadshows, discussions with customer service).	<p>We have been able to increase the number of face to face engagement sessions (particularly in housing services and planning) to enable members of the public without internet access to engage. Key face to face consultations have included changes to the allocations policy, repairs and maintenance, anti-social behaviour, Gypsy and Traveller consultation and the Local Plan. With key consultation activity currently being developed including for the HS2 masterplanning project.</p> <p>For 2019/20 we have brought Leisure consultation back in-house to include:</p> <ul style="list-style-type: none"> <li>• Annual engagement programme to gather net promoter score and customer feedback</li> </ul>

	<p>about services at HLC and QPSC via online, postal and face to face methodology</p> <ul style="list-style-type: none"> <li>• Topped up net promoter score activities to track during the year</li> <li>• Mystery shopper exercises</li> <li>• During the 'live periods' we will be promoting via corporate social media and leisure social media, with posters in the centres and council locations, and there will also be a 'landing page' on the leisure section of the website with background information and links to the online survey. Policy team will be 'roadshowing' at the centres and helping customers to complete the survey via iPad.</li> </ul>
<p><b>Objective: Make better use of customer data, intelligence and feedback to improve Communications and engagement</b></p>	
<p>All services to be required to produce a 'you said, we did' statement when reporting back on consultation findings.</p>	<p>This approach has led to a range of infographic led stories via Your Chesterfield/Our Homes and for social media release to keep residents informed of progress.</p>
<p>Investigate ways to collate evidence being gained from interactions with the public including councillor surgeries, tenant participation bus contacts and common questions going to customer services centre/ call centre.</p>	<p>There will be significant improvements to this following the completion of the ICT transformation and will form part of the action plan for the final years of this strategy.</p>
<p><b>Objective: Tell a clear story (corporate narrative) to explain what we are doing and want to achieve</b></p>	
<p>Produce housing annual report in more engaging way.</p>	<p>The annual report was published in Your Chesterfield/Our Homes. The report included infographics and case studies to illustrate achievement rather than the standard report</p>

	format in order to be more accessible. A video was also produced for social media channels.
Report on outcomes of delivering the 2019-2023 Council Plan.	We have also been able to showcase regular progress via Mayoral engagements, Portfolio holders and senior officer speaking opportunities, social media, website, videos etc. There has been a significant increase in video and infographics to highlight progress. The Council Plan has also been a key driver for Your Chesterfield/ our Homes story development during 2019/20.
Increase the use of video and infographics to tell our story in a simple and engaging way.	<p>We produce monthly digital reports to review our digital activity including videos and infographics and their engagement rates. An example report is attached at Appendix A.</p> <p>The report provides an overview of all the digital work streams being undertaken within the communications and marketing team. It considers the council's social media accounts, the website, aspire, graphic design projects and digital improvements being undertaken.</p> <p>The size, scale and diversity of communications and marketing activity continues to increase. During October and November alone we created 40 videos, completed 10 photographic assignments and 24 graphic design programmes alongside increasing our social media views and interaction.</p>
<b>Objective: Engage our residents in online conversations where they are happening</b>	
Carry out a social media stakeholder audit to identify relevant stakeholder groups and prioritise according to likely impact on reputation.	During 2019/20 we have been more pro-active in monitoring and responding where appropriate to social media activity on non-Council sites e.g. Derbyshire Times Facebook and Twitter, Chesterfield Opinions etc. as well as our own corporate and service social media sites.

<b>Objective: Use technology upgrades and developments to have better conversations with our customers</b>	
This objective will be a key part of the annual action plans over the next four years. We are actively engaged in the ICT transformation programme and will seek to maximise benefits for engaging our customers and have support the programme by creating procedures for developing/evaluating web content as services move to the new digital platform, advising on the look, feel and user experience on the digital platform, accessibility and consultation.	
<b>Objective: Complete the rollout of the visual identity aspect of our corporate branding to council buildings</b>	
Complete Town Hall branding of corridors and signage.	Plan and suppliers approved. The basement, ground floor and first floor have been completed. The second and third floors will follow on alongside the Town Hall re-development project.
Investigate options to upgrade signage on housing estates.	Approved template for new signage has been developed and replacement programme is underway. All refurbishment and new build signage and branding is considered via Communications and Marketing in record to brand guidelines.
<b>Objective: Reach out to our staff and councillors through engaging delivery of key corporate messages eg infographics and video</b>	
Reach out to our staff and councillors through engaging delivery of key corporate messages (eg infographics, video)	<p>Core brief has been used consistently during 2019/20 to provide managers with key information to share and discuss at their team meetings. The number of staff accessing team meetings has increased and the feedback on the core brief programme has been good. Managers seminars have also been utilised as key communication and engagement tool.</p> <p>We are ensuring the news and key information via aspire is updated at least every two days to keep it fresh and engaging. This includes improved carousel and weekly e-bulletins to highlight key stories and information.</p> <p>Staff from across the authority have produced blogs and vlogs so staff can learn more about</p>

	<p>their roles and we use video content for many more key messages. We are also about to launch CMT getting to know you videos.</p> <p>During 2019/20 we introduced staff competitions to coincide with key external communications and engagement activity. For example we launched the very successful staff in bloom competition and the recycled Christmas decoration competition to coincide with key recycling messages over the festive period.</p>
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### 3.0 **Barriers/obstacles**

3.1 The size, scale and diversity of communications, marketing and engagement continues to increase; this can be extremely challenging to resource at peak times.

### 4.0 **Future plans**

4.1 We have been piloting the agency model approach with Housing Services for Communications and Marketing with resources focused in the central Communications and Marketing team but focusing on Housing rather than being based in the service. This has worked extremely well so far and has provided great resilience to both services. This will be an area for discussion in the future with other teams, in particular Economic Growth as their delivery ramps up in-line with the new Joint Economic Growth Unit.

### 5.0 **Conclusion**

5.1 During 2019/20 there has been further significant improvements to our communications, marketing and engagement offer which benefits the Council, our services and most importantly our customers. This is an

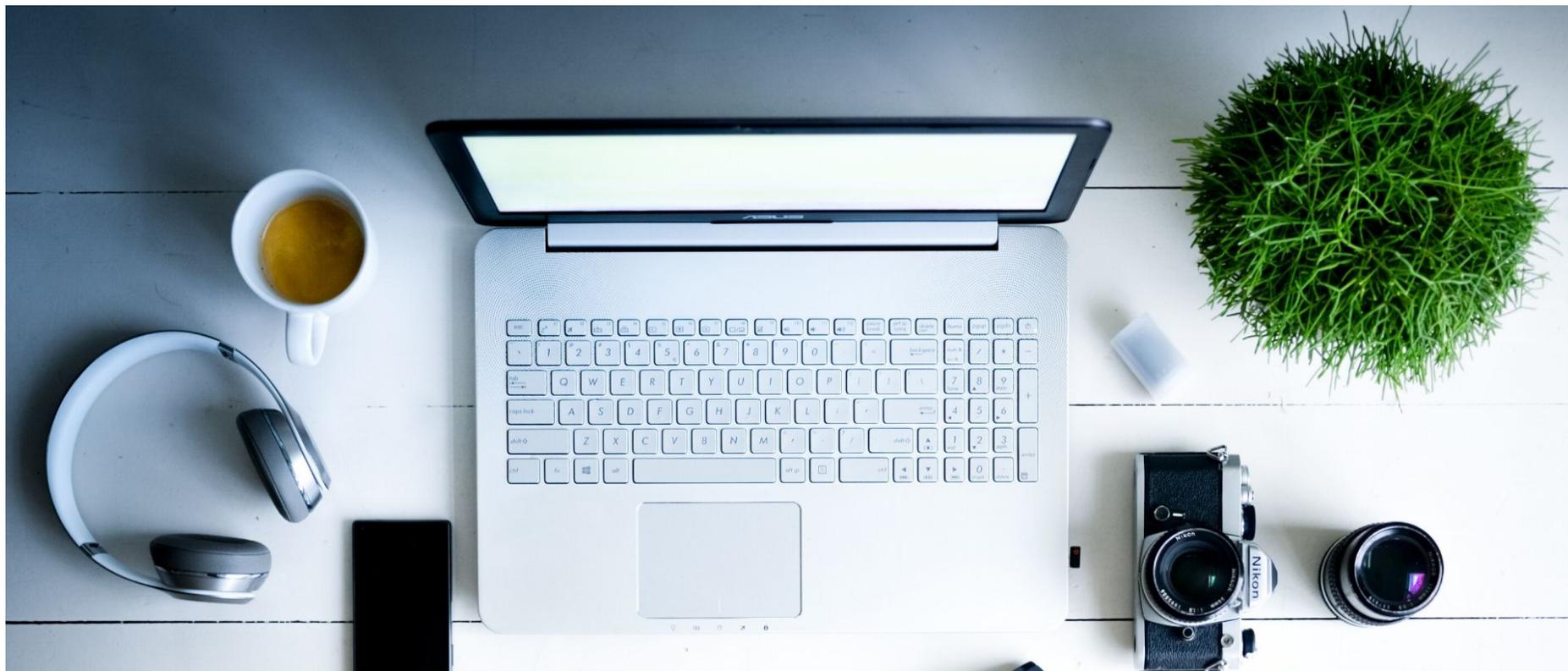
evolving area particularly in relation to digital services which will be a key focus for the remaining part of the strategy delivery period.

**6.0 Suggested scrutiny activity**

6.1 To review progress to date of implementation of the Communications and Engagement Strategy progress during 2019/20 to date.

**Document information**

<b>Report author</b>	<b>Contact number/email</b>
<b>Donna Reddish</b>	<b>Assistant Director – Policy and Communications</b>
<b>Background documents</b>	
These are unpublished works which have been relied on to a material extent when the report was prepared.	
<i>None</i>	
<b>Appendices to the report</b>	
Appendix A	Digital report example



# Digital communications report

Oct and  
Nov 2019

## **Digital communications report**

### **Purpose**

The purpose of this report is to provide an overview of all the digital work streams being undertaken within the communications and marketing team.

The report will look at the council's social media accounts, the website, aspire, graphic design projects and digital improvements being undertaken.

### **Social media**

#### **Facebook**

The page currently has 9,247 likes.

Please find below four of the top performing posts for November 2019.

These posts are:

- Due to the rain we have activated the Severe Weather Emergency Protocol meaning that if anybody is rough sleeping or in need of accommodation tonight, we will place them into emergency accommodation to ensure their safety. This post reached 176,950 people and received 5,305 reactions, comments and shares.
- This year's 1940s market was a huge success, with many people turning up to sing, dance and dress up in 1940s fashion. This post includes a highlights video from the event. This post reached 11,264 and received 366 reactions, comments and shares.
- Join us later for our annual fireworks display at Stand Road Park on Sunday 3 November. Lots of fun for all the family. This post reached 11,154 and received 175 reactions, comments and shares.
- Please remember that there is not car boot sale on tomorrow due to road closures for the Remembrance Sunday parade. The car boot will be back on Sunday 17 November. This post reached 8,266 people and received 29 likes, comments and shares.

**Chesterfield Borough Council**

Published by Rebecca Skinner [?] · November 7 · 🌐

⋮

Due to the rain we have activated the Severe Weather Emergency Protocol meaning that if anybody is rough sleeping or in need of accommodation tonight we will place them into emergency accommodation to ensure their safety.

To access this individuals should call Derbyshire County Council on 01629 533190 who provide the council's out of hours homelessness service.

✔ **Get More Likes, Comments and Shares**  
When you boost this post, you'll show it to more people.

Boost Post

👍❤️😄 Carly Robins, Joanne Sayers and 150 others

46 Comments · 3,068 Shares

👍 Like

💬 Comment

➦ Share

🔔

**Performance for Your Post**

**176,950** People Reached

**5,305** Reactions, Comments & Shares 📊

1,431 👍 Like	143 On Post	1,288 On Shares
150 ❤️ Love	16 On Post	134 On Shares
5 😂 Haha	0 On Post	5 On Shares
14 😲 Wow	0 On Post	14 On Shares
12 😞 Sad	3 On Post	9 On Shares
604 Comments	133 On Post	471 On Shares
3,089 Shares	3,068 On Post	21 On Shares
<b>14,426</b> Post Clicks		
0 Photo Views	1 Link Clicks 📊	14,425 Other Clicks 📊

Video
Post
Shares
See Metrics for All Videos

**Chesterfield Borough Council**

Published by Nathaniel Hall [?] · November 1 · 🌐

⋮

🎥 | This year's 1940s market was a huge success, with many people turning up to sing, dance and dress up in 1940s fashion. It was great to see so many people and we hope you all enjoyed it. We've put together a highlights video of the event, which even features a Chesterfield rendition of 'We'll Meet Again' by Vera Lynn.

**1940s Market 2019 - Highlights video**  
01:52

✔ **Get More Likes, Comments and Shares**  
When you boost this post, you'll show it to more people.

Boost Post

👍❤️😄 Graham Lycett, Martin Poll and 83 others

17 Comments · 63 Shares

👍 Like

💬 Comment

➦ Share

🔔

**Performance for Your Post**

**11,264** People Reached

**4,720** 3-Second Video Views

**366** Reactions, Comments & Shares 📊

211 👍 Like	77 On Post	134 On Shares
24 ❤️ Love	9 On Post	15 On Shares
2 😲 Wow	0 On Post	2 On Shares
51 Comments	25 On Post	26 On Shares
78 Shares	63 On Post	15 On Shares
<b>766</b> Post Clicks		
109 Clicks to Play 📊	0 Link Clicks 📊	657 Other Clicks 📊

**NEGATIVE FEEDBACK**

1 Hide Post      0 Hide All Posts

0 Report as Spam      0 Unlike Page

Reported stats may be delayed from what appears on posts

**Chesterfield Borough Council**  
Published by James Taylor [?] · November 3 · 🌐

Join us later for our annual fireworks display at Stand Road Park on Sunday 3 November. Lots of fun for all the family.  
Gates open at 4.30pm, the Peak FM stage show with amazing acts gets underway from 6pm with the fireworks display at the family-friendly time of 7pm.  
Entry to the event is £2 per person, under fives free – please have the correct change.... [See More](#)



**Performance for Your Post**

**11,154** People Reached

**175** Reactions, Comments & Shares

68 Like	41 On Post	27 On Shares
5 Love	3 On Post	2 On Shares
4 Sad	4 On Post	0 On Shares
4 Angry	1 On Post	3 On Shares
70 Comments	54 On Post	16 On Shares
24 Shares	22 On Post	2 On Shares

**1,353** Post Clicks

84 Photo Views	0 Link Clicks	1,269 Other Clicks
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**NEGATIVE FEEDBACK**

1 Hide Post	0 Hide All Posts
0 Report as Spam	0 Unlike Page

Reported stats may be delayed from what appears on posts

Get More Likes, Comments and Shares  
When you boost this post, you'll show it to more people.

[Boost Post](#)

**Chesterfield Borough Council**  
Published by Nathaniel Hall [?] · November 9 · 🌐

No car boot sale tomorrow (10 November) 🚗👉  
Please remember that there is not car boot sale on tomorrow due to road closures for the Remembrance Sunday parade.  
The car boot will be back on Sunday 17 November.

**No car boot sale  
10 November**



**Performance for Your Post**

**8,266** People Reached

**29** Likes, Comments & Shares

6 Likes	4 On Post	2 On Shares
8 Comments	7 On Post	1 On Shares
15 Shares	13 On Post	2 On Shares

**301** Post Clicks

27 Photo Views	0 Link Clicks	274 Other Clicks
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**NEGATIVE FEEDBACK**

1 Hide Post	0 Hide All Posts
0 Report as Spam	0 Unlike Page

Reported stats may be delayed from what appears on posts

Get More Likes, Comments and Shares  
When you boost this post, you'll show it to more people.

[Boost Post](#)

Ken Sanderson, David Rayworth and 2 others · 4 Comments · 13 Shares

Like Comment Share

**Facebook continued**

Please find below four of the top performing posts for October 2019.

These are:

- Our walking netball sessions at Queen's Park Sports Centre are designed so that anyone can play regardless of age or fitness level. This post included a video. This post reached 10,894 people and received 326 reactions, likes and comments.
- Join us for our annual fireworks display at Stand Road Park on Sunday 3 November. Lots of fun for all the family. This post reached 10,901 people and received 193 reactions, likes and comments.
- This half term we have Halloween-themed events taking place at Eastwood Park. This post reached 6,608 people and received 58 reactions, comments and shares.

- We're in the swing for our 1940s market - lots happening in [#Chesterfield](#) today including the Spitfire in New Square, entertainment in New Square, Market Place and Rykneld Square. Come and join in the fun. This post reached 6,060 people and received 155 reactions, likes and comments.

## **Twitter**

This account currently has 8,176 followers.

The information below shows the top four tweets on the council's Twitter feed from 1 – 30 November 2019.

### **Please note:**

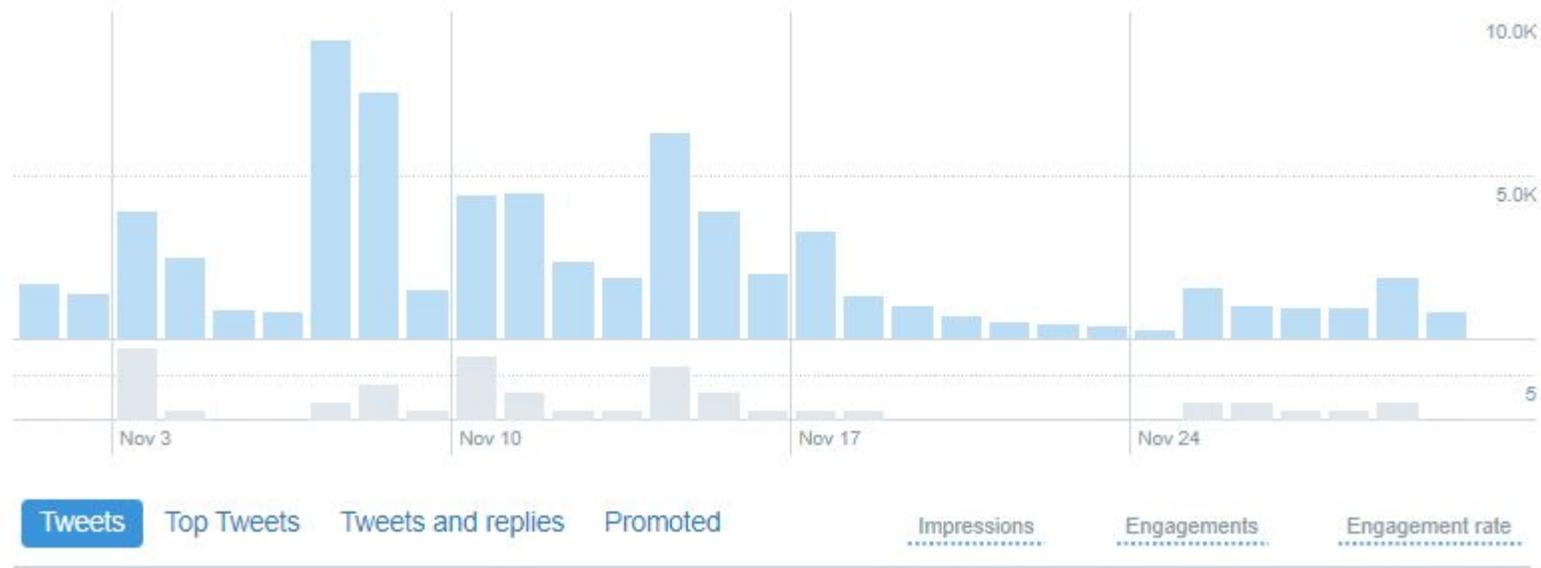
- Impressions – relates to the number of times users saw a post on Twitter.
- Engagements – is the number of times a user has interacted with a tweet.
- Engagement rate – is the number of retweets, clicks, replies, follows and likes divided by the total number of impressions.

### **Top Twitter posts**

- Due to the rain we have activated the Severe Weather Emergency Protocol. If anybody is rough sleeping or needs accommodation tonight, we will place them into emergency accommodation to ensure their safety. Call Derbyshire on 01629 533190 for more details. This received 14,489 impressions, 417 engagements and a 3.2% engagement rate.
- This year's 1940s market was a huge success, with many people turning up to sing, dance and dress up in 1940s fashion. We've put together a highlights video of the event so that you can take a look at what took place [#Chesterfield](#). This received 3,537 impressions, 116 engagements and a 3.3% engagement rate.
- It's our Christmas lights switch-on event today from 11am. We've got a whole range of things happening from the [@PeakFM](#) stage show, Santa in the Market Hall and the Chesterfield market. This received 3,125 impressions, 73 engagements and a 2.3% engagement rate.
- Photos from this morning's [#ArmisticeDay](#) ceremony at the war memorial, Rose Hill, opposite the Town Hall. [#Chesterfield](#) remembers the fallen of the First World War and later conflicts. This received 3,091 impressions, 196 engagements and a 6.3% engagement rate.

The below graph shows how many impressions the council's tweets have gained in November.

Your Tweets earned **69.5K impressions** over this 30 day period



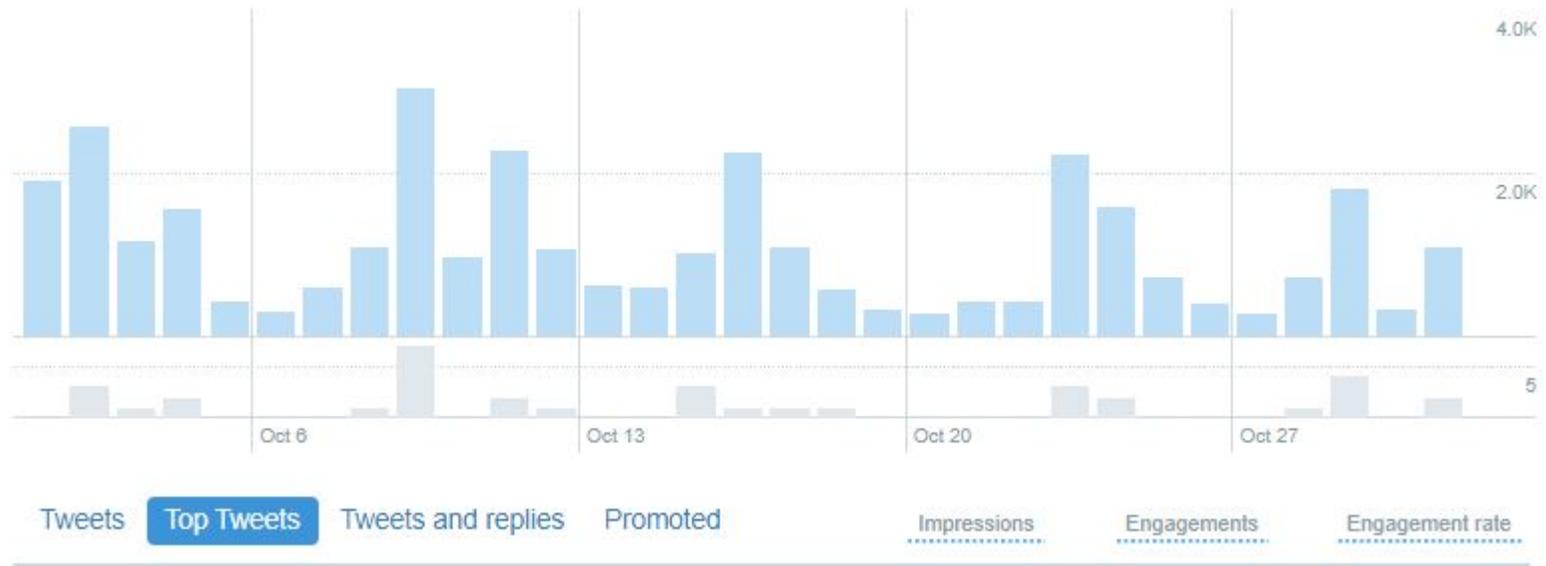
The information below shows the top four tweets on the council's Twitter feed from 1 – 31 October 2019.

- Chesterfield Museum and Art Gallery are hosting an exhibition about the history of coal mining in the Chesterfield area. Come along and get a glimpse of what life was like for miners. This received 2,338 impressions, 39 engagements and a 1.7% engagement rate.
- The first meeting of our climate change working group takes place today. This is made up by a group of people who have skills or experience in the area and will explore how both the council and borough can work towards becoming carbon neutral. This received 2,074 impressions, 37 engagements and a 1.8% engagement rate.

- Chesterfield JobCentre Plus is hosting a drop-in session for affected employees of Thomas Cook on Friday 4 October, 1pm to 2pm. Please head to this session for free support and advice. This received 1,244 impressions, 14 engagements and a 1.1% engagement rate.
- Our walking netball sessions at Queen's Park Sports Centre are designed so that anyone can play regardless of age or fitness level. Come along to our sessions which run twice a week: Tuesday 9.30am and Friday at noon. Each session costs £3.60, no booking is required. This received 1,213 impressions, 14 engagements and a 1.2% engagement rate.

The below graph shows how many impressions the council's tweets have gained in October.

Your Tweets earned **33.7K impressions** over this **31 day** period



## Videos

In October and November, we created 40 videos for the following projects:

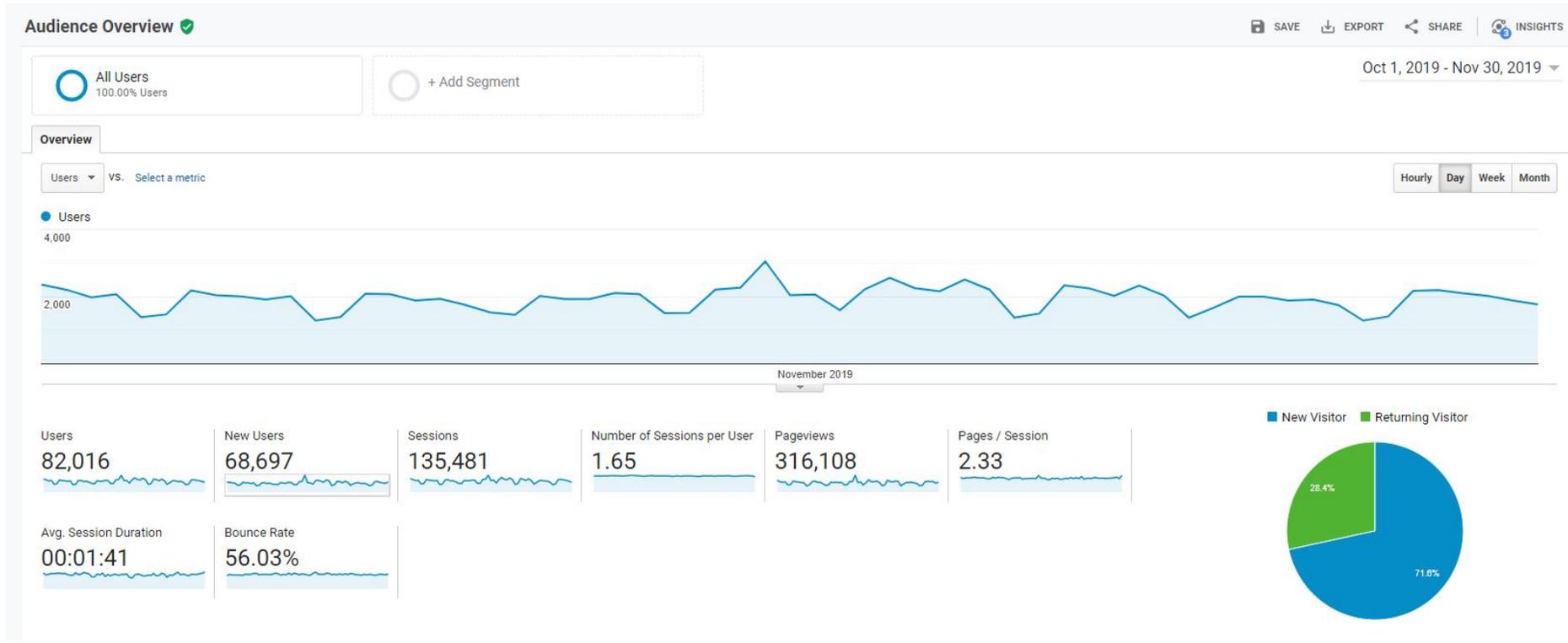
- Seven Facebook Live videos based around the Christmas Lights Switch On. These were filmed during the stage show and received between 398-1,300 views
- Facebook live – The stage show is set ahead of the Peak FM stage show. This received 1,000 views.
- Facebook live – We catch up with Andera Valls who stars in this year’s pantomime. This received 732 views.
- Facebook live – Fairground rides are in town for the Christmas lights switch on. This received 607 views.
- Facebook live – Pop up shop available today to buy your pantomime tickets from in the Market Hall. This received 1,000 views.
- Facebook live – Visit the Christmas tree Festival ahead of the Christmas lights event. This received 558 views.
- Facebook live – Come along to see Peter Rabbit ahead of the Christmas lights event. This received 1,700 views.
- Don’t forget Santa is in residence at the Market Hall in the grotto. This received 2,600 views on Facebook and 305 views on You Tube.
- Count down to Christmas lights switch on videos (five videos in total). These videos received between 378 – 968 views.
- Facebook live – Armistice Day video at the war memorial. This received 829 views.
- Facebook live – Civic remembrance service videos (four videos in total). These videos received between 940 – 2,200 views.
- Facebook live – Fireworks videos filmed during the stage show (seven videos in total). These videos received between 213 – 2,300 views.
- Facebook live – Fairground rides at the fireworks event. This received 2,500 views.
- Facebook live – Food and drinks available at the fireworks event. This received 900 views.
- Facebook live – Great atmosphere at the fireworks event. This received 2,000 views.
- 1940s market highlights video. This received 4,700 views on Facebook and 176 views on You Tube.
- Facebook live – 1940s market videos (two videos filmed during the event). These received from 2,400 to 2,700 views.
- Facebook live – Scum video about exhibition at the Chesterfield Museum. This received 1,600 views and 16 views on You Tube.
- Facebook live – Down t’ pit about exhibition at the Chesterfield Museum. This received 837 views on Facebook and 22 views on You Tube.
- Walking netball video at Queen’s Park Sports Centre. This received 4,600 views on Facebook and 22 views on You Tube.

The number of views on You Tube videos tends to be lower than Facebook due to the channel receiving less promotion. This is something we are hoping to grow over forthcoming months.



**The website**

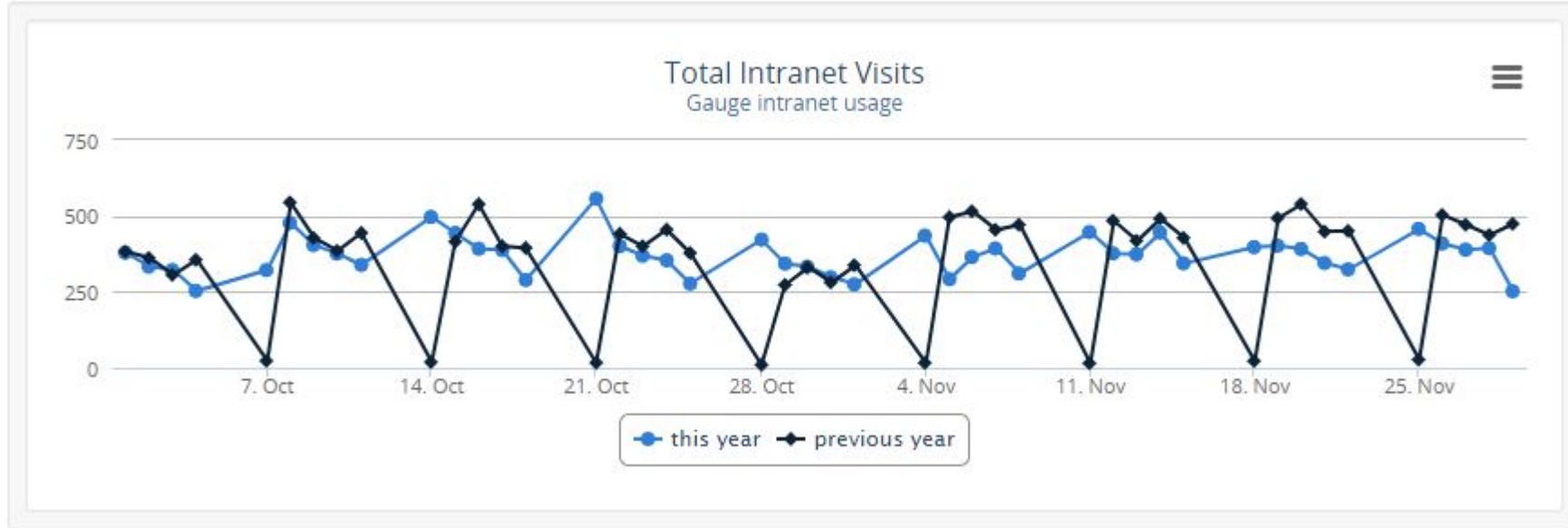
The below graph shows the number of website visits (sessions) and visitors (users) from 1 October to 30 November 2019.



**aspire**

The below graph shows the number of intranet visits from 1 October to 30 November 2019.

# Overview



- From 1 October to 30 November 2019 aspire received 16,717 visits and there were 830 unique visitors over this timeframe.
- Three blogs were created in this period:
  - A blog by Rachel O’Neil called ‘November update for Customers, Commissioning and Change’. This post received 367 visits.
  - An insight into the role of a project manager – this is about Patrick Middleton. This post received 123 visits.
  - Christmas jumper day and wreath making. This post received 118 visits.

The below table demonstrates how many times aspire has been used in both October and November 2019.

Origin	Unique visitors	Visits	Page views
Chesterfield Borough Council	696	14,724	60,693
Arvato UK	98	1,553	6,822
Kier	26	385	1,385

**Graphic design projects undertaken in the previous month**

- Council Plan document
- Business web page (Economic Development) graphics/icons
- Bin leaflet 2019/20
- Museum and VIC opening times posters
- Markets advert
- Web page Christmas layouts
- Lights switch on poster
- 1940s market posters/ads
- Car park permit
- Housing infographics
- Waste infographics
- Infographic library development
- Your Chesterfield, design, infographics and amendments
- Grotto artwork A0; A3; A4; A5; 2 x extra-large posters, a banner and ticket artwork.
- Revolution House posters and advert
- Order of service for Honorary Alderman event
- Order of service for Remembrance event
- Visit Chesterfield advert
- VIC opening times design work
- Behind the scenes at the museum artwork
- Bess of Hardwick artwork
- Car parks information posters
- Holocaust memorial artwork
- Extraordinary women artwork

### **Photography during October and November 2019**

- Work experience students
- Santa photography for Shop Local campaign
- 1940s event coverage
- Armistice Day parade
- Heathcote Drive bulb planting
- Alderman evening event photos
- Premier Inn and car park night time shots
- Market Hall interior and mural
- A61 night shots
- New starter photos

### **Digital improvements**

The ICT Improvement project is developing each month, with the communications department working closely with the ICT team to communicate updates to staff.

The digital content editor has assisted the ICT team by reviewing online forms as they are developed through Salesforce and has produced a web content proforma to be used when creating new, or adapting existing, web pages in the future.

The procurement of the website accessibility testing and monitoring service is ongoing. A preferred provider has been selected following a procurement carried out by the Shared Procurement Unit; the contract is to be prepared by the legal team before the service can be activated.

The communications team has also contributed to the branding of the new MyView portal and will be involved in the branding and publicity for the new online leisure portal.

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## SCRUTINY COMMITTEE RECOMMENDATIONS - IMPLEMENTATION MONITORING SCHEDULE

Ref No	Item (Scrutiny Issue or Topic. SPG = Scrutiny Project Group work)	Decision Dates (Scrutiny Committee, Cabinet, Council & its Committees)	Scrutiny Committee Recommendations and/or <i>Decision making body resolution</i> ( <i>italics = Agreed by Scrutiny Committee but not yet considered by decision making body</i> ) *	Completion Date for Actions	Action / Response Completed	Further Action Required by Scrutiny (6 monthly progress reports)
CCO1  Page 83	Statutory Crime & Disorder Scrutiny Ctte	<b>CCO 29.09.11</b> (Min. No. 44)	Progress report on sharing information re alcohol related health problems and hospital admissions.	6 monthly wef 29/09/11.	Statistics requested for each 6 monthly meeting	Agreed on 08.01.15 that statistics on alcohol related health problems / hospital admissions be reported to each 6 monthly meeting.

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CCO4	Implementation of Universal Credit	<p><b>CCO 22.05.18</b> (Min. No. 6)</p> <p><b>Cabinet Member for Homes &amp; Customers 16.07.18</b></p>	<p>Re. provision of computer terminal(s) and support for Universal Credit claimants in Staveley area.</p> <p>Cabinet Member's response noted by CCO – 17.07.18 (Min. No. 14) – computer terminals and support available at several locations within Staveley area – provision to be monitored.</p>	6 monthly progress reports	<p>Cabinet Member's response noted by CCO – 17.07.18.</p> <p>Report considered by CCO – 27.11.18.</p>	Monitor as part of ongoing review of implementation of Universal Credit.
CCO5	Community Rooms	<p><b>CCO 26.09.19</b> (Min. No. 17)</p> <p><b>Cabinet 22.10.19</b> (Min. No. 54)</p>	<p>Community Rooms SPG report approved by CCO 26.09.19.</p> <p>Cabinet Response:</p> <ol style="list-style-type: none"> <li>1. That the Cabinet Member for Housing initiates conversations with the Chesterfield Care Group regarding the hiring of community rooms.</li> <li>2. That the Cabinet: <ol style="list-style-type: none"> <li>a. Supports the refurbishment and retention of Bonsall Court as a community room.</li> <li>b. Notes and endorses the arrangements to lease Burns</li> </ol> </li> </ol>	March 2020		

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Ref No	Item (Scrutiny Issue or Topic. SPG = Scrutiny Project Group work)	Decision Dates (Scrutiny Committee, Cabinet, Council & its Committees)	Scrutiny Committee Recommendations and/or <i>Decision making body resolution</i> ( <i>italics = Agreed by Scrutiny Committee but not yet considered by decision making body</i> ) *	Completion Date for Actions	Action / Response Completed	Further Action Required by Scrutiny (6 monthly progress reports)
Page 85			<p>Close to the Umbrellas Cosy Group on a five year lease.</p> <p>c. Agree that alternative uses be explored for Monkwood Road in line with the Council's health and wellbeing priorities.</p> <p>3. That the website be updated and amended to include a central location for finding room hire information for all venues across the Council including the community rooms.</p> <p>4. That a dedicated phone line for community room enquiries be established within the Careline and Support Service with a voicemail facility.</p> <p>5. That the call centre staff be provided with up to date information on the hire of community rooms.</p> <p>6. That the promotion of community rooms on the Council's website be</p>			

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)
			<p>improved, making the rooms more obvious to potential hirers.</p> <p>7. That a new leaflet be produced that includes details of all the community rooms.</p> <p>8. That a promotional drive take place to coincide with the completion of the work to the sheltered schemes.</p> <p>9. That a booklet be produced that incorporates terms and conditions for the community rooms along with how to use the facilities in the rooms.</p> <p>10. That the door entry systems that have been installed at Wimborne Crescent and Winster Court be kept under review to understand if this is the most effective way for hirers to gain access.</p>			

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)
EW6  Page 87	Skills	<b>EW 05.02.19</b> (Min. No 48)  <b>Cabinet 26.02.19</b> (Min. No 110)	Skills SPG report approved by Enterprise and Wellbeing 05.02.19  Cabinet Response: <ol style="list-style-type: none"> <li>1. That the Cabinet thanks the Enterprise and Wellbeing Scrutiny Committee for the report which highlights an important area of work for the Council and reflects our commitment to driving skills development in the Borough through our support of the Skills Action Plan and continued engagement with key partners and stakeholders.</li> <li>2. That the Cabinet notes and endorses the recommendations, and acknowledges that the recommendations can be accommodated within the normal work programme and through partners.</li> <li>3. That the decision to co-fund the Enterprise Co-ordinator post be deferred for consideration as a</li> </ol>	Monitoring Action is being developed in consultation with senior officers to identify target dates for completion.		Monitor progress – December 2019

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			<p>growth request as part of the budget setting process for 2020/21. The Cabinet recognises the positive impact of the Enterprise Co-ordinator for Chesterfield and that this is currently co-funded for 2 years until 2019/20.</p> <p>See SPG Report for recommendations.</p>			
EW7 Page 88	Future Use of the Former QPSC Site	<p><b>EW 3.10.19</b> (Min. No. 20)</p> <p><b>Cabinet 22.10.19</b> (Min. No. 53)</p>	<p>SPG report approved by EW 3.10.19.</p> <p>Cabinet Response:</p> <ol style="list-style-type: none"> <li>1. That the use of the new sports pitch be monitored through the Council's normal management processes against the objective of balancing the need to achieve a commercial return and provide opportunities for community and health and wellbeing development.</li> <li>2. That the marketing approach and pricing structure for the sports pitch be reviewed as necessary as part of the Council's overall marketing and</li> </ol>	April 2020		

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)
			pricing of its sports and leisure services.			
OP8 Page 89	HS2	<b>OPSF 11.09.18</b>  <b>Cabinet 23.10.18</b> (Min. No. 48)	Cabinet Response: 1. That the Cabinet thanks the Overview and Performance Scrutiny Forum for the first class work that has been taken forward in looking at how the Council is preparing for HS2 and, in particular, for the Forum's efforts in broadening and deepening the understanding of Council Members of the subject matter.  2. That Cabinet notes and endorses the recommendations of the Overview and Performance Scrutiny Forum.  3. That Cabinet endorses, in particular, the Forum's recommendation to establish a new Skills Scrutiny Project group and resolves to defer to the Overview and Performance Scrutiny Forum further consideration of the merit of	Following Parliament's consideration of the Hybrid Bill	Recommendations approved by Cabinet 23.10.18  Monitoring update considered by OPSF - 19.03.19	Monitor after Hybrid Bill has been taken to Parliament.

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			<p>establishing new Scrutiny Project Groups to look at particular aspects of HS2 as part of the future work programming discussions.</p> <p>See SPG Report for recommendations.</p>			
<p><i>Abbreviations Key : OP = Overview and Performance Scrutiny Forum. CCO = Community, Customer and Organisational Development Scrutiny Committee. EW = Enterprise and Wellbeing Scrutiny Committee). TBA (to be agreed).</i></p> <p><i>* Note recommendation wording may be abridged.</i></p>						

**CHESTERFIELD BOROUGH COUNCIL**

**WORK PROGRAMME :  
COMMUNITY, CUSTOMERS AND ORGANISATIONAL SCRUTINY COMMITTEE for 30 JANUARY, 2020**

<b>Scrutiny Meeting Date :</b>	<b>Business Item :</b>	<b>Status :</b>	<b>Raised by :</b>	<b>Cabinet Responsibility:</b>
<b>30.01.20</b>	Implementation of Universal Credit	Report considered by CCO on 26.03.19.	<i>Annual Scrutiny Work Programme 2016, 2017, 2018 &amp; 2019</i>	<i>Business Transformation &amp; Customers, Health &amp; Wellbeing</i>
<b>30.01.20</b>	Communications & Engagement Strategy	Report considered by CCO on 22.01.19.	<i>Annual Scrutiny Work Programme 2017, 2018 &amp; 2019</i>	<i>Deputy Leader, Governance</i>
<b>30.01.20</b>	Elected Members Parental Leave Policy		<i>Referred to Scrutiny from Council – 18.12.19</i>	<i>Governance</i>
<b>26.03.20</b>	Crime and Disorder Scrutiny (with Police & Crime Panel Update and Monitoring Reports)	Reports considered by CCO on 26.09.19.  Progress reports requested for 26.03.20.	<i>Statutory requirement at least once per year</i>	<i>Health &amp; Wellbeing</i>

## CHESTERFIELD BOROUGH COUNCIL

<b>Scrutiny Meeting Date :</b>	<b>Business Item :</b>	<b>Status :</b>	<b>Raised by :</b>	<b>Cabinet Responsibility:</b>
<b>26.03.20</b>	Health & Wellbeing – Falls Prevention	Report considered by CCO on 28.11.19.  Progress report requested for 26.03.20.	<i>Annual Scrutiny Work Programme 2019</i>	<i>Health &amp; Wellbeing</i>
<b>26.03.20</b>	Theatres Pricing Structures	Report considered by CCO on 28.11.19.  Progress report requested for 26.03.20.	<i>Annual Scrutiny Work Programme 2019</i>	<i>Town Centres &amp; Visitor Economy</i>
<b>May / June 2020</b>	Shaping Healthy Places – Staveley Area	Report considered by CCO on 28.11.19.  Progress report requested for May 2020.	<i>Annual Scrutiny Work Programme 2019</i>	<i>Health &amp; Wellbeing</i>

## CHESTERFIELD BOROUGH COUNCIL

Scrutiny Meeting Date :	Business Item :	Status :	Raised by :	Cabinet Responsibility:
<b>Scrutiny Project Groups:</b>				
<b>30.01.20</b>	Community Safety – Providing for Young People	SPG Project Start Report approved by CCO – 26.09.19.  To consider SPG report – 30.01.20.	<i>Annual Scrutiny Work Programme 2019</i>	<i>Health &amp; Wellbeing</i>
<b>May / June 2020</b>	<b>Monitoring:</b> Council Owned Community Rooms	SPG report considered by CCO – 26.09.19 and approved by Cabinet 22.10.19.	<i>Annual Scrutiny Work Programme 2018</i>	<i>Housing</i>

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***[KEY to abbreviations :***

*OP = Overview and Performance Scrutiny Forum.*

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

*EW = Enterprise and Wellbeing Scrutiny Committee.*

*TBC = To be confirmed].*

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