



Please ask for Charlotte Kearsey
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The Chair and Members of Cabinet

6 September 2021

Dear Councillor,

Please attend a meeting of the CABINET to be held on TUESDAY, 14 SEPTEMBER 2021 at 10.30 am in Council Chamber, Town Hall, Rose Hill, Chesterfield, the agenda for which is set out below.

Members of the public will be able to access the meeting online by following the link [here](#).

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 - 12)

To approve as a correct record the Minutes of the Cabinet meeting held on 20 July, 2021.

4. Forward Plan

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

[Forward Plan](#)

5. Delegation Report (Pages 13 - 16)

Items Recommended to Cabinet via Cabinet Members

Cabinet Member for Governance

6. Breast Feeding Policy (Pages 17 - 28)
7. Flag Flying Policy (Pages 29 - 40)

Cabinet Member for Housing

8. Annual Report to Tenants (Pages 41 - 56)

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

CABINET

Tuesday, 20th July, 2021

Present:-

Councillor Serjeant (Chair)

Councillors Blank
D Collins
Holmes
J Innes

Councillors Ludlow
Sarvent
Serjeant

Non Voting P Innes
Members

*Matters dealt with under the Delegation Scheme

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

No declarations of interest were received.

24 **APOLOGIES FOR ABSENCE**

Apologies for absence were received from Councillors P Gilby and Mannion-Brunt.

25 **MINUTES**

RESOLVED –

That the minutes of the meeting of Cabinet held on 6 July, 2021 be approved as a correct record and signed by the Chair.

26 **FORWARD PLAN**

The Forward Plan for the four month period 1 August to 30 November was reported for information.

***RESOLVED –**

That the Forward Plan be noted.

27 **COMMEMORATIONS REVIEW - PHASE 2**

The Service Director – Corporate presented a report on the findings of Phase 2 of the commemorations review which involved a public consultation on the potential for further commemorations and how to improve access to information about the monuments, statues, plaques and street names already in place across Chesterfield Borough.

In June 2020, the Leader made a commitment to review the appropriateness of commemorations on public land within Chesterfield Borough.

The full consultation report was attached at Appendix 1 of the officer's report. Overall, the key principles suggested as part of the consultation were supported. The report proposed developing a commemorations policy for the whole Council that would secure the principles and develop a single route and process for commemoration proposals to be submitted to the Council.

***RESOLVED –**

That the proposal to develop a Commemorations Policy, which establishes the key principles for commemoration activity delivered or supported by Chesterfield Borough Council, be approved to provide a single route and process for the consideration of commemoration proposals submitted to the council.

REASON FOR DECISIONS

To improve access to information about current commemorations within Chesterfield Borough and to shape future plans.

28 **MONTH 2 BUDGET MONITORING 2021/22 AND UPDATED MEDIUM TERM FINANCIAL PLAN**

The Acting Chief Finance Officer presented a report outlining the Council's budget position at the end of the second month of 2021/22, and the updated medium term financial forecast through 2024/25.

At the end of the second month, the forecast position had changed to a deficit of £32k at the year end. A table containing the key variances that had contributed to the improved budget position was included in paragraph 4.2.1 of the officer's report.

The report also outlined the impact of Covid-19 on income generation and identified which income losses could be partially offset by MHCLG's income compensation scheme which would be in place for the first quarter of the financial year but there was uncertainty as to what would happen in the future in terms of the economy.

The report noted the anticipated movement in the council's reserves. An uncommitted balance of £1.303m remained in the budget risk reserve and service improvement reserve.

The General Fund Capital Programme was forecast to receive £1.6m from capital receipts in 2021/22. Further capital receipts would need to be identified beyond 2021/22 to fund new capital projects and reduce the pressure on the General Fund deficits.

The Housing Revenue Account budget was detailed in section 4.7 of the officer's report. The HRA Business Plan was being reviewed to reflect the impact of Covid-19 and other changes

***RESOLVED –**

That it be recommended to Full Council that:

1. The position of the General Fund Revenue account at the close of month two of the financial year 2021/22 and the updated mediumterm financial plan, as outlined in sections 4.2 and 4.5 of the officer's report, be noted.
2. The changes to the medium-term financial plan, as outlined in sections 4.2, 4.3 and 4.5 of the officer's report, be approved.
3. The funding for the posts outlined in paragraph 4.3.9 of the officer's report be approved.
4. The repurposing of the provision outlined in paragraph 4.4.5 of the officer's report be approved.

5. The updated General Fund Capital Programme outlined in section 4.6 of the officer's report be approved.
6. The proposals for financing the General Fund Capital Programme outlined in section 4.6 of the officer's report be approved.
7. The position of the Housing Revenue Account Revenue and Capital budgets at the close of month two of the financial year 2021/22, as outlined in section 4.7 of the officer's report, be noted.
8. The funding request outlined in section 4.7.1 of the officer's report be approved.

REASON FOR DECISIONS

To actively manage the Council's finances in the current financial year and forecast forward the emerging budget position to future financial years

29 CHESTERFIELD RAILWAY STATION MASTERPLAN

The Strategic Planning and Key Sites Manager presented a report seeking approval of the Chesterfield Railway Station Master Plan.

The proposed HS2 route would include at least one hourly stopping service at Chesterfield and the preparation of the Master Plan formed part of the Council's aims to realise the economic benefits of HS2, support the East Midlands HS2 Growth Strategy and co-ordinate public and private investment in the station area.

The draft masterplan was approved for consultation by Cabinet on 2 February, 2021 and a four week public consultation had taken place. Following the consultation, a report on the outcome of the consultation process and the changes made had been prepared and was attached at Appendix 2 of the officer's report.

***RESOLVED –**

That the Chesterfield Railway Station Masterplan, attached at Appendix 1 of the officer's report, be approved as the council's preferred regeneration strategy for the land around Chesterfield Railway Station.

REASON FOR DECISIONS

To progress with the regeneration of the land around Chesterfield Railway Station, including progressing the Station Link Road, and to deliver the outputs in jobs growth required by LEP funding.

30 REVIEW OF COMMUNITY INFRASTRUCTURE LEVY (CIL) AND INFRASTRUCTURE FUNDING STATEMENT

The Strategic Planning and Key Sites Manager presented a report to update members on progress with regards managing the Chesterfield Community Infrastructure Levy (CIL) programme.

The CIL is a mechanism that allows local planning authorities to raise funds from new development in order to contribute to the cost of infrastructure that is, or will be, needed to support new development. Bids for funding were invited in Autumn 2020 and were assessed in line with the CIL Expenditure Strategy, a summary of the assessment and recommendations of funding awards was attached at Appendix 2 of the officer's report.

The report also set out proposals for managing expenditure of the neighbourhood portion of CIL receipts, including non-parished areas of the borough.

***RESOLVED –**

1. That the progress report on the levels of receipts achieved through the Community Infrastructure Levy be noted.
2. That the award proposals for the strategic Community Infrastructure Levy funding for 2020, as outlined in Appendix 2 of the officer's report, be approved.

REASON FOR DECISIONS

To ensure that Community Infrastructure Levy (CIL) expenditure takes place in accordance with the CIL Expenditure Strategy so that CIL investment supports planned growth, sustainable development and Chesterfield's continued vitality.

31 UPDATE ON THE REVITALISING THE HEART OF CHESTERFIELD

SCHEME

The Project Delivery Manager presented an update report on the Revitalising the Heart of Chesterfield scheme and sought approval to commence consultation on the draft Vision Master Plan.

Like many town centres, footfall in Chesterfield had been declining due to a number of issues and challenges. In response, Chesterfield Borough Council was supporting action to attract people back into the town centre. A copy of the draft Vision Master Plan was attached at Appendix A of the officer's report.

***RESOLVED –**

1. That the draft Vision Master Plan, the associated supporting material and approach for public consultation be approved.
2. That the Service Director – Economic Growth, in consultation with the Cabinet Member for Town Centres and Visitor Economy, be granted delegated authority to make amendments and corrections to the draft Vision Master Plan and associated supporting material to make it ready for public consultation.
3. That following the public consultation, the final draft version of the Revitalising the Heart of Chesterfield Vision Master Plan and project delivery plan be presented to Cabinet for further consideration and approval.

REASONS FOR DECISIONS

1. To enable consultation to be undertaken on the draft Vision Master Plan in accordance with the Council's published Statement of Community Involvement and Communications and Engagement Strategy.
2. To allow for minor amendments prior to consultation to finalise the consultation material.
3. To inform the final draft version of the master plan following consultation and development of the project delivery plan for future Cabinet consideration.

32 **THE ANTI-SOCIAL BEHAVIOUR CRIME AND POLICING ACT 2014
REVIEW OF THE PUBLIC SPACES PROTECTION ORDER
(PSPO)/DOG CONTROL (2018) AND DESIGNATION OF THE PSPO
(DOG CONTROL) 2021**

The Senior Environmental Health Officer submitted a report on the Anti-social Behaviour Crime and Policing Act 2014 Review of the Public Spaces Protection Order (PSPO)/dog control (2018) and Designation of the PSPO (dog control) 2021.

To implement PSPO's the local authorities need to be satisfied on reasonable grounds that the activities carried out or likely to be carried out, in a public place:

- Have had, or are likely to have a detrimental effect on the quality of life of those in the locality;
- Are, or are likely to be of a persistent nature;
- Are, or are likely to be unreasonable.

Breaching a PSPO would be a criminal offence and an enforcement officer could issue a Fixed Penalty Notice or recommend commencement of legal proceedings.

The PSPO dog control came into force in July 2018. The council was required to review the effectiveness of the PSPO after it had been in force for three years to understand whether any changes were required and/or whether it was still needed. As part of the review of the PSPO/dog control (2018) a public consultation took place between May and June 2021. The proposed PSPO dog control (2021) was attached at Appendix 3 of the officer's report.

***RESOLVED –**

1. That the proposed Public Spaces Protection Order (Dog Control) 2021, as set out in Appendix 3 of the officer's report, be approved and that the following restrictions be included:
 - Dogs on leads (at named locations, e.g. around the lake at Holmebrook Valley Park).
 - Dogs excluded all year (at named locations e.g. children's play areas and the cricket pitch at Queens Park)

- Dog excluded for some of the year (at named locations e.g. football pitches between September and May).
 - Dogs on lead by direction (applies to all publicly accessible spaces across the Borough).
 - Fouling to be picked up (applies to all publicly accessible spaces across the Borough).
2. That, in addition to the restrictions mentioned above, the following restrictions be approved:
- The extension of the bird nesting season by one month either end of March – July to February - August and to keep dogs on leads during this time at nature reserves such as Norbriggs Flash.
 - To include the play area at Badger Recreational ground when that play area is re-instated.
 - To include the relocated play area at Somersall Park which was moved from the previous location (included in the 2018 PSPO).
 - To include the football pitches at Hady playing field, Highfield Park, Holmebrook Valley Park, Inkersall Green, Poolsbrook playing field, Stand Road and Thistle Park with flexibility to accommodate those pitches that have either been temporarily removed and/or pitches that have changed size/orientation and/or pitches that may be reinstated in the future.

REASONS FOR DECISIONS

1. To enable the continued investigation and enforcement of dog fouling and dog-related issues in parks and open spaces.
2. To minimise dog related issues in parks, open spaces and publicly accessible land thereby contributing to making Chesterfield a cleaner and safer town and improving the quality of life for residents.

33 COUNTY CRICKET AT QUEEN'S PARK

The Chief Executive submitted a report seeking approval for the Council to enter into a five year agreement with Derbyshire County Cricket Club Limited (DCCL) for the joint promotion and delivery of an annual Chesterfield Cricket Festival.

Cabinet first resolved for Chesterfield Borough Council (CBC) to enter into a five-year agreement with DCCCL in October 2005 and had resolved to enter into two further five-year agreements in January 2011 and July 2015.

The proposal was for a four day first class county cricket match, plus one-day cup and Twenty-20 (T20) cricket matches to be allocated to the Queen's Park Cricket Ground on at least five days in the months of June through September in each of the calendar years 2022 through 2026. The latest draft of the new licence agreement was attached at Appendix A of the officer's report.

***RESOLVED –**

1. That Chesterfield Borough Council enter into a new five-year agreement with Derbyshire County Cricket Club Limited for the joint promotion and delivery of an annual Festival of Cricket at Queen's Park, Chesterfield and that the agreement be subject to a review clause at year 3.
2. That the Chief Executive and Property, Procurement and Contracts Law Manager be granted delegated authority to agree the final details of the licence agreement between Chesterfield Borough Council and Derbyshire County Cricket Club Limited.

REASONS FOR DECISIONS

1. To secure the future of the Chesterfield Festival of Cricket for the next 5 years.
2. To enable Derbyshire County Cricket Club Limited to agree with the English and Welsh Cricket Board by Autumn of each calendar year the hosting of a Festival of Cricket at Queen's Park Cricket Ground, Chesterfield, comprising First Class County Championship, OneDay Cup and / or Twenty 20 (T20) cricket matches.

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CABINET MEETING

14 September 2021

DELEGATION REPORT

DECISIONS TAKEN BY LEAD MEMBERS

Deputy Leader

Decision Record No.	Subject	Delegation Reference	Date of Decision
2/21/22	Updates to Climate Change Action Plan 2020-2023 approval	DL000	14 July 2021
<p>Decision</p> <p>That the updated Climate Change Action Plan 2020 -2023 be approved.</p>			
<p>Reason for Decision</p> <p>To ensure the climate change action plan remains current and relevant.</p>			

Cabinet Member for Economic Growth

Decision Record No.	Subject	Delegation Reference	Date of Decision
3/21/22	New Lease of 45 Low Pavement (former Thornton's unit) to CAWA Chesterfield 1 Ltd	EG550L	18 May 2021
<p>Decision</p> <p>(1) That the proposed ten-year lease of 45 Low Pavements be approved on the terms set out in the officer's report.</p> <p>(2) That the Property, Procurement and Contracts Law Manager be granted delegated authority to deal with any late amendments to the terms of the lease.</p>			
<p>Reason for Decision</p> <p>To secure an income stream for 10 years at The Pavements.</p>			

Cabinet Member for Governance

Decision Record No.	Subject	Delegation Reference	Date of Decision
4/21/22	Amendment to Representatives on Outside Bodies, Joint Committees, Other Bodies and Charities - 2021/2022	GV000L	18 August 2021
<p>Decision</p> <p>That the amended schedule of appointments of representatives to outside bodies for 2021/22, attached at Appendix A to the report, be confirmed.</p>			
<p>Reason for Decision</p> <p>To confirm the amended schedule of appointment of representatives to outside bodies for 2021/22.</p>			

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For publication

Approval of a Breast Feeding Policy

Meeting:	Cabinet
Date:	14 September 2021
Cabinet portfolio:	Governance
Directorate:	Corporate
For publication	

1.0 Purpose of the report

To seek approval of the implementation of a new Breast Feeding Policy.

2.0 Recommendations

That Cabinet approves the implementation of the new Breast Feeding Policy.

3.0 Reason for recommendations

3.1 To ensure consistency amongst staff to create an atmosphere within our venues in which a mother is able to breastfeed comfortably and confidently.

4.0 Report details

4.1 It is entirely legal to breastfeed in public places anywhere in the UK. Breastfeeding in public places is protected under the Equality Act (2010) for as long as a mother wishes to breastfeed her baby, toddler or small child without an age restriction. Protection covers any public space from parks and leisure facilities to public buildings and using public transport.

4.2 A copy of the policy will be issued to all new staff members within one week of commencement of employment and a copy will be made available on the council's intranet.

4.3 Line managers will ensure that staff are familiar with the policy, know the areas of the building with more privacy and are confident in managing the common scenarios.

5.0 Alternative options

5.1 The Council could choose not to implement the Breast Feeding Policy, however, it is anticipated that this would have a negative impact on uptake of services and inequality of access for the groups defined within the policy. This is reinforced in the associated preliminary equality impact assessment.

6.0 Implications for consideration – Council Plan

6.1 The policy is linked to the priority of ‘Improving the Quality of Life for Local People’ and our objective ‘Reduce inequality and provide support to vulnerable people’

7.0 Implications for consideration – Financial and value for money

7.1 No implications identified.

8.0 Implications for consideration – Legal

8.1 The introduction of the new Breast Feeding Policy provides an opportunity for the council to demonstrate compliance with the Equality Act 2010.

9.0 Implications for consideration – Human resources

9.1 No implications identified.

10.0 Implications for consideration – Risk management

Description of the Risk	Impact	Likelihood	Mitigating Action	Impact	Likelihood
Reputational risk of not implementing and supporting a Breast Feeding Policy	M	L	Introduce and support the Breast Feeding policy to assist customers in accessing our services.	L	L

11.0 Implications for consideration – community wellbeing

11.1 No implications identified.

12.0 Implications for consideration – Economy and skills

12.1 No implications identified.

13.0 Implications for consideration – Climate Change

13.1 No implications identified.

14.0 Implications for consideration – Equality and diversity

14.1 The Preliminary Equality Impact Assessment has been written and is attached.

Decision information

Key decision number	1051
Wards affected	All wards

Document information

Report author	
Allison Potter, Policy Officer, Corporate	
Appendices to the report	
Appendix 1	Breast Feeding Policy
Appendix 2	Preliminary Equality Impact Assessment

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Breastfeeding Policy

Policy Statement

Chesterfield Borough Council are proud to have breastfeeding friendly venues and welcome breastfeeding in all areas of our premises.

The aim of this policy is to ensure consistency amongst staff to create an atmosphere within which a mother is able to breastfeed comfortably and confidently.

Policy Context

It is entirely legal to breastfeed in public places anywhere in the UK.

Breastfeeding in public places is protected under the Equality Act (2010) for as long as a mother wishes to breastfeed her baby, toddler or small child without an age restriction. Protection covers any public space from parks and leisure facilities to public buildings and using public transport.

Service providers dealing directly with the public must not discriminate, harass or victimise a woman because she is breastfeeding. Discrimination includes refusing to provide a service, providing a lower standard of service or providing a service on different terms.

For more information please see www.gov.uk/equality-act-2010-guidance

Policy Principles

Mothers and their breastfeeding children will be welcomed into our premises. Appropriate breastfeeding friendly signage will be displayed.

All of our staff will support the needs and rights of mothers breastfeeding and will respect the mother's freedom to choose where to breastfeed; All staff will be aware of comfortable or discreet areas (if they exist and are available on the premises) they can offer to the mother to feed if requested. The presence of a breastfeeding room does not mean that she must choose to use the room.

Our staff will not disturb a mother who is breastfeeding, e.g. do not ask her to cover up, stop, or move to another area unless there is safety concern or blockage of exit/ passage way.

If another customer/visitor to the premises objects to breastfeeding they should be told by a member of staff that breastfeeding is supported and if appropriate offer the complainant another service/opportunity. It is key to note that it is the complainant that should be offered another service/opportunity and not the mother.

If the situation cannot be resolved readily, staff should refer customers/visitors to their line manager.

Toilets or restrooms are not appropriate places for feeding babies and should not be offered.

Responsibilities and Policy Revision

A copy of this policy should be issued to all new staff members within one week of commencement of employment and a copy will be made available on the council's intranet. Line managers will ensure that staff are familiar with the policy, know the areas of the building with more privacy and are confident in managing the common scenarios.

Council services may adopt this policy to specific environments for the benefit of customers and staff, such as breast feeding in swimming pools within the Sport and Leisure facilities.

Distributing and updating this policy annually is the responsibility of Chesterfield Borough Council.

APPENDIX 1: Leisure Centre Context

Induction

- A copy of this policy should be issued to all new staff members within one week of employment and form part of their induction.
- Staff members will familiarise themselves with the locations of comfortable or discreet areas to feed.

How will the Policy be implemented in our Leisure Centres?

- The policy is relevant to all areas of the centre, to include breastfeeding in swimming pools, the café and during all activities.
- Managers will display breastfeeding friendly stickers and appropriate signage where possible.
All our staff will support the needs and rights of mothers breastfeeding and will make mothers and children welcome.
- If another customer/visitor to the premises objects to discreet breastfeeding they should be informed that we are in support of mothers who are breastfeeding. If appropriate we will offer the complainant an alternative service/opportunity.
Remember, it is the complainant that should be offered another service/opportunity and not the mother.
- If the situation cannot be resolved readily staff should refer customers/visitors to their line manager.

Health and Safety

- Quite often a mother may be supervising another child so they may need to breastfeed their baby in whatever area they are using, e.g. within a swimming pool. It would not be practical for the mother to vacate the area for the purpose of breastfeeding their baby.
- During breastfeeding there is no risk or health hazard to anyone else; breast milk is antibacterial, and antimicrobial.
- Breastfeeding is hygienic and does not pose any risk to the baby or the mother.

Chesterfield Borough Council Equality Impact Assessment – Preliminary Assessment Form

<i>Title of the policy, project, service, function or strategy:</i>		Breast Feeding Policy
<i>Service Area:</i>	Corporate	
<i>Section:</i>	Policy	
<i>Lead Officer:</i>	Allison Potter	
<i>Date of assessment:</i>	05/21	
<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?

To ensure consistency amongst staff to create an atmosphere within which a mother is able to breastfeed comfortably and confidently.

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

Mothers and their breastfeeding children will be welcomed into CBC premises and staff will be well-informed and able to provide a consistent approach for visitors.

3. What outcomes do you want to achieve?

- Consistency across all CBC premises
- Breast-feeding mothers made to feel welcome
- Staff familiar and confident with the policy and the common scenarios

Section 2 – What is the impact?

4. Summary of anticipated impacts. <i>Please tick at least one option per protected characteristic. Think about barriers people may experience in accessing services, how the policy is likely to affect the promotion of equality, knowledge of customer experiences to date. You may need to think about sub-groups within categories eg. older people, younger people, people with hearing impairment etc.</i>			
	Potentially positive impact	Potentially negative impact	No disproportionate impact
Age	<input type="checkbox"/>	<input type="checkbox"/>	X
Disability and long term conditions	<input type="checkbox"/>	<input type="checkbox"/>	X
Gender and gender reassignment	<input type="checkbox"/>	<input type="checkbox"/>	X
Marriage and civil partnership	<input type="checkbox"/>	<input type="checkbox"/>	X
Pregnant women and people on parental leave	X	<input type="checkbox"/>	<input type="checkbox"/>
Sexual orientation	<input type="checkbox"/>	<input type="checkbox"/>	X
Ethnicity	<input type="checkbox"/>	<input type="checkbox"/>	X
Religion and belief	<input type="checkbox"/>	<input type="checkbox"/>	X

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?		
<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No	
<i>Please explain the reasons for this decision:</i>		

Section 6 – Knowledge management and publication

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

Reviewed by Head of Service/Service Manager	Name:	
	Date:	DD/MM/YY
Reviewed by Policy Service	Name:	
	Date:	DD/MM/YY
Final version of the EIA sent to Policy Service	<input type="checkbox"/>	
Decision information sent to Policy Service	<input type="checkbox"/>	

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For publication

Flag Flying Policy (GV000)

Meeting:	Cabinet
Date:	14 September, 2021
Cabinet portfolio:	Governance
Directorate:	Corporate
For publication	

1.0 Purpose of the report

- 1.1 To present a new policy that outlines the procedures and arrangements for the flying of flags at Chesterfield Borough Council's Town Hall and to provide a clear protocol to guide decisions on requests to fly flags at, or illuminate, the Town Hall.

2.0 Recommendations

- 2.1 That the Flag Flying Policy be approved and implemented with immediate effect.
- 2.2 That the Flag Flying Policy be reviewed after a period of two years.

3.0 Reason for recommendations

- 3.1 Like all symbols, flags are highly emotive and can be open to interpretation therefore the Council needs to ensure careful consideration is given to flag flying days and requests for the illumination of the Town Hall to encourage community cohesion and acknowledge the feelings of the borough's residents.

4.0 Report details

- 4.1 In previous years, the Civic Office has produced a list of flag flying days based on guidance from the Government and advice from the National

Association of Civic Officers (NACO). During the year, any requests that are received for additional flag flying days or illumination of the Town Hall are determined on a case-by-case basis. In recent years, the number of requests has increased which has created a need for a clear protocol to guide decisions and set out the Council's procedures and arrangements for the flying of flags and illumination of the Town Hall.

- 4.2 New guidance was issued by the Department for Digital, Culture, Media and Sport in March 2021 that called for all UK Government buildings to fly the Union Flag every day. The Government wrote to all councils in England to encourage them to follow this guidance as a sign of local and national identity, this is echoed in the UK Flag Protocol issued by the Flag institute. In accordance with this guidance, the Policy proposes that the Union Flag will be flown all year round at the Town Hall.
- 4.3 The Policy also provides clarity on the Council's response to national and international incidents and links to the Council's existing protocol regarding the death of the Sovereign.
- 4.4 The Policy will be implemented by the Democratic Services team with support from the Town Hall caretakers.

5.0 Alternative options

- 5.1 The alternative option is not to introduce and standardise a process for submitting requests for additional flag flying days, to continue to produce a list of flag flying days on a yearly basis and to keep the flag poles at the Town Hall empty unless it is a specified flag flying day. This is not recommended as introducing a process for assessing the additional requests will allow the requirements of the Council's Commemorations principles, and the Council's vision and priorities, to be taken into account, as well as being sensitive to the views of the borough's communities. Current Government guidance is to fly the Union Flag rather than leave a flagpole empty and there would need to be a clear reason to not follow this guidance.

6.0 Implications for consideration – Council Plan

- 6.1 The new process for assessing requests for additional flag flying days or illuminating the Town Hall will include consideration against the Council's vision and priorities.

7.0 Implications for consideration – Financial and value for money

7.1 There is a small budget that covers the costs of the upkeep of the council's existing flag stock. The new process for additional requests will take into account the cost pressures and impact on the budget so that they are not an additional resource strain. The Policy provides that spend on new or additional flags must be approved by the Service Director – Corporate.

8.0 Implications for consideration – Legal

8.1 Flag flying policies are a matter for local authorities to determine. The Government guidance on flying the Union Flag is for UK Government buildings however local authorities are encouraged to also follow the guidance. The Government issues a list of flags which can be flown without the need for express consent, this currently includes all the flags listed within the Policy. When determining additional requests, the need for consent will need to be considered.

9.0 Implications for consideration – Human resources

9.1 There are no implications on human resources. The Town Hall caretakers are responsible for flying the flags and report wear and tear to the Civic Office who manage the upkeep of the flags.

10.0 Implications for consideration – community wellbeing

10.1 Flags are a very emotive symbol and can show support for community cohesion however they can also be divisive. The Policy ensures that community wellbeing is at the centre of any decision on flag flying so that the Council is sensitive to the views of its communities.

11.0 Implications for consideration – Economy and skills

11.1 There are no implications for consideration.

12.0 Implications for consideration – Climate Change

12.1 The Policy provides that requests to illuminate the Town Hall will normally be declined as they do not support the Council's Climate Change agenda.

13.0 Implications for consideration – Equality and diversity

13.1 The consideration of additional flag flying requests will take into account the duties under the Equality Act 2010, be sensitive to the views of communities and be made in the spirit of displaying allegiance, support or respect or to celebrate or mark a significant international, national or local occasion. Flag flying allows the council to demonstrate its commitment actively and openly to equality and to celebrate diversity.

14.0 Implications for consideration – Risk management

Description of the Risk	Impact	Likelihood	Mitigating Action	Impact	Likelihood
Without a clear policy and protocol for considering requests, there is a risk that the council may not act in accordance with national guidance and may not be sensitive to the views of the borough's communities.	M	M	Additional requests will be assessed against the Council's Commemorations principles, vision and priorities, and be made in the spirit of displaying allegiance, support or respect or to celebrate or mark a significant international, national or local occasion.	L	L

Decision information

Key decision number	Non-key
Wards affected	All

Document information

Report author
Rachel Appleyard
Background documents

These are unpublished works which have been relied on to a material extent when the report was prepared.

<https://www.gov.uk/guidance/designated-days-for-union-flag-flying> (accessed August, 2021)

<https://www.flaginstitute.org/wp/uk-flags/british-flag-protocol/> (accessed August, 2021)

Appendices to the report

Appendix 1	Flag Flying Policy
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Chesterfield Borough Council's Flag Flying Policy

Prepared by: Rachel Appleyard

Approved by: Date:

For review: 2023

1. Introduction

- 1.1 This policy outlines the procedures and arrangements for the flying of flags at Chesterfield Borough Council's Town Hall.
- 1.2 The Council often receives requests to fly flags at, or illuminate, the Town Hall, this policy provides a clear protocol to guide decisions.
- 1.3 The policy is implemented by the Civic Office under instruction from the Service Director - Corporate.

2. Background

- 2.1 The Council displays flags on the flagpoles on the roof of the Chesterfield Borough Council offices, Town Hall, Rose Hill, Chesterfield, S40 1LP.
- 2.2 The purpose for flying flags at the Town Hall is to symbolise the borough's support for important local, national and international days and events. Like all symbols, flags are highly emotive and can be open to interpretation therefore the Council needs to ensure careful consideration is given to flag flying days and requests for the illumination of the Town Hall to encourage community cohesion and acknowledge the feelings of the borough's residents.
- 2.3 At the beginning of each calendar year, a list of flag flying days is produced based on the dates outlined in this policy, guidance from the Government on designated days for flying the Union Flag and advice from the National Association of Civic Officers (NACO) on special events taking place during the year, such as anniversary events. We also develop a list of additional flag flying days for commemorative and celebratory activities relevant in support of our civic programme and community support.
- 2.4 All flag flying commitments are subject to the weather, safe access to the flagpoles and the availability of suitably trained staff.
- 2.5 Flags should not be flown in a worn, damaged or soiled condition. Staff responsible for flying the flags, namely the Town Hall caretakers, will report any damage or wear and tear to the Civic Office as soon as practicable. There is a small budget available for the upkeep of Civic

Regalia which covers the basic maintenance of flags. Spend on new or additional flags must be approved by the Service Director – Corporate.

3. Union Flag

- 3.1 Since 2008, councils have had the discretion to fly the Union Flag at all times if they wish. New guidance was issued by the [Department for Digital, Culture, Media and Sport in March 2021](#) that called for all UK Government buildings to fly the Union Flag every day. All local authorities and other local organisations were encouraged to follow this guidance. In addition, the UK Flag Protocol, produced by the Flag Institute¹, encourages all local authority buildings in England, Scotland and Wales to fly national flags every day of the year and this practice is being seen more frequently across the country.
- 3.2 The Union Flag will be flown all year round at Chesterfield Town Hall in accordance with the guidance from the Government.
- 3.3 The Union Flag should always be flown on the centre flagpole of the Town Hall, in accordance with Government guidance and UK flag protocol. The only exception would be during a visit from the Sovereign, in which case the Royal Standard would be flown on the centre flagpole but only after consulting with the Lord Chamberlain's Department or the Sovereign's private secretary. No non-UK national flags can be flown on the other flagpoles.
- 3.4 The Union Flag should be flown at half-mast on the following occasions:
- On the announcement of the death of the Sovereign, except on Proclamation Day when the Flag is hoisted right up from 11am to sunset; (*refer to separate protocol*)
 - On the day of the funeral of members of the Royal Family, subject to special commands from the Sovereign or the UK Government in each case.
 - Workers' Memorial Day.

¹ UK Flag Protocol "<https://www.flaginstitute.org/wp/uk-flags/british-flag-protocol/>"

3.5 In the event of a national or international incident, the advice of the UK Government will be followed in respect of how and when flags will be flown at the Town Hall.

4. Other flag flying days

4.1 There are other dates during the year where additional flags will be flown. These flags will be flown on the flagpole to the left of the principle flagpole when viewing the Town Hall from the front. (*see figure 1*)

4.2 The additional flag flying dates are:

- Commonwealth Day (second Monday in March) – Commonwealth Flag
- St George's Day (23rd April) – St George's Flag
- Annual Council Meeting (second Wednesday in May) – Borough Flag
- Mayor's Civic Service (second Saturday in May) – Borough Flag
- IDAHOBIT Day (International Day Against Homophobia, Transphobia and Biphobia) (17th May) – Rainbow Flag
- Armed Forces Day (Monday to Saturday, normally the last week in June) – Armed Forces Day Flag
- NHS, Social Care and Frontline Worker's Day (5th July) – NHS Flag
- Chesterfield Pride (July) – Rainbow Flag
- Merchant Navy Day (3rd September) – Merchant Navy Flag
- Derbyshire Day (September) – Derbyshire Flag

4.3 On the occasion of the death of a serving Mayor, the Borough Flag should be flown at half-mast from the day of death to sunset on the day of the funeral.

4.4 The flags of Chesterfield's twin towns (where a town or city flag is available) will be flown alongside the Borough flag when an official delegation visits the Town Hall (*see figure 2*). The twin towns are:

- Darmstadt, Germany
- Troyes, France
- Yangquan, China
- Tsumeb, Namibia

5. Requests for additional flag flying days and illuminating the Town Hall

- 5.1 Consideration will be given to one-off additional requests for flag flying by the Service Director – Corporate in consultation with the Cabinet Member for Governance.
- 5.2 Requests to illuminate the Town Hall will normally be declined as they do not support the Council’s Climate Change agenda and add additional resource strain in terms of staff time and equipment. If there are exceptional circumstances, the Service Director – Corporate will consider the request in consultation with the Cabinet Member for Governance.
- 5.3 The request must be made at least 6 weeks before the event in writing to the Civic Office, Town Hall, Rose Hill, Chesterfield, Derbyshire, S40 1LP.
- 5.4 The request will be assessed against the requirements in the Council’s Commemorations principles and should reflect the vision and priorities of the Council, be sensitive to the views of communities and be made in the spirit of displaying allegiance, support or respect or to celebrate or mark a significant international, national or local occasion.

Figure 1: Examples of flag flying on additional flag flying days.

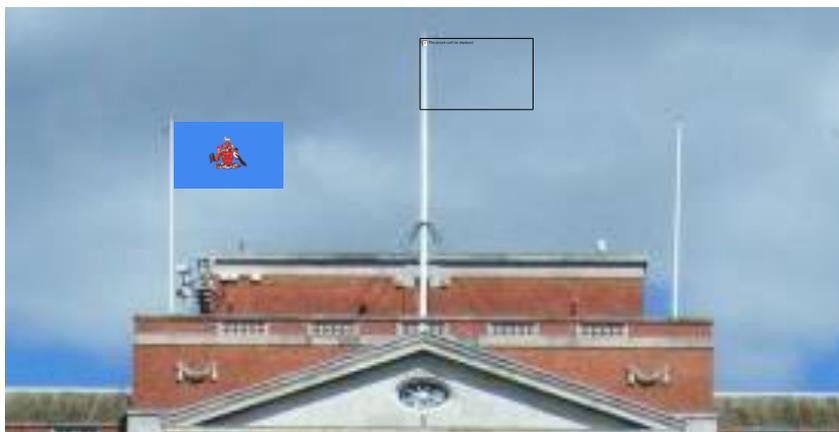
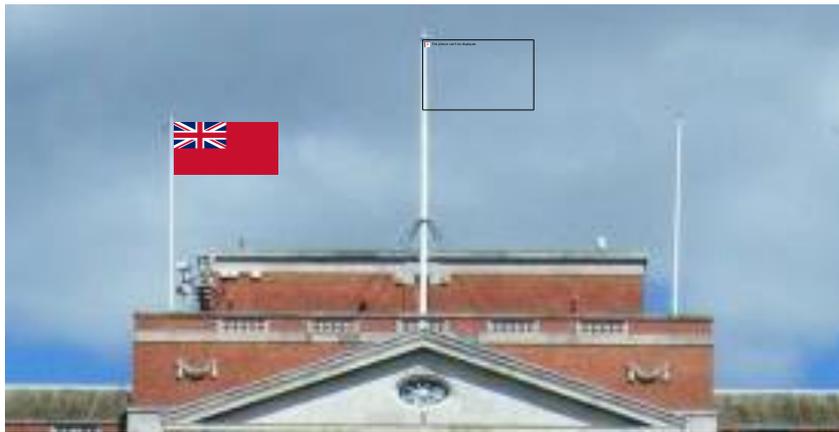
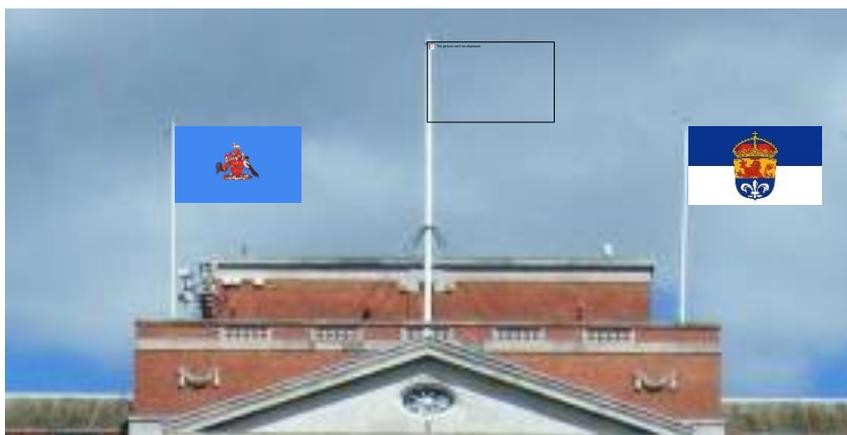


Figure 2: Example of flag flying during an official visit by a delegation from one of the Twin Towns.



For publication

Annual Report for Tenants

Meeting:	Cabinet
Date:	14 September 2021
Cabinet portfolio:	Housing
Directorate:	Housing
For publication	

1.0 Purpose of the report

- 1.1 To seek Cabinet approval for the Annual Report to Tenants 2020/21 as required by the Regulator for Social Housing prior to publication.

2.0 Recommendations

- 2.1 That the Annual Report to Tenants is approved.
- 2.2 That a copy of the Annual Report is published on the council's website and issued to all tenants and households in the Borough through 'Our Homes' within 'Your Chesterfield'.

3.0 Reason for recommendations

- 3.1 Since 2010, housing providers have been required to produce an Annual Report to Tenants.
- 3.2 An annual report for each year ending 31 March, should be made available to tenants and should include details of performance against the regulatory standards, what has been achieved during the year and planned service improvements for the following year.
- 3.3 The draft annual report for 2020 /21 (attached at **Appendix A**) will be published on the website and as the 'Our Homes' part of the next edition of 'Your Chesterfield'.

4.0 Report details

4.1 The report includes details on performance, service delivery and future improvements in relation to the following areas:

- Repairs and maintenance
- Allocating Homes
- Rent Collection
- Tenancy and Estate Management
- Careline
- Value for Money

Impact of Covid 19

4.2 The Covid19 pandemic has had significant impacts on the delivery of services to tenants during 2020/21. Most notably due to the lockdown's and the suspension of operational activity to protect tenants in their homes and redeployment of staff and resources to provide essential services.

The impact has impacted on delivery on the tenancy and the homes standards. The suspension of the housing market led to a significant period where the service was reduced to emergency rehousing and the number of new tenancy's reduced by 20%.

The repairs service was significantly impacted and reduced to emergency repairs and compliance for the full 12-month period leading to a reduction in planned and programmed works.

Since June 2021 all services have been restarted and there are comprehensive deliverable plans in place to address all the repairs and maintenance backlogs.

As a result of the eviction ban rent collection activity has focussed on support and assistance to tenants to maintain rent collection.

5.0 Alternative options

5.1 Not to approve the recommendation publish the Annual Report could be considered a breach of the Regulator's expectations.

6.0 Implications for consideration - Council Plan

6.1 The Annual Report to Tenants demonstrates how the provision of Council Housing delivers the following Council Plan objective of improving quality of life for local people through meeting housing needs and provision of quality homes.

7.0 Implications for consideration – Financial and value for money

7.1 There are no financial implications associated with the production of the Annual Report

8.0 Implications for consideration – Legal

8.1 There are no legal implications associated with the production of the Annual Report

9.0 Implications for consideration – Human resources

9.1 There are no human resource implications associated with the production of the Annual Report

10.0 Implications for consideration – Risk management

Description of the Risk	Impact	Likelihood	Mitigating Action	Impact	Likelihood
Failure to produce the Annual Report	Medium	Low	Use of routinely available data to ensure the report can be developed in a timely manner	Low	Low

11.0 Implications for consideration – community wellbeing

11.1 Access to a safe, warm, affordable home is a major contributory factor to the community wellbeing, the council provides housing management and maintenance of 9000 council homes which is critical to enabling people in housing need to access appropriate housing.

12.0 Implications for consideration – Economy and skills

12.1 The provision of housing in the Borough at all price points in the housing market is essential to enable people to thrive and support access to employment and education.

13.0 Implications for consideration – Climate Change

13.1 The maintenance and renewal of the Council's Housing stock is driven by the requirement to meet decent homes standard including energy efficiency targets – all the council's homes achieve a rating of C and above. The Housing Capital Programme investment programme is designed to address fuel poverty and reduce carbon emissions.

14.0 Implications for consideration – Equality and diversity

14.1 In the production of its own guidelines and regulations the Regulator of Social Housing have completed an Equality Impact Assessment on the entire regulatory framework, including the Annual Report to Tenants. We will produce individual equality impact assessments when reporting any changes in subsequent policy, practice and procedure

Decision information

Key decision number	1052
Wards affected	All Wards

Document information

Report author	
Liz Cook Service Director Housing Email: liz.cook@chesterfield.gov.uk	
Appendices to the report	
Appendix A	Annual Report to Tenants 2020/21

Annual Report to tenants

Page 1 (this will start at page 11 in Your Chesterfield)

Welcome to the 2020/21 housing annual report

The annual report is a summary for council tenants on the performance of their landlord. In this report, you'll find updates on how we are doing in all our service areas to make sure we are efficient, effective and we meet your needs. This report is designed to show the key areas of our performance under the different standards set out by our regulator 'Homes England'. The report sets out what we have done and what we are going to do to make services better in the year ahead. If you want to find out more about the different regulatory standards referred to in the annual report, please visit: www.gov.uk/guidance/regulatory-standards

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“The annual report allows us to show what we have achieved over the last year, but also identifies areas where we realise there is progress still work to do. It's been another busy year for us in which we've made real progress in the provision of high-quality housing services and we're proud to see the results of our projects to improve our existing homes and communities.

“Despite the challenges created by Covid-19, we've made significant progress on a number of key projects and I'm very proud that our team continued to deliver responsive and quality services throughout lockdown. Following the completion of new build projects at Heaton Court and Manor Drive earlier this year, we're well on our way to reaching our target of building 100 new homes by 2023. An additional 21 homes at Brockwell are also expected to be complete in the coming weeks – you can read more about this on page 12.

“Stay safe and we are looking forward to continuing to work closely with you during the year ahead.” – Councillor Chris Ludlow, cabinet member for housing

Page 2 – one page

During the 2020/2021 financial year, the Covid-19 pandemic brought new challenges and disruption for the service. As restrictions ease, many services are returning to normality. Our priorities 2021/2022 are:

- To stay compliant and ensure all properties pass gas and electrical checks
- To continue to increase the number disabled adaptations we deliver, making sure we have properties to meet our tenants' needs
- To continue to deliver our housing capital programme to ensure we have we have quality homes for our residents
- To ensure we are prepared for the implementation of the Social Housing white paper (more information on page 20)
- To maximise the number of properties available for letting to address the increasing housing demand. To achieve this a dedicated voids improvement group has been established, prioritising properties that require minimal work and also diverting resources from other areas to tackle the backlog that built up during the lockdown periods.

New homes at Brockwell Court

Construction of the latest council homes being built is progressing well, with new homes set to welcome families in the coming weeks.

As part of the council's commitment to increasing the supply of affordable properties across the borough, 21 new properties are being built on the former Brockwell Court site in Loundsley Green.

Despite the challenges faced as a result of the pandemic, the council's main contractor, Henry Boot Construction, started work on site in May 2020 and the homes are set to be completed in late 2021.

The new development, named Badger Croft, will comprise of ten two-bedroom houses, six three-bedroom houses, four four-bedroom houses and one three-bedroom bungalow – all of which will be added to the council's housing register.

Environmental improvements, including the creation of wildflower meadows and planting areas, are also included in the scheme to help boost biodiversity, support pollinators and create a better living environment. Henry Boot Construction has been working with Holmebrook Conservation and Improvement Group to complete these additional landscaping works - including planting fruit trees, building and installing more planters and creating a new border for planting.

Councillor Chris Ludlow, cabinet member for housing, said: "We're pleased to see that works at Brockwell Court are progressing well. We're committed to meeting the housing needs of local people, now and in the future, and these new properties will provide affordable, modern and accessible homes for families in our borough.

"It's also really important that new developments in the borough take account of environmental issues – contributing to a more sustainable future for us all."

Tenant involvement and empowerment – keeping tenants involved during Covid-19 pandemic

We're committed to engaging and working with tenants to improve your quality of life as well as ensuring that you have the opportunity to play an active role in shaping what we do, and how do it.

Following the outbreak of Covid-19, it was not possible to meet with tenants face-to-face due to the restrictions in place. As a result, the tenant participation service was temporarily suspended in March 2020 and tenant participation officers were redeployed to support other council services that were under extra pressure as a result of the pandemic.

However, keen to ensure that we could still engage with tenants, the team quickly adapted to the new ways of working. They were able to continue working with a tenant challenge panel and key staff from across the council, allowing tenants to have their say on the council's housing service.

As a result, the tenant challenge panel has still been able to review the council's updated policies – influencing significant changes to make sure they are fair and transparent for all tenants. This included:

- Scrutinising the Tenancy Management Policy which included some additions due to regulation changes – tenants influenced some significant changes to some of the tenancy management process, ensuring fairness and transparency
- Reviewing an updated complaints policy – tenants helped make sure this was written in a way that easily explained the process, by ensuring it was clear and concise
- Reviewing the 'repair tenant obligations' that were introduced in 2016 to check on progress that had been made. Looking at a tenant survey the panel were able to recommend changes

As restrictions ease, our team are committed to finding new ways of engaging with our tenants and are looking forward to supporting local communities.

If you are interested in working with us, please contact the tenant participation team by emailing: tpenquiries@chesterfield.gov.uk, calling 01246 345147 or visiting: www.chesterfield.gov.uk/housing/counciltenants/tenant-involvement/chat-get-involved.

Page 4 & 5 - Tenancy Standard

This standard looks at how we allocate our properties and support our tenants.

Indicator	2019.20	2020.21
Properties – these are the homes the council has to let	8,968	8,932
0 bedroom (bedsits)		32
1 bedroom		3162
2 bedroom		2803
3 bedroom		2688
4+ bedroom		247
Right to Buy	76	57
New properties brought into stock this year	5	17
Other changes due to leasing of stock	-6	4
The number of homes we have let	846	675
Empty properties	242	225
Households on housing register	1,229	2,252
Of households applying for re-housing, they require:		
1 bedroom	700	1,260
2 bedroom	313	624
3 bedroom	149	269
3+bedrooms	67	99
Careline calls	66,976	69,058
Careline call outs	2,895	3,879
Older persons supported	653	582
Tenancy sustainment	314*	322
Relet times	63.3days	110.7

*We are pleased to report that for tenants who started to receive support from our tenancy sustainment team in 2019-20, 96% of them remained in their homes a year after support began. You can find out more about how the team adapted to support our tenants on page 18.

Throughout the pandemic there have been a number of external factors that have impacted the number of properties that we have been able to let to tenants. Most noticeably were the restrictions that stopped people moving home between March 2020 and June 2020 meaning we were unable to let properties during this time, other than in an emergency. Despite these restrictions easing in late June 2020, some limitations and restrictions remained in place until August 2020 which further impacted on the number of tenancies that we were able to offer. Now that restrictions have been lifted, we are working hard to address this, and we are aiming to reduce the time it takes to re-let a property.

We were still able to continue to offer support in emergency situations. We engaged with and supported Derbyshire's response to the Government's "Everyone In" initiative – a national effort to house all rough sleepers following the outbreak of Covid-19. We were able to accommodate over 60 people who were experiencing homelessness during the first three months of the pandemic.

The demand for council houses is at the highest level in recent years, with 2252 households currently registered on the council's Home Options system. This has increased significantly in comparison to 2019/20, although it should be noted that the figure shown for 2019/20 is lower than would normally be expected due to the implementation of the new Home Options system.

We're working hard to increase the supply of affordable homes in the borough to meet this demand by building and buying new properties for local families – you can read about the latest development on page 12.

Page 6 and 7 Home Standard (2 pages)

Indicator	2019.20	2020.21
Responsive repairs	34,096	25,616
Average time for a repair to be carried out	7 days	12 days
Repairs satisfaction	74%	74%
Gas servicing	100%	88.63%
Replacement:		
Boilers	233	73
Roofs	290	205
Kitchens	309	92
Bathrooms	120	34
Major adaptations	98	33
Minor adaptations	397	130
Decent homes spend:		
Maintenance	£14.56m	£11.41m
Sheltered	£2.47m	£3.34m
New build and acquisitions	£3.01m	£4.38m
Total	£20.04m	£19.13
Decency	100%	100%
Satisfaction with homes	80%	80%

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Finding new ways of working to support our tenants

As a responsible landlord, keeping our tenants safe is our top priority. Over the past year we haven't been able to carry out as many repairs, maintenance and replacement works due to Covid-19 restrictions. But despite the challenges we faced, our team have responded quickly to identify new, safe ways of working to make sure we can continue to keep you safe in your home.

Keeping on top of essential inspections

Our Housing Property Operations team carry out around 8,150 gas services per year. Before the Covid-19 pandemic, these checks were undertaken on a 10-month programme and 100% of our properties were compliant.

At the peak of the pandemic the 100% success rate unfortunately dropped and although the team were committed to continuing with these essential services, they faced some challenges accessing properties for a number of reasons, including concerns about the spread of the virus. However, the team has worked hard to improve this position, working with tenants to reassure them of the safe working measures in place to protect them.

With new ways of dealing with the pandemic and improved ways of accessing properties, we're working hard achieve a 100% success rate once again.

We also carry out five-year electrical tests as, if not checked, electrics could be a hidden fire risk. During 2020/2021 the team carried out 1564 electrical inspections ensuring these properties were safe.

If we ask to visit your home for these checks to be carried out, please do help us – it's for your safety and peace of mind.

Getting back on track with repairs

In 2019/2020, our repairs team completed over 60,000 repairs to properties, from a leaking radiator to new fencing. When the pandemic hit, guidance from Government advised us not to visit properties unless it was an emergency – as a result the number of repairs we could complete vastly reduced, but we still visited over 43,000 repairs.

As restrictions eased in the summer, our team were quick to respond and get back to helping tenants with their repair requests, and we're working hard to reduce the backlog of work.

Going the extra mile!

During the height of the pandemic, as well as keeping your homes safe, our team delivered over 10,000 prescriptions to vulnerable people who were unable to leave their homes, along with food parcels and other essentials.

Providing homes for the vulnerable

Our voids team quickly adapted to Covid secure ways of working so we could continue to maintain empty properties - meaning we had properties readily available for vulnerable residents who needed a home.

In total, the team worked on 842 homes in 2020/21 so they could be let to local people at a difficult time.

Neighbourhood and Community Standard (1 page)

This standard sets out how we should work with other agencies to manage estates and tackle anti-social behaviour (ASB).

Indicator	2019.20	2020.21
ASB cases	329	490
Total evictions, of which were due to:	33	0
Rent arrears	31	0
ASB	2	0
Closure Orders	2	0
Injunctions	1	0
Notice to quit served	11	17
Satisfied with their neighbourhood as a place to live	79%	79%

Here to help our tenants

Our dedicated tenancy sustainment team is on hand to support you when you need it, and this has been more important than ever over the last year.

Despite the challenges created by Covid-19, the team has continued to help people manage their tenancies and stay living in their homes – making sure they could access the welfare benefits, grants and specialist care and support they were entitled to. Additional staff have been re-deployed into Tenancy Sustainment and Tenancy Management to ensure we are responding to the increased demand.

Over the last year we have seen an increase in the number of anti-social behaviour cases reported which could be a direct impact of the Covid-19 restrictions, and because more people have been staying at home. We have redeployed staff to help meet the increased demand. We understand that people may have felt isolated or anxious during this time, and with many of us spending more time at home, relationships with neighbours may have also become strained. Our team has continued to respond to these reports and help tenants get support from other specialist agencies. Due to the pandemic, the Government suspended evictions and court services were very restricted. We therefore focused on new ways of managing tenancies to make sure nobody was evicted in 2020/2021.

Page 9 Value for money (1 page)

This standard looks at how we spend the money we receive as rent

Indicator	2019.20	2020.21
Average rent per week	£77.53	£78.25
Of which by property size:		
0 bedroom		61.78
1 bedroom		72.82
2 bedroom		78.82
3 bedroom		82.89
4 bedroom+		91.04
Rent collection rate	99.1%	99.8%
How much we spend		
Maintaining properties (of which):	£3,007	
Major works and cyclical works	£2,351	
Responsive repairs and voids	£656	
Housing management (of which)	£314	
Rent collection	£86	
Letting homes	£58	
Tenant participations	£20	
Tackling anti-social behaviour	£53	
Tenancy management	£97	
Maintaining estates	£97	
Supported housing for elderly residents	£97	
Other costs (IT offices etc)	£441	
Total cost	£3,956	

New guidance to protect your rights

Protecting the rights of people who live in council homes and other social housing is the focus of new Government guidance

Shaped by the views of residents across England, the new guidance, called the 'charter for social housing residents – social housing white paper,' sets out what tenants can expect from their landlords - including us - and is designed to improve housing standards across the country over the next two years

It also makes sure you have opportunities to have your voice heard and be involved in what we do.

As a responsible landlord to tenants living in over 9,000 properties, we've always been committed to delivering excellent services. And over the next 12 months, we will be reviewing how we work to make sure we will meet the new standards, and work in line with the new guidance as it published.

The charter sets out seven key commitments. Here is a summary of what you can expect from us as guidance is developed:

To be safe in your home

Your safety is our priority, and we will meet new requirements around things like fire safety, legionella, gas servicing, electric testing and lifts.

To know how we are performing as your landlord

We will regularly publish more information about:

- Repairs and maintenance
- Safety standards
- How we engage with you
- Neighbourhood management, including measures on anti-social behaviour
- How we spend money

To have your complaints dealt with promptly and fairly

- It will be easier and quicker for you to take your complaint to the Housing Ombudsman
- We must show we have learned from complaints about our service
- We are also reviewing our own complaints policy

To be treated with respect

We're already committed to treating everyone fairly and with respect. We'll be regularly inspected and must formally report our performance to show this is happening.

To have your voice heard by your landlord

The charter recognises how important it is for landlords to listen to tenants' views. We're reviewing tenant representation and how we support our vulnerable tenants.

To have a good quality home and neighbourhood to live in

There will be a review of the decent homes standard and what landlords need to do to meet this.

To be supported to take your first steps into ownership

This final commitment applies to housing association tenants only.

For more information visit www.gov.uk/housing-local-and-community/council-housing-association

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Creating an attractive borough

We are fully committed to enhancing the borough's housing offer and creating attractive places for our residents to live, now and in the future.

Over the past year, we have continued to make excellent progress on our modernisation and refurbishment projects. Our 'Residential Block Refurbishment' is progressing well with Pullman Close at Staveley being one of the latest block to benefit from a facelift.

The £8 million programme will see even more blocks of flats across the borough undergo extensive internal and external improvements too over the next three years.

As well as the refurbishment of blocks, we're also carrying out environmental improvements to our estates which will not only make it easier for residents to get round the estates, it will also help boost biodiversity, support pollinators and create a better living environment.

We'll provide you with regular updates on the latest projects in future editions of Your Chesterfield.

Careline services receives award for commitment to community

Chesterfield's Careline service has been presented with a Derbyshire Beacon of Hope award and has been recognised for its continued efforts to support over 4,000 residents, 24 hours a day, seven days a week, throughout the pandemic.

The Beacon of Hope Award is seen as a way of showing the county's gratitude and thanks to all residents who have kindly donated their time, during these unprecedented challenges.

From March 2020, the team has continued to take calls 24/7 - assisting residents in an emergency, offering emotional support or just being a friendly voice at a time when people needed it most. As well as receiving calls from tenants, the team also made regular calls to isolated and vulnerable residents to check on their wellbeing during lockdown.

Councillor Chris Ludlow, cabinet member for housing, said: "Careline is a vital service and has been a lifeline for many, especially since the outbreak of Covid-19. It allows many residents in the borough to continue living independently with help and support available at the touch of a button.

"Throughout the pandemic, our dedicated team members have been working around the clock to answer calls and ensure everyone gets the support they need. Receiving this award is a testament to their commitment and determination."

To find out more about the service visit www.chesterfield.gov.uk/careline, email queries.careline@chesterfield.gov.uk or call 0300 303 3378.