



Please ask for Charlotte Kearsey
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The Chair and Members of Cabinet

10 January 2022

Dear Councillor,

Please attend a meeting of the CABINET to be held on TUESDAY, 18 JANUARY 2022 at 10.30 am in Council Chamber, 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 - 14)

To approve as a correct record the Minutes of the Cabinet meeting held on 14 December, 2021.

4. Forward Plan

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

[Forward Plan](#)

Items Recommended to Cabinet via Cabinet Members

Deputy Leader

Chesterfield Borough Council, Town Hall, Rose Hill, Chesterfield S40 1LP

Telephone: 01246 345 345, Text: 07960 910 264, Email: info@chesterfield.gov.uk

www.chesterfield.gov.uk

5. Collection Fund revised estimates (Pages 15 - 20)

Cabinet Member for Governance

6. Shopmobility Future Funding (Pages 21 - 74)

Cabinet Member for Housing

7. HRA Rent and Service Charge Setting (Pages 75 - 94)

Cabinet Member for Town Centres and Visitor Economy

8. Car Parks Fees and Charges 2022/23 (Pages 95 - 108)

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, 14th December, 2021

Present:-

Councillor P Gilby (Chair)

Councillors Blank
D Collins
Holmes
J Innes

Councillors Ludlow
Mannion-Brunt
Sarvent
Serjeant

*Matters dealt with under the Delegation Scheme

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

No declarations of interest were received.

57 **APOLOGIES FOR ABSENCE**

An apology for absence was received from Councillor P Innes.

58 **MINUTES**

RESOLVED –

That the minutes of the meeting of Cabinet held on 23 November, 2021 be approved as a correct record and signed by the Chair.

59 **FORWARD PLAN**

The Forward Plan for the four month period 1 January to 30 April, 2022 was reported for information.

***RESOLVED –**

That the Forward Plan be noted.

60 **DELEGATION REPORT**

Decisions taken by Cabinet Members during October and December, 2021 were reported.

***RESOLVED –**

That the Delegation Report be noted.

61 GENERAL FUND REVENUE BUDGET SUMMARY

The Service Director - Finance submitted a report providing an updated assessment of the Council's forecast budget position for 2021/22 and future financial years.

Solid progress had been made to address the forecast deficit position for 2021/22, which had been reported at the end of Quarter 2. A balanced year-end position was now forecast. The report attributed this improved position to the receipt of additional Cultural Recovery Fund grant funding of £153k to offset the impact of the covid-19 pandemic on the running costs of the council's cultural venues and museums, new burdens grant funding of £62k and extra income from fees and charges.

The report also provided an update on the council's Medium-Term financial position. This showed a projected deficit for 2022/23 of £12k, increasing to £181k by 2025/26.

***RESOLVED –**

1. That the updated budget projections for 2021/22, which forecast a balanced position, be noted.
2. That the progress made in the development of the budget for 2022/23 and the Medium-Term Financial Plan (MTFP) for years 2022/23 to 2025/26 be noted.
3. That the progress made in the development of the Organisation Development Programme and the incorporation of budget savings into an overall change programme be noted.
4. That Cabinet notes that work continues to refine the draft estimates for 2022/23 and future financial years, and to identify ways in which a balanced budget can be achieved, and that this will form part of the MTFP Council report in February 2022.

REASON FOR DECISIONS

1. To present an updated assessment of the Council's forecast outturn for 2021/22 and progress in addressing the deficit in year.
2. To set out the context of the financial environment for the medium term and present the Council's first phase of its draft budget and MTFP setting proposals for 2022/23 to 2025/26.

62 CEMETERIES FEES AND CHARGES 2022/2023

The Bereavement Services Manager submitted a report setting out the proposed fees and charges for the Council's cemeteries for 2022/23.

The proposed fees and charges were detailed in Appendix A of the officer's report.

***RESOLVED –**

1. That the 2022/23 fees and charges, as detailed in Appendix A of the officer's report, be approved.
2. That a new fee of £25.00 for the Transfer of the Exclusive Right of Burial (ERB) be approved.
3. That a new fee of £150.00 for the 'top up' of 50 years on the Exclusive Right of Burial (ERB) after expiry be approved.
4. That a new fee of £45.00 for the removal of a memorial from the grave prior to digging where it is safe and straightforward to do so be approved.
5. That a new fee of £45.00 for the making safe of a memorial where it is safe and straightforward to do so and where the nearest surviving relatives can be traced be approved.

REASON FOR DECISIONS

To generate income to contribute to the costs of providing and maintaining a burial service.

63 PLAYING PITCHES FEES AND CHARGES 2022/23

The Environmental Services Manager submitted a report setting out the proposed fees and charges for playing pitches and outdoor leisure facilities for 2022/23.

The proposed fees and charges were detailed in Appendix 1 of the officer's report.

***RESOLVED –**

1. That the fees and charges, as detailed in appendix A of the officer's report, be introduced from 1 April 2022 for:
 - The hire of football pitches
 - The hire of cricket pitches
 - The hire of recreation grounds
 - The hire of community rooms in parks
 - Launching fees at Poolsbrook Country Park
 - The hire of the netball court at Eastwood Park.
 - The hire of the Petanque facility at Eastwood park
2. That the fees for the following facilities be increased on an individual basis:
 - Catering rights to £100 per unit/stall.
 - Permits for metal detecting to £30.
 - Permits for commercial fitness coaches to £110.
3. That should the new facilities for tennis be available before 1 April 2023 the decision on fees and charges for the remainder of 22/23 be delegated to the Cabinet Member for Health and Wellbeing for approval.
4. That no increase to the charges for the Miniature train be applied.

REASON FOR DECISIONS

To comply with the Council's Budget Strategy, the annual review of fees and charges should aim to recover at least the full cost of the service except where there is an opportunity to maximise income or Members determine a reduction or subsidy should be made for a specific reason.

In preparing this report, due regard has been made to the Council's budget strategy and the need to support the development of a balanced and sustainable budget.

In preparing this report, due regard has been made to the Council's budget strategy and the need to support the development of a balanced and sustainable budget.

64 WASTE MANAGEMENT FEES AND CHARGES 2022/23

The Environmental Services Manager submitted a report setting out the proposed fees and charges for the collection and disposal of waste for 2022/23.

The proposed fees and charges were detailed in Appendix 1 of the officer's report.

***RESOLVED –**

1. That the proposed fees and charges, as detailed in Appendix 1 of the officer's report, be approved and implemented from 1 April 2022 in relation to the following services:
 - The cost of collection and disposal of trade waste
 - The cost of collection and disposal of chargeable household waste
 - The collection and disposal of bulky household items
 - The collection and disposal of trade waste from charity shops
 - The collection and disposal of trade waste from registered charities
 - The collection and disposal of waste from mixed hereditament properties
 - One off waste collection
 - The provisions of new wheeled bins to domestic properties (new builds)

REASON FOR DECISIONS

To comply with the Council's Budget Strategy.

65 ENVIRONMENTAL HEALTH FEES AND CHARGES 2022/23

The Senior Environmental Health Officer submitted a report setting out the proposed fees and charges for various environmental health functions for 2022/23.

The proposed fees and charges were detailed in Appendix 1 of the officer's report.

***RESOLVED –**

1. That the proposed fees and charges, including concessionary rates (where applicable), as detailed in Appendix 1 of the officer's report, be approved and implemented with effect from 1st April 2022.
2. That the Senior Environmental Health Officer be granted delegated authority to continue to have discretion to offer reduced charges for micro-chipping of dogs at promotional events and campaigns associated with the mandatory chipping that came into effect in April 2016.
3. That the Senior Environmental Health Officer be granted delegated authority to continue to have discretion to offer an alternative enforcement option for fly-tipping offences instead of issuing a fixed penalty notice (this could include a simple caution or prosecution).

REASON FOR DECISIONS

In accordance with the Council's Financial Regulations, it is necessary for all fees and charges to be reviewed annually.

66 SPORT AND LEISURE FEES AND CHARGES 2022/23

The Service Director – Leisure, Culture and Community Wellbeing submitted a report setting out the proposed fees and charges for sport and leisure activities at Queen's Park Sports Centre and Staveley Healthy Living Centre for 2022/23.

The proposed fees and charges were detailed in Appendix 2 of the officer's report.

***RESOLVED –**

1. That the proposed fees and charges, as detailed in Appendix A of the officer's report, be approved and implemented from 1 April 2022 until 31 March 2023.
2. That the Service Director – Leisure, Culture and Community Wellbeing, in consultation with the Cabinet Member for Health and Wellbeing, be granted delegated authority to apply appropriate fees and charges to new activities that are introduced during the period covered by this report.
3. That the Service Director – Leisure, Culture and Community Wellbeing, in consultation with the Cabinet Member for Health and Wellbeing, be granted delegated authority to adjust the approved fees and charges to maximise promotional opportunities to stimulate usage, support the retention of customers and/or to respond to external market forces.

REASON FOR DECISIONS

In accordance with the Council's Financial Regulations, it is necessary for fees and charges to be reviewed annually.

67 CHESTERFIELD MARKET FEES AND CHARGES 2022/23

The Town Centre Operations Manager submitted a report setting out the proposed fees and charges for Chesterfield's open markets and the Sunday Car Boot sale for 2022/23.

The proposed fees and charges were detailed in Appendix 1 of the officer's report.

***RESOLVED –**

1. That the fees and charges for the Chesterfield Open Markets for 2022- 23, as detailed in Appendix 1 of the officer's report, be approved.
2. That the agreed 2021-22 rates of Fees and Charges be fully reinstated from Monday 28 February 2022.
3. That the concessionary stall rate of £10 per stall remain in place until Monday 28 February 2022.

4. That, as part of the market reconfiguration project being undertaken between 2021 and 2023, a review of the pricing structure be made during this time, identifying the premium and secondary pitches, following best practice adopted nationally and ensuring a value for money approach is taken to realise the full income potential of the market. These fees to be adopted for 2023-24, subject to the necessary consultation and approvals procedures.
5. That the Service Director for Leisure, Culture and Community Wellbeing, in consultation with the Cabinet Member for Town Centres and Visitor Economy, be granted delegated authority to apply appropriate negotiated fees for new activities and opportunities that are introduced during the period covered by this report.

REASONS FOR DECISIONS

1. Supporting the town centre economy is a key priority for the Council. The Council recognises the importance of investing in town centre support and the need for a long-term recovery plan. It is felt that any increase in market fees would have an adverse effect on this strategy at this time.
2. In line with delegated authority, and with both Portfolio holder and SLT approval, concessionary rates for Traders have been in place since 23 March 2020, initially free rent until July 2020, £5 until September 2020 and currently £10, all per stall, across all market days. This is deemed necessary to support the market.
3. The impact of COVID-19 significantly reduced Markets income to the Council in 2021/22 however trader numbers have started to return to more normal levels of occupancy. It is anticipated that by 2022/23 levels will be back to pre-pandemic numbers.
4. As part of the Revitalising the Heart of Chesterfield project the open market is set to benefit from a £1.15 million intervention alongside a wider Northern Gateway and public realm scheme. It is anticipated that this will support, strengthen and re-invigorate the market area ensuring it bounces back from COVID-19 and is ready to meet the future demands of the town centre.

5. It is imperative that the Council receives an acceptable return from the Market. The Council's budget strategy is to deliver a balanced and sustainable budget. Given the forecast budget challenges it is important that all income streams are reviewed to support the delivery of a sustainable budget. As such it is appropriate to re-instate in full the stall fees agreed for 2021-22 to assist the Council in achieving a balanced budget for 2022/23.

68 **VENUES FEES AND CHARGES 2022/23**

The Arts and Venues Manager submitted a report setting out the proposed fees and charges for venue and equipment hire at the Pomegranate Theatre, The Winding Wheel Theatre, the Market Hall Assembly Rooms and Hasland Village Hall for 2022/23.

The proposed fees and charges were detailed in Appendices A to E of the officer's report.

***RESOLVED –**

1. That the proposed theatre hire charges for the Pomegranate Theatre, as detailed in Appendix A of the officer's report, be approved and implemented from 1 April 2022.
2. That the proposed room hire charges for the Winding Wheel Theatre, as detailed in Appendix B of the officer's report, be approved and implemented from 1 April 2022.
3. That the proposed equipment hire charges at the Winding Wheel Theatre, as detailed in Appendix B of the officer's report, be approved and implemented from 1 April 2022.
4. That the proposed theatre hire charges for the Winding Wheel Theatre for professional companies and commercial use, as detailed in Appendix C of the officer's report, be approved and implemented from 1 April 2022.
5. That the room hire charges at the Assembly Rooms in the Market Hall, as detailed in Appendix D of the officer's report, be approved and implemented from 1 April 2022.

6. That the proposed room hire charges at Hasland Village Hall, as detailed in Appendix E of the officer's report, be approved and implemented from 1 April 2022.

REASON FOR DECISIONS

To make further progress towards a sustainable financial position for the venues.

69 EXCLUSION OF THE PUBLIC

RESOLVED –

That under Section 100(A)(4) of the Local Government Act 1972 the public be excluded from the meeting for the following items of business on the grounds that they involved the likely disclosure of exempt information as defined in Paragraph 3 of Part 1 of Schedule 12A of the Act.

70 STEPHENSON MEMORIAL HALL - STAGE 2

The Arts and Venues Manager submitted a report detailing the progress made in the development of renovation and refurbishment proposals for the Stephenson Memorial Hall.

The aims were to create an integrated cultural venue in the town centre and extend the life of one of Chesterfield's most important heritage assets.

The project would be largely funded through the Government's Levelling Up Fund following the success of the council's submission. The council had received £19.98m to support this project and a series of public realm improvements across the town centre.

The council would need to match the funding received with a further allocation of funds to be met through prudential borrowing.

***RESOLVED –**

1. That it be recommend to Council that:

- a) the renovation and refurbishment project for the Stephenson Memorial Hall in Chesterfield be approved and that the scheme be added to the Council's capital programme.
 - b) the funding of the capital works through a combination of funding secured through the Levelling Up Fund and prudential borrowing be authorised.
2. That the Theatre Restoration Levy increase to £2 per ticket for all theatre productions from when the refurbished building reopens be approved.
 3. That, as set out in the addendum to the report, a further stage report be presented to Cabinet following the receipt of tenders for the appointment of the main construction partner.
 4. That delegated authority be granted to the Service Director - Leisure, Culture and Community Wellbeing, in consultation with the Cabinet Member for Town Centres and Visitor Economy, the Service Director for Finance and the Service Director for Economic Growth, to confirm the award of tender for the procurement of the design team, and the award of sequential tenders for the procurement of the enabling works, construction and fit out.

REASONS FOR DECISIONS

1. To ensure that the Stephenson Memorial Hall is restored and refurbished so that it can be enjoyed by the residents and visitors of Chesterfield for many years to come.
2. To create a landmark building which makes a statement about civic pride, and renews an important heritage asset.
3. To develop and improve the cultural services offered in the Pomegranate Theatre and Chesterfield Museum so that they are able to attract increased numbers of visitors, and therefore have a sustainable future.

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For publication

Collection Fund Revised Estimates 2021/22

Meeting:	Cabinet
Date:	18 January 2022
Cabinet portfolio:	Deputy Leader
Directorate:	Finance

1.0 Purpose of the report

- 1.1 To agree the revised estimate of the surplus or deficit on the Collection Fund for 2021/22 so that it can be shared amongst the major precepting authorities in 2022/23.

2.0 Recommendations

- 2.1 That the estimated surplus on the Council Tax of £600,100 be agreed and allocated to the major precepting authorities as detailed in Appendix A.

3.0 Reason for recommendations

- 3.1 To fulfil a statutory requirement and to feed into the budget setting process for 2022/23.

4.0 Report details

Background

- 4.1 The Local Government Finance Act 1992 requires Billing Authorities to calculate the estimated surplus or deficit on the Council Tax elements of the Collection Fund each year.
- 4.2 The Act prescribes that the estimated surplus or deficit should be allocated to the major precepting authorities in proportion to their precepts and that the major preceptors should then take it into account when calculating their Council Taxes for the following financial year.

Considerations

4.3 Council Tax Transactions

4.3.1 The estimate of Council Tax income for the year 2021/22 is £56.4m.

4.3.2 The accumulated bad debt provision has been estimated at £2,219,000. This is a prudent estimate and takes into account the ongoing impact of the Covid19 pandemic on household's disposable income and the Coronavirus Job Retention Scheme ending on the 30th September 2021.

4.3.3 In setting the Council Tax for 2021/22 it was originally estimated that there would be a deficit from the previous year of £704,062 to allocate. However, at the end of 2020/21 there was deficit of £71,227. The original forecast was based on the level of arrears and the impact of the pandemic on householder's disposable income. However, the outturn position was better than forecast as the impact of Covid19 on disposable income was not as bad as originally anticipated thereby reducing the amount required in relation to the bad debt provision at year end. This was partially due to the Coronavirus Job Retention Scheme operating throughout 2020/21. The difference of £632,835 will be allocated in 2022/23.

4.3.4 The precepts on the fund in 2021/22 total £55.5m.

4.3.5 The net result of the above items is to produce an estimated surplus of £600,100 on the Fund at 31st March 2022. Appendix A shows how the surplus is to be shared between the major precepting authorities. The majority (72.99%) goes to the County Council. The Borough Council receives 10.08% of the surplus i.e. £60,490.

4.3.6 Due to the Covid 19 pandemic, there is a requirement to spread the deficit relating to 2020/21 over 3 financial years from 2021/22 to 2023/24. As a result, a deficit of £221,616 will be recovered from preceptors in 2022/23. The Borough Councils share will be £22,383.

5.0 Alternative options

5.1 None.

6.0 Implications for consideration – Financial and value for money

6.1 Financial and value for money implications are detailed in sections 4 to 5.

7.0 Implications for consideration – Legal

7.1 The Local Government Finance Act 1992 requires Billing Authorities to calculate the estimated surplus or deficit on the Council Tax elements of the Collection Fund each year.

8.0 Implications for consideration – Human resources

8.1 There are no human resource implications to consider in this report.

9.0 Implications for consideration – Council plan

9.1 There are no Council Plan implications to consider in this report.

10.0 Implications for consideration – Climate change

10.1 Individual climate change impact assessments are not required for the budget process. These are included as part of the decision-making processes for specific spending options.

11.0 Implications for consideration – Equality and diversity

11.1 Individual equality and diversity impact assessments are not required for the budget process. These are included as part of the decision-making processes for specific spending options.

12.0 Implications for consideration – Risk management

12.1 There are a number of significant risks inherent in any budget forecasting exercise. The most significant budget risk currently is the ongoing impact of Covid19 and the council's ability to collect Council Tax.

Decision information

Key decision number	1070
Wards affected	All

Document information

Report author

Richard Staniforth, Deputy Chief Accountant, Finance.

Appendices to the report

Appendix A	Revised Collection Fund Estimates 2021/22
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REVISED COLLECTION FUND ESTIMATES 2021/22

	Council Tax £	
Surplus/(deficit) b/fwd		(71,227)
<u>Income:</u>		
Gross Debit	56,400,000	
Reduction/(increase) in bad debt provision	(967,000)	55,433,000
		55,361,773
<u>Expenditure:</u>		
Parishes	(474,335)	
Chesterfield BC	(5,047,738)	
Derbyshire CC	(39,964,591)	
Derbyshire Fire & Rescue	(2,290,368)	
Police & Crime Commissioner for Derbyshire	(6,984,641)	(54,761,673)
Estimated Surplus/(Deficit)		600,100
<u>Share of Surplus / (Deficit):</u>	%	£
Chesterfield BC	10.08	60,490
Derbyshire CC	72.99	438,013
Derbyshire Fire & Rescue	4.18	25,084
Police & Crime Commissioner for Derbyshire	12.75	76,513
Total Surplus/(Deficit)	100%	600,100

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For publication

Shopmobility Future Funding (GV510)

Meeting:	Cabinet
Date:	18.01.21
Cabinet portfolio:	Governance
Directorate:	Corporate
For publication	

1.0 Purpose of the report

- 1.1 To consider the future funding arrangements for Chesterfield and District Shopmobility from 2022/23 onwards.

2.0 Recommendations

- 2.1 That the section 137 grant to Chesterfield and District Shopmobility is ceased from the financial year 2023/24.
- 2.2 That a section 137 grant of £9,531 is allocated to Chesterfield and District Shopmobility for the financial year 2022/23, subject to progressing the self-funding/ alternative funding plan and engaging with Links CVS and the Council in applying for alternative funding sources.
- 2.3 That a taper is applied to the section 137 grant for the financial year 2022/23. The grant funding will be:
- Quarter 1 (April 2022 – June 2022) 100% of the 2021/22 grant level for the quarter = £5,447
 - Quarter 2 (July 2022 – September 2022) 50% of the 2021/22 grant level for the quarter = £2,723
 - Quarter 3 (October 2022 – December 2022) 25% of the 2021/22 grant level for the quarter = £1,361
 - Quarter 4 (January 2023 – March 2023) 0% of the 2021/22 grant level for the quarter = £0

3.0 Reasons for recommendations

- 3.1 To respond to the challenging financial position of the Council and providing value for money services.
- 3.2 To facilitate a managed and steady withdrawal of funding, which will enable Shopmobility to continue to work with Links CVS and Chesterfield Borough Council officers to develop a self-funding / alternative funding plan and begin its implementation.

4.0 Report details

4.1 Chesterfield and District Shopmobility

Chesterfield and District Shopmobility (Shopmobility) was incorporated on 16 December 2009 and is registered as a private company limited by guarantee without share capital. Companies limited by guarantee are widely used for charities, community projects, clubs, societies and other similar bodies. Shopmobility are a registered charity. The Shopmobility Constitution was adopted in February 2005. Shopmobility have confirmed that this is the latest version and remains correct. The objective of the charity is to:

"relieve the needs of people who are elderly, poor, disabled or lack adequate and safe passenger services by providing shopmobility services and other allied services in Chesterfield, North East Derbyshire, Bolsover and surrounding areas with the aim of improving their mobility and conditions of life".

- 4.2 Shopmobility currently has five trustees and board meetings take place, on average six times per annum plus an Annual General Meeting.

4.3 Section 137 Grant funding

Shopmobility currently receives £21,789 per annum in the form of a Section 137 grant from Chesterfield Borough Council. Section 137 is a provision within the Local Government Act 1972 which enables local councils to spend a limited amount of money for purposes for which they have no other specific statutory expenditure. In order to use the power the council must be satisfied that there is a direct benefit to the area or part of the area, or some or all of the residents. The council must secondly ensure that the direct benefit accruing to its area or residents is

commensurate with the expenditure incurred. This means that a council should not spend a disproportionately large amount on something which has no or very little direct benefit.

- 4.4 Section 137 is often (but not exclusively) used for emergency funding provisions and several authorities including Chesterfield Borough Council have used this power during the Covid-19 pandemic on a temporary basis. It is unusual for the power to be used for ongoing support.
- 4.5 In 2018, officers met with Shopmobility and explained that Chesterfield Borough Council had over a number of years faced unprecedented levels of cuts in central government funding and most of our services have had to reduce their budgets significantly despite increasing demand. The need for Shopmobility to develop a self-funding / alternative funding strategy was discussed with Shopmobility as the funding settlement from Chesterfield Borough Council is unsustainable in the medium to longer term.
- 4.6 The service level agreement for 2019/20 between Chesterfield Borough Council and Shopmobility included the requirement to develop this strategy. At a consultation meeting with Shopmobility on 9th September 2021, Shopmobility confirmed that they do not have an updated forward looking business plan. The most recent plan is for April 2018 to March 2020. The business plan does not include plans to develop a self-funding / alternative funding strategy. Shopmobility confirmed that they had not progressed the service level agreement requirement to develop a self-funding/ alternative funding strategy but they had discussed looking into additional/ other funding sources and steps to increase funding available through the board. Chesterfield Borough Council offered to allocate an officer to work with Shopmobility and Links CVS to bring together ideas for self-funding and alternative funding sources – this was agreed to by Shopmobility and this work continues.
- 4.7 Shopmobility Financial Statements

Trustee reports and financial statements are available from the period 2016 to 2021. The table below identifies any grant funding, income from hiring activity etc, ongoings and a net income figure for each year. Between 2016 and 2021 Chesterfield BC grant funding has provided between 35% and 39% of the total income for Shopmobility. For the last three years income has exceeded outgoing's (including during the pandemic) and the balance carried forward for 2021/22 stood at £20,894.

4.8 Shopmobility is also a commercial tenant of Chesterfield Borough Council. Their premises are at the Beetwell Street multi-storey car park. The annual rent is currently £2,940, this is included within the outgoings.

Year	Grant Funding	Income from hire charges etc.	Total income	Outgoings	Net income for the year
2016	CBC £24,210 NHS £6,533	£34,911	£65,654	£63,016	£2,636
2017	CBC £21,789 NHS £3,267 DVA £500	£29,712	£55,268	£52,348	£2,920
2018	CBC £21,789	£37,673	£59,462	£56,475	£2,987
2019	CBC £21,789	£38,422	£60,211	£64,432	£4,221
2020	CBC £21,789	£40,874	£62,663	£62,160	£503
2021	CBC £21,789 Covid-19 assistance £10,000	£30,315	£62,102	£56,652	£5,450

4.9 Staff structure and volunteering

The March 2021 accounts show that £25,954 was spent on staff costs. Shopmobility has three part time, paid members of staff including a workshop mechanic, administrator and receptionist. Volunteering is a key part of Shopmobility's staffing structure with the two managerial roles – Manager for Staff and Manager for Volunteers being unpaid apart from expenses. Shopmobility have worked with Job Centre Plus for a number of years and the majority of volunteers have started at Shopmobility via work experience routes. There are a number of volunteering roles including reception and valeting with Shopmobility equating this to 5,460 volunteer hours per annum (including the two managers).

4.10 Service users

A snapshot taken at 04.10.21 showed that Shopmobility has 229 members accessing a variety of services including day and half day hire of scooters and wheelchairs. The majority of members are signed up for day and half

day hire. In 2018/19 there was an average of 215 daily/half day hires per month and by 2019/20 this had reduced to 183. During the main pandemic period in 2020/21 this reduced to 50 but had increased to 70 so far in 2021/22. Analysis of membership postcode data shows a broad spread of customers but almost 50% are from within Chesterfield, North East Derbyshire and Bolsover postcodes:

- 19% Chesterfield Borough
- 17% North East Derbyshire District
- 13% Bolsover District
- 7% Amber Valley Borough
- 6% High Peak Borough
- 4% Derby City
- 2% Derbyshire Dales District
- 10% South Yorkshire – Sheffield, Doncaster, Barnsley
- 8% Nottinghamshire – Mansfield, Newark, Worksop, Nottingham, Ashfield
- 14% elsewhere in the UK

4.11 Analysis of long-term hires from January – October 2021 shows that 53% of the long-term hire business takes place within Chesterfield Borough:

- 53% Chesterfield Borough
- 25% North East Derbyshire District
- 15% Bolsover District
- 5% Amber Valley Borough
- 2% Nottinghamshire

In 2018 long-term hires averaged at 12 per month, in 2019 14, 2020 15 and so far in 2021, this has grown to 24 per month.

4.12 Analysis of short-term hire from January – October 2021 shows that 45% of the short-term hire business takes place within Chesterfield Borough.

- 45% Chesterfield Borough
- 23% North East Derbyshire District
- 15% Bolsover District
- 3% Amber Valley Borough
- 3% Derbyshire Dales District
- 0.5% in High Peak Borough
- 0.5% in Erewash Borough
- 3% in South Yorkshire
- 1% in Nottinghamshire
- 6% elsewhere in the UK

In 2018 short-term hires averaged at 17 per month, in 2019 16, 2020 12 and in 2021 25.

4.13 Consultation

A 12 week consultation has taken place regarding the future funding options between September 2021 and December 2021. This included a series of meetings with Shopmobility management, stakeholder engagement and a Shopmobility user survey.

4.14 The Shopmobility user survey report is attached at Appendix 1. 48 Shopmobility service users responded to the survey which was available online and in paper format with a freepost envelope. The main findings include:

- 25 respondents used Shopmobility to hire scooters or wheelchairs for a day or half day. Almost half of these users hire scooters and wheelchairs less frequently than once a month
- Across all the categories of hire, Shopmobility users use scooters and wheelchairs for a variety of purposes with the top three uses being shopping in Chesterfield Town Centre (29 users), seeing friends and family (19 users) and to help them get to appointments such as doctors and dentists (17 users)
- A range of alternative provision is available, survey respondents identified barriers which prevent them from using alternatives. The top three reasons included only requiring hire for a short period (15 users), cost of hire of scooters or wheelchairs (13 users) and tied with 11 users each – cost of purchasing scooters or wheelchairs, unaware of alternatives and service not as good as Shopmobility
- Shopmobility have not increased their prices for several years and prices are generally lower than in other areas. The survey asked respondents what impact it would have if Shopmobility had to increase prices to reflect rising costs, so for example increasing daily scooter hire from £6 per day to £7.50 per day, or wheelchair weekly hire from £15 per week to £17 per week – 84% of respondents said they would continue to use the service
- Many of the respondents commented about the need for Shopmobility to strengthen their advertising to increase awareness of the services offered and increase customer numbers

4.15 Shopmobility provided Chesterfield Borough Council with details for a number of stakeholders they would like to be included in the consultation.

The Table below shows the stakeholder and the main points covered. The full consultation responses are included in the consultation report attached at Appendix 2. The table below summarises the responses:

Stakeholder	Summary of response
Shopmobility trustees	<p>Responses were received from all five trustees. This includes an overarching statement of the mission and activities of Shopmobility by the Chair.</p> <p>Other responses focused on the impact of Shopmobility re: independence and isolation, Chesterfield's economy and tourism, volunteering and the challenges around attracting funding.</p> <p>One trustee wanted to emphasise that Shopmobility is not a business – it is a service.</p>
Midlands Association for Amputees	<p>As an organisation that supports amputees in and around the Chesterfield area we feel that Chesterfield Shopmobility services are invaluable resource. Also emphasised the value for money provided.</p>
Shopmobility UK	<p>The response focused primary of the role of Shopmobility UK and national level policy and research.</p> <p>Note - Shopmobility UK were contacted to ask if they would like to add anything specific regarding Shopmobility Chesterfield and District – nothing further has been received.</p>
Chesterfield Royal Hospital	<p>The long-established charity, Chesterfield Shopmobility, provides a vital service to our services users. They are officially recommended by Chesterfield Royal Hospital to patients who are less physically mobile to help them complete essential tasks, such as food shopping, and to enable people to get around Chesterfield - maintaining their independence. We fully support their proposal for funding as an essential service</p>

	<p>which is of benefit to our patients and those less mobile in our community.</p> <p>Note – Chesterfield Royal Hospital confirmed that they do not currently fund Shopmobility for services recommended and they do not have formal partnership arrangements with the charity.</p>
Links CVS	<p>Links CVS gave an overview of the support they have provided to Shopmobility in the past and the assistance they are providing currently. Three user case studies were also provided. Links consider Shopmobility to be a vital service for local residents who have mobility problems.</p>
Chesterfield Access Group members	<p>One response was received from a member of the group - applaud the organisation for the services offered and the Council for the support provided. Would be unhappy to see the offer depleted unless there is clear evidence that it is a much under-used service.</p>
Derbyshire Voluntary Action	<p>No response received</p>
University of Derby	<p>No response received</p>

4.16 Alternative models across the UK

Shopmobility type services across the UK are funded in a variety of ways including:

- Private Sector providers – mobility shops based within town centre locations offering a variety of hire options and organisations like Medequip
- Destination shopping centres e.g. Trafford Centre, Meadowhall provide short-term hire facilities to enable accessible shopping
- Business Improvement District funded projects – funded via BID fees and income
- Charities – some funded 100% via fees, charges and donations, some funded by a mix of fees and charges, external funders, councils and NHS

5.0 **Alternative options**

5.1 Continue to fund at the current level

In 2018, officers met with Shopmobility and explained that Chesterfield Borough Council had over a number of years faced unprecedented levels of cuts in central government funding and most of our services have had to reduce their budgets significantly despite increasing demand. The need for Shopmobility to develop a self-funding / alternative funding strategy was discussed with Shopmobility as the funding settlement from Chesterfield Borough Council is unsustainable in the medium to longer term. The Shopmobility grant is funded via Section 137 as it does not fall under the role and remit of Chesterfield Borough Council – as our financial position has not improved and we are under increased pressure to look very carefully at our funding commitments in terms of priority and the delivery of core functions.

5.2 Cease funding with the contractual 3 months notice

The preference is to facilitate a managed and steady withdrawal of funding, this will enable Shopmobility to continue to work with Links CVS and our own officers to develop a self-funding / alternative funding plan and begin its implementation.

6.0 Implications for consideration – Financial and value for money

6.1 The financial saving to the Council will be £12,258 in 2022/23 and £21,789 from 2023/24 onwards.

7.0 Implications for consideration – Legal

7.1 The Shopmobility grant is administered under Section 137 of the Local Government 1972. Section 137 enables local councils to spend a limited amount of money for purposes for which they have no other specific statutory expenditure. Further information regarding Section 137 of the Local Government Act 1972 is available [here](#).

7.2 During this review Best Value Statutory guidance has been followed including the requirement for consultation and a three month minimum notice period for changes to funding to community and voluntary sector organisations. Further information is available [here](#).

8.0 Implications for consideration – Human resources

8.1 There are no Human Resource implications.

9.0 Implications for consideration – Council plan

9.1 The Council Plan includes the priority to provide value for money services and an aim of becoming and staying financially self-sufficient. In 2018 officers met with Shopmobility and explained that Chesterfield Borough Council had over a number of years faced unprecedented levels of cuts in central government funding and most of our services have had to reduce their budgets significantly despite increasing demand. The need for Shopmobility to develop a self-funding / alternative funding strategy was discussed with Shopmobility as the funding settlement from Chesterfield Borough Council is unsustainable in the medium to longer term. It is therefore important that we consider the issue of future funding, value for money and affordability.

10.0 Implications for consideration – Climate change

10.1 The Climate Change impact assessment looks solely at Climate Change rather than other environmental impacts, and social, economic, wellbeing measures which are considered under other considerations. We do not consider there to be any specific climate change impacts for this funding decision.

11.0 Implications for consideration – Equality and diversity

11.1 A Full Equality Impact Assessment is attached at Appendix 3. A reduction or ceasing of funding to Shopmobility is likely to have a negative impact on two groups with protected characteristics – older people and people with disabilities – in particular mobility. A managed and steady withdrawal of funding and the continued involvement of Links CVS and Chesterfield Borough Council officers to develop a self-funding / alternative funding strategy and implementation will help to reduce the impact on these groups and provide a more sustainable future for the service.

12.0 Implications for consideration – Risk management

Description of the Risk	Impact	Likelihood	Mitigating Action	Impact	Likelihood
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Closure of Shopmobility	M	H	<p>Managed and steady withdrawal of funding rather than the contractual 3 month notice period.</p> <p>Commitment of support from Links CVS and Chesterfield Borough Council officers to help to develop a self-funding/ alternative funding strategy.</p> <p>Links CVS have identified a range of external funding opportunities and are assisting Shopmobility with applications.</p>	M	M
Reputational damage to Chesterfield Borough Council	M	H	<p>Managed and steady withdrawal of funding rather than the contractual 3 month notice period.</p> <p>Commitment of support from Links CVS and Chesterfield Borough Council officers to help to develop a self-funding/ alternative funding strategy.</p> <p>Needs to be balanced against the challenging financial position and the need to maintain a focus on priorities and core services.</p>	M	M

Decision information

Key decision number	1072
Wards affected	All

Document information

Report author
Donna Reddish – Service Director Corporate
Appendices to the report
Appendix 1 – Service user consultation report
Appendix 2 – Stakeholder consultation responses
Appendix 3 - EIA

Shopmobility Future Funding Consultation Report, December 2021

Contents

1. Summary	2
2. Introduction	2
3. Questionnaire results	3
Which Shopmobility services do you use?	3
If you hire a scooter or wheelchair for a half day or day, how often do you use the service? ...	4
If you hire a scooter or wheelchair, what do you use it for?	5
Has anything prevented you from accessing alternative services?	6
Shopmobility have not increased their prices for several years and prices are generally lower than in other areas. If Shopmobility had to increase prices to reflect rising costs, so for example increasing daily scooter hire from £6 per day to £7.50 per day, or wheelchair weekly hire from £15 per week to £17 per week – what impact would this have on you?	7
What do you think Shopmobility could do to increase the number of people using their services?	7
Do you have any other comments about Shopmobility?	9
What is your postcode?	10
4. Equalities Monitoring Questions	10
What is your gender?	10
Is your gender identity the same gender you were assigned at birth?	10
How old are you?	11
The Equality Act defines a disability as a physical or mental impairment that has a substantial and long-term adverse effect on the ability to carry out normal day-to-day activities. Do you consider yourself to have a disability?	11

1. Summary

Questionnaire format: Web/online/paper
Responses: 48 Total

2. Introduction

Chesterfield Borough Council has over a number of years faced unprecedented levels of cuts in central government funding and the majority of our services have had to reduce their budgets significantly despite increasing demand. The Covid-19 pandemic has also increased pressure and we are having to look very carefully at our funding commitments in terms of priority, affordability and impact.

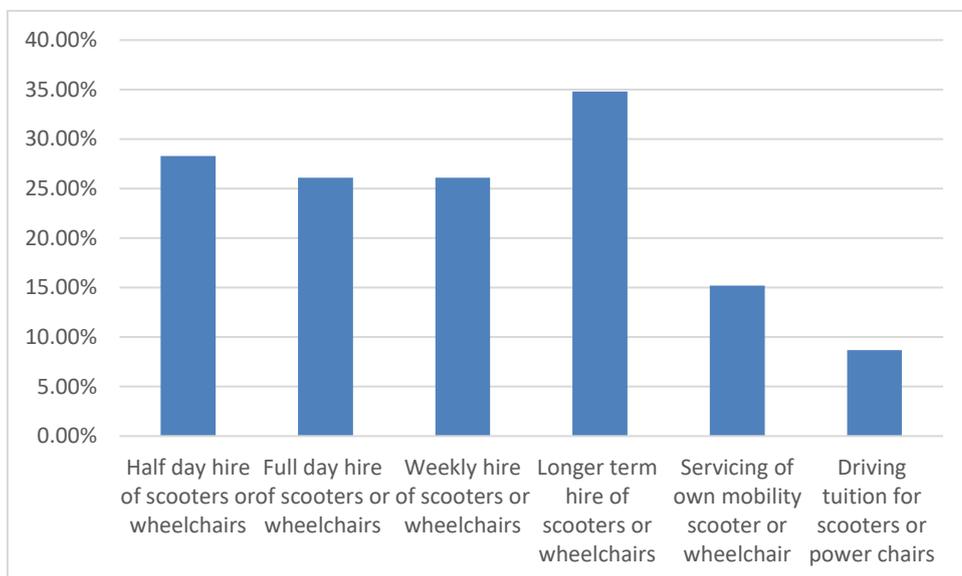
A consultation period with Chesterfield Shopmobility has been carried out to find out more about the services provided, benefits to Chesterfield residents and our economy and progress towards self-funding and other external funding sources.

3. Questionnaire results

Which Shopmobility services do you use?

Respondents were asked to tick all that apply.

Which Shopmobility services do you use?	No.	%
Half day hire of scooters or wheelchairs	13	28.30%
Full day hire of scooters or wheelchairs	12	26.10%
Weekly hire of scooters or wheelchairs	12	26.10%
Long term hire of scooters or wheelchairs	16	34.80%
Servicing of own mobility scooter or wheelchair	7	15.20%
Driving tuition for scooters or power chairs	4	8.70%

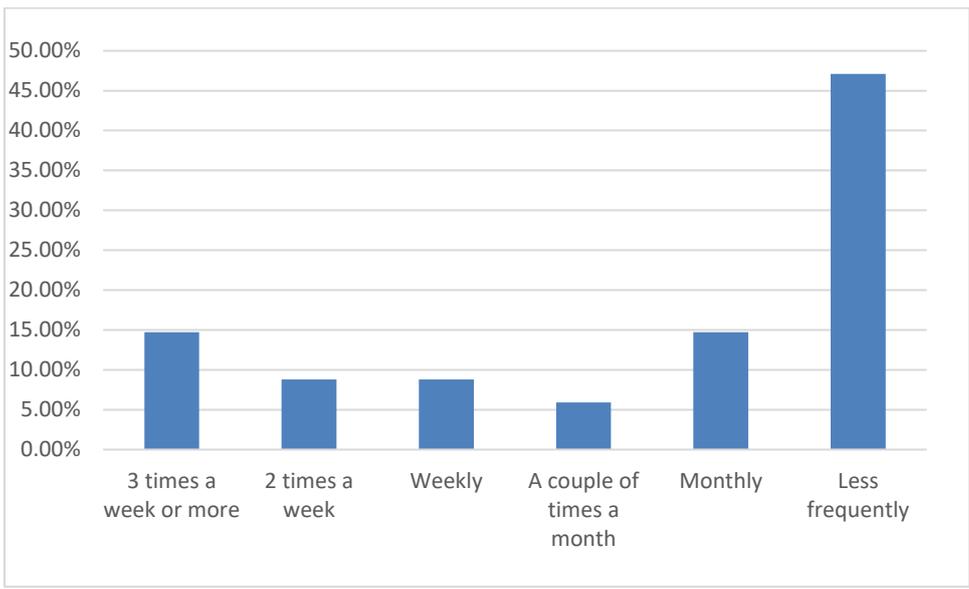


Respondents were given the opportunity to detail any other Shopmobility services they may use. Responses are detailed below:

<i>Hire a boot scooter to take to the seaside for a few days, twice this year.</i>
<i>Also weekends</i>
<i>Also whenever I need to</i>
<i>Weekends</i>
<i>I am sorry but I have bought a wheelchair</i>
<i>All my spares</i>
<i>Holiday use, 3-4 days</i>
<i>Really useful opportunity to try out mobility scooters before purchase</i>
<i>Do long term</i>
<i>Long term scooter hirer</i>
<i>I have only just started to use the service but I intend to use it regularly.</i>

If you hire a scooter or wheelchair for a half day or day, how often do you use the service?

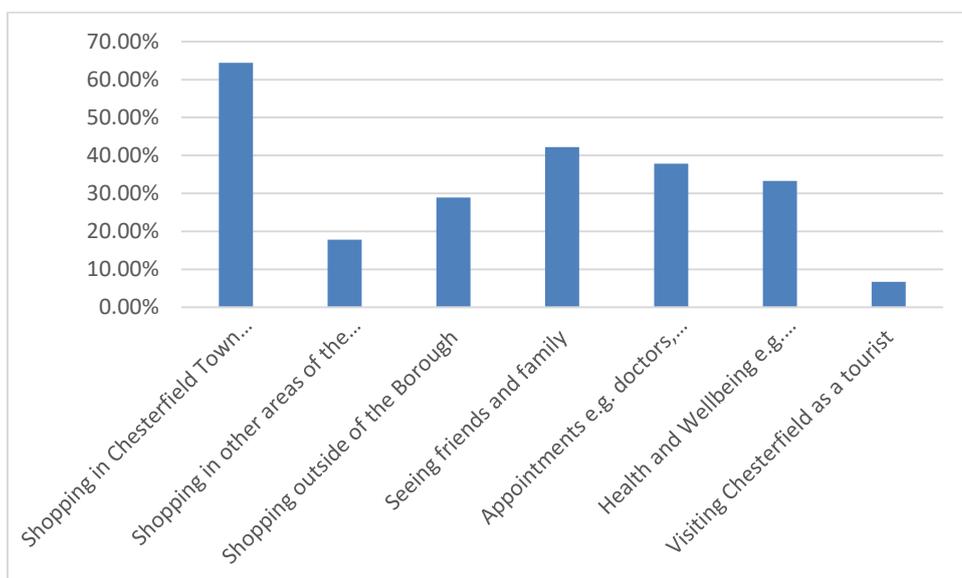
If you hire a scooter or wheelchair for a half day or day, how often do you use the service?	No.	%
3 times a week or more	5	14.7%
2 times a week	3	8.8%
Weekly	3	8.8%
A couple of times a month	2	5.9%
Monthly	5	14.7%
Less frequently	16	47.1%



If you hire a scooter or wheelchair, what do you use it for?

Respondents were asked to tick all that apply.

If you hire a scooter or wheelchair, what do you use it for?	No.	%
Shopping in Chesterfield Town Centre	29	64.4%
Shopping in other areas of the Borough e.g. Staveley, Whittington Moor, Chatsworth Road etc.	8	17.8%
Shopping outside of the Borough	13	28.9%
Seeing friends and family	19	42.2%
Appointments e.g. doctors, dentist	17	37.8%
Health and Wellbeing e.g. accessing parks and open spaces or trails	15	33.3%
Visiting Chesterfield as a tourist	3	6.7%



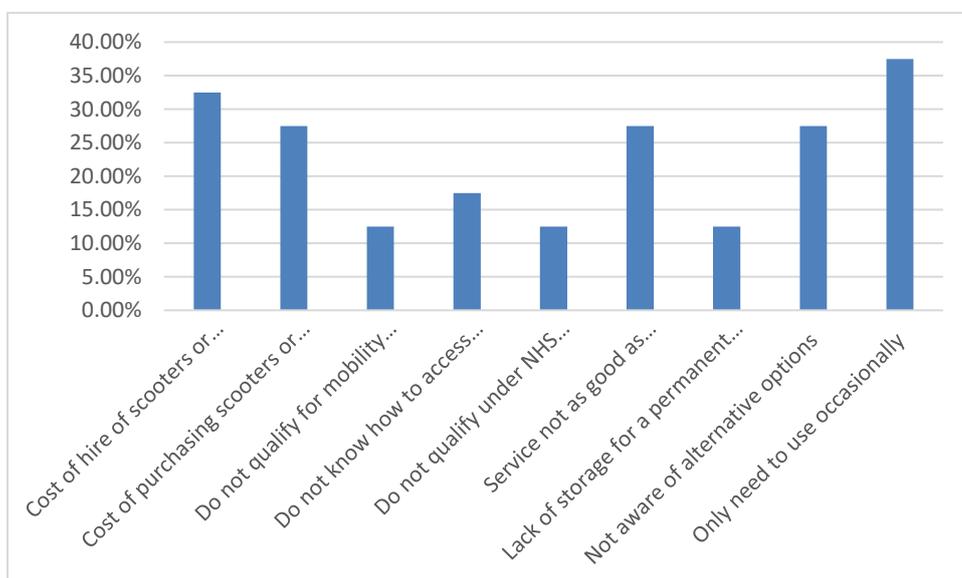
Respondents were given the opportunity to detail any other uses they may have. Responses are detailed below:

<i>Take it with us on holidays, much needed as it gets me out.</i>
<i>Whilst getting over knee replacement operation</i>
<i>Hire for holidays to Chapel St Leonards</i>
<i>Holidays, weekends away</i>
<i>Holiday, Sheffield</i>
<i>To try it out to see if suitable. To go to social events or shopping locally.</i>
<i>Holidays</i>
<i>Local shopping in village store</i>
<i>Going to work (why is this not an option?)</i>

Has anything prevented you from accessing alternative services?

Respondents were asked to tick all that apply.

Has anything prevented you from accessing alternative services?	No.	%
Cost of hire of scooters or wheelchairs	13	32.5%
Cost of purchasing scooters or wheelchairs	11	27.5%
Do not qualify for mobility scheme allowances	5	12.5%
Do not know how to access mobility scheme allowances	7	17.5%
Do not qualify under NHS assessment	5	12.5%
Service not as good as Shopmobility	11	27.5%
Lack of storage for a permanent wheelchair or scooter	5	12.5%
Not aware of alternative options	11	27.5%
Only need to use occasionally	15	37.5%



Respondents were given the opportunity to detail any other examples. Responses are detailed below:

<i>The staff are great, always very helpful</i>
<i>Did obtain a scooter, but limited power, so may need to hire again.</i>
<i>Do not know what is available or who else to contact for advice.</i>
<i>This is an excellent local service and is far easier, cheaper and more accessible than most.</i>

Shopmobility have not increased their prices for several years and prices are generally lower than in other areas. If Shopmobility had to increase prices to reflect rising costs, so for example increasing daily scooter hire from £6 per day to £7.50 per day, or wheelchair weekly hire from £15 per week to £17 per week – what impact would this have on you?

Respondents were asked to tick all that apply.

Shopmobility have not increased their prices for several years and prices are generally lower than in other areas. If Shopmobility had to increase prices to reflect rising costs, so for example increasing daily scooter hire from £6 per day to £7.50 per day, or wheelchair weekly hire from £15 per week to £17 per week – what impact would this have on you?	No.	%
Would stop using the service	4	9.1%
Would reduce use of the service	2	4.5%
Would look at alternative providers	3	6.8%
Would continue to use the service	37	84.1%

Respondents were given the opportunity to detail any other responses. These are detailed below:

<i>I don't think you charge enough</i>
<i>Service was very good</i>
<i>Would continue to use the service but cut down on number of times used.</i>
<i>It is still cheap</i>
<i>Use for shopping, library, as can't get about without</i>
<i>Because without it I cannot move</i>
<i>I still think this is a cheap price for the service but at the moment I don't use on a daily basis so I would struggle if I needed to.</i>

What do you think Shopmobility could do to increase the number of people using their services?

30 comments were received in response to this question. These are detailed below:

<i>I used to get off my bus against the old registry office then go down the few steps at the side of the registry office then down in the basement, but since they have closed that door to the car park it has made it very hard for me to walk all that way round up and down to get to the basement. I think if you could pick a scooter up at the top of town somewhere, say near the old cinema, it would be a lot easier for me and a lot of other people too.</i>
<i>Advertise more in local paper 'The Star', NHS and also on TV. Bring Shopmobility out in the open, we couldn't find it in the multi storey car park. It was in a dark place, maybe move to a retail park or out in the open. Spread the news</i>
<i>Advertise more</i>
<i>Advertise more</i>
<i>Move to a more accessible place in Chesterfield town centre.</i>
<i>Advertise more, better position of shop</i>
<i>Advertise better, use social media to access more people</i>
<i>Get GPs and hospital staff to promote for you. A leaflet to be given out in orthopaedic department. Showing there is an alternative to a zimmer or arm crutches would please some people. They need to see the leaflet before their operation so they can book mobility with you from the outset.</i>

<i>More advertising. Possibly having other branches around. Places like Alfreton and Bolsover are expanding.</i>
<i>Word of mouth</i>
<i>Advertise your service more widely and not just on the internet</i>
<i>I'm pretty sure from my experience they don't need to worry about number of customers.</i>
<i>Advertising their services. This has been a vital service to my husband who had a difficult fall in April and was totally housebound. His mental health was seriously affected and quality of life had been affected. If it hadn't been for Shopmobility who knows what would have happened.</i>
<i>Nothing, just to carry on as they are. It is a good service, everyone is helpful and friendly. Nothing is too much trouble for them.</i>
<i>Cut prices of membership and daily hire may help.</i>
<i>I think it needs to be in a better place so everybody could see it.</i>
<i>Advertise service more</i>
<i>More advertising in town centre</i>
<i>Probably a town centre presence in addition to the current location would make more people aware of the service. I only found out about Shopmobility via the internet.</i>
<i>Not living in Chesterfield I'm not sure how much advertising they do i.e. in local papers, flyers etc. I only realised recently of the services they offer and will definitely be telling friends from my area.</i>
<i>Better scooters</i>
<i>Radio, TV</i>
<i>Repair quicker, not to wait for repair, just as long</i>
<i>Easier to locate on the web</i>
<i>Better publicity around town. Better lighting, looks very gloomy and uninviting. Alternative, move to obvious location.</i>
<i>We found it hard to find the service in the car and drove around looking for a while (even though there were signs it is tricky to locate). I found it when googling for mobility scooters, website and telephone support were good, so not sure what other advertising / promotion you could do.</i>
<i>Advertise more. Open a small venue in town as a lot of people do not use the car park and so do not know it is there.</i>
<i>Realistically, many people have had cuts to disability benefits and therefore how then can claimants pay anything for scooters, even if they were only £40 a month, which is of course ludicrous.</i>
<i>Better accessibility from Vicar Lane shopping centre, perhaps scooters in the centre itself.</i>
<i>More scooters</i>
<i>Advertise, by either media or get out into local town/villages because unless based on by word of mouth it is not based in a place people can walk past. Also ensure the prices and ease of availability. How easy to pick up or drop of service. People also worry about the levels of paperwork needed to be filled in, when in fact it is very little. Develop a flyer/magazine and customers could write a review. Advertise what equipment is on offer and where it can be used.</i>

Do you have any other comments about Shopmobility?

28 comments were received in response to this question. These are detailed below:

<i>Very helpful when having my own scooter serviced, picking it up then dropping it off, charge very good.</i>
<i>Excellent service. I paid £8 for the day which was good value and enabled me to enjoy Chesterfield flea market. I had just had an operation and instead of walking on the cobbles I hired a motor scooter.</i>
<i>Great service, helpful staff, easy accessibility. Great affordable price for getting people out and about for countryside and days out and holidays, especially for pensioners (low income)</i>
<i>Nothing is too much trouble for them</i>
<i>They were very helpful and friendly. I used the service whilst recovering from Covid. Their off road trike was great, delivered to Monsal Trail and picked it back up. Super service.</i>
<i>The chair I had broke down, but the staff responded well and with politeness. Well done.</i>
<i>Best of the lot</i>
<i>It would be better if you had more larger scooters, because if the only one is out it causes problems.</i>
<i>They were really helpful when I rang up the first time. I didn't have a clue what I could have to help me. They sorted me out and the price was affordable.</i>
<i>Shopmobility is a vital service to the community. The staff are professional, polite, friendly, and most of all, extremely helpful. We all have changes in our lives but when events happen unexpectedly and you lose your mobility and are totally housebound a service like Shopmobility is vital to health and welfare. We couldn't have managed without it.</i>
<i>I just recommend it to other people as it is a good service</i>
<i>Sorry but have now bought a wheelchair</i>
<i>They give an exceptionally good service. Equipment is well maintained and valeted. Polite and bend over backwards to help in every situation.</i>
<i>Great service. We need more of these services around the country. I live in Alfreton and these services have ceased, so I have to look outside of this area.</i>
<i>Fantastic, very helpful</i>
<i>Very happy with the service they provide</i>
<i>Very helpful in every aspect, from hiring, to collection and delivery</i>
<i>They offer a brilliant service. I thought my days of shopping in Chesterfield were over when I could not walk around without being in pain, now I am so pleased I can hire a scooter for the day and shop as much as I want. They are always very helpful and friendly. Wish there were more towns offering the same service, one being my home town.</i>
<i>Good services</i>
<i>Wonderful service, friendly, professional staff</i>
<i>I've never had any problems with them.</i>
<i>Really useful service</i>
<i>Been using the service since 1995 with my late husband who had mobility problems. Due to age and long-time care of husband (22 years) to be honest I would not be independent without their help. Have moved to smaller property and looking at hiring a scooter on a monthly basis when I get a place for storage.</i>
<i>The staff were really helpful and patient in explaining the different options for scooters and for length of hire. It was a great service to try out these aids. When we had a problem because of a steep drive a replacement was delivered. The ones for trails is a great idea.</i>
<i>They are brilliant, friendly, even bringing scooters to peoples homes.</i>
<i>It is a very good service, with very helpful people</i>
<i>Shopmobility is reliable and trusting. In the past I owned two scooters and they helped me to keep them on the road. Now I hire a long term scooter with them. I'm extremely pleased to do business with them.</i>
<i>Very good</i>

It is an excellent service which surprised me how well managed, friendly, ease of access it was. Yearly membership fees very cheap and ensures a yearly income for the service. I am sure individuals will not mind a small increase in costs to ensure a valuable service is not lost.

What is your postcode?

Postcode	No.
DE4	1
DE5	1
DE55	1
S12	1
S18	3
S2	1
S32	1
S40	9
S41	7
S42	5
S43	4
S44	3
S45	2
SK17	1
ST17	1

4. Equalities Monitoring Questions

The following questions were optional.

What is your gender?

What is your gender?	No.	%
Male	18	40.9%
Female	25	56.8%
Prefer not to say	1	2.3%

Is your gender identity the same gender you were assigned at birth?

Is your gender identity the same gender you were assigned at birth?	No.	%
Yes	44	97.8%
No	1	2.2%
Prefer not to say	0	0%

How old are you?

How old are you?	No.	%
16 to 17 years	0	0%
18 to 24 years	0	0%
25 to 34 years	1	2.2%
35 to 44 years	1	2.2%
45 to 54 years	5	11.1%
55 to 64 years	9	20%
65 to 74 years	15	33.3%
75 years and over	14	31.1%
Prefer not to say	0	0%

The Equality Act defines a disability as a physical or mental impairment that has a substantial and long-term adverse effect on the ability to carry out normal day-to-day activities. Do you consider yourself to have a disability?

The Equality Act defines a disability as a physical or mental impairment that has a substantial and long-term adverse effect on the ability to carry out normal day-to-day activities. Do you consider yourself to have a disability	No.	%
No	6	13.3%
Yes – affecting mobility	37	82.2%
Yes – affecting hearing	5	11.1%
Yes – affecting vision	4	8.9%
Yes - a learning disability	2	4.4%
Yes – affecting mental health	6	13.3%
Yes – another disability	9	20.0%
Prefer not to say	1	2.2%

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Shopmobility Future Funding Stakeholder consultation responses

Contents

Item	Page
Consultation request to stakeholders	2
Statement from Shopmobility – Chair Colin Mitchel	3
Shopmobility Trustee – Elaine Hinde	6
Shopmobility trustee – Anthony Hayden	7
Shopmobility Trustee – Paul Eardley	8
Shopmobility Trustee – Christine Mitchell	8
Midlands Association for Amputees and Friends – Chair Christine Mitchell	10
Shopmobility UK	11
Chesterfield Royal Hospital – Chief Executive Angie Smithson	14
Chesterfield Access Group Member	15
Links CVS	15

The request:

The Service Director Corporate wrote to all stakeholders identified with Shopmobility with the following information:

Chesterfield Borough Council has over a number of years faced unprecedented levels of cuts in central government funding and the majority of our services have had to reduce their budgets significantly despite increasing demand. The Covid-19 pandemic has also increased pressure and we are having to look very carefully at our funding commitments in terms of priority, affordability and impact. Chesterfield Borough Council currently provides £21,789 in funding per year to Chesterfield Shopmobility.

We have started a consultation period with Chesterfield Shopmobility to find out more about the services provided, benefits to Chesterfield residents and our economy. But also progress towards self-funding and other external funding sources considered and secured.

The consultation will include Shopmobility service users and ask about the services they use and the impact Shopmobility has on their lives. We also discussed with Chesterfield Shopmobility other key stakeholders who may wish to submit information and comments regarding Shopmobility impact and the difference the service makes to their organisation, customers etc. Information gathered during this consultation period will help the Council to make decisions about future funding commitments for Shopmobility services.

Chesterfield Shopmobility identified you as a key stakeholder. I am writing to inform you about the consultation and ask that you consider submitting any information you think we may find useful in reaching a decision regarding future funding. This could include:

- Further information about your organisation's involvement with Chesterfield Shopmobility
- Any information or views around the impact of Chesterfield Shopmobility for Chesterfield residents and/ or our economy
- Any information or views around the impact of Chesterfield Shopmobility on your organisation and or customer base
- Any ideas for how Chesterfield Shopmobility could become more financially self-sufficient

This list is not exhaustive but does give some examples of the kind of information which could help to inform decision making.

If you would like to submit some information or views as part of the consultation please e-mail donna.reddish@chesterfield.gov.uk The closing date for the consultation is Friday 3rd December 2021.

Responses received:

Overarching statement from Shopmobility – submitted by Chair Colin Mitchell

This statement gives an overview of Chesterfield Shopmobility

Mission statement

The Charity's objects (the Objects) are: to relieve the needs of people who are elderly, poor, disabled, or lack adequate and safe passenger services by providing Shopmobility services and other allied services in Chesterfield, North East Derbyshire, Bolsover and surrounding areas with the aim of improving their mobility and conditions of life.

Directors

We are a User Led Charity all the directors have and use mobility equipment giving us the direct experience that is invaluable within the charity and the technical knowledge that this brings to new and old members.

Social Model of Disability

We work within the framework of the social model of disability identified by disabled people. The model says that people are disabled by barriers in society, not by their impairment or difference. barriers can be physical, like buildings not having accessible toilets. Or they can be caused by people's attitudes to difference, like assuming disabled people can't do certain things.

The social model helps us recognize barriers that make life harder for disabled people. Removing these barriers creates equality and offers disabled people more independence, choice, and control.

Disability Confident

We support the disability confident initiative

- Challenging attitudes towards disability
- Increasing understanding of disability
- Removing barriers to disabled people and those with long-term health conditions
- Ensuring that disabled people can fulfil their potential and realize their aspirations

Whether an employee has become disabled during their working life, or we are recruiting externally, being Disability Confident can help in positively changing

attitudes, behaviors, and cultures. We actively support disabled volunteers of which 6 people have moved to full time employment.

Town centre and Community involvement

Shopmobility works with the community to promote the independence and combating isolation that mobility equipment provides,

- Independent shopping within the town as a single person or a family group
- Attending appointments for example (doctors, opticians, and the bank)
- Taking part in social activity
- Providing equipment within the local community for individuals to
- Go to the local parks and shops
- Attend local meetings

Pricing

Our prices are set at an affordable amount for all our services and under regular review. We believe that to increase prices will have the effect of reducing the times that a member comes into chesterfield this will affect the local economy particularly taxi and shops.

Tourism

As members of Shopmobility UK we have members UK wide visiting for holidays and days out to explore Chesterfield and Derbyshire, Chatsworth, Castleton, Buxton also the tracks and trails local to Chesterfield.

Media

Our website and social media keep the public informed and has the information and contacts for further enquires

Workshop

We provide affordable services to enable our members to keep mobile

- Equipment servicing
- Battery testing
- Charger testing
- Fault finding
- P.A.C.T. testing

Breakdown and collection/delivery service

The service is affordable to meet the financial needs of our members we do not charge a callout fee and all work is carried out in our well stocked workshop. we provide courtesy mobility equipment to enable the individual to stay mobile and independent until their equipment is repaired.

Community provision

We provide equipment for use in the local community on a short term hire a daily hire and long-term hire this includes all our mobility equipment particularly manual wheelchairs members are referred to us by local hospital staff, Social Services, and our Social Media, The hospital no longer provides wheelchairs. We have long term hire this provides the facility for members to access local facilities and come into town for shopping and religious activity.

Tourism

We provide pavement scooters and boot scooters for tourist who are staying local in hotels or with relatives contacts coming from social media and Shopmobility UK

Training

We provide familiarization training including a 17-point driving test and buddy support if required this is carried out within shopmobility or the local community.

Future Development

- Increased awareness within the town and new proposed development of northern gateway, new hotels and development within Destination Chesterfield
- Possibility of a high-profile shop with the shopping precinct this will increase awareness with the public and generate more members.
- Gain accreditation and work towards a driving test center for mobility equipment, we see this a a future requirement.
- Further develop our tracks and trails project, this has been particularly useful for people coming out of isolation from the pandemic.

Members Quotes taken from shopmobility feedback forms

"This has made such a difference to my life family days out are now a joy"

"Very impressed with the service and we will use it again"

"Excellent service good value for money we know where to come if we need future service thank you"

By continuing to provide an affordable service to our members within the Chesterfield Brough we are aware of the positive revenue to Chesterfield that shopmobility brings equates to approximately £55 per person per visit also has a high level of social inclusion we cannot put a price on.

Although this year with the pandemic has been challenging were able to stay open with a limited service, it has also been one of achievement and getting on

with the job, our short- and long-term hire and workshop has continued to support local needs and visitors to Chesterfield and Derbyshire our wheelchair hire has supported local discharge from hospital mostly at short notice

We also supported the NHS by supplying wheelchairs for use at covid testing centres at no cost.

To date all targets set for the year have not only been met but exceeded expectations.

I am happy to do a presentation to members to support the consultation process

Shopmobility trustee – Elaine Hinde

The impact Shopmobility has on the lives of residents of Chesterfield is enormous providing them with mobility equipment to assist them with getting to and from their home to their local shops, doctors, clinics and clubs, even into town and to visit their family and friends. Most importantly is they get back their independence and the ability to go where they want, when they want without having to rely on other people being available to take them. It's a little difference that makes life so much more enjoyable.

The feedback we get from residents and visitors who come into Chesterfield and surrounding area makes us proud of what we do.

The economy of Chesterfield if Shopmobility was not here would be impacted because we get people from all over the country and abroad who ring us to book mobility equipment for the duration of their visit so they can join their families on their activities and going on the number of shopping bags they use quite a bit of money is spent.

If Chesterfield Shopmobility closed some of our members will become house bound, unable to get food and certainly don't have the money to buy their own equipment or have access to computers to do online shopping and could be isolated from the outside world.

Funding bids are always difficult to do because you have to meet the criteria for each individual fund and unfortunately the unique services that Shopmobility provides are not always covered.

Elaine Hinde also added a personal statement:

I have been a member of Chesterfield Shopmobility since 1994 this enabled me to be able to hire a scooter and take it with me when I visited RAF bases around

the country, this gave me the ability to get from my car to which ever part of the base I needed to be in. Some of the car parking areas are well away from the buildings and I found it so difficult to reach them. Being able to hire a scooter gave me my independence back and allowed me to join in with family and to go where I wanted to go without having to take someone away from what they were doing or having to wait months for their work shifts to coincide with where I needed to be taken. It is soul destroying having to sit in the car while everyone else goes around the air show or where ever you have gone with them to, it made such a difference when I found out about Chesterfield Shopmobility and became a member. Both my late parents were also members of shopmobility they loved to visit Chesterfield town centre during the week while I was at work. They were able to hire scooters and go round town and they both also appreciated the peace of mind they had when they bought their own scooters and were able to have them serviced and looked after in our workshop. My parents and I also really appreciated the services of shopmobility staff who were able to look up other shopmobility's based around the country when we were deciding where to go on holiday which enabled us to book scooter hire in the local area but unfortunately there is not as many shopmobility's now as there was. My daughter in law recently hired a manual wheelchair for a few weeks to enable her to be taken out after 2 years of being house bound, this was so well used especially over the school holiday. Seeing her and other peoples faces light up when they come back and talk about where they have been and what they have done, makes our day that we are able through our services to help them.

Chesterfield & District Shopmobility is such an important part of so many peoples lives by providing them with mobility equipment which assists them to go shopping, visiting friends and family and local amenities and enabling some people to continue working in their place of work and to enjoy their holidays and days out more. For some people we are the only means they have to go shopping and the only time they come out of their homes and maybe the only time they talk to someone. Whether a person has a short term disability or a long term one they should be able to have access to mobility equipment that is reasonable priced and well maintained as not everyone can afford to buy equipment.

Shopmobility trustee – Anthony Hayden

Thank you for your email regarding Shopmobility Future Funding Consultation. I've been involved with Chesterfield and District Shopmobility for quite a number of years now. I first came to Shopmobility as a volunteer working just two days meeting and greeting our members, safety checking equipment in and out. I was then trained on how to give our members tuition on our mobility equipment

ensuring they are comfortable, safe and confident to take out equipment shopping or even taking it home. I enjoyed it that much I requested more days for me to come and give my time for Shopmobility, you could say I never looked back, in May 2017 I passed my driving test allowing me to drive our van to deliver and collect pieces of equipment from all over Chesterfield and on many occasions even further. I'm now a Trustee of Shopmobility and my working days are Monday to Saturday, and I still enjoy every minute. I also help out with Admin and in the Workshop and Reception when needed

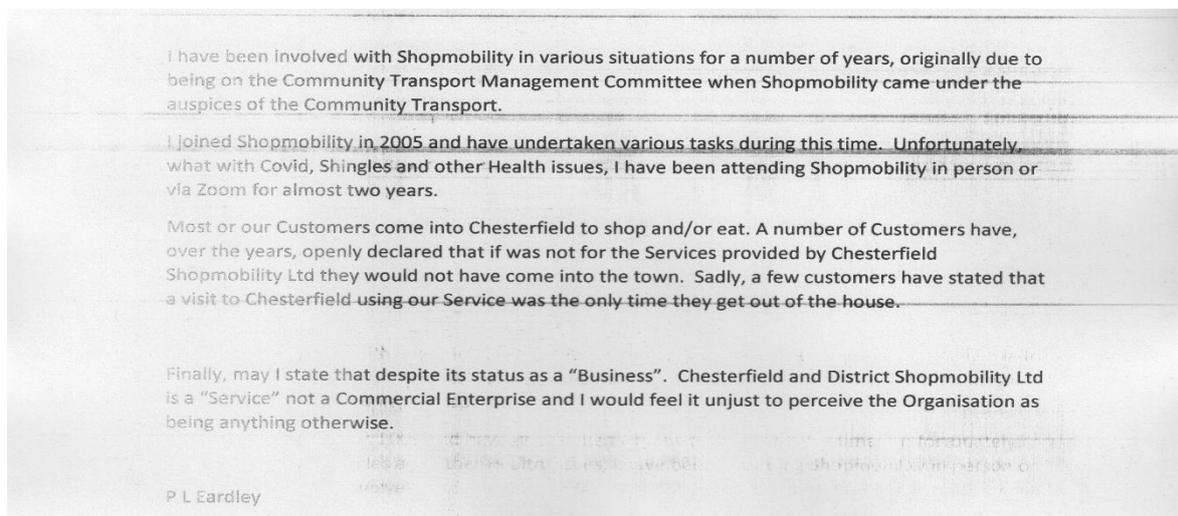
Seeing first hand, the impact that Shopmobility has on our members is huge, for some Shopmobility is there only means of getting out to shop, meet friends and attend appointments, as is the opportunities for Chesterfield residents that maybe have never heard of or don't fully understand what Chesterfield Shopmobility has to offer them if they are experiencing mobility difficulties.

We also work with other organisations to carry out repairs and services on their customer's mobility equipment to keep them mobile.

We are currently looking at project ideas in hope to receive funding for this.

As an occasional user of Shopmobility equipment myself I can say when I do I rely solely on it to get me where I want to go without suffering from my disability.

Shopmobility Trustee – Paul Eardley



Shopmobility Trustee – Christine Mitchell

I am writing to you as a Trustee of Shopmobility with regard to the consultation taking place with regard to future funding which Chesterfield Borough Council currently provides:

Please see information below:

Your involvement with Chesterfield Shopmobility – My involvement with Chesterfield Shopmobility has been over 25 years as a Trustee, we were part of Chesterfield Community Transport at that time, I stayed as a Trustee from then with a break for 6 months whilst in hospital.

I worked alongside the Managers and Trustees on many projects such as the mobile project this was funded by the Big Lottery and entailed us going to various town and villages of Chesterfield, Bolsover and North East Derbyshire (we were funded by North East Derbyshire at that time) to take scooters for hire or to look at small repairs to scooters and wheelchairs unfortunately when the funding ended so did the project and we brought the servicing and repair back fully into Chesterfield.

In 2005 Community Transport chose to split the two organisations I chose to stay with Chesterfield Shopmobility as a Trustee.

Our next large project was with Coalfields for 3 years working again throughout the Chesterfield, Bolsover and North East Derbyshire areas.

From there we looked at our Holiday and Breakdown and repair service which is still ongoing today with members returning to hire Mobility scooters and wheelchairs for holidays,

Any information or views around the impact of Chesterfield Shopmobility for Chesterfield residents and/ or our economy

There have been many changes over the last few years and we are very proud that Chesterfield Shopmobility has remained focused and dedicated to supporting the people of Chesterfield when Covid struck it created such unpredictable times, we needed to respond and adapt to support people and make sure they were safe, our service changed from the members coming into Chesterfield some of them daily to supporting them in their own communities, this we have done by expanding our Long Term Hire service, we feel that this has made such a difference to our members many because they were isolating at home, with a scooter or a wheelchair at least they were able to go out when it was quiet and perhaps just to take the dog for a walk, we have promoted this service in local magazines on our Website and on Facebook, we now have over 30 members with the Long Term Hire.

We also have our Short Term Hire mainly for people coming on holiday to Derbyshire We have many members who return year after year we work

alongside Centre Parcs and Darwin forest, however many of our members in and around Chesterfield hire equipment for a weekend or and outing.

Impact of Chesterfield Shopmobility on other organisations

Chesterfield Shopmobility works with many organisations , we have worked with Links CVS for many years who have been a huge support to us, we have we have recently worked with Derby University to update our Logo.

Over the years we have worked the many support groups in Chesterfield and surrounding areas to enable their members to join in with events that they may not have had a chance to do

We have attended many events to promote Shopmobility such as Carnivals : Hasland, Grassmoor, Bolsover, Chesterfield Canal and SAFVA event held at Poolsbook Country Park,.

Any ideas for how Chesterfield Shopmobility could become more financially self-sufficient

Before Covid 19 we had looked at a small funding pot from Derbyshire Voluntary Action for a Tracks and Trails, we chose 5 locations to start the project and did and access survey on each one, unfortunately Covid stopped us going to the next step, however we have now gone forward with the project and found that it is something we may be able to offer in the New Year,

We have had now done risk assessments for both the Canal and the Queens Park and have had two visits to the Canal with one of our experienced members and two visits to the Queens park where one of our members who had not been out for some months enjoyed a ride around the park with his wife. I firmly believe that this project can be rolled out to further locations in the Chesterfield area.

There is much more to do with this Project and we are looking for further funding to progress it

Midlands Association for Amputees and Friends – Christine Mitchell – Chair

As a stakeholder of Chesterfield Shopmobility please see information which we think will be of help to your decision regarding future funding of Chesterfield and District Shopmobility

- Further information about your organisation's involvement with Chesterfield Shopmobility

May I introduce myself I am Christine Mitchell Chair of Midland Association for Amputees and Friends an organisation for people who are about to have or have had an amputation or who have a Vascular disability, we have worked alongside Chesterfield Shopmobility for a number of years as an amputee myself I found the service invaluable so much so that I felt that I could recommend the service for new and existing amputees.

- Any information or views around the impact of Chesterfield Shopmobility for Chesterfield residents and/ or our economy

We find that Chesterfield Shopmobility are value for money when someone has a life changing disability it can be very expensive to look at disability equipment which sometimes needs to be changed quite quickly as a member of Chesterfield Shopmobility with the equipment they have it can be done within and short space of time and a very reasonable cost.

Any information or views around the impact of Chesterfield Shopmobility on your organisation and or customer base

Please see above paragraph

Any ideas for how Chesterfield Shopmobility could become more financially self-sufficient. As an organisation that supports amputees in and around the Chesterfield area we feel that Chesterfield Shopmobility services are invaluable resource.

Shopmobility UK

As you may know, the National Federation of Shopmobility UK moved to a new organisation, Driving Mobility. Driving Mobility is a leading UK charity operating in the field of support for people with a mobility challenge. It has 20 main centres spread across the UK as well as some 70 more local outreach operations. We believe that this new arrangement will give the membership greater benefit and value for their subscription.

As a membership organisation we are aiming to be very much driven by the aspirations of the members. We encourage members into joining the steering group to develop ShopMobility in the UK for the benefit of our clients.

Ideas how Chesterfield ShopMobility could become more financially self-sufficient are to increase their hire charges whilst keeping them reasonable – that increasing access to the town is an intrinsic part of developing the local economy – that working with us on the management committee is hugely valued and brings support to people more widely than just in Chesterfield.

HUB Programme - The performance and impact of the seven pilot projects comprising the HUBs programme has been significantly above and beyond expectation. All of the HUB programmes funded through the pilot have completed their operations in July 2021 as planned, and to target in terms of cost. During the two-year programme a greater emphasis on combating loneliness was introduced throughout the programme, and this again had a positive effect on the impact of the programme on end-users. Our HUBs staff have performed particularly well in finding ways around the effects of the pandemic and work has continued throughout with the development of some different ways of working including such things as dedicated telephone follow-up, the use of Teams/Zoom, social media, providing assistance with getting to vaccinations, focussing on loneliness, and one centre has actually shifted the emphasis of its HUB to focus on digital engagement for clients. The projects also demonstrated agility of resource deployment and evidence of lateral thinking as to how to bring the best resources to the project from other areas of the mobility centre concerned. All the projects successfully completed the pilot phase which has demonstrably led to such positive outcomes for end-users.

The majority of the HUBs employed a dedicated HUBs officer in order to lead and guide the programme throughout the two years, and we perceive this as being central to further development of the HUB network. HUBs have in general taken an individually tailored approach to clients need for a service that provides advice on transport solutions as well as social groups and benefits, and this approach has proved to be instrumental in reaping benefits for those concerned. Other themes developed across all the projects was the need for an underpinning website and links with ShopMobility schemes and community transport operator.

The Last Mile - All the evidence from the 2-year experience of the HUB pilot programme points to significant difficulties associated with multi-modal journeys and singles out ShopMobility activity as the best means for covering the "Last Mile" which is often the hardest to achieve for someone with a mobility challenge.

The provision of guidance on public transport and other means of travel by the HUBs teams, has shown that many people are faced with a challenge once they arrive at their chosen location, of getting to their final destination – the Last Mile.

People travel for many reasons, but the prime driver, particularly for those with some form of impediment to mobility, is a sense of being in control of their own

independence and socialisation. We also know that those people who are unable to go out independently, for example to do their own food shopping and so rely on others to do it for them, suffer from poorer nutrition. So, there are proven detriments both to physical and mental health and wellbeing.

Impact on People's Lives - ShopMobility aids independence means people can stay active. It can make a real difference to be able to continue to do the activities that are important to you and keep your mind active which impacts on your mood thus enhancing your well-being.

Also keeping people mobile avoids the cost to the NHS for needing carers and day to day help.

Purple Pound - A large and growing market

The Purple Pound – the consumer spending power of disabled people and their families – is estimated to be worth £249 billion, and it is rising by an average of 14% per annum. Worldwide, the Purple Pound equates to a £2.25 trillion, yet less than 10% of businesses have a targeted plan to access this disability market.

Website www.shopmobilityuk.org Stats

28.3K total visitors on our site showing the huge demand from the public how important ShopMobility is.

ShopMobility UK Membership Benefits

- Authorisation to use the ShopMobility word and symbol (UK Registered Trademark) on promotional and other material.
- Use of the ShopMobility word and symbol [™] on highway signs to your scheme, meeting the Department for Transport criteria.
- Certificate of Membership valid for a year from issue.
- Inclusion in the ShopMobility UK online directory with full details of services listed on the website (and downloadable directory where available).
- Access to preferential insurance rates for your ShopMobility scheme.
- Online Newsletter circulated monthly, bringing you news views and tips from the industry and each other.
- Access to information and advice, including:
 - Updates and news on up-coming events
 - Information about changes to relevant legislation and regulations
 - Scheme news and information pages in a members-only area of the ShopMobility UK website www.Shopmobilityuk.org

- Access to the Shopmobility UKSHOPMOBILITY UK Facebook Group, enabling you to communicate with other Shopmobility schemes, share stories, images and ideas.
- Access to the independent mediation service run by Driving Mobility, to deal with any complaints or issues that arise
- Opportunities to network with other Schemes through regional meetings with ShopMobility UK support, and to attend other centrally arranged events relevant to ShopMobility activities.
- Discounted training, with member-only rates for Driving Mobility training courses including disability awareness, posture and seating, suitability assessment and road safety for scooters
- Eligibility to enter the Tom Hillier Award for the 2022 exceptional Shopmobility scheme
- Raising awareness of the community and health benefits

Chesterfield Royal Hospital

Supporting statement for: Chesterfield Shopmobility

From: Chesterfield Royal Hospital NHS Foundation Trust

Chesterfield Shopmobility statement

The long-established charity, Chesterfield Shopmobility, provides a vital service to our services users. They are officially recommended by Chesterfield Royal Hospital to patients who are less physically mobile to help them complete essential tasks, such as food shopping, and to enable people to get around Chesterfield - maintaining their independence.

We fully support their proposal for funding as an essential service which is of benefit our patients and those less mobile in our community.

Kind regards,

Angie Smithson

Chief Executive

Chesterfield Royal Hospital NHS Foundation Trust

Chesterfield Access Group Member

Whilst not a 'user' of the services offered by Chesterfield Shopmobility I am very aware of the offer(s) and applaud the organisation for the services offered and the Council for the support provided.

It is a tangible and significant feather in the cap of the town that the service is available and easily accessed. There is good signage directing would be users.

I would be unhappy to see the offer depleted unless there is clear evidence that it is a much under-used service.

Links CVS

Further information about your organisation's involvement with Chesterfield Shopmobility

Chesterfield & District Shopmobility is a charitable company limited by guarantee incorporated 16 December 2009 and is registered with the Charity Commission, registration number 1109952. Its memorandum and articles of association were adopted 18 December 2009 under company registration number 07106728. The organisation was originally a project of Chesterfield Community Transport but the two organisations separated in 2005 and Shopmobility became independent. Links CVS supported both organisations through this transition offering advice on governance, funding & mentoring Shopmobility committee members as they formed a new organisation. The new committee members were service users or carers, as the organisation has developed it is still user led. The organisation is committed to the social model of disability and this influences all its working practices.

Links CVS still continue to support Shopmobility giving advice and support on HR, business planning and general governance. Staff and committee members have attended our awareness raising sessions (Lunch & Mingle) on disability and contributed with presentations and information.

Any information or views around the impact of Chesterfield Shopmobility for Chesterfield residents and/ or our economy?

Shopmobility is a vital service for local residents who have mobility problems. In addition to providing a range of mobility scooters to suit different needs it offers

training & support to help users feel confident and safe. The website clearly sets out the services it offers which includes hiring of wheel chairs and a range of mobility scooters to suit different needs and interests. The charges for services are reasonable and the organisation aims to keep these within users means. An example of this is the charge for servicing users' scooters, commercial providers charge a £60 call out fee before any work is carried out. Shopmobility charge for the work undertaken. Information about possible routes that are suitable for scooters enable users to enjoy the surrounding area and feel confident that they will be safe. The users have varying needs. and this reflected in the case studies below.

Case Study 1

A female aged 80. She has used the service for 16 years. She is not able to go out without help as she has arthritis and gout and can only walk 5 yards. Although she has her own scooter it would not be practical to go from home and then to town and visit shops or keep medical appointments on her scooter as the battery charge would not be sufficient. She can go to town on her own scooter, transfer to a Shopmobility scooter and leave her own scooter to be charged for her return journey home. The cost is £3 for 4 hours which gives her ample time to visit shops or to keep medical appointments. If she wishes to go on other outings e.g. the Botanical Gardens in Sheffield or a plant nursery with a friend she will hire a scooter that can be folded and put into a car boot. She has also been on canal walks organised by Shopmobility. She has her own scooter serviced and maintained by Shopmobility as their prices are affordable compared to commercial firms. If there are any emergency problems with her scooter she can call the office and they will come within 2 hours and if needed provide a scooter, free of charge, until the problem is fixed. She says that the mechanics are very friendly. She feels that Shopmobility is an excellent service and enables her to lead a very "full and enjoyable life". She is able to go out and meet friends and to go on regular weekly shopping trips. It is good for her mental health otherwise she would become isolated and lonely. She feels it is an excellent service and is "marvellous for people with all types of disabilities ...it is your legs ...feels like everyone else." She attends the AGM which is well organised with refreshments and an opportunity for users to have their say about the service and how the organisation is run. Shopmobility is an inclusive organisation and staff members have different disabilities. She believes that if Shopmobility closed it would a "sad loss, our lives would be terrible... we would be stuck in the house". It is a service she would recommend to anyone with mobility issues.

Case Study 2

A female aged 47. She works and is a single parent. She has been using the service since May 2021 when she broke her leg in 5 places. She has severed a nerve in her foot. She has been renting a scooter from Shopmobility which means that she is able to continue working despite not being able to get into a car because of a bad back. She can go to work on the scooter which is near to home. It is likely that she will need a scooter until May 2022. If her disability is permanent she may need one for longer. She contacted a commercial company to see about buying a scooter she felt that they were just wanting to make money and were not interested in helping her. Shopmobility visited the house, brought 3 scooters for her to choose from and decide what was most suited to her circumstances. Looked at the storage and advised on best solution. She pays £60 per month which includes insurance; and says that “nothing was too much trouble”. When the scooter needed servicing it was picked up and brought back the same day. She thinks it would be terrible if Shopmobility had to close as her experience has been that they advise in your best interests which is very important for disabled and elderly people. It helped her to feel “much better about her situation” and she has been able to return to work and support her son. She says that Shopmobility is “decent & ethical”.

Case Study 3

A male aged 72. He has been using the service for 3 years. He hires a scooter on a monthly basis for £60. He has multiple disabilities; spondylosis of the spine, asthma, angina & COPD. Due to DV and thrombosis he is unable to have operations to rectify the problems. He is unable to walk far and would be housebound without a scooter. He is able to go shopping with his wife. It has made “200% “ difference to his life and says it is “perfect no complaints”. Clearly the fact that Shopmobility users are able to get out of their houses and take part in community life including shopping and leisure activities has a positive impact on the local economy. Taking part in community life despite disabilities Shopmobility enables elderly people and people with disabilities to feel part of the community and contributes to their health & mental wellbeing. This means that they are less likely to become dependent on health & social care services.

Any information or views around the impact of Chesterfield Shopmobility on your organisation and or customer base

Links CVS do not have a customer base who use the service.

Any ideas for how Chesterfield Shopmobility could become more financially self-sufficient

Links CVS have been working with Shopmobility to look at possible funding. We have done an initial funding search (see below) and we can do more intensive work with the group by helping in

the following ways:

1. Putting together a business/development plan and this would include:

- a) exploring possible new areas of work
- b) look at current costings
- c) engaging more with tourism in the area
- d) looking at bigger, higher profile premises
- e) development of the website and appointment of a marketing/publicity/social media worker.

2. Continue to do funding searches on a regular basis, informing Shopmobility when possible funding opportunities are available.

Below are the results of an initial funding search. We offer help with funding applications at a level which is needed by the organisation. This can be reading through completed applications or completing the application with the group.

National Lottery Community Fund - Reaching Communities

Large grants are available to voluntary and community organisations in England for projects that make positive changes in their communities. Grants of over £10,000 are available for up to five years. The funding is for projects that work to make positive changes in their community. "Communities" can be people living in the same area, or people with similar interests or life experiences. Projects that can test new approaches to issues in the community are encouraged. To be eligible for funding projects should:

- Involve people and communities from the start.
- Build on people's strengths.
- Be connected in their community.

Can fund core and project costs.

Severn Trent Community Fund

The funding is for local projects, charities and community groups across the Severn Trent region. Projects should improve the wellbeing of Severn Trent communities by helping:

- People to lead a healthier life and gain new skills.
- Create better places to live in and use.
- Look after the natural environment, give people greater access to that environment or help look after water.
- Three levels of grants are available:
 - £2,000 to £10,000
 - £10,001 to £75,000
 - £75,001 to £250,000 Match funding of at least 10% is required for grants of £10,001 or over.

Trusthouse Charitable Foundation

The Trust seeks to identify and support charitable initiatives that:

- Strengthen local communities - by empowering local people, bridging divides, building neighbourhood connection, encouraging community participation, and fostering inclusion.
- Create opportunity for disadvantaged individuals.
- Champion small to medium-sized charities - by supporting grassroots, community-based charities and voluntary organisations in the UK, with frontline experience of service delivery for vulnerable individuals.

Small grants of £2,000 to £10,000 for one year. (Successful applicants can reapply for a further two years. No further applications can be made after the completion of a third grant.)

Whether Chesterfield Borough Council funding is withdrawn or not we can continue to work with Shopmobility to look for additional funding around loneliness and isolation, disability and age. We can support them in reviewing their future planning and developing projects and initiatives that will support the local residents who have mobility problems.

Sandra Pink - Advice & Project Manager – Links CVS

December 2021

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Chesterfield Borough Council Equality Impact Assessment - Full Assessment Form

<i>Title of the policy, project, service, function or strategy:</i>	Section 137 grant – Shopmobility	
<i>Service Area:</i>	Corporate	
<i>Section:</i>	Policy and Partnerships	
<i>Lead Officer:</i>	Donna Reddish	
<i>Date of assessment:</i>	09.12.21	
<i>Is the policy, project, service, function or strategy:</i>		
<i>Existing</i>	<input type="checkbox"/>	
<i>Changed</i>	<input checked="" type="checkbox"/>	
<i>New / Proposed</i>	<input type="checkbox"/>	

Page 65

Section 1 – Clear aims and objectives

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

To consider the future funding arrangements for Chesterfield and District Shopmobility from 2022/23 onwards – Section 137 grant.

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

Shopmobility currently receives £21,789 per annum in the form of a Section 137 grant from Chesterfield Borough Council. Section 137 is a provision within the Local Government Act 1972 which enables local councils to spend a limited amount of money for purposes for which they have no other specific statutory expenditure.

The Council Plan includes the priority to provide value for money services and an aim of becoming and staying financially self-sufficient. In 2018 officers met with Shopmobility and explained that Chesterfield Borough Council had over a number of years faced unprecedented levels of cuts in central government funding and most of our services have had to reduce their budgets significantly despite increasing demand. The need for Shopmobility to

develop a self-funding / alternative funding strategy was discussed with Shopmobility as the funding settlement from Chesterfield Borough Council is unsustainable in the medium to longer term. It is therefore important that we consider the issue of future funding, value for money and affordability.

3. What outcomes do you want to achieve?

Appropriate, effective, and sustainable use of Council funds linked to priorities and core service delivery.

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

Section 137 is often (but not exclusively) used for emergency funding provisions and several authorities including Chesterfield Borough Council have used this power during the Covid-19 pandemic on a temporary basis. It is unusual for the power to be used for ongoing support.

In 2018 officers met with Shopmobility and explained that Chesterfield Borough Council had over a number of years faced unprecedented levels of cuts in central government funding and most of our services have had to reduce their budgets significantly despite increasing demand. The need for Shopmobility to develop a self-funding / alternative funding strategy was discussed with Shopmobility as the funding settlement from Chesterfield Borough Council is unsustainable in the medium to longer term. It is therefore important that we consider the issue of future funding, value for money and affordability.

Shopmobility have not met this requirement and have not developed a self-funding / alternative funding plan. Support is being provided via Links CVS and Chesterfield BC officers to assist with this action.

The Shopmobility service offers a range of services which are accessed by people with disabilities – mainly mobility and older people.

5. Any other relevant background information

N/A

Section 2 – Collecting your information

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

Shopmobility website, previous reports

Section 3 – Additional engagement activities

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

Date	Activity	Main findings
09.09.21	Consultation meeting with Shopmobility	<ul style="list-style-type: none"> Confirmed reasons for the review – linking back to discussions in 2018, SLA requirements and current financial and service demand challenges Confirmed that Shopmobility had not met the SLA requirement to develop a Self-funding/ alternative funding strategy CBC offered assistance from CBC officers and Links CVS to help develop the strategy and consider alternative funding sources available / pricing review Agreed Shopmobility stakeholders Agreed service user consultation approach Requested key information to support decision making
06.10.21	Consultation meeting with Shopmobility	<ul style="list-style-type: none"> Answered questions regarding the decision making process and timescale Updated on support from CBC and Links – a number of alternative funds identified Chair concerned about the time needed to complete funding application etc. – Links CVS and CBC can assist Confirmed evidence received so far and what was still required We discussed the Shopmobility constitution which is dated 2005 - confirmed that this is the latest version and that it remains correct. Looking to review for AGM

04.11.21	Consultation meeting	<ul style="list-style-type: none"> • Discussion across all information gathered so far • Agreed that information was accurate • Stressed the importance of trustees / organisation responding to consultation and encouraging service users to do so
Oct – Dec 21	Stakeholder consultation	<ul style="list-style-type: none"> • Stakeholder consultation responses received from Shopmobility trustees, Midlands Association for Amputees, Shopmobility UK, Chesterfield Access Group, Chesterfield Royal Hospital and Links • All referred to the importance of the services particularly for people with mobility disabilities - isolation and independence were key points
Oct – Dec 21	Service User consultation	<p>48 service users completed the user survey</p> <ul style="list-style-type: none"> • 25 respondents used Shopmobility to hire scooters or wheelchairs for a day or half day. Almost half of these users hire scooters and wheelchairs less frequently than once a month • Across all the categories of hire, Shopmobility users use scooters and wheelchairs for a variety of purposes with the top three uses being shopping in Chesterfield Town Centre (29 users), seeing friends and family (19 users) and to help them get to appointments such as doctors and dentists (17 users) • A range of alternative provision is available, survey respondents identified barriers which prevent them from using alternatives. The top three reasons included only requiring hire for a short period (15 users), cost of hire of scooters or wheelchairs (13 users) and tied with 11 users each – cost of purchasing scooters or wheelchairs, unaware of alternatives and service not as good as Shopmobility • Shopmobility have not increased their prices for several years and prices are generally lower than in other areas. The survey asked respondents what impact it would have if Shopmobility had to increase prices to reflect rising costs, so for example increasing daily scooter hire from £6 per day to £7.50 per day, or wheelchair weekly hire from £15 per week to £17 per week – 84% of respondents said they would continue to use the service • Many of the respondents commented about the need for Shopmobility to strengthen their advertising to increase awareness of the services offered and increase customer numbers

Section 4 – What is the impact?

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

9. Details of anticipated positive impacts.

a)	<p>The positive impacts affect the residents of Chesterfield as a whole regarding the appropriate, effective, and sustainable use of Council funds linked to priorities and core service delivery. However this is not a disproportionate positive impact on any specific protected characteristic.</p>							
	<input type="checkbox"/> Age	<input type="checkbox"/> Disability	<input type="checkbox"/> Gender	<input type="checkbox"/> Marriage	<input type="checkbox"/> Pregnancy	<input type="checkbox"/> Sexual orientation	<input type="checkbox"/> Ethnicity	<input type="checkbox"/> Religion

10. Details of anticipated <u>negative</u> impacts.		
a)	<i>Negative impact:</i>	<p>The Section 137 grant currently provides over a third of Shopmobility’s income. If the decision is taken to withdraw the grant Shopmobility is likely to need to make some adjustments to services, prices and start to apply for alternative sources of funding.</p> <p>The service is mainly used by older people and people with disabilities – mobility. There are currently 229 members, of which 44 are Chesterfield Borough residents.</p>

	Mitigating action:		Recommending to go beyond the contractual 3 month minimum notice period for withdrawing funding in order to facilitate a managed and steady withdrawal of funding, which will enable Shopmobility to continue to work with Links CVS and Chesterfield Borough Council officers to develop a self-funding / alternative funding plan and begin its implementation. There are a number of alternative providers within the market particularly for purchasing equipment and long and short term hire.				
	<input checked="" type="checkbox"/> Age	<input checked="" type="checkbox"/> Disability	<input type="checkbox"/> Gender	<input type="checkbox"/> Marriage	<input type="checkbox"/> Pregnancy	<input type="checkbox"/> Sexual orientation	<input type="checkbox"/> Ethnicity

11. Have all negative impacts identified in the table above been mitigated against with appropriate action?			
<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No	N/A	<i>If no, please explain why:</i> While the impact will be minimised by the managed and steady withdrawal there may be some residential impact as Shopmobility still need to develop with the assistance of Links CVS and Chesterfield BC officers the self-funding/ alternative funding strategy. The outcome of funding bids is also unknown at this point.

Section 5 – Recommendations and monitoring

12. How has the EIA helped to shape the policy, project, service, function or strategy or affected the recommendation or decision?

The EIA helped to established the importance of a managed and steady withdrawal of the grant – rather than the contractual and statutory minimum. Also established the importance of support from Links CVS and CBC officers regarding funding and potential re-shaping of services.

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

Officers will continue to offer advice and assistance during the 12 month transition period.

Page 73

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:	Donna Reddish – Service Director Corporate
	Date:	09.12.21
Reviewed by Policy Service	Name:	Katy Marshall
	Date:	16.12.21
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

Annual Housing Revenue Account rent and service charge setting review (H000)

Meeting:	Cabinet
Date:	18 January 2022
Cabinet portfolio:	Cabinet Member for Housing
Report by:	Assistant Director – Housing

1.0 **Purpose of report**

- 1.1 To seek Cabinet approval to set housing rent and service charge levels for 2022/23.

2.0 **Recommendations**

- 2.1 For 2022/23 individual social rents be set based on the current national social rent policy, giving a rent increase of 4.1% with effect from 4th April 2022.
- 2.2 For 2022/23 and onwards, where a social rent property is re-let to a new or transferring tenant the rent level be increased to the target rent for that property.
- 2.3 For 2022/23 individual affordable rents be set based on the current national social rent policy giving a cash rent increase of 4.1% with effect from 4th April 2022.
- 2.4 For 2022/23 and onwards, where an affordable rent property is re-let to a new or transferring tenant the rent level be set by reference to 80% of the market rent (including service charges where applicable) for a similar property at the time of letting or the formula rent for the property, whichever is the greater.

2.5 The true costs of delivering services should be passed onto tenants. Therefore, service charges should be increased to ensure services break even. It is recommended that the service charges are increased as set out in **Appendix A** Housing Revenue Account Service Charges 2022/23.

3.0 **Reasons for recommendations**

3.1 To enable the council to set the level of council house rents in accordance with Government guidelines and the Rent Standard.

3.2 To enable the council to set service charges for 2022/23 and ensuring the cost of delivering services continues to break even.

3.3 To contribute to the council's corporate priority 'to improve the quality of life for local people'

4.0 **Report details**

National Social Rent Policy

4.1 The council is required to keep a separate account for its activities as a landlord. This is called the Housing Revenue Account (HRA). The HRA is governed by the Local Government and Housing Act 1989 and by determinations made under this Act by Ministry of Housing Communities and Local Government.

4.2 Under the HRA self-financing regime we are required to ensure that our HRA Business Plan is financially viable, delivers reasonable standards for tenants and maintains at least the minimum Decent Homes Standard.

4.3 Future investment in the Housing Service and the housing stock is largely funded through income from the properties and is therefore directly influenced by decisions on rent levels, additional borrowing or the use of cash reserves.

- 4.4 Social rents are set according to the Government’s national social rent policy and the Welfare Reform and Work Act 2016. In accordance with the Government’s National Social Rent Policy, which came into effect from 1st April 2020, rents may increase by up to CPI plus 1%, until 1 April 2024.
- 4.5 In addition, where a property is re-let during the financial year (and where it is not already at target rent), the new tenant’s rent level can continue to be increased to the target rent for that property.

Rent setting for 2022/23

- 4.6 In line with the Government’s National Social Rent Policy and the RSH Rent Standard, it is recommended that for 2022/23 (and in the following three years) all Chesterfield Borough Council rents (social and affordable) will increase by CPI plus 1%. This is a real increase of 4.1% in 2022/23 based on CPI in September 2021 of 3.1%.
- 4.7 This gives an average social rent in 2022/23 of £82.78 per week and an average affordable rent of £102.27 including services per week. A table giving the average weekly rent by bedroom number for 2022/23 is below.

Weekly social rent				
Number of bedrooms	Number of properties	2021/22 rent (£)	2022/23 proposed (£)	Change (£)
Bedsit	32	62.70	65.27	2.57
1 bedroom	3157	73.84	76.99	3.03
2 bedroom	2778	80.12	83.54	3.29
3 bedroom	2661	84.04	87.80	3.46
4 bedroom	243	92.26	96.56	3.80
Total	8871	79.36	82.78	3.26
Weekly affordable rent				
1 bedroom	3	89.85	93.54	3.69
2 bedroom	2	96.20	100.15	3.95
6 bedroom	1	127.51	132.74	5.23

Total	6	98.25	102.27	4.02
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Social Rent

- 4.8 A social rent is calculated by a formula based on local earnings (70%), 1999 property values (30%) and then adjusted to account for the number of bedrooms in a property. Chesterfield Borough let 8,877 properties at a social rent as at 8th November 2021.

Affordable Rent

- 4.9 Affordable rented homes are properties delivered through the Affordable Homes Programme 2011-15 and let by local authorities or private registered providers of social housing to households who are eligible for social rented housing. Affordable rent is subject to rent controls that require a rent of up to 80% of the local market rent (including service charges). Chesterfield Borough Council lets six properties at an affordable rent as at 8th November 2021.
- 4.10 The rent at the date of first letting is set at a maximum of 80% of the market rent for a similar property in area at that time including service charges. On a change of tenancy, the rent must be re-calculated by reference to 80% of the market rent (again inclusive of service charges) at that date. This may mean that the rent decreases rather than rising, depending on market conditions prevailing at the time. In addition, affordable rents, must not be lower than what would be the social formula rent for the property.

Service charge setting 2022/23

- 4.11 A detailed consideration of increases to heating charges, garage rents, garage site rents, garden assistance scheme, water charges, community room charges and warden services are set out in **Appendix A**.

Rent, fees and charges summary

4.12 The table below shows the annual impact of the recommended rent increase and fee and charge increases set out in **Appendix 1** on the 2021/22-year end balance:

Description	Additional income in 2022/23
Heating Service charge	£1,900
Garage rents	£14,140
Garage sites	£740
Water charges	£140
Garden assistance scheme	£380
Community room hire	£0
Communal staircase cleaning	£11,040
Sheltered scheme support charge	£1,570
Sheltered and Independent Living charges	£20,787
Rent increase	£1,480,000
Total of proposed increases	£1,531,077

5.0 Implications for consideration – Council Plan

5.1 To improve quality of life for local people and to provide value for money services

6.0 Financial Implications

6.1 The financial implications are an intrinsic element of this report. The recommendation that all Chesterfield Borough Council rents (social and affordable) will increase by CPI plus 1% - comparing the 8,877 properties in stock at 8th November 2021 will result in an additional £1,480,000 of income in 2022/23 compared to 2021/22.

6.2 The service charges are increased at a rate to cover the cost incurred in providing that service. This means that increases can vary more widely. The changes in the service charges will bring in an additional £51,077 in 2022/23 compared to 2021/22.

7.0 Legal and data protection implications

- 7.1 The rent calculations adhere to the Government social rent policy set out for the period 2020 to 2025. The Council, as a registered social landlord is required from 1st April 2020 to set rents in accordance with Homes England, the Regulator of Social Housing's Rent Standard.
- 7.2 The Council, as a registered social landlord is required from 1st April 2020 to set rents in accordance with Homes England, the Regulator of Social Housing's Rent Standard.

8.0 Implications for consideration – Human Resources

- 8.1 None

9.0 Implications for consideration - risk assessment

Description of the Risk	Impact	Likelihood	Mitigating Action	Impact	Likelihood
Increased rent means rents more unaffordable	M	M	All rents are below the local housing allowance levels. Revenues operate a wide range of activities to maximise the Councils rent collection including offering direct debits that automatically adjust to collect the increased rents	M	L

High levels of inflation in subsequent years may lead to a limitation on rent increases or further rent reductions similar to those seen in 2016 to 2020	H	H	Raising rents within the maximum allowance whilst possible will protect income for future years and is required to cover unrestrained increases in expenditure in periods of high inflation.	M	M
Future September rates for CPI may be lower than predicted within the Business Plan. As an example, the September 2020 CPI rate was just 0.5%.	H	L	Continued use of the September rate of inflation (CPI) to increase rents should ensure that peaks and troughs in inflation are managed on average over the years.	M	L
Continued RTB sales at approximately 70 per annum will reduce the stock and the rental income available to maintain the housing stock and services at	M	M	Maintenance of rent increases at the maximum allowed will help to ensure that there are sufficient resources to maintain the housing stock.	L	L

the required level.					
The Government may seek to limit the increase in rent in 2022/23 to meet budgets for benefit payments	M	L	The average CPI increase over the 2 years from 2020 to 2022 is less than 2% (the Government's underlying inflation target) so the likelihood of restrictions on 2022/23 increases is less than future expectations may be based on the latest OBR inflation estimates for 2022 and beyond. Rents would be recalculated if a limit is imposed before March 2022. Expenditure budgets would need to be limited to reflect the reduction in income.	M	L
Failure to increase actual rents in line with the increase in the formula rent	M	H	The formula or target rent for a social property will rise by 4.1% for 2022-23 in	L	L

<p>will lead to actual rents falling further below target and additional administration costs on re-let. Actual rents are on average £2.62 week below target with over 4,100 units still below target by an average of £5.56 per week. Rents are historically below target due to removal in 2015 of the allowance to converge rents gradually each year to the target rent.</p>			<p>line with the Government rent formula and the Rent Standard. Increasing actual social rents by the same figure maintains the number of properties at target rent. The Council has a policy of moving rents to target on re-let to aim achieve the rental income required to support the HRA debt payments – minimising the number of properties below target reduces the cost of administering rent changes.</p>		
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10.0 Implications for consideration – community wellbeing

- 10.1 Ensuring rents are increased in line with the national rent policy means that the Council can continue to provide good quality, affordable homes for households across Chesterfield.
- 10.2 Increasing rents in line with the national rent policy will ensure that the proposed revenue funding of the Housing Capital Programme can be delivered. The Housing capital programme will include

environmental programmes of improvements to communal areas and environments to increase community wellbeing.

11.0 Implications for consideration – economy and skills

11.1 Increasing rents in line with the national rent policy will ensure that the proposed revenue funding of the Housing Capital Programme can be delivered. The capital programme offers opportunities to local and regional companies to provide goods and services to the Housing Service.

12.0 Implications for consideration – climate change

12.1 Increasing rents in line with the national rent policy will ensure that the proposed revenue funding of the Housing Capital Programme can be delivered. The programme of capital works to properties including new windows, doors, boilers and roofs all increase the energy efficiency of the Council’s housing stock. The increasing emphasis on achieving net zero carbon will require the HRA to maximise resources to be able to achieve this objective.

13.0 Implication for consideration – equality and diversity

13.1 In setting the National Social Rent Policy, an Equalities Impact Assessment has been carried out nationally. The impact on tenants with protected characteristics has been considered when setting fees and charges and where possible these have been minimised to mitigate any negative impact.

Decision information

Key decision number	1069
Wards affected	All
Links to Council Plan priorities	To improve quality of life for local people and too provide value for money services

Document information

Report author		Contact number/email
James Crouch		959749 james.crouch@chesterfield.gov.uk
Appendices to the report		
Appendix A	Housing Revenue Account Service Charges 2022/23	

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Appendix A:

Housing Revenue Account Service Charges 2022/23

1.0 District and group heating

- 1.1 Tenants linked to a group heating scheme (sheltered housing schemes) pay for heat through a service charge. Service charges paid with the rent apply to all tenants linked to a group heating scheme. Value added tax is not payable on service charges.
- 1.2 Heating charges are not eligible for Housing Benefit or the housing element of Universal Credit.
- 1.3 It is proposed that in order for the group heating schemes to continue to breakeven in 2022/23 the charges are increased as detailed in the table below:

	Current charge (per week)	Revised charge (per week)	Increase in 2022/23 (per week)
1 bedroom	£18.49	£18.77	£0.28
2 bedroom	£19.01	£19.30	£0.29
3 bedroom	£19.54	£19.83	£0.29

2.0 Garage rents and garage sites

- 2.1 Income streams from both garage rents and garage site leases currently cover expenditure and create a surplus for investing in housing management services. An increase in lease and rental charges to match the September inflation rate (from which rent increases are calculated) is recommended. This will revise the charges as follows.

	Current charge	Revised charge	Increase in 2022/23
Garage rents	£7.80 per week	£8.04p per week	24 pence per week
Garage site – shale surface	£57.70 per annum	£59.49 per annum	£1.79 per annum
Garage site – asphalt	£72.60 per annum	£74.85 per annum	£2.25 per annum
Garage site – other	£79.50 per annum	£81.96 per annum	£2.46 per annum

2.2 Garage rents are not eligible for Housing Benefit or the housing element of Universal Credit.

3.0 Water charges

3.1 Water charges are now only payable on sheltered schemes. In order to maintain a breakeven position, it is proposed to increase charges by 7 pence per week - estimated inflationary increase on water rates for 2022/23. This gives an average increase from £3.63 per week to **£3.70** per week.

3.2 Water charges are not eligible for Housing Benefit or the housing element of Universal Credit.

4.0 Garden assistance scheme

4.1 The current Garden Assistance Scheme contract was awarded to Spirepride in April 2018. In order to comply with the Equality Act 2010 the service is provided free to disabled people.

4.2 The cost of providing the service to any eligible disabled service users will be met from the HRA working balance. Any other service users will be charged as per the table below. The contract price is will increase in April 2022 and it is proposed to pass this increase onto all paying clients.

	Current charge (per week)	Revised charge (per week)	Increase in 2021/22 (per week)
Grass Cut	£3.74	£3.81	£0.07
Hedge Cut	£0.73	£0.74	£0.01
Grass and hedge cut	£4.47	£4.55	£0.08

4.3 Garden Assistance Scheme charges are not eligible for Housing Benefit or the housing element of Universal Credit

5.0 Community rooms

5.1 Housing Services currently manage two community rooms at Bonsall Court in Newbold and Winster Court at Newland Dale. Usage currently varies between the venues, with income not meeting the costs associated with the maintenance and management of these facilities.

5.2 Charges for the hire of community rooms are in accordance with the table below. Bookings are offered at a fixed price for the usage of the room per slot:

- 9.00a.m to 1.00p.m
- 1.00p.m to 5.00p.m
- 5.00p.m to 9.00p.m

5.3 It is not proposed to increase prices in 2022/23. The charges will therefore remain as set out in the table below:

Type of group	Comments	Charge per slot
Tenant and resident group	Groups which work on behalf of members of the community	Nil charge
Councillor surgery	Surgeries run by Chesterfield BC for	Nil charge

	Derbyshire County Council Members	
Activities for the benefit of vulnerable people and for which funding is not available	For example, preparation and distribution of food hampers to vulnerable people	Nil charge
Activities for the benefit of local people	Activities where a charge can be made for the activity	£8.00
Charitable organisations	Those with a charitable status and registration number	£8.00
Support groups	Groups which support vulnerable or disadvantaged people, and which are non-profit making	£8.00
Other non-commercial groups	Including statutory organisations who use the premises e.g. use as Polling Stations or parties	£12.00
Commercial organisations	Other organisations	£20.00

6.0 Communal staircase cleaning

- 6.1 The contract for cleaning communal staircases is carried out by in house Building Cleaning.
- 6.2 In order that the service continue to recover its costs it is proposed to increase the weekly charge to tenants by 11 pence per week from 1st April 2022 increasing the charge from £2.17 to **£2.28** per week.

6.3 Communal staircase cleaning charges are eligible for Housing Benefit and the housing element of Universal Credit.

7.0 Tenant home content insurance premium tax

7.1 There has been no further increase in Insurance Premium Tax since June 2017 when it was set at 12%. It is proposed to leave this charge unchanged for 2022/23 in order that the service continues to recover its costs.

7.2 The tax is recovered weekly from tenants as part of their home contents insurance premium, the amount charged will depend on their individual level of home contents cover.

7.2 Home content insurance premium tax is not eligible for Housing benefit or the housing element of Universal Credit.

8.0 Sheltered scheme service charge

8.1 In order to maintain a breakeven position it is proposed to increase charges from £14.00 to **£15.59** per week. The charge applies to all sheltered housing schemes and will continue to be reviewed annually.

9.0 Careline and Independent Living Service Charges

9.1 Careline response and support services for older and vulnerable people are currently provided to Derbyshire County Council (DCC) funded and self-funded customers. For those eligible for funding, there are two separate contracts with DCC – floating visiting support- Independent Living Service (ILS) and Careline. Tenants and residents who cannot access funding from DCC can pay for the service.

9.2 Derbyshire County Council is currently reviewing the Careline and Independent Living contracts. An offer to extend the contracts with CBC to provide the Careline service until March 2023 and the

Independent Living Service to Chesterfield, North East Derbyshire and Amber Valley to December 2022.

- 9.3 The proposed charges are designed to continue the consistency we achieved last year. The changes are designed to reflect the costs of delivering the services in full.

Careline

- 9.4 Under the current Careline contract Chesterfield Borough Council (CBC) receives **£2.58** per week for each client eligible for this funding. This charge cannot be amended under the current contract. The fees received under the DCC 'Fast Package' are also fixed at **£2.50** per week.
- 9.5 Self-funded Careline customers are currently charged £6.50 per week. It is proposed to increase this charge to **£6.75** per week.
- 9.6 The charges in 9.4 and 9.5 are for the Careline alarm. The Careline service can provide and monitor additional telecare items such as smoke alarms and falls detectors. The monitoring of these items is charged on top of the standard charges in 9.3 and 9.4 above. It is proposed to increase the cost of monitoring any additional telecare items from £1.00 per week to **£1.50** per week per item.
- 9.7 In addition Careline is moving from an analogue system to a digital one. To cover the costs of this change it is proposed to increase the charges for any customer opting for a digital alarm to **£8.00** per week. This charge is £1.25 higher than the standard analogue alarm to cover the cost of new digital equipment and the conversion of telephone lines. Additional telecare items would then be charged at £1.50 per item above this price as with the contracted and analogue systems in 9.4 and 9.5 above.
- 9.8 The proposed charges for Careline and additional telecare services are set out in the table below.

Service (no. of clients where known)	Current charge (£)	Proposed charge (£)	Change (£) (per week)
Careline DCC Funded			
DCC funded (693)	£2.58	Contracted	n/a
DCC funded Careline enhanced (13) (+1 item)	£3.58	Contracted + £1.50 = £4.08	£0.50p
DCC funded Careline enhanced+ (0) (+2 items)	£4.58	Contracted + 2x£1.50 = £5.58	£1.00p
DCC fast package (12)	£2.50	Contracted	n/a
Careline – Self Funded			
Self-funded analogue (Careline & Telecare) (1,184)	£6.50	£6.75	£0.25p
Self-funded Careline enhanced (31) (+ 1 item)	£7.50	£8.25	£0.75p
Self-funded Careline enhanced+ (4) (+2 items)	£8.50	£9.75	£1.25p
New Careline ‘digital’ customers (0)	n/a	£8.00	n/a
Careline - other contracts			
Housing Association contracts (180)	£2.00	£3.50	£1.50

9.9 The Housing Association contract is the provision of the Careline monitoring service only (no response element is provided). As contracts allow and are renewed the charge will be increased to **£3.50** per week to ensure costs of delivering the service and the upgrading to a digital system are covered.

Independent Living Service

9.10 The Independent Living Service contracts with DCC are moving to a fixed price arrangement therefore no weekly charges will be levied to any DCC funded customer.

9.11 For self-funded clients within Chesterfield it is proposed to increase prices by £0.09p per week to tenants of Chesterfield Borough Council's sheltered housing schemes and £0.11p per week to other residents of the Borough. For self-funded clients in Amber Valley and North East Derbyshire an increase of £0.25p.

9.12 Chesterfield Borough Council will continue to receive **£34.00** for every fall attended.

Independent Living Service	Current charge (£)	Proposed charge (£)	Change (per week)
Falls recovery	£34.00	Contracted	n/a
Sheltered self-funded (up to 139)	£2.27	£2.36	£0.09p
Self-funded (Chesterfield) (132)	£2.98	£3.09	£0.11p
Self-funded (Amber Valley & NEDDC) (22)	£10.50	£10.75	£0.25p

For publication

Car Parks Fees and Charges 2022-23

Meeting:	Cabinet
Date:	14 December 2021
Cabinet portfolio:	Town Centre and Visitor Economy
Directorate:	Leisure, Culture and Community Wellbeing
For publication	

1.0 Purpose of the report

- 1.1 To set the fees and charges for Car Parks for implementation from 4 April 2022.

2.0 Recommendations

- 2.1 That the fees and charges for car parks from Monday 4 April 2022 be as detailed in Appendix 1.
- 2.2 That there should be a review of tariffs in 2024/25, in line with the current Parking Strategy that details a 2-yearly review.
- 2.3 That all residents of the Borough will continue to benefit from free parking in 2022/23 before 10am and after 3pm Monday to Saturday and all-day Sunday, and Bank Holidays, at selected surface car parks using the Resident Parking Scheme.
- 2.4 That the Service Director for Leisure, Culture and Community Wellbeing, through delegated authority with the Portfolio Holder for Town Centre and Visitor Economy, apply appropriate negotiated fees for new activities and opportunities that are introduced during the period covered by this report.

3.0 Reason for recommendations

- 3.1 The 2020/21 Car Park Fees and Charges report notes that if the income target for 2020/21 is achieved then there will be no increase in tariffs for 2021/22 and a review will be made for 2022/23.
- 3.2 The impact of COVID-19 significantly reduced car park income in 2021/22 however parking numbers have started to return to more normal levels of occupancy. It is anticipated that by 2022/23 levels will be back to pre-pandemic numbers.
- 3.3 It is imperative that the Council receives an appropriate return on a valuable town centre asset. The Council's budget strategy is to deliver a balanced and sustainable budget. Given the forecast budget challenges it is important that all income streams are reviewed to support the delivery of a sustainable budget. As such a review of Car Park fees and charges is appropriate and where practical an uplift implemented to assist the Council in achieving a balanced budget for 2022/23.

4.0 Report details

- 4.1 The Council has previously reviewed Car Parks fees and charges every other year. As such it is already anticipated there would be a review for 2022/23, normally the prior financial year performance helps inform the fees review based on occupancy and income levels. However due to the COVID-19 pandemic it is not possible to review these as there was significant interruption to the operation of car parks.
- 4.2 Having reviewed current tariffs, it is felt that any changes should be sensitive to any impact it may have on the town centre visitor and business economy, any increase that is viewed as un-realistic and unsustainable regarding the existing town centre offer could have a negative effect on visitor numbers or dwell time once parked.
- 4.3 A review of other fees and charges in towns similar in size to Chesterfield would indicate that the proposed increase in fees is relevant, comparable and proportionate. A benchmarking exercise is at Appendix 2.
- 4.4 The Council is committed to providing good quality, well maintained, safe and secure parking facilities. The proposed increase in charges ensures these standards can be maintained and future investment in our sites continues. The replacement Saltergate MSCP, Beetwell Street MSCP repair

scheme and replacement Pay on Foot equipment are evidence of this commitment.

5.0 Alternative options

- 5.1 To not increase the fees and charges for 2022/23, however this would not assist the Council in delivering a balanced budget. It would also widen the gap between the last increase to 3 years since any fees and charges increases was delivered; this would make any future increase further compounded by having to potentially catch up on previous years nil increases.
- 5.2 A larger increase could be applied to the current fees and charges. It is felt that the proposed fees which are being proposed are sensitive and realistic, with the variable 10p and 20p increases on each hourly tariff being sustainable.
- 5.3 To remove the Residents Parking Scheme which allows residents of the Borough to park for free before 10am and after 3pm, Monday to Saturday and all day on Sunday's and Bank Holidays. The uptake of this scheme was last reviewed in 2017 and it was evident that it was very well used, with around 70% of people parking during the scheme times on the car parks where it was valid making use of their permit. A review has been commissioned to check the level of usage in 2021 to help better understand resident parking scheme use. The removal of this scheme is not recommended as it is seen as supporting town centre businesses.

6.0 Implications for consideration – Financial and value for money

- 6.1 The anticipated income for 2022/23 is £2,353,680.
- 6.2 It is anticipated the proposed tariff increase in fees will generate an additional £143,000 in income, as such an overall income of £2,496,680.

7.0 Implications for consideration – Legal

- 7.1 Statutory notices will be required notifying any increase in tariffs.

8.0 Implications for consideration – Human resources

- 8.1 None. The recommendations have no negative Human Resources implications.

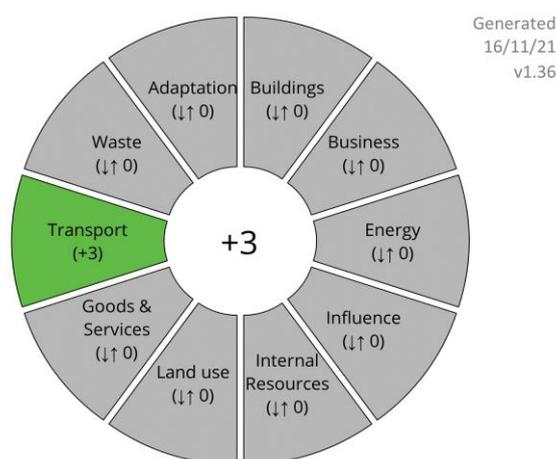
9.0 Implications for consideration – Council plan

9.1 None. A sensitive increase in fees supports the Council Plan by assisting in the three key objectives, making Chesterfield a thriving Borough, Improving the quality of life for local people and providing value for money services.

10.0 Implications for consideration – Climate change

10.1 A completed climate change impact assessment was undertaken for this report the outcome from this is detailed at 10.2.

10.2 Infographic below.



Chesterfield Borough Council has committed to being a carbon neutral organisation by 2030 (8 years and 1 months away).

11.0 Implications for consideration – Equality and diversity

11.1 The completed equality impact assessment can be found at Appendix 3.

12.0 Implications for consideration – Risk management

Description of the Risk	Impact	Likelihood	Mitigating Action	Impact	Likelihood
Increase in charges may result in lower usage and income	M	M	Not to increase charges	L	L

Damage to Council's reputation	M	M	Not to increase charges	L	L
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Decision information

Key decision number	1062
Wards affected	All

Document information

Report author	
Andy Bond, Town Centre Operations Manager, Leisure, Culture and Community Wellbeing.	
Appendices to the report	
Appendix 1	Car Park Fees and Charges 2022/23.
Appendix 2	Benchmarking Exercise.
Appendix 3	Equality Impact Assessment.

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Appendix 1

Car Parks fees and charges 2022-23

Proposed increase

Permits	Current Fees 2021 -22	Proposed Fees 2022-23
Annual Permit	£620	£660
Monthly Permit	£62	£66
Scratchcards	£3.60	£3.80
Market Trader	£2.00	£2.00
Short stay	Fees	Fees
Up to 30 mins	80p	90p
Up to 1 hour	£1.60	£1.70
Up to 2 hours	£2.80	£3.00
Up to 3 hours	£3.00	£3.20
Up to 4 hours	£4.50	£4.80
Each hour after	£1.60	£1.70
Long stay	Fees	Fees
Up to 30 mins	80p	90p
Up to 1 hour	£1.60	£1.70
Up to 2 hours	£2.80	£3.00
Up to 3 hours	£3.00	£3.20
Up to 4 hours	£4.50	£4.80
4 hours plus	£5.00	£5.30
Saltergate	Fees	Fees
Up to 30 mins	80p	90p
Up to 1 hour	£1.60	£1.70
Up to 2 hours	£2.80	£3.00
Up to 3 hours	£3.00	£3.20
Up to 4 hours	£4.50	£4.80
4 hours to 5 hours	£5.00	£5.30
Over 5 hours/up to 24 hours	£6.00	£6.50
Lost Ticket – Beetwell St, Saltergate, Soresby Street, Rose Hill	£10.00 to £20.00	£20.00

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Appendix 2

Car Parks Benchmarking

All towns surveyed had varying tariffs and varying incentives, below represents a typical parking session

Town	Up to 1 hr	Up to 2 hrs	Up to 3 hrs	Up to 4 hrs	All day
Chesterfield	£1.70	£3.00	£3.20	£4.80	£5.30
Mansfield	£1.00	£2.00	£3.00	£4.00	+£1/ 60 mins
Rotherham	Free	£2.00	£4.00	£6.00	£7.50
Worksop	£1.00	£2.00	£3.00	£4.00	£4.00
Loughborough	Free	£1.60	£2.20	£3.20	£6.00
Doncaster	£1.50 £1.20	£3.00 £2.40	£4.50 £3.60	£5.60 £10.20	£5.60 £10.20
Derbyshire Dales	£1.50	£2.50	£3.80	£5.00	£6.00

All prices taken from the operators on-line website pages, Nov '21

Towns offering first hour free do not have a Residents Parking Scheme comparable to Chesterfield's.

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Chesterfield Borough Council Equality Impact Assessment - Full Assessment Form

<i>Title of the policy, project, service, function or strategy:</i>	Car Parks Fees and Charges 2022-23
<i>Service Area:</i>	Leisure Culture and Community Wellbeing
<i>Section:</i>	Town Centre Operations
<i>Lead Officer:</i>	Andy Bond
<i>Date of assessment:</i>	15/11/21
<i>Is the policy, project, service, function or strategy:</i>	
<i>Existing</i>	<input checked="" type="checkbox"/>
<i>Changed</i>	<input type="checkbox"/>
<i>New / Proposed</i>	<input type="checkbox"/>

Page 105

Section 1 – Clear aims and objectives

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

To agree the fees and charges applied to users of the service

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

Visitors and businesses in the town centre, by setting fees that are sustainable and help manage the usage of car parks from a churn perspective, thus ensuring availability throughout the charging period. The Council by ensuring a reasonable return on a valuable asset, which ultimately will assist in facilitating a balanced budget.

3. What outcomes do you want to achieve?

To ensure a fair and appropriate charging rate for services provided.

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

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: nothing within this report adversely effects any protected characteristic groups or individuals</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:	Andy Bond
	Date:	15/11/21.
Reviewed by Policy Service	Name:	
	Date:	DD/MM/YY
Final version of the EIA sent to Policy Service	✓	
Decision information sent to Policy Service	✓	

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