



Please ask for Charlotte Kearsey
Direct Line: 01246 34 5236
Email: committee.services@chesterfield.gov.uk

The Chair and Members of Cabinet

9 May 2022

Dear Councillor,

Please attend a meeting of the CABINET to be held on TUESDAY, 17 MAY 2022 at 10.30 am in Committee Room 1, Town Hall, Chesterfield, the agenda for which is set out below.

AGENDA

Part 1(Public Information)

1. Declarations of Members' and Officers' Interests relating to items on the Agenda
2. Apologies for Absence
3. Minutes (Pages 3 - 6)

To approve as a correct record the Minutes of the Cabinet meeting held on 26 April, 2022.

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. Sector led improvement - Peer challenge and key residents / tenant satisfaction surveys (Pages 7 - 310)

Cabinet Members for Health and Wellbeing and Housing

6. Antisocial Behaviour Policy (Pages 311 - 338)

Cabinet Member for Town Centres and Visitor Economy

7. Revitalising the Heart of Chesterfield (Pages 339 - 560)

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, 26th April, 2022

Present:-

Councillor P Gilby (Chair)

Councillors Blank
Holmes
J Innes

Councillors Mannion-Brunt
Sarvent
Serjeant

Non Voting Members P Innes

*Matters dealt with under the Delegation Scheme

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

No declarations of interest were received.

118 **APOLOGIES FOR ABSENCE**

Apologies for absence were received from Councillors D Collins and Ludlow.

119 **MINUTES**

RESOLVED –

That the minutes of the meeting of Cabinet held on 5 April, 2022 be approved as a correct record and signed by the Chair.

120 **FORWARD PLAN**

The Forward Plan for the four-month period 1 May to 31 August, 2022 was reported for information.

***RESOLVED –**

That the Forward Plan be noted.

121 ORGANISATIONAL DEVELOPMENT PROGRAMME

The Service Director – Digital, HR and Customer Services submitted a report seeking approval for the Organisational Development Programme.

On 28 April 2021, Full Council had approved a new Organisational Development Strategy for the period 2021 through 2023. The Strategy had been developed to enable the Council to continuously improve, raise the performance of the organisation, and better adapt to changing situations.

The Council's overall strategic planning cycle, which informed the timescales for the development and delivery of the Council Plan and the Medium-Term Financial Plan, also provided context for the development and delivery of an aligned Organisational Development Programme.

The design principles and the proposed governance arrangements which would support the ongoing development and delivery of the Organisational Development Programme were detailed in the officer's report as was the process to identify, prioritise and resource the multiple projects and change activities which the Council would need to take forward to achieve the seven outcomes originally set out in the Council's Organisational Development Strategy.

***RESOLVED –**

1. That the Organisational Development Programme, as set out in Appendix A of the officer's report, be approved.
2. That the proposed design principles and governance arrangements, as set out in paragraphs 4.5 to 4.17 of the officer's report, be approved so that appropriate oversight and management of the Organisational Development Programme can be achieved.
3. That the projects forecast to deliver financial benefits from 2022/23 to 2025/26, as detailed in Appendix B of the officer's report, be noted and the use of an additional £140k of capital receipts to support delivery be approved; in line with the funding decision made by Full Council when approving the Medium-Term Financial Plan (MTFP) that capital receipts flexibility be used for this purpose.

4. That the use of up to £200k from the Service Redesign Reserve to support initial work to develop service improvements and reshape the Finance Service, and Property and Technical Services be approved, with detailed business cases being developed for approval that will embed long term improvements; this is in line with the funding decision made by Full Council when approving the MTFP that the Service Design Reserve be used for this purpose.
5. That the Service Director for Digital, HR and Customer Services, in consultation with the Council's Section 151 officer and the Cabinet Member for Business Transformation and Customers, be granted delegated authority to approve the use of and draw down of funding of up to £50k per project through the use of Capital Receipts Flexibility or from the Service Redesign Reserve, where additional funding would be required to pump prime approved business cases; this is in line with the funding decision made by Full Council when approving the MTFP that capital receipts flexibility and / or the Service Design Reserve be used for this purpose.

REASON FOR DECISIONS

To ensure that the Organisational Development Programme is approved with clearly understood design principles and governance arrangements, so that the change activities which are undertaken by the Council support the successful achievement of the Council Plan and MTFP and deliver against the seven outcomes set out in the Council's Organisational Development Strategy.

122 EXCLUSION OF THE PUBLIC

RESOLVED –

That under Regulation 21(1)(b) of the Local Authorities (Executive Arrangements) (Access to Information) (England) Regulations 2000, 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 1 of Part I of Schedule 12A to the Local Government Act 1972.

123 ABSENCE OF MEMBER OF THE COUNCIL

The Senior Democratic and Scrutiny Officer submitted a report enabling the Cabinet to consider, for the purposes of Section 85(1) of the Local Government Act 1972, the reasons for the absence of a Member of the Council from meetings of the Authority.

Councillor Mick Bagshaw had been prevented from attending meetings of the Authority since his last attendance on 3 November, 2021 for the reason(s) expressed within the report.

***RESOLVED –**

That, for the purposes of Section 85(1) of the Local Government Act, 1972, the reason for the absence from meetings of Councillor Mick Bagshaw since 3 November, 2021 be approved and that his continued absence from meetings be authorised through until 3 August, 2022.

REASONS FOR DECISIONS

To meet the requirements of Section 85(1) of the Local Government Act 1972.

For publication

Sector led improvement – Peer challenge and key residents / tenant satisfaction surveys (DL000)

Meeting:	Cabinet
Date:	26.04.22
Cabinet portfolio:	Deputy Leader
Directorate:	Corporate
For publication	

1.0 Purpose of the report

- 1.1 To provide an update on the key sector led improvement initiatives and progress during 2021/22 including peer challenge and key resident and tenant satisfaction surveys.

2.0 Recommendations

- 2.1 That Cabinet approves the publication of the Peer Challenge report on the Council's website.
- 2.2 That Cabinet approves the Peer Challenge action plan.
- 2.3 That Cabinet approves the STAR action plan.

3.0 Reasons for recommendations

- 3.1 To continue our journey of improvement and provide value for money services for residents and tenants.

4.0 Report details

- 4.1 Local Government Association Peer Challenge

The Local Government Association (LGA) is the national membership body for local authorities. The LGA aims to represent, support, promote and improve local government.

- 4.2 As part of the LGA's 'offer' to its member authorities, it provides a free of charge Corporate Peer Challenge every four to five years. The basis for a Peer Challenge is to allow elected Members and officers from other local authorities to visit a council and provide advice and guidance on current and future work with a view to offering suggestions for further improvement and development. The role of a Peer Challenge has been accentuated since the removal of the Audit Commission inspection system in May 2010. The Peer Challenge provides the kind of external verification and challenge previously offered by the Comprehensive Performance Assessment (CPA) and Comprehensive Area Assessment (CAA) process (although it should be emphasised that the Corporate Peer Challenge process is not an inspection and is entirely voluntary).
- 4.3 In October 2021, Chesterfield Borough Council took part in Peer Challenge with senior officers and an elected member from different authorities plus a Local Government Association Peer Challenge Programme Manager visiting Chesterfield Borough Council for three days.
- 4.4 Prior to the onsite challenge a range of documents were supplied including a position statement, Council Plan, financial information and key strategies and policies. During the three day visit peers met over 70 people and organisations via one to one interviews, small group discussions and focus groups.
- 4.5 The peer challenge was focused around the following five themes, which form the core components of all corporate peer challenges:
1. Understanding of place and priority setting
 2. Leadership of place
 3. Organisational leadership and governance
 4. Financial planning and viability
 5. Capacity to deliver

In addition to these core areas, the team also provided feedback on organisational development, ICT transformation and community development.

- 4.6 The feedback report is attached at Appendix 1. Key findings include:

Understanding of place and priority setting

- Chesterfield BC's leadership, staff and partnerships understand the needs of its place, the challenges, and the opportunities
- Through our political and organisational leadership, we lead, communicate, and influence others to support our ambitious and passionate growth and transformation agenda
- There are opportunities to strengthen our good work by ensuring measurable outcomes and targets are regularly reviewed to reflect changing demographics and are evaluated for effectiveness

Leadership of place

- Chesterfield BC demonstrates visible evidence of successful partnership working and received wide-spread praise from partners
- Our regional and sub-regional position is firmly established in the Vision Derbyshire initiative and in the D2N2 LEP
- The Chesterfield BC brand is recognised, trusted, and embraced to maximise its 'can do' attitude
- Opportunities for increasing visibility of senior political and officer leadership in key partnership activity

Organisational leadership and governance

- Chesterfield BC is a strongly led, ambitious council with good member/officer relationships and a demanding culture for results and success
- Opportunities to build on the goodwill and commitment strengthened by work during the pandemic including improved communication and visibility of senior leaders

Financial planning and viability

- The Council has a good track record in managing financial performance and growth, consistently operating within set budgets and building a reasonable level of reserves
- Opportunities to increase the understanding of risks in decision making activity
- The External Auditor complimented the Finance team over the preparation of the statement of accounts and related processes
- Opportunities to improve the integration of financial expertise at an early stage in the development of strategies and emerging projects and programmes so that they can influence and guide as appropriate in the decision-making processes

Capacity to deliver

- Chesterfield has a committed and talented workforce who are passionate about making a difference
- All members and staff have been on a journey during the pandemic and naturally there is a question now being asked: “What does the future look like?”
- There is potential to harness new ways of working to transform the purpose and effectiveness of the organisation both internally and within the borough’s communities

Organisational Development and ICT Transformation

- The decisions to bring the ICT service in-house and to make significant investments in enabling technologies have proved to have been far-sighted and have enabled the Council to respond swiftly and successfully to the challenges of the pandemic by enabling staff to safely adopt new ways of collaborative and flexible working
- Opportunities to improve key messaging and engagement around the strategic organisational development with all stakeholders

Community development / wellbeing

- The Council has strong partnerships with voluntary and community organisations
- Key Voluntary and Community Sector (VCS) partners feel that the Council’s values are evident, which gives a clear steer and encourages VCS partners to prioritise and reach out to deprived communities
- Although there has been a lot of excellent work done over many years to address issues such as the skills gap, mental health and youth unemployment, the team heard concerns that these interventions have not yet led to tangible improvements for communities, especially in areas of third generation worklessness where aspirations are low

4.7 The peer team developed some key recommendations for our consideration. These are based on what the team saw, heard and read during the challenge period. The team drew on their experience of the sector and knowledge of local government improvement. The following recommendations were made:

Recommendation 1

Continue to establish and communicate to councillors and staff a clear understanding of the Council’s financial position and priorities, including the implications of the Asset Management Plan. Develop a Medium-Term efficiency strategy for CLT to implement and be accountable for. This needs to be progressed at pace to enhance efficiency and productivity

going forward.

Recommendation 2

Evaluate and understand the learning and impact of the Covid 19-response (the accelerated and fast paced digital transformation, overall change of pace, resource realignment, direct and immediate staff communication.) Pause, reflect, and plan a clear organisational development programme and timetable highlighting the drivers and benefits to be realised. Align the programme to those drivers for change.

Recommendation 3

Communicate effectively about the future organisational requirements with all stakeholders, particularly staff and Members. Conversations of this nature will build trust, increase knowledge, and support the effective implementation of the new ways of working.

Recommendation 4

Consider significant decisions regarding structures, capacity, and finances in the light of the uncertainties of the current landscape reflecting on heightened risk and focusing on property and income generation, which are ongoing challenges to your organisation. This includes the economic climate, an increase in homeworking across the economy, and post-Brexit uncertainties. Investment plans could all be affected by these changes.

Recommendation 5

Develop a social investment plan / approach which includes measurable targets on areas such as deprivation and improving outcomes for vulnerable communities to ensure that no-one is left behind as Chesterfield's economy grows.

Recommendation 6

Recognise that following the prolonged and continuing impact of the pandemic your staff are, like many others, suffering from fatigue and therefore highly likely to impact upon your capacity to deliver. Ensure that CBC has robust, sustainable resources in place to deliver across the life of the transformation programme (project and programme management, organisation/job redesign, staff consultation, change management).

Recommendation 7

Recognise and relaunch your visible leadership to engage, consult and deliver, identifying structural, financial, and community benefits for Chesterfield. As well as the Chief Executive and Leader, this should be reinforced and supported by the wider leadership team.

4.8 The LGA recommend that authorities publish the Peer Challenge feedback report on their website to support local government transparency.

4.9 Since the Peer Challenge in October, we have already made progress on a number of the recommendations with further activities planned over the next 12 months. The peer challenge action plan is attached at Appendix 2. The plan will be owned and monitored by the Corporate Leadership Team via the performance management framework.

4.10 'Are You Being Served?' resident satisfaction survey

Understanding resident views is a key element of assessing the effectiveness of an authority, alongside cost and performance information. Furthermore, understanding resident satisfaction can strengthen local accountability and be a key part of the sector's approach to managing its own performance.

4.11 The LGA conducts regular national telephone polling of resident's satisfaction with local government, three times a year. This programme is called 'Are You Being Served?'. In addition to the national telephone survey, a set of resident satisfaction questions that councils can use in their local surveys, and guidance on the conditions that must be met, to enable the results to be benchmarked against these national and regional results have been developed. This is a flexible approach, designed to suit local circumstances and minimise the cost to councils of collecting the data. It allows councils to use only those questions that are of interest locally and fit these questions in with existing survey plans, whilst also helping to maximise the benefit and insight that can be gained from this data by making it broadly comparable.

4.12 The questions were developed in consultation with the sector and with assistance from Ipsos Mori, including cognitive testing. In addition, the document contains additional questions which are not part of the benchmarking, but which councils may find useful to use in their own local surveys.

- 4.13 Chesterfield Borough Council utilised the 'Are You Being Served?' methodology for our resident satisfaction survey in September / October 2021. This is the fifth time we have used this method of community engagement to capture resident feedback, with previous surveys taking place in 2013, 2015, 2017 and 2019.
- 4.14 The methodology specifies that for a population size of Chesterfield Borough, the minimum number of responses required for this survey is 500. The 2021 survey was completed by 740 residents. Receiving this number of responses has enabled us to achieve a confidence interval of 3.3. This means that we can be 95% confident that the results are accurate to within 3.3% if we had asked the entire Borough's population the same questions. For example, if 88% of respondents have said that they are very satisfied with their local area as a place to live, then we can say that we are 95% confident that, if we asked the whole of the Borough's population, the response would be between 84.7% and 91.3%.
- 4.15 The 'Are You Being Served?' resident satisfaction survey report is attached at Appendix 3. Key findings from the autumn 2021 survey include:
- Overall satisfaction with Chesterfield Borough as a place to live has increased from 84% in 2019 to 85% in 2021 and continues to be significantly higher than the national figure of 78%
 - Satisfaction with how Chesterfield Borough Council runs things has also increased from 74% in 2019 to 77% in 2021. Again this is significantly higher than the national figure which for the same time period was 56%
 - The percentage of residents stating that Chesterfield Borough Council offers value for money has increased to 60% from 57% in 2019 and continues to be significantly higher than the national figure which is 43%
 - Perception of feeling safe while outside in Chesterfield Borough has increased during the day and night for local neighbourhoods and the town centre
 - Positive satisfaction results for key services maintained during the pandemic including parks and open spaces, Pavements Centre and waste and recycling services
 - Some service satisfaction rates are likely to have been impacted by availability during the pandemic with closures and heavy restrictions in place throughout 2020 and 2021 for example theatres, sports centres and the museum
- 4.16 The findings of the 'Are You Being Served?' survey helped to shape the Council Plan Delivery Plan and Service Plans for 2022/23 and also provides

vital data to help develop the next Council Plan for the period 2023 – 2027.

4.17 STAR tenant satisfaction survey

Every two years the Housing Service undertakes a customer satisfaction survey of its tenants to identify how the service is performing and where improvements need to be made. In order to ensure a robust and comparable satisfaction survey is undertaken, the Council uses the Housemark STAR framework. This ensures that results can be consistently benchmarked over time.

4.18 The use of Housemark STAR is voluntary but is a widely used and recognised tool to measure and benchmark tenant satisfaction within the social housing sector. Housemark have designed a full listing of core, recommended and optional satisfaction questions and the suggested demographic questions, grouped according to theme along with full guidance on the methodology required to enable benchmarking and data confidence.

4.19 In October / November 2021, Chesterfield Borough Council used the latest STAR methodology, questions and guidance for our tenant satisfaction survey. For the size of our housing stock, STAR required between 375 – 566 to meet the statistical validity requirement. 477 of our tenants completed the questionnaire, so we have easily met the STAR requirement.

4.20 Within the 'Are You Being Served?' resident satisfaction survey we saw correlations between services and facilities that had significant provision impacts due to Covid-19 restrictions and decreased satisfaction ratings. The same issue has had an impact on tenant satisfaction. Due to Covid-19 restrictions non-essential housing management and support services were delivered remotely and the focus was placed on emergency responses and managing health and safety risks, therefore the visibility of Council staff in the Housing areas was reduced. Many staff were redeployed during this period to ensure continuity of essential services for example Careline and the Crematorium. In addition, during the pandemic there was a significant upsurge in neighbour disputes, noise complaints and reports of anti-social behaviour, including Covid 19 breaches; this increase in demand and expectation came at a time when staff were being redeployed into priority areas.

- 4.21 The resource pressures and redeployment of staff to support community services for example prescription delivery impacted on response times for the responsive repairs service. The Covid 19 restrictions and our aim to mitigate against transmission of the virus for our customers and staff led to suspension of the internal capital works programme and non-urgent works, this was also impacted by the availability of materials and supplies due to the pandemic. The responsive repairs service focussed resources on compliance, emergency and urgent repairs. Many tenants refused access due to Covid 19 concerns and dynamic risk assessments prevented staff entering homes where people had covid-19 symptoms leading to backlogs. The recovery plans have been implemented but the disruptions to the programmes and non-urgent repairs is likely to have influenced tenant's views on the overall service provision during this period. Many housing organisations have seen falls in tenant satisfaction over the period of the pandemic.
- 4.22 The STAR tenant satisfaction survey report is attached at Appendix 4. Key findings for the autumn 2021 survey include:
- Satisfaction with their neighbourhood as a place to live is significant lower for tenants asked on the STAR survey at 68.9% than the overall residents feedback gathered via 'Are You Being Served?' survey at 85%
 - Satisfaction with the Housing Service has fallen from over 80% in 2017 and 2019 to 68% in 2021
 - Repairs and maintenance and condition of homes were key areas impacted by Covid-19 and these have seen significantly reduced satisfaction levels
 - Concerns about housing repairs were the biggest single issue within the open ended question about what the Housing Service could do better. Other key issues included anti-social behaviour, communications and tenancy support
- 4.23 The findings from the STAR survey have informed the vision for the reshaping of the Housing Directorate. The new structure for phase 1 was approved by Joint Cabinet and Employment and General Committee in February 2022. Phase 1 focused on Housing Management for our 9,000 council homes, the Careline Service and the Council's Statutory Housing Solutions Service. Key investment areas within the reshape include:
- Increased the number of front-line housing officers who will provide the frontline point of contact for tenants
 - Providing direct tenant support to ensure repairs are raised and delivered and capital investment requirements are identified leading

to a reduction in disrepair claims and a reduction in escalated work as problems identified and addressed

- Ensuring that tenancy support issues are identified at tenancy commencement but also in tenancy as customers' needs change, leading to an increase in wellbeing and a reduction in tenancy failure and increased length of tenancy which will result in a reduction in voids, transfers and management moves
- Enabling staff to have the ability to more proactively address the presenting of mental health issues which impact on neighbour disputes and ASB, and provide capacity for increased partnership working with support agencies, health and social care, community safety and the Police
- Increased resources will enable a greater focus on environmental management of the estates and open spaces leading to improved clean, safe and well-maintained neighbourhoods, early identification of environmental risks, increased visibility and reassurance to tenants
- Annual home visits will enable early identification of anti-social behaviour issues and vulnerability and the tenancy enforcement officer resource will enable a reduction in cases escalating and a comprehensive approach to community Safety, joint tasking within Community Safety Team and the ability to respond more effectively to the increased criminal activity and perception of criminal activity in our neighbourhoods
- Promoting a wide range of tenant engagement options and ensuring we keep tenants informed

4.24 Phase 2 of the re-shape will include the housing property services, including integrating in-house housing repairs and capital programmes into a service environment.

4.25 In addition to this housing reshape, a comprehensive STAR action plan has been developed and is attached at Appendix 5. The key focus areas include:

- Repairs and maintenance service – improving speed and quality
- Improved management of green and communal space
- Tackling anti-social behaviour
- Improved customer service and communication channels
- Developing a robust performance management framework to learn from feedback and drive service improvement

5.0 **Alternative options**

5.1 All sector led improvement activity is currently voluntary but is strongly encouraged by Government and industry bodies such as the Local Government Association and Housemark.

6.0 **Implications for consideration – Financial and value for money**

6.1 No specific financial considerations have been identified for this report, however the Peer Challenge review has helped to inform our current medium term financial strategy and will inform future updates. The data gathered via the two satisfaction surveys is invaluable to inform future business cases and service improvement activity.

7.0 **Implications for consideration – Legal**

7.1 No specific legal considerations have been identified for this report.

8.0 **Implications for consideration – Human resources**

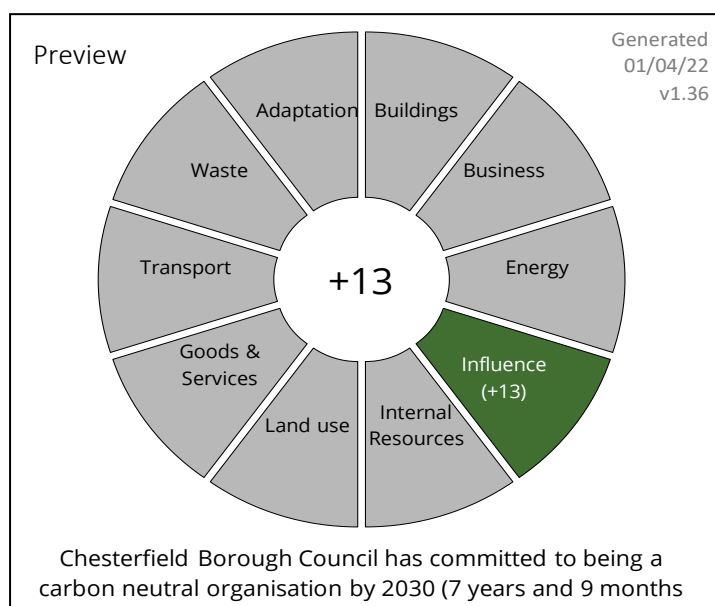
8.1 The Peer Challenge action plan draws upon existing resources and along with the two satisfaction surveys has been used and will be used in the future to help shape the Organisational Development Programme, the new People Plan, service plans and business cases.

9.0 **Implications for consideration – Council plan**

9.1 The Peer Challenge Review and satisfaction surveys have informed the development of the Council Plan Delivery Plan for 2022/23 and will help to shape the new Council Plan for 2023 – 2027.

10.0 **Implications for consideration – Climate change**

10.1 The 'Are You Being Served?' survey was used as an opportunity to find out more about our residents' views and experiences around climate change. This included learning more about current and future climate change impact, knowledge about contributory factors, response to climate change so far, barriers and communication.



11.0 Implications for consideration – Equality and diversity

11.1 Equality and diversity data was collected as part of the two surveys and has been used as part of the analysis and will be utilised to help shape and improve future service provision.

12.0 Implications for consideration – Risk management

Description of the Risk	Impact	Likelihood	Mitigating Action	Impact	Likelihood
Failure to maximise opportunities identified within the Peer Challenge Report.	M	M	<ul style="list-style-type: none"> Discussions at Corporate Leadership Team Development of an action plan Informs Organisational Development Programme Informs future Council Plan development Informs service delivery 	L	L
Failure to utilise valuable data from the satisfaction surveys to improve services.	M	M	<ul style="list-style-type: none"> Data used to inform Council Plan Delivery Plan 2022/23 and development of service plans Data informed Phase 1 and will inform phase 2 of the Housing Directorate reshape Specific action plan developed for the STAR survey results 	L	L

Decision information

Key decision number	1096
Wards affected	All

Document information

Report author
Donna Reddish – Service Director Corporate
Appendices to the report
Appendix 1 – Local Government Association Peer Challenge report
Appendix 2 – Peer Challenge action plan
Appendix 3 – Are You Being Served? survey report
Appendix 4 – STAR survey report
Appendix 5 – STAR action plan

This page is intentionally left blank


LGA Corporate Peer Challenge

Chesterfield Borough Council

18th-20th October 2021

Feedback report





1. Executive summary	3
2. Key recommendations	5
3. Summary of the peer challenge approach	6
4. Feedback	9
5. Next steps	17

1. Executive summary

Chesterfield Borough Council (CBC) is a forward-thinking, dynamic council, well regarded as an employer by their staff. It is a regional and national voice for both itself and other councils in Derbyshire. It has been successful in securing funding from a variety of sources including the Sheffield City Region. Statutory, voluntary sector and business partners recognise the value of working with CBC, and it was evident to the peer team that the localised approach to partnership working is positive.

Throughout the pandemic, the Council has continued to pursue its growth agenda and Council Plan, whilst working with Local Resilience Forum (LRF) partners on the pandemic response. It has also been successful in continuing to provide its normal services whenever and wherever possible within national rules and guidelines.

CBC took early decisions in relation to the deployment of its staffing resources at the onset of the pandemic. Staff were redeployed from closed services (such as culture and leisure facilities) to services that needed more capacity (such as the crematorium and customer services) and also to support partners with food and medicine deliveries, testing facilities and community response. The pandemic meant that development of a strategic organisational development programme, which the peer challenge had originally planned to feed into, took a back seat. The peer team recognise and support the work now being progressed to develop the strategic organisational development programme. The peer team recommend that the programme is developed to include reflection on the lessons learned through the pandemic.

The peer team was supposed to be on site in the early stages of delivery of the council's Information Communications Technology (ICT) programme to inform the strategic organisational development programme. However, the peer challenge was subsequently postponed several times due to the Covid 19 pandemic. Whilst the ICT programme was already underway when the pandemic struck, like many organisations, this was successfully accelerated to facilitate home working and alternative service delivery channels. Although successful, it was not necessarily implemented with the full technology support and processes required to ensure it maximised efficiency. Staff stated this still needs to be addressed as some elements

of their systems do not talk to each other and there are differences between working practices across the different services. Staff also felt that some in leadership roles (councillors and senior officers) do not understand that an ICT programme will not deliver all the savings expected on its own. It requires people, processes and structural changes to run alongside.

CBC's narrative regarding the need for, and the purpose, objectives, and outcomes of its strategic organisational development programme needs to be re-formed, owned, planned, and communicated internally and externally. For example, the peer team heard terminology such as "change programme" "transformation programme" "organisational design" used interchangeably and inconsistently by staff. It is therefore important to ensure there is understanding of the need for, and the purpose and objectives. This then needs to be translated into long-term sustainable plans.

Key factors for success are already in place: a committed, energetic workforce accustomed to change, political commitment, and a focus on supporting communities and local businesses. Due to the continuing uncertain external environment, there is now an opportunity to make the big decisions, regarding the shape and scale of the organisation and how it will benefit the borough's communities. It is important to ensure robust and transparent processes are in place to support the making of well-planned decisions as soon as possible. This includes ensuring that all members understand that finances need to be driven by a clear and strong Medium-Term Financial Strategy, plus other clear strategic plans: Asset Management, Organisational Development, and Social Investment delivering outcomes for communities over several years. There were recent financial decisions made, which were driven by a challenging short-term budget position which is not sustainable.

The Council is very successful in securing funding and developing schemes to match those, predominantly short-term, opportunities. It would be helpful to both staff and external partners to see how those schemes link back to the overall narrative and aims of the strategic organisational development programme. The peer team suggest that, like many other councils, CBC should look eight to ten years ahead to put it on a stable and sustainable financial footing. The changing and emerging financial and economic risks (particularly around property/income and the strategic organisational development programme) should not be underestimated and should

be recognised by councillors as well as officers.

The Council needs to further strengthen and improve its already robust governance and 'joined up' leadership arrangements. The peer team heard that the roles of Executive Directors and Service Directors were not always understood. Staff and Service Directors shared uncertainty about the Executive Directors' roles in driving priorities in service areas. Staff also shared examples of behavioural inconsistencies at Service Director level, including some behaviours that were not being challenged by their peers. There was also a staff perception that management decisions did not always involve the statutory officers.

The pandemic and the financial uncertainty that it has driven is a significant moment for local government and Chesterfield is no exception. There was clear evidence that the impact has been felt significantly by staff at all levels of the organisation. It would be good practice to regularly check with staff how they are coping (for example, a bi-monthly temperature check survey) to ensure that the Council is supporting staff appropriately. This will also help the organisation to plan for any forthcoming changes.

2. Key recommendations

There are a number of observations and suggestions within the main section of the report. The following are the peer team's key recommendations to the council:

2.1. Recommendation 1

Continue to establish and communicate to councillors and staff a clear understanding of the Council's financial position and priorities, including the implications of the Asset Management Plan. Develop a Medium-Term efficiency strategy for CLT to implement and be accountable for. This needs to be progressed at pace to enhance efficiency and productivity going forward.

2.2. Recommendation 2

Evaluate and understand the learning and impact of the Covid 19-response (the accelerated and fast paced digital transformation, overall change of pace, resource realignment, direct and immediate staff communication.) Pause, reflect, and plan a clear organisational development programme and timetable highlighting the drivers and benefits to be realised. Align the programme to those drivers for change.

2.3. Recommendation 3

Communicate effectively about the future organisational requirements with all stakeholders, particularly staff and Members. Conversations of this nature will build trust, increase knowledge, and support the effective implementation of the new ways of working.

2.4. Recommendation 4

Consider significant decisions regarding structures, capacity, and finances in the light of the uncertainties of the current landscape reflecting on heightened risk and focusing on property and income generation, which are ongoing challenges to your organisation. This includes the economic climate, an increase in homeworking across the economy, and post-Brexit uncertainties. Investment plans could all be affected by these changes.

2.5. Recommendation 5

Develop a social investment plan / approach which includes measurable targets on areas such as deprivation and improving outcomes for vulnerable communities to ensure that no-one is left behind as Chesterfield's economy grows.

2.6. Recommendation 6

Recognise that following the prolonged and continuing impact of the pandemic your staff are, like many others, suffering from fatigue and therefore highly likely to impact upon your capacity to deliver. Ensure that CBC has robust, sustainable resources in place to deliver across the life of the transformation programme (project and programme management, organisation/job redesign, staff consultation, change management).

2.7. Recommendation 7

Recognise and relaunch your visible leadership to engage, consult and deliver, identifying structural, financial, and community benefits for Chesterfield. As well as the Chief Executive and Leader, this should be reinforced and supported by the wider leadership team.

3. Summary of the peer challenge approach

3.1. The peer team:

Peer challenges are delivered by experienced elected member and officer peers.

The make-up of the peer team reflected the focus of the peer challenge and peers were selected on the basis of their relevant expertise. The peers were:

- Allen Graham, former Chief Executive at Rushcliffe Borough Council
- Councillor David Ellesmere, Leader of Ipswich Borough Council
- Sarah King, Corporate Director and S151 Officer, Eastleigh Borough Council
- Kirstin Stevely, Social Inclusion Officer, North Tyneside Council
- Sam Davey, LGA Associate, specialising in Business Transformation and Organisational Design

3.2. Scope and focus

The peer team considered the following five themes which form the core components of all Corporate Peer Challenges. These areas are critical to councils' performance and improvement.

1. **Understanding of local place and priority setting** - Are the council's priorities clear and informed by the local context? Is the council delivering effectively on its priorities? How well does the council understand its local context and place and how has that been used to inform a clear vision and set of priorities? How well is the Council achieving against those ambitions?
2. **Leadership of Place** - Does the council provide effective local leadership? Are there good relationships with partner organisations and local communities? Does the council provide effective leadership of the borough, within, but also beyond, the Council's boundaries and the wider place (such as Derbyshire, D2N2 The East Midlands) through its elected members, officers and constructive relationships and partnerships with external stakeholders? Are councillors carrying out their roles as community leaders effectively, acting as catalysts and facilitators to build capacity and resilience in the community (and so reduce the dependence and hence demand on public services)?
3. **Organisational leadership and governance** - Are there clear and robust governance arrangements? Is there a culture of challenge and scrutiny? Is there effective political and managerial leadership supported by good

governance? Are decision-making arrangements fleet of foot, responsive to key challenges and opportunities and do they enable change and transformation to be successfully implemented? Are elected and officer roles clearly defined and relationships constructive? Is the way the Council operates its Leader and Cabinet model fit for purpose? Is scrutiny effective? Are the values being lived? Is the culture one where colleagues across the Council feel empowered and where good customer service is an outcome

4. **Financial planning and viability** - Does the council have a grip on its current financial position? Does the council have a strategy and a plan to address its financial challenges? Does the council have a financial plan in place to ensure long term sustainability and is there evidence that it is being implemented successfully? How aware is it of its costs compared to similar councils? Is the Council maximising appropriate sharing and “commercial” opportunities to enable reinvestment in services and to contribute further to self-sufficiency?
5. **Capacity to deliver** - Is the organisation able to support delivery of local priorities? Does the council have the capacity to improve? Is there sufficient corporate capacity and is it aligned with priorities? Does the council influence, enable and leverage external capacity to focus on agreed outcomes? For example, is the way the Council works in different partnerships, particularly with public sector bodies, driving efficiency but protecting core deliverables? Is the Council making the most of new technology? Will ICT transformation drive a cultural shift, reduce human resource demands, and transform the customer interface?

In addition to these questions, you asked the peer team to provide feedback on:

1. Organisational Development
2. Finance
3. ICT Transformation Programme
4. Community Development

These themes have largely been incorporated into the main body of the report, with an additional section on ICT and Business transformation and one on Community Engagement.

3.3. The peer challenge process

Peer challenges are improvement focused and are not designed to provide an in-depth or technical assessment of plans and proposals. The peer team used their experience and knowledge of local government to reflect on the information presented to them by people they met, things they saw and material that they read. It is not an inspection.

The peer team prepared by reviewing a range of documents and information in order to ensure they were familiar with the council and the challenges it is facing. The team then spent three days at Chesterfield, during which they:

- Gathered information and views from around 30 meetings, in addition to further research and reading.
- Spoke to more than 70 people including a range of council staff together with members and external stakeholders.
- collectively spent nearly 330 hours on the peer challenge, the equivalent of one person spending nearly 10 weeks in the council.

This report provides a summary of the peer team's findings. In presenting feedback, they have done so as fellow local government officers and members. By its nature, a peer challenge is a snapshot in time, and the team recognises that things will have progressed since the onsite work took place.

4. Feedback

4.1. Understanding local place and priority setting

Chesterfield BC's leadership, staff and partnerships understand the needs of its place, the challenges, and the opportunities. Through its political and organisational leadership, it leads, communicates, and influences others to support its ambitious and passionate growth and transformation agenda. It has been successful in recent funding bids including £2.4M LEP funding towards HS2 related infrastructure and the announcement post peer challenge of £19.8M from the Government's Levelling Up Fund to contribute towards regenerating the town centre which demonstrates this strength.

The Council has been pursuing and implementing projects and initiatives in line with local priorities and the Council Plan. Economic growth (one of the Council's priorities) is a long-term journey, and some outcomes (such as addressing health inequalities and improving the employment rates amongst young people) have not

yet been realised. The peer team encourage the Council to strengthen its good work by ensuring that measurable outcomes and targets are regularly reviewed to reflect the changing demographics and evaluated for effectiveness.

4.2. Leadership of Place

Chesterfield BC demonstrates visible evidence of its successful partnership working and received wide-spread praise from its partners. Its regional and sub-regional position is firmly established in the Vision Derbyshire initiative (with other Derbyshire district councils and the County Council), and in the D2N2 LEP.

The Chesterfield BC brand is recognised, trusted, and embraced to maximise its 'can do' attitude. However, the diverse impacts of the pandemic on different communities need to be reflected upon and adjustments made to provide the required energy to maintain the Council's ambition to "put its communities first". During the last two years it has rightly focused on supporting the community and protecting vulnerable people.

Some partners expressed concern that they only engaged with the Leader or the Chief Executive and would welcome seeing more of the Executive Directors and other senior managers. It would be worth exploring this further to see if this is something that needs to be addressed.

4.3. Organisational Leadership and Governance

Chesterfield BC is a strongly led, ambitious council with good member/officer relationships and a demanding culture for results and success.

Member and officer leadership have protected the staff from the financial and economic reality of the risks facing the organisation as a result of the pandemic and subsequent events. However, mature conversations are necessary about the future direction of the Council. In the absence of concrete messages and plans, rumours are starting to circulate around potential cuts to jobs and restructures. Staff assume that restructuring is likely but have little idea about when and how it will happen. They said that they would like this to be more openly discussed. There was also evidence that councillors need to be made aware of the need for structural change, and how this might provide a different shape to the organisation.

There is confusion amongst staff about the different management roles within the leadership team, particularly between Service Directors and Executive Directors, and the management level of the Service Director - Finance and Monitoring Officer. This confusion was well illustrated by inconsistent use of job titles by staff, and comments about being unsure where line management responsibilities lie. Clarifying, or re-

stating, the roles and input of the statutory officers when making key decisions may help this, and it would be worth considering how the visibility of the Executive Directors could be improved.

The team suggest that CBC builds on the goodwill and commitment strengthened by work during the pandemic which assisted in developing a wider corporate culture. The leadership team of CBC need to ensure they corporately involve staff in both communications and developing strategies going forward.

4.4. Financial planning and viability

The Council has a good track record in managing financial performance and growth. The Council consistently operates within set budgets and had built up a reasonable level of reserves pre-pandemic. The Covid 19 pandemic, alongside other changes in the economic landscape, has had a negative impact on the Council's finances and this has resulted in a need to consider at pace how to address an emerging in-year budget gap. Councillors do not always appear to fully understand the different risks (financial, corporate, or otherwise) in decisions. This may not be widespread, but work could be done to explore whether councillors need further support to improve their understanding of risks and decision making.

The Finance Team is being led by a recently appointed S151 Officer who has the benefit of a stable and experienced team. The External Auditor complimented the team over the preparation of the statement of accounts and related processes. Across the Council there have been significant improvements in internal controls and processes over a number of years, with the Internal Audit opinions on all areas being substantial or reasonable in 2020/21, which is an impressive improvement.

The External Auditor will be offering an unqualified opinion on the 2020/21 statement of accounts, although there is a recognised need to focus on the financial challenges ahead.

To maintain a stable financial position the Council needs to develop a robust and comprehensive Medium-Term Financial Strategy (MTFS) which needs to be strategically led. It will need to include consideration of all potential impacts, incorporating a comprehensive Asset Management Plan which determines the financial impact of maintaining the existing property portfolio and how the related costs will be mitigated. The MTFS needs to reflect the financial impact of other council strategies. For example, the Council has declared, like many councils, a Climate Emergency. The MTFS should therefore include how climate issues affect long-term financial planning, for example future procurement and investment strategies.

CBC needs to regularly review the adequacy of reserves and reconsideration of risks in the light of the changing landscape. It also needs to ensure and demonstrate that income generating activities, including the property portfolio, have rigorous governance and scrutiny arrangements to ensure that all risks are identified and included in the MTFS.

The Section (S151) 151 Officer demonstrated a clear understanding of the risks and issues and the appropriate steps to take to be able to ensure that stability is achieved into the medium term. Many of the issues identified by the team were already on the S151 Officer's plans. It will be important moving forward that the S151 Officer is transparently involved, especially in relation to existing and future investments. The team identified that the Council should improve the integration of financial expertise at an early stage in the development of strategies and emerging projects and programmes so that they can influence and guide as appropriate the decision-making processes. This should also support a whole life costing approach to projects and full inclusion of all emerging financial impacts in the MTFS.

The Peer Challenge team saw no evidence that the Council has over-exposed its borrowing requirement. However, there is a heightened risk particularly around the property portfolio and the emerging costs from a comprehensive asset management plan. This will put pressure on the General Fund coupled with increasing interest rates. The efficiency strategy needs to be enhanced with the development of a detailed efficiency plan. These risks have been identified and acknowledged.

CBC should consider replicating the good practice approach of Business Partnering (currently used by HR) in the Finance Team to enable more effective management accounting support across the organisation. Establishing this may identify improvements to accessing financial data to inform reporting and will further develop and empower budget managers who should hold financial accountability. The finance team may need to develop the skills of existing staff in order to follow this approach.

4.5. Capacity to deliver

Chesterfield has a committed and talented workforce who are passionate about making a difference. But there was evidence that front line staff are, like with other councils, fatigued and becoming increasingly anxious about what the future might hold. Changes due to the pandemic have delayed the organisational development programme. The speed of ICT implementation, which was understandably accelerated at the beginning of the pandemic has resulted in solutions being

technology-led and this has resulted in temporary fixes by some managers. The apparent focus on ICT requirements for working patterns has left staff concerned about the future shape of the organisation.

The “one council, one team” approach was largely embraced and welcomed during the pandemic. All members and staff have been on an unusual journey and naturally there is a question now being asked: “What does the future look like?”, coupled with an acknowledgement that “We cannot go back to the way things were”.

However, the team heard that management behaviour about the new, more flexible ways of working, is inconsistent and leads to staff concerns. For example, where managers of formerly office-based teams have different approaches to flexible and hybrid working, how will hybrid working be monitored, objectives set, and performance reviewed? There is potential to harness new ways of working to transform the purpose and effectiveness of the organisation both internally and within the borough’s communities.

Staff reported that some managers’ competency and behaviour was not being addressed by senior officers and were worried that this does not reflect the Council’s ‘one council, one team’ approach that has been appreciated.

The team did not see a strategic recruitment and retention strategy, nor a specific talent management strategy but there is a good track record of apprenticeships and a ‘grow your own’ approach. More work could be done to demonstrate how this work ensures that CBC continues to spot and nurture talented staff and support their development. A greater clarity of roles between HR and Organisational Development would help ensure that CBC manages the nationally volatile recruitment situation carefully and proactively. This will help minimise future turnover of staff. Use the flexibility developed particularly during the pandemic to support the transformation of the organisation.

4.6. Organisational Development and ICT Transformation

CBC has a desire to transform its operating model and by doing so achieve both efficiency savings and improve its ability to deliver services to the community it serves. At the time of the peer challenge, CBC had recently adopted an Organisational Development Strategy.

It has recognised that the implementation of modern and fit-for-purpose ICT is a key enabler. To this end, the Council decided in 2018 to bring its ICT service in-house and has subsequently made significant investments in its enabling technologies. These decisions have proved to have been far-sighted and have enabled the Council to respond swiftly and successfully to the challenges of the pandemic by enabling

staff to safely adopt new ways of collaborative and flexible working.

The Council has also identified the need to rationalise its transformation activities by creating a programme of its current and planned projects, managed via a central Programme Management Office. CBC's leadership knows it needs clear, streamlined, and effective governance with appropriate oversight. This needs to provide a clear and transparent single view of cost, risk, deliverables, progress against plan and ultimately, benefits realisation. A Project Office Manager and Head of Organisational Development have recently been appointed and will need to ensure that governance and oversight are satisfactorily addressed for all projects and programmes. However, the outcome targets for the change programme are longer-term than the contracts of some of the key officers involved. This is likely to have an impact on the successful delivery of programmes.

The overall size, scale, shape, and scope of the programme have not yet been fully agreed, but a clear steer has been given regarding the primary areas of focus, which consist of:

- Customer access/digital
- Business transformation of key services, including housing, revenues and benefits, customer services, certain environmental services, and the centralisation/rationalisation of corporate services (e.g., marketing)
- Asset utilisation/optimisation

At the time of the peer challenge, the wider organisation had little or no understanding of the Organisational Development Strategy. Staff reported they had little access to the Strategy and the Council's financial position relating to it, although the team understood that several different communications approaches had been taken. This has led to the proliferation of rumour and the potential for uncertainty and destabilisation within the workforce. This is not an unexpected or unusual response to the introduction of a major transformation programme, but the team recommend that CBC's leadership recognise and are mindful of this and take the opportunity to provide clear, unambiguous, and positive messaging regarding the strategic organisational development programme to all stakeholders as soon as possible.

This does not mean that the potential for headcount reduction should in any way be concealed, but that the Leadership builds upon the loyalty of its workforce and the clear passion for excellence that has been so unequivocally demonstrated during the pandemic. By communicating openly and unambiguously about both the current challenges and opportunities, CBC can share a clear narrative relating to the

transformation journey, aimed at bringing those staff they wish to engage, support, and retain with them whilst also providing a clear and explicit rationale behind the changes needed to successfully design and implement the new operating model.

In addition, the peer team have a series of recommendations to support the successful delivery of its programme of change:

- 1) Scope all aspects of the programme in detail, identifying the required activities, deliverables, benefits, costs, resources, and risks associated with each project and workstream. Do this at individual project level before building the overarching programme.
- 2) Once the individual projects have been scoped, develop an overarching and prioritised plan which includes an awareness of the dependencies between each project/workstream within the programme.
- 3) Ensure that all enabling and supporting resources required to deliver the programme are in place. This includes HR resources to support staff consultation, job redesign, redeployment, and the management of change.
- 4) Ensure all projects have clear executive sponsorship and that the executive sponsor is engaged and actively involved in high level risk and issue management.
- 5) Ensure all projects have a supporting business case. This could use the treasury five case model which ensure the strategic, economic, financial, management and commercial cases have been made. The business case should include an initial assessment of risk and high-level assumptions regarding both benefits and benefits realisation.
- 6) Ensure an effective process of change control is adopted to limit scope-creep and to ensure the individual projects/workstreams continue to remain on track.
- 7) Develop a clear and simple reporting dashboard to provide accurate and up-to date management information regarding project progress, risk and issue management and key messages for stakeholders.
- 8) As an aid to staff retention and to help maintain pace, consider the introduction of both targets and incentives related to programme delivery.

4.7. Community Development / wellbeing

The Council has strong partnerships with voluntary and community organisations, for example, the Chesterfield Strategic Community Wellbeing Coordination Group has been a success.

The focus of the Community Recovery Approach is clear and targeted. Key Voluntary and Community Sector (VCS) partners feel that the Council's values are evident, which gives a clear steer and encourages VCS partners to prioritise and reach out to deprived communities. One partner used the word 'exemplary' to describe the Council's record of supporting their VCS agencies.

The Council's vision on doing the best for the communities of the Borough is clear, but VCS partners are worried that the needs of some communities are not being met. There is a recognition from VCS partners that the scale of the problem around social mobility and youth unemployment is great.

The Council needs to identify its role and partners' roles to ensure sustainable support for communities. For example, VCS partners are uncertain about future funding and worried about having to be reactive rather than proactive.

The funding of partnerships has been determined on an annual basis. The team recommend that the Council consider a three-year funding approach driven by a social investment plan to ensure outcomes are aligned to the priorities of the authority, for example, increasing uptake of benefits, supporting skills development or reduction in youth unemployment. Sustainable support could be in the form of premises, or access to council services, not just in the form of direct funding. The team suggest that CBC considers a different approach to support, on a more wrap around sustainable footing.

There are some excellent examples of the Council listening to communities, such as work in Holme Hall to engage with residents, and working with Blend to speak to young people. However, this level of understanding was not consistent across the Council. Not all service areas understand their impact on communities, particularly where they may not deal directly with the public. The Council as a whole should look at how it can best ensure that more of the council are able to hear the voice of communities.

The Decision-Making Accountability (DMA) model newly adopted in Housing is an excellent example of where internal engagement has helped staff to learn from each other, and subsequently improved how the service delivers its work to maximise community benefits. Plans to roll this model out across the Council could help identify and promote integrated and cross-organisational working, which ultimately should maximise community benefits.

Although there has been a lot of excellent work done over many years to address issues such as the skills gap, mental health and youth unemployment, the team heard concerns that these interventions have not yet led to tangible improvements

for communities, especially in areas of third generation worklessness where aspirations are low. Many of the jobs created by the council and its influence have reportedly been higher skilled jobs attracting people from outside the area. The Council needs to regularly understand the barriers preventing communities from accessing new opportunities and be prepared to change its approach.

5. Next steps

It is recognised that senior political and managerial leadership will want to consider, discuss, and reflect on these findings.

Both the peer team and LGA are keen to build on the relationships formed through the peer challenge. The CPC process includes a six-month check-in meeting. This will be a short, facilitated session which creates space for the council's senior leadership to update peers on its progress against the action plan and discuss next steps.

In the meantime, Mark Edgell, Principal Adviser for East Midlands, is the main contact between your authority and the Local Government Association. He is available to discuss any further support the council requires.

Mark.edgell@local.gov.uk.

This page is intentionally left blank

LGA Corporate Peer Challenge – Action Plan

No	Recommendation from the peer team	Our response and current/planned action	Timescale	Lead Officers	Update (April 2022)
1.	Continue to establish and communicate to councillors and staff a clear understanding of the Council's financial position and priorities, including the implications of the Asset Management Plan. Develop a Medium-Term efficiency strategy for CLT to implement and be accountable for. This needs to be progressed at pace to enhance efficiency and productivity going forward.	<ul style="list-style-type: none"> Member development session to increase understanding of local government finance and risk Ensuring that finance and risk form a key part of the member induction process following the May 2023 election Revised Asset Management Strategy and Plan is being developed and will include key financial and risk information to ensure informed decision making Efficiency strategy has been incorporated into the comprehensive Organisational Development Programme 	<p>Nov 2021</p> <p>May – Jul 2023</p> <p>TBC</p> <p>Apr 2022</p>	<p>TC</p> <p>JB / TC</p> <p>NJ</p> <p>RON</p>	<p>Completed</p> <p>Draft Strategy and Plan developed</p> <p>Organisational Development Programme developed and approved (Cabinet 26.04.22)</p>
2.	Evaluate and understand the learning and impact of the Covid 19-response (the accelerated and fast paced digital transformation, overall change of pace, resource realignment, direct and immediate staff communication.) Pause, reflect, and plan a clear organisational development programme and timetable highlighting the drivers and benefits to be realised. Align the programme to those drivers for change.	<ul style="list-style-type: none"> Development of a comprehensive Organisational Development Programme, drawing upon the learning of the Covid-19 pandemic 	April 2022	RON	Organisational Development Programme developed and approved (Cabinet 26.04.22)
3.	Communicate effectively about the future organisational requirements with all stakeholders, particularly staff and Members. Conversations of this nature will build trust,	<ul style="list-style-type: none"> Improvements to managers e-bulletin and sequencing of communication messaging New hybrid working approach emphasises need for in-person team meetings, PDRs and collaborative opportunities 	<p>From Nov 2021</p> <p>Apr 2022</p>	<p>MA</p> <p>RON</p>	<p>Enhanced managers bulletin</p> <p>Draft Hybrid working approach developed – consultation stage</p>

	increase knowledge, and support the effective implementation of the new ways of working.	<ul style="list-style-type: none"> Scrutiny project re: member development including induction process Communications and Marketing review to include renewed focus on internal communications 	2022 Finalised July 2023	RA DR/MA	Planned for 2022/23 to inform improvements for post 2023 election. Review progressing with priority areas agreed and further research, discussion and options papers commissioned.
4.	Consider significant decisions regarding structures, capacity, and finances in the light of the uncertainties of the current landscape reflecting on heightened risk and focusing on property and income generation, which are ongoing challenges to your organisation. This includes the economic climate, an increase in homeworking across the economy, and post-Brexit uncertainties. Investment plans could all be affected by these changes.	<ul style="list-style-type: none"> Revised Risk Management Strategy to take into account these key issues Updated Strategic Risk Register and focus on service risk registers Improved risk consideration in key decision reports Improved risk consideration as part of project development and business cases via Project Management Office 	Feb 2022 July 2022 2022/23 April 2022 onwards	DR DR / GI ALL RON	Complete – approved by Council in Feb 2022 Strategic Risk Register updated and focus sessions planned for services in early 2022/23 Key part of the Organisational Development Programme and Project Management Office improvements.
5.	Develop a social investment plan / approach which includes measurable targets on areas such as deprivation and improving outcomes for vulnerable communities to ensure that no-one is left behind as Chesterfield's economy grows.	<ul style="list-style-type: none"> Council Plan Delivery Plan for 2022/23 includes the following priority: Build upon our Covid-19 community recovery approach by embarking on the development of a social investment initiatives. Key activities include: <ul style="list-style-type: none"> Social value in procurement Localism rights Community development and delivery approach Community and voluntary support and funding Community Infrastructure Levy neighbourhood portion review 	Mar 2023	DR	Key workshops have taken place and key research, discussion and options papers commissioned.

		<ul style="list-style-type: none"> ○ Maximising benefits from community partnership arrangements including integrated care systems 			
6.	Recognise that following the prolonged and continuing impact of the pandemic your staff are, like many others, suffering from fatigue and therefore highly likely to impact upon your capacity to deliver. Ensure that CBC has robust, sustainable resources in place to deliver across the life of the transformation programme (project and programme management, organisation/job redesign, staff consultation, change management).	<ul style="list-style-type: none"> ● Additional days leave granted for 2022/23 to thank staff for hard work during pandemic ● Focus on wellbeing with refresh of Mental First Aiders training, promotion of employee assistance scheme and access to occupational health ● Implementation of the Project Management Office 	Apr 2022	GM	Implemented for 2022/23 leave year
			Mar 2023	GM	
			Apr 2022	GM	Recruitment taking place for Project Management Office Manager.
7.	Recognise and relaunch your visible leadership to engage, consult and deliver, identifying structural, financial, and community benefits for Chesterfield. As well as the Chief Executive and Leader, this should be reinforced and supported by the wider leadership team.	<ul style="list-style-type: none"> ● See recommendation 3 ● Enhanced use of videography to engage employees and members in key messaging ● Refreshed approach to managers seminars and Tier 4 development meetings 	Apr 2022	MA	More frequent CEX videos and content
			Jul 2022	GM	

This page is intentionally left blank

Are You Being Served Resident Satisfaction Survey 2021
Questionnaire Report

1.	Summary	4
2	Introduction	4
Page	Summary of questionnaire results	5
43	Full questionnaire results	7
	About Chesterfield Borough Council and the local area in general	7
	Overall, how satisfied or dissatisfied are you with your local area as a place to live?	7
	Overall, how satisfied or dissatisfied are you with the way that CBC runs things?	8
	To what extent do you agree or disagree that Chesterfield Borough Council provides value for money?	9
	On balance which of the following statements comes closest to how you feel about Chesterfield Borough Council?	10
	To what extent do you think Chesterfield Borough Council acts on the concerns of local residents?	11
	Overall how well informed do you think Chesterfield Borough Council keeps residents about the services and benefits it provides?	12
	Have you visited the council's website within the last 12 months?	13
	How satisfied are you with the following aspects of the council's website? Filtered by those who have visited the website in the last 12 months only	14
	How satisfied are you with the following aspects of the council's website? All 2021 responses	15
	About the local community	16
	How safe or unsafe do you feel in the following areas?	16
		1

If you have any concerns about safety in these areas, please tell us briefly what they are:	17
How strongly do you feel you belong to the local area?.....	18
To what extent do you agree or disagree that your local area is a place where different groups get on well together?	19
To what extent would you agree or disagree that people in this local area pull together to improve the local area?	20
About Chesterfield Borough Council Services.....	21
How frequently have you used the following services or visited the venues provided by Chesterfield Borough Council?	21
How satisfied or dissatisfied are you with the following services?	23
Do you agree that Council staff are generally helpful, friendly and polite?.....	25
About finding and receiving information	26
Have you seen the publication ‘Your Chesterfield’?.....	26
If yes, how informed do you feel about the Council’s services after reading Your Chesterfield?	26
Where do you currently find out information about the Council?.....	27
If you use the Council’s social media channels, how useful do you find them?	28
If you need to contact the council, how would you prefer to do this?	30
Have you registered for a My Chesterfield account (an online account where you can request and manage a range of services provided by CBC)?	30
If more Council services were available online, would you use them where possible?.....	31
If yes, what sort of services would you like to access using the website?.....	32
About Climate Change	34
How concerned, if at all, are you about climate change, sometimes referred to as ‘global warming’?.....	34
Thinking about climate change, how much do you think it will affect the following?	35
The way we live our lives will have to change substantially to address climate change	39
I know enough about climate change to make adjustments in my own life	40

	In your view, how much do each of the following sectors contribute to carbon emissions in the Borough? Please select your top three only.	41
	Which do you think are the most important ways for CBC to keep people informed about climate change locally?	43
	From the list below, which changes (if any) have you already made, will be making, or would like to make in response to climate change concerns?	45
	Is anything stopping you from acting more quickly on climate change? Please write up to three reasons.	49
	About your local community and Covid-19 recovery	50
	Have you given unpaid help to groups, clubs or organisations within the last 12 months?	50
	During the Covid-19 pandemic Chesterfield Borough Council supported a range of additional services to put our communities first.	51
	To what extent are you and your household currently impacted by the following?	52
	If you have concerns about any of the issues raised above, where would you access help and support? (tick all that apply)	53
	Do you have any other comments to make?.....	54
	About you	55
	Appendix A	58

Page 45

1. Summary

Questionnaire format: Paper (postal)
Responses: 740
Date range: 10th September to 11th October 2021

2. Introduction

Are you being served is a benchmarking survey designed for local authorities by the Local Government Association (LGA) and Ipsos MORI. This is the fifth time Chesterfield Borough Council have used this method of community engagement to capture resident feedback, with previous surveys taking place in 2013, 2015, 2017 and 2019. Councils taking part in *Are you being served* follow guidance to create a questionnaire for residents to measure their satisfaction with services. There are a number of 'core questions' included which allow Councils to benchmark their performance on a national and regional basis.

Are you being served is different to the Citizen's Panel method it replaced because of the ability to undertake national benchmarking. In addition, the questionnaire is sent to a random sample of residents, rather than a panel of residents that have agreed to take part.

During September 2021, the postal questionnaire was sent to a random sample of 4500 residents in Chesterfield Borough. The LGA specify that for a population size of Chesterfield Borough, the minimum number of responses required for this survey is 500. The survey was completed by 740 residents, giving a response rate of 16.4%.

Receiving this number of responses has enabled us to achieve a confidence interval of 3.3. This means that we can be 95% confident that the results are accurate to within 3.3% if we had asked the entire Borough's population the same questions. For example, if 88% of respondents have said that they are very satisfied with their local area as a place to live, then we can say that we are 95% confident that, if we asked the whole of the Borough's population, the response would be between 84.7% and 91.3%.

The results of the survey are shown below. Please note responses may not add up to 100% due to rounding.

3. Summary of questionnaire results

	Inc. or exc. 'don't know' responses	2021 Satisfied / agree	2019 Satisfied / agree	2017 Satisfied / agree	Change from 2019 +/-	LGA national Oct 2021
Q1 Overall, how satisfied or dissatisfied are you with your local area as a place to live?	Excluding	85%	84%	87%	+1%	78%
Q2 Overall, how satisfied or dissatisfied are you with the way Chesterfield Borough Council runs things?	Excluding	77%	74%	77%	+3%	56%
Q3 To what extent do you agree or disagree that Chesterfield Borough Council provides value for money?	Excluding	60%	57%	60%	+3%	43%
Q4 On balance which of the following statements comes closest to how you feel about Chesterfield Borough Council? I speak positively of the council without being asked, I speak positively of the council if I am asked about it	Including	46%	48%	48%	-2%	
Q5 To what extent do you think Chesterfield Borough Council acts on the concerns of local residents?	Excluding	66%	64%	65%	+2%	52%
Q6 Overall, how well informed do you think Chesterfield Borough Council keeps residents about the services and benefits it provides?	Excluding	67%	63%	64%	+4%	57%
Q7 How satisfied are you with the following aspects of the council's website? (only including those that have used the Council's website during the last 12 months)	Excluding					
General look and feel	Excluding	79%	76%	n/a	+3%	
Getting around the site	Excluding	71%	73%	n/a	-2%	
Ease of finding information	Excluding	67%	72%	n/a	-5%	
Value of the information	Excluding	70%	70%	n/a	=	
Site search	Excluding	66%	69%	n/a	-3%	
The website overall	Excluding	73%	72%	n/a	+1%	
Q9 How safe or unsafe do you feel when outside in the following areas	Excluding					
Local area after dark	Excluding	66%	65%	69%	+1%	71%
Local area daytime	Excluding	93%	89%	93%	+4%	92%
Town centre after dark	Excluding	35%	28%	31%	+4%	
Town centre daytime	Excluding	88%	79%	84%	+9%	
Q10 How strongly do you feel you belong to the local area?	Excluding	77%	78%	76%	-1%	
Q14 How satisfied or dissatisfied are you with each of the following	Excluding					
Refuse collection	Excluding	91%	86%	87%	+5%	75%
Kerbside recycling	Excluding	77%	76%	78%	+1%	75%
Queen's Park Sports Centre	Excluding	64%	69%	67%	-5%	58%
Healthy Living Centre	Excluding	53%	67%	69%	-14%	58%
Pomegranate Theatre	Excluding	80%	83%	83%	-3%	
The Winding Wheel Theatre	Excluding	80%	80%	80%	=	
The Museum	Excluding	65%	71%	67%	-6%	
Visitor Information Centre	Excluding	79%	87%	85%	-8%	
Parks and open spaces	Excluding	87%	83%	86%	+4%	75%
The Pavements Shopping Centre	Excluding	77%	76%	83%	+1%	
Q15 Do you agree that council staff are generally helpful, friendly and polite?	Excluding	82%	85%	84%	-3%	
Q17 If yes, how informed do you feel about the council's services after reading 'Your Chesterfield'?	Excluding	81%	80%	82%	+1%	

Q19 If you use the council's social media channels, how useful do you find them?	Excluding	53%	71%	n/a	-18%
--	-----------	-----	-----	-----	------

4. Full questionnaire results

About Chesterfield Borough Council and the local area in general

Overall, how satisfied or dissatisfied are you with your local area as a place to live?

Respondents were asked that when thinking about the 'local area', they consider this to be within 15 to 20 minutes walking distance from home.

Respondents were given six options ranging from 'very satisfied' to 'very dissatisfied', including a 'don't know' option, and asked to indicate one option. A considerable majority (85%) of respondents indicated that they were either "satisfied" or "very satisfied" with their local area as a place to live.

Overall, how satisfied or dissatisfied are you with your local area as a place to live?	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied	Don't know
Total respondents	247	356	32	39	34	3
Percentage	34.70%	50.10%	4.50%	5.50%	4.80%	0.40%
Percentage (excluding don't knows)	34.89%	50.28%	4.52%	5.51%	4.80%	n/a
Trend analysis (year) (positive response)	2017	2019	2021			
Percentage	87%	84%	85.2%			

Overall, how satisfied or dissatisfied are you with the way that CBC runs things?

Introductory text to this question was as follows: “Your local area receives services from two councils, Chesterfield Borough Council and Derbyshire County Council. This survey asks about Chesterfield Borough Council (CBC), which is responsible for services such as refuse collection, street cleaning and planning.”

Respondents were given six options ranging from ‘very satisfied’ to ‘very dissatisfied’, including a ‘don’t know’ option, and asked to indicate one option. 77% of respondents stated that they were either ‘satisfied’ or ‘very satisfied’ with the way CBC runs things, consistent with results from previous surveys.

<u>Overall, how satisfied or dissatisfied are you with the way that CBC runs things?</u>	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied	Don't know
Total respondents	144	397	58	68	34	9
Percentage	20.30%	55.90%	8.20%	9.60%	4.80%	1.30%
Percentage (excluding don't knows)	20.54%	56.63%	8.27%	9.70%	4.85%	n/a
Trend analysis (year) (positive response)	2017	2019	2021			
Percentage	77%	74%	77.2%			

To what extent do you agree or disagree that Chesterfield Borough Council provides value for money?

Introductory text to this question was as follows: “For the next question, please think about the range of services Chesterfield Borough Council provides to the community as a whole, as well as the services your household uses. It does not matter if you do not know all of the services Chesterfield Borough Council provides to the community. We would like your general opinion.”

Respondents were given six options ranging from ‘strongly agree to ‘strongly disagree’, including a ‘don’t know’ option, and asked to indicate one option. Most respondents (60%) stated that they tend to agree, however a significant proportion said ‘neither’.

<u>To what extent do you agree or disagree that Chesterfield Borough Council provides value for money?</u>	Strongly agree	Tend to agree	Neither	Tend to disagree	Strongly disagree	Don't know
Total respondents	61	339	136	96	33	48
Percentage	8.60%	47.50%	19.10%	13.50%	4.60%	6.70%
Percentage (excluding don't knows)	9.17%	50.98%	20.45%	14.44%	4.96%	n/a
Trend analysis (year) (positive response)	2017	2019	2021			
Percentage	60%	57%	60.2%			

On balance which of the following statements comes closest to how you feel about Chesterfield Borough Council?

Respondents were given six options including a ‘don’t know’ option, and asked to indicate one option. The most common response indicated by respondents was “I speak positively about the council if asked about it”. Almost a third of respondents stated they “have no views one way or another” – again reflecting a significant proportion remaining neutral in terms of their views on CBC.

<u>On balance which of the following statements comes closest to how you feel about Chesterfield Borough Council?</u>	I speak positively about the Council without being asked	I speak positively about the Council if I’m asked about it	I speak negatively about the Council without being asked	I speak negatively about the Council if I’m asked about it	I have no views one way or the other	Don't know
Total respondents	51	276	91	38	222	33
Percentage	7.20%	38.80%	12.80%	5.30%	31.20%	4.60%
Trend analysis (year)	2017	2019	2021			
(positive response) Percentage	48%	48%	46%			

To what extent do you think Chesterfield Borough Council acts on the concerns of local residents?

Respondents were given five options ranging from 'a great deal' to 'not at all', including a 'don't know' option, and asked to indicate one option. There was no neutral option available for respondents to select. 66% responded positively, selecting either 'a great deal' or 'a fair amount'.

<u>To what extent do you think Chesterfield Borough Council acts on the concerns of local residents?</u>	A great deal	A fair amount	Not very much	Not at all	Don't know
Total respondents	54	336	175	28	110
Percentage	7.70%	47.80%	24.90%	4.00%	15.60%
Percentage (excluding don't knows)	9.11%	56.66%	29.51%	4.72%	n/a
Trend analysis (year) (positive response)	2017	2019	2021		
Percentage	65%	64%	66%		

Page 53

Overall how well informed do you think Chesterfield Borough Council keeps residents about the services and benefits it provides?

Respondents were given five options ranging from 'very well informed' to 'not well informed at all', including a 'don't know' option, and asked to indicate one option. There was no neutral option available for respondents to select. 67% of respondents agreed that the Council keeps residents informed.

<u>Overall how well informed do you think Chesterfield Borough Council keeps residents about the services and benefits it provides?</u>	Very well informed	Fairly well informed	Not very well informed	Not well informed at all	Don't know
Total respondents	83	353	172	45	54
Percentage	11.70%	49.90%	24.30%	6.40%	7.60%
Percentage excluding don't know	12.71%	54.06%	26.34%	6.89%	n/a
Trend analysis (year) (positive response)	2017	2019	2021		
Percentage	64%	63%	67%		

Have you visited the council's website within the last 12 months?

This was the second time we asked this question to provide further context to the questions about satisfaction with the Council's website. There was a slight increase in positive responses compared to 2019.

<u>Have you visited the Council's website within the last twelve months?</u>	Yes	No
Total respondents	350	336
Percentage	48.4%	46.5%
Trend analysis (year) (positive response)	2019	2021
Percentage	47.9%	48.4%

age 55

How satisfied are you with the following aspects of the council's website? Filtered by those who have visited the website in the last 12 months only

Respondents were given five options ranging from 'very satisfied' to 'very dissatisfied', plus a 'don't know' option, and asked to indicate one option for each of the aspects of the website.

<u>How satisfied are you with the following aspects of the Council's website? Last 12 months only</u>	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied	Don't know
General look and feel	59	207	39	25	5	12
Percentage	17.0%	59.7%	11.2%	7.2%	1.4%	3.5%
Excluding don't knows	17.6%	61.8%	11.6%	7.5%	1.5%	n/a
2019 comparison	15.9%	60.4%	17.1%	4.9%	1.6%	n/a
Getting around the site	53	186	50	41	7	9
Percentage	15.3%	53.8%	14.5%	11.8%	2.0%	2.6%
Excluding don't knows	15.7%	55.2%	14.8%	12.2%	2.1%	n/a
2019 comparison	18.8%	54.3%	15.5%	8.6%	2.9%	n/a
Ease of finding informaton you need	59	167	50	50	12	7
Percentage	17.1%	48.4%	14.5%	14.5%	3.5%	2.0%
Excluding don't knows	17.5%	49.4%	14.8%	14.8%	3.6%	n/a
2019 comparison	17.6%	54.1%	14.8%	10.7%	2.9%	n/a
Value of the information	59	174	66	23	10	12
Percentage	17.2%	50.6%	19.2%	6.7%	2.9%	3.5%
Excluding don't knows	17.8%	52.4%	19.9%	6.9%	3.0%	n/a
2019 comparison	14.8%	55.6%	21.0%	6.2%	2.5%	n/a
Site search	47	160	60	35	12	30
Percentage	13.7%	46.5%	17.4%	10.2%	3.5%	8.7%
Excluding don't knows	15.0%	51.0%	19.1%	11.1%	3.8%	n/a
2019 comparison	12.3%	56.6%	20.5%	7.0%	3.7%	n/a
The website overall	50	196	53	30	7	8
Percentage	14.5%	57.0%	15.4%	8.7%	2.0%	2.3%
Excluding don't knows	14.9%	58.3%	15.8%	8.9%	2.1%	n/a

2019 comparison	14.5%	57.7%	18.3%	7.1%	2.5%	n/a
-----------------	-------	-------	-------	------	------	-----

How satisfied are you with the following aspects of the council's website? All 2021 responses

Respondents were given five options ranging from 'very satisfied' to 'very dissatisfied', plus a 'don't know' option, and asked to indicate one option for each of the aspects of the website.

How satisfied are you with the following aspects of the Council's website? All 2021 responses	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied	Don't know
General look and feel	69	245	60	29	9	200
Percentage	11.3%	40.0%	9.8%	4.7%	1.5%	32.7%
Excluding don't knows	16.8%	59.5%	14.6%	7.0%	2.2%	n/a
Getting around the site	64	218	76	43	8	195
Percentage	10.6%	36.1%	12.6%	7.1%	1.3%	32.3%
Excluding don't knows	15.7%	53.3%	18.6%	10.5%	2.0%	n/a
Ease of finding informaton you need	69	205	79	54	14	192
Percentage	11.3%	33.4%	12.9%	8.8%	2.3%	31.3%
Excluding don't knows	16.4%	48.7%	18.8%	12.8%	3.3%	n/a
Value of the information	68	209	91	29	13	198
Percentage	11.2%	34.4%	15.0%	4.8%	2.1%	32.6%
Excluding don't knows	16.6%	51.00%	22.2%	7.1%	3.2%	n/a
Site search	53	191	88	38	14	216
Percentage	8.8%	31.8%	14.7%	6.3%	2.3%	36.0%
Excluding don't knows	13.8%	49.7%	22.9%	9.9%	3.7%	n/a
The website overall	55	234	73	32	8	194
Percentage	9.2%	39.3%	12.2%	5.4%	1.3%	32.6%
Excluding don't knows	13.7%	58.2%	18.2%	8.0%	2.0%	n/a

About the local community

How safe or unsafe do you feel in the following areas?

Respondents were asked to select one response, ranging from 'very safe' to 'very unsafe' for each of the categories. There was also a 'don't know' option. All four categories show an increase in respondents feeling either 'very safe' or 'fairly safe' compared to 2019.

How safe or unsafe do you feel in the following areas?	Very safe	Fairly safe	Neither	Fairly unsafe	Very unsafe	Don't know
In your local area after dark	85	354	48	113	64	33
Percentage	12.20%	50.80%	6.90%	16.20%	9.20%	4.70%
Excluding don't knows	12.80%	53.31%	7.23%	17.02%	9.64%	n/a
In your local area during the day	355	294	14	28	7	3
Percentage	50.60%	41.90%	2.00%	4.00%	1.00%	0.40%
Excluding don't knows	50.86%	42.12%	2.01%	4.01%	1.00%	n/a
In Chesterfield town centre after dark	28	172	103	145	122	111
Percentage	4.10%	25.30%	15.10%	21.30%	17.90%	16.30%
Excluding don't knows	4.91%	30.18%	18.07%	25.44%	21.40%	n/a
In Chesterfield town centre during the day	264	330	33	36	15	20
Percentage	37.80%	47.30%	4.70%	5.20%	2.10%	2.90%
Excluding don't knows	38.94%	48.67%	4.87%	5.31%	2.21%	n/a
Trend analysis (positive response)	2019	2021				
Local area after dark	65%	66%				
Local area daytime	89%	93%				
Town centre after dark	28%	35%				
Town centre daytime	79%	88%				

If you have any concerns about safety in these areas, please tell us briefly what they are:

205 comments were made. These are detailed in full in appendix A.

Theme	Number of comments
Concerns regarding anti-social behaviour	29
Comments regarding lack of police / security presence	15
Concerns regarding drug / drink / substance abuse	46
Personal safety concerns	26
Comments regarding the need to improve street lighting	20
Concerns regarding number of homeless people / begging	32
Comments regarding traffic / parking / transport issues	9
Concerns regarding going out after dark	11
Other comments	17

(Please note that comments may include more than one 'theme', and where this is the case, they have been themed based on the opening comment)

How strongly do you feel you belong to the local area?

Respondents were given five options ranging from 'very strongly' to 'not at all strongly', including a 'don't know' option, and asked to indicate one option. There was no neutral option available to select. Most respondents (77%) report feeling strongly that they belong to their local area, showing a marginal decrease on previous years' results.

<u>How strongly do you feel you belong to the local area?</u>	Very strongly	Fairly strongly	Not very strongly	Not at all strongly	Don't know
Total respondents	181	327	116	33	48
Percentage	25.7%	46.4%	16.5%	4.7%	6.8%
Percentage (excluding don't knows)	27.55%	49.77%	17.66%	5.02%	n/a
Trend analysis	2017	2019	2021		
(positive response)					
Percentage	76%	78%	77.3%		

00

To what extent do you agree or disagree that your local area is a place where different groups get on well together?

Additional supporting text for this question was: ‘By getting on well, we mean living alongside each other with respect’. Respondents were given 6 options including a ‘don’t know’ option. 73% of respondents agreed that the local area is a place where different groups get on well together.

<u>To what extent do you agree or disagree that your local area is a place where different groups get on well together?</u>	Definitely agree	Tend to agree	Neither	Tend to disagree	Definitely disagree	Don't know
Total respondents	110	355	107	53	12	62
Percentage	15.70%	50.8%	15.3%	7.6%	1.7%	8.9%
Percentage (excluding don't knows)	17.27%	55.73%	16.8%	8.32%	1.88%	n/a
Positive response	2021					
Percentage	73%					

To what extent would you agree or disagree that people in this local area pull together to improve the local area?

Respondents were given seven options for their response, including a 'don't know' option. 57% agreed that people in the local area pull together to improve the local area.

<u>To what extent would you agree disagree that people in this local area pull together to improve the local area?</u>	Definitely agree	Tend to agree	Neither	Tend to disagree	Definitely disagree	Nothing needs improving	Don't know
Total respondents	65	286	120	96	46	3	87
Percentage	9.2%	40.70%	17.10%	13.70%	6.5%	0.4%	12.4%
Percentage (excluding don't knows)	10.55%	46.43%	19.48%	15.58%	7.47%	0.49%	N/A
Positive response	2021						
Percentage	57.2%%						

62

About Chesterfield Borough Council Services

How frequently have you used the following services or visited the venues provided by Chesterfield Borough Council?

Respondents were reminded that this should include both in person and online activities.

<u>How frequently have you used the following services or visited the venues provided by Chesterfield Borough Council?</u>	Almost every day	At least once a week	About once a month	Within the last year	Longer ago	Never
Queen's Park Sports Centre (number)	11	44	34	65	228	299
Queen's Park Sports Centre (percentage)	1.5%	6.1%	4.7%	9.0%	31.5%	41.4%
2019 results	1.6%	8.6%	6.4%	18.6%	29.7%	35.0%
Healthy Living Centre (number)	6	17	15	31	155	452
Healthy Living Centre (percentage)	0.8%	2.4%	2.1%	4.3%	21.4%	62.5%
2019 results	0.9%	4.5%	2.8%	9.5%	20.9%	61.3%
Pomegranate Theatre (number)	1	1	23	116	368	165
Pomegranate Theatre (percentage)	0.1%	0.1%	3.2%	16.0%	50.9%	22.8%
2019 results	0.2%	0.5%	5.8%	37.7%	34.8%	20.9%
Winding Wheel Theatre (number)	3	3	14	194	327	137
Winding Wheel Theatre (percentage)	0.4%	0.4%	1.9%	26.8%	45.2%	18.9%
2019 results	0.4%	0.2%	2.7%	35.1%	41.1%	20.5%
The Museum	2	3	3	60	308	298

(number)						
The Museum (percentage)	0.3%	0.4%	0.4%	8.3%	42.6%	41.2%
2019 results	0.2%	0.4%	1.5%	16.9%	35.4%	45.6%
Visitor Information Centre (number)	0	8	45	148	287	187
Visitor Information Centre (percentage)	0.0%	1.1%	6.2%	20.5%	39.7%	25.9%
2019 results	0.6%	1.5%	11.6%	33.7%	28.0%	24.7%
Parks and open spaces (number)	91	171	139	137	96	44
Parks and open spaces (percentage)	12.6%	23.7%	19.2%	18.9%	13.3%	6.1%
2019 results	13.1%	23.4%	24.1%	23.2%	10.9%	5.3%
The Pavements Shopping Centre (number)	43	214	229	131	56	25
The Pavements Shopping Centre (percentage)	5.9%	29.6%	31.7%	18.1%	7.7%	3.5%
2019 results	8.0%	38.8%	31.7%	14.9%	4.4%	2.1%
Chesterfield markets (number)	21	198	173	155	104	39
Chesterfield markets (percentage)	2.9%	27.4%	23.9%	21.4%	14.4%	5.4%

How satisfied or dissatisfied are you with the following services?

How satisfied or dissatisfied are you with the following services?	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied	Don't know
Refuse collection (number)	389	248	18	34	9	2
Refuse collection (percentage)	55.6%	35.4%	2.6%	4.9%	1.3%	0.3%
Refuse collection excluding 'don't knows' (percentage)	55.7%	35.6%	2.6%	4.9%	1.3%	n/a
2019 results excluding 'don't knows' (percentage)	43.7%	42.1%	4.2%	5.8%	4.1%	n/a
Kerbside recycling (number)	217	225	71	38	25	88
Kerbside recycling (percentage)	32.7%	33.9%	10.7%	5.7%	3.8%	13.3%
Kerbside recycling excluding 'don't knows' (percentage)	37.7%	39.1%	12.3%	6.6%	4.3%	n/a
2019 results excluding 'don't knows' (percentage)	30.0%	45.5%	11.8%	8.5%	4.2%	n/a
Queen's Park Sports Centre (number)	83	94	81	13	7	380
Queen's Park Sports Centre (percentage)	12.6%	14.3%	12.3%	2.0%	1.1%	57.8%
Queen's Park Sports Centre excluding 'don't knows' (percentage)	29.9%	33.8%	29.1%	4.7%	2.5%	n/a
2019 results excluding 'don't knows' (percentage)	33.6%	35.5%	21.8%	5.0%	4.2%	n/a
Healthy Living Centre (number)	45	64	89	7	2	447
Healthy Living Centre (percentage)	6.9%	9.8%	13.6%	1.1%	0.3%	68.4%
Healthy Living Centre excluding 'don't knows' (percentage)	21.7%	30.9%	43.0%	3.4%	1.0%	n/a
2019 results excluding 'don't knows' (percentage)	25.3%	41.8%	29.4%	2.9%	0.6%	n/a
Pomegranate Theatre (number)	149	182	77	3	1	250
Pomegranate Theatre (percentage)	22.5%	27.5%	11.6%	0.5%	0.2%	37.8%
Pomegranate Theatre excluding 'don't knows' (percentage)	36.2%	44.2%	18.7%	0.7%	0.2%	n/a
2019 results excluding 'don't knows' (percentage)	39.1%	43.4%	14.5%	2.2%	0.8%	n/a
The Winding Wheel Theatre (number)	155	204	84	6	2	219

The Winding Wheel Theatre (percentage)	23.1%	131.6%	41.2%	7.1%	33.3%	32.7%
The Winding Wheel Theatre excluding 'don't knows' (percentage)	34.4%	45.2%	18.6%	1.3%	0.4%	n/a
2019 results excluding 'don't knows' (percentage)	37.1%	42.5%	16.1%	3.0%	1.4%	n/a
The Museum (number)	86	108	102	3	1	358
The Museum (percentage)	13.1%	16.4%	15.5%	0.5%	0.2%	54.4%
The Museum excluding 'don't knows' (percentage)	28.7%	36.0%	34.0%	1.0%	0.3%	n/a
2019 results excluding 'don't knows' (percentage)	30.6%	40.7%	24.2%	2.4%	2.0%	n/a
Visitor Information Centre (number)	165	168	82	7	1	240
Visitor Information Centre (percentage)	24.9%	25.3%	12.4%	1.1%	0.2%	36.2%
Visitor Information Centre excluding 'don't knows' (percentage)	39.0%	39.7%	19.4%	1.7%	0.2%	n/a
2019 results excluding 'don't knows' (percentage)	44.7%	42.5%	11.4%	0.5%	0.8%	n/a
Parks and open spaces (number)	235	297	49	24	8	67
Parks and open spaces (percentage)	34.6%	43.7%	7.2%	3.5%	1.2%	9.9%
Parks and open spaces excluding 'don't knows' (percentage)	38.3%	48.5%	8.0%	3.9%	1.3%	n/a
2019 results excluding 'don't knows' (percentage)	29.1%	53.7%	7.1%	6.7%	3.5%	n/a
The Pavements Shopping Centre (number)	158	337	87	51	9	46
The Pavements Shopping Centre (percentage)	23.0%	49.0%	12.7%	7.4%	1.3%	6.7%
The Pavements Shopping Centre excluding 'don't knows' (percentage)	24.6%	52.5%	13.6%	7.9%	1.4%	n/a
2019 results excluding 'don't knows' (percentage)	26.6%	49.7%	12.4%	7.3%	3.9%	n/a

Do you agree that Council staff are generally helpful, friendly and polite?

Respondents were given six options ranging from 'strongly agree' to 'strongly disagree', including a 'don't know' option, and asked to indicate one option. 82% of respondents indicated that staff are generally helpful friendly and polite.

<u>Do you agree that Council staff are generally helpful, friendly and polite?</u>	Strongly agree	Tend to agree	Neither	Tend to disagree	Strongly disagree	Don't know
Total respondents	136	336	71	25	9	106
Percentage	18.8%	46.5%	9.8%	3.5%	1.2%	14.7%
Percentage (excluding don't knows)	23.57%	58.23%	12.31%	4.33	1.56%	N/A
Trend analysis (positive response)	2017	2019	2021			
Percentage	84%	85%	82%			

About finding and receiving information

Have you seen the publication 'Your Chesterfield'?

Respondents were given two options 'yes' or 'no'. 68% of respondents have seen the publication.

Have you seen the publication 'Your Chesterfield'?	Yes	No
Total respondents	493	191
Percentage	68.2%	26.4%

Trend analysis (positive response)	2019	2021
Percentage	72%	68%

If yes, how informed do you feel about the Council's services after reading Your Chesterfield?

If yes, how informed do you feel about the Council's Services after reading Your Chesterfield?	Fully informed	Fairly informed	Neither	Not very informed	Not at all informed	Don't know
Total respondents	77	308	55	37	2	8
Percentage	10.7%	42.6%	7.6%	5.1%	0.3%	1.1%
Percentage (excluding don't knows)	16.08%	64.30%	11.48%	7.72%	0.42%	N/A
Trend analysis (positive response)	2017	2019	2021			

Percentage	82%	80%	80.4%
-------------------	-----	-----	--------------

Where do you currently find out information about the Council?

Respondents were asked to indicate all that apply from the following list. There was also space to add additional responses.

<u>Where do you currently find out information about the Council?</u>	2021 No.	2021 %	2019 %
Local newspapers	221	30.6%	33.8%
Local radio	125	17.3%	16.9%
Local TV	66	9.1%	6.6%
Facebook	153	21.2%	19.1%
Twitter	30	4.1%	4.2%
YouTube	5	0.7%	1.1%
LinkedIn	5	0.7%	n/a
Your Chesterfield	307	42.5%	49.9%
CBC website	244	33.7%	32.3%
Councillors	35	4.8%	5.3%
Council officers	21	2.9%	2.4%
Friends / family	255	35.3%	28.1%
Instagram	4	0.6%	n/a

30 additional responses were made. These are detailed in Appendix A.

If you use the Council's social media channels, how useful do you find them?

487 respondents indicated that they don't use the Council's social media channels. Of the 160 that indicated that they use them, a total of 53% found them useful.

<u>If you use the Council's social media channels, how useful do you find them?</u>	Very useful	Fairly useful	Neither	Not very useful	Not at all useful	Don't know / don't use
Total respondents	12	72	59	13	4	487
Percentage	1.7%	10.0%	8.2%	1.8%	0.6%	67.4%
Percentage (excluding don't knows)	7.5%	45%	36.88%	8.13%	2.50%	N/A
Trend Analysis	2019	2021				
Positive responses)						
Percentage	71%	53%				

Page 70

If you use social media, what sort of information would you like to find out about the council on Facebook, Twitter and YouTube in relation to council meetings, events and local information?

92 comments were made in response to this question. Full details can be found within Appendix A.

If you use social media, what sort of information would you like to find out about the council on Facebook, Twitter and YouTube in relation to council meetings, events and local information?	
Theme	Number of comments
Details of events	33
Council meeting information	5
Don't use social media	8
CBC updates	11
General Chesterfield information	10
Road / traffic information	6
Facebook	3
Other comments	16

(Please note that comments may include more than one 'theme', and where this is the case, they have been themed based on the opening comment)

If you need to contact the council, how would you prefer to do this?

Respondents were asked to tick all that apply

<u>If you need to contact the council, how would you prefer to do this?</u>	Telephone	Face to face	Online
Total respondents	555	187	226
Percentage	79.5%	26.8%	32.4%

Have you registered for a My Chesterfield account (an online account where you can request and manage a range of services provided by CBC)?

<u>Have you registered for a My Chesterfield account (an online account where you can request and manage a range of services provided by CBC)?</u>	Yes	No
Total respondents	113	569
Percentage	15.6%	78.7%

If you haven't registered, why haven't you done this?

364 comments were made. These are detailed in full in Appendix A.

If you haven't registered, why haven't you done this?	Number of comments
Theme	
Not interested	23
Don't like using computers / don't have internet access	54
Not had the need to register	39
Didn't know about it	187
Prefer other communication methods	14
Not had the time	7
Other comments	40

(Please note that comments may include more than one 'theme', and where this is the case, they have been themed based on the opening comment)

If more Council services were available online, would you use them where possible?

<u>If more Council services were available online, would you use them where possible?</u>	Yes	Maybe	No	Don't know
Total respondents	148	274	139	100
Percentage	20.5%	37.9%	19.2%	13.8%
Trend analysis (positive responses)	2019	2021		

Percentage	21.9%	20.5%
------------	-------	--------------

If yes, what sort of services would you like to access using the website?

Respondents were asked to indicate all that apply from the following list. There was also space to add additional responses.

<u>If yes, what sort of services would you like to access using the website?</u>	No.	%
Local area information	168	23.2%
Bin collection days	202	27.9%
Leisure enquiries / bookings	184	25.4%
Council tax balance / instalments	168	23.2%
Planning applications	132	18.3%
Make payments for council services	107	14.8%
Submit forms and track requests	132	18.3%

Councillor and ward information	107	14.8%
Personalised benefits information	66	9.1%
Licence applications	52	7.2%
Rent balance (CBC tenants only)	17	2.4%

Page 75

Other please specify:

32 comments were received. These are detailed in Appendix A.

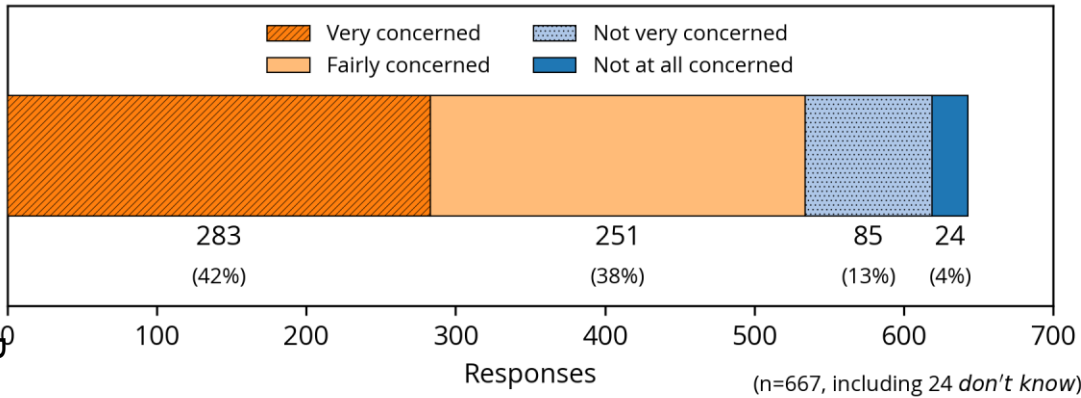
If yes, what sort of services would you like to access using the website?	
Theme	Number of comments
No access to the internet / computer	10
Repair requests / reporting issues	4
New initiatives	2
Other comments	16

(Please note that comments may include more than one 'theme', and where this is the case, they have been themed based on the opening comment)

How concerned, if at all, are you about climate change, sometimes referred to as 'global warming'?

<u>How concerned, if at all, are you about current climate change, sometimes referred to as 'global warming'?</u>	Very concerned	Fairly concerned	Not very concerned	Not at all concerned	Don't know
Total respondents	289	256	86	25	24
Percentage	42.5%	37.6%	12.6%	3.7%	3.5%
Percentage (excluding don't knows)	44.05%	37.02%	13.11%	3.81%	N/A
Total Positive	2021				
Percentage	81%				

Q28 How concerned, if at all, are you about current climate change, sometimes referred to as 'global warming'?



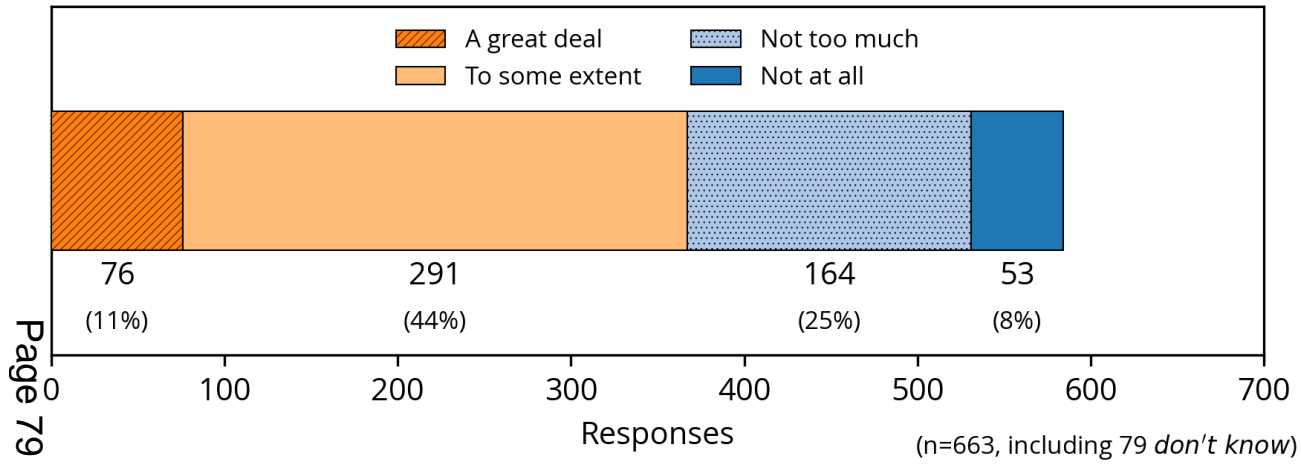
Page 7

Thinking about climate change, how much do you think it will affect the following?

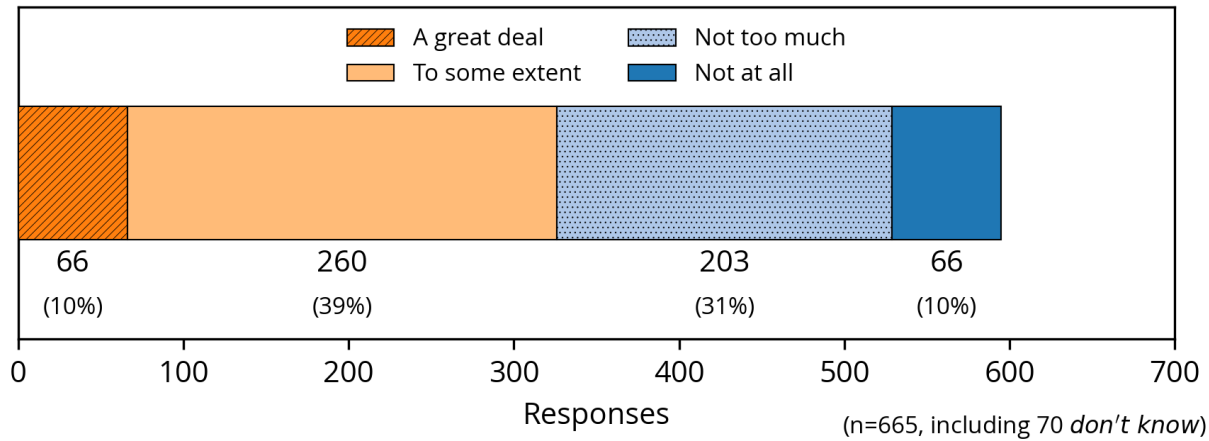
Thinking about climate change, how much do you think it will affect the following?	A great deal	To some extent	Not too much	Not at all	Don't know
How much, if at all, do you think climate change is currently affecting your local area? (number)	77	299	166	54	80
How much, if at all, do you think climate change is currently affecting your local area? (percentage)	10.7%	41.4%	23.0%	7.5%	11.1%
How much, if at all, do you think climate change is currently affecting you and your family? (number)	66	267	207	67	71
How much, if at all, do you think climate change is currently affecting you and your family? (percentage)	9.1%	36.9%	28.6%	9.3%	9.8%

How seriously do you think climate change will affect your local area in the future? (number)	291	214	61	25	88
How seriously do you think climate change will affect your local area in the future? (percentage)	40.2%	29.6%	8.4%	3.5%	12.2%
How seriously do you think climate change will affect you and your family in the future? (number)	297	214	60	23	82
How seriously do you think climate change will affect you and your family in the future? (percentage)	41.1%	29.6%	8.3%	3.2%	11.3%

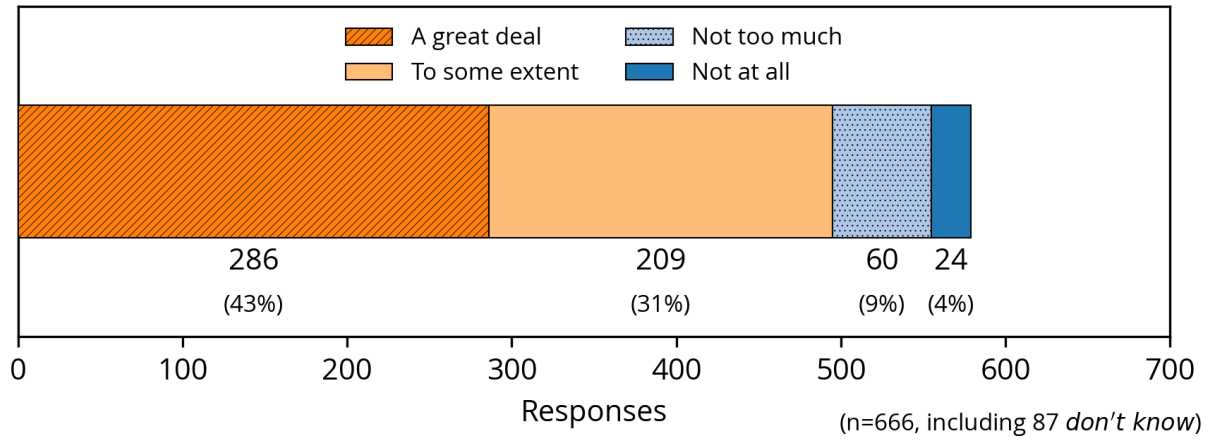
Q29a How much, if at all, do you think climate change is currently affecting your local area?



Q29b How much, if at all, do you think climate change is currently affecting you and your family?



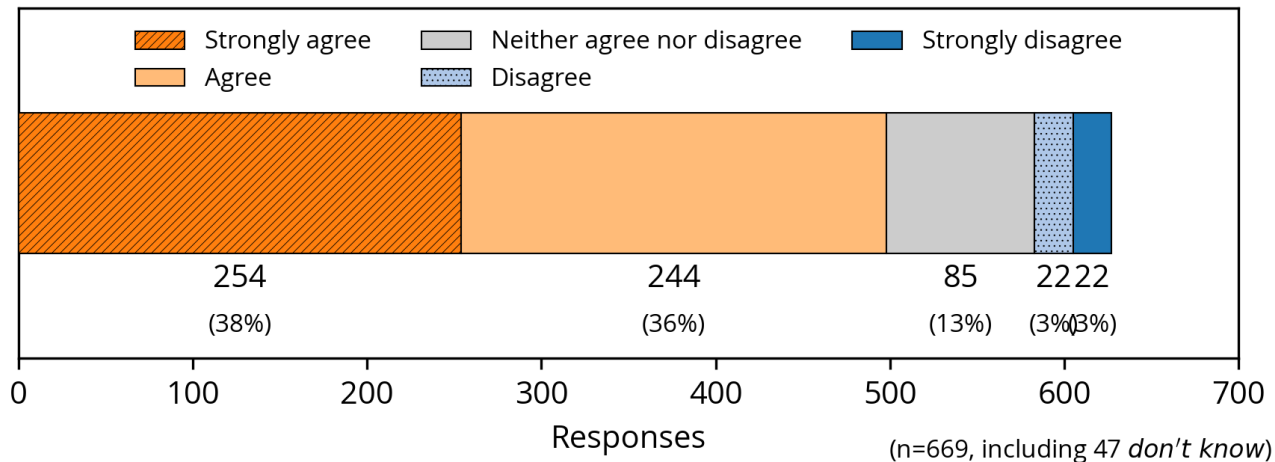
Q29c How seriously do you think climate change will affect you and your family in the future?



The way we live our lives will have to change substantially to address climate change

<u>The way we live our lives will have to change substantially to address climate change</u>	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Don't know
Total respondents	258	250	86	22	18	48
Percentage	37.8%	36.7%	12.6%	3.2%	2.6%	7%
Percentage (excluding don't know)	42.16%	40.85%	14.05%	3.59%	2.94%	n/a
Total positive	2021					
Percentage	83%					

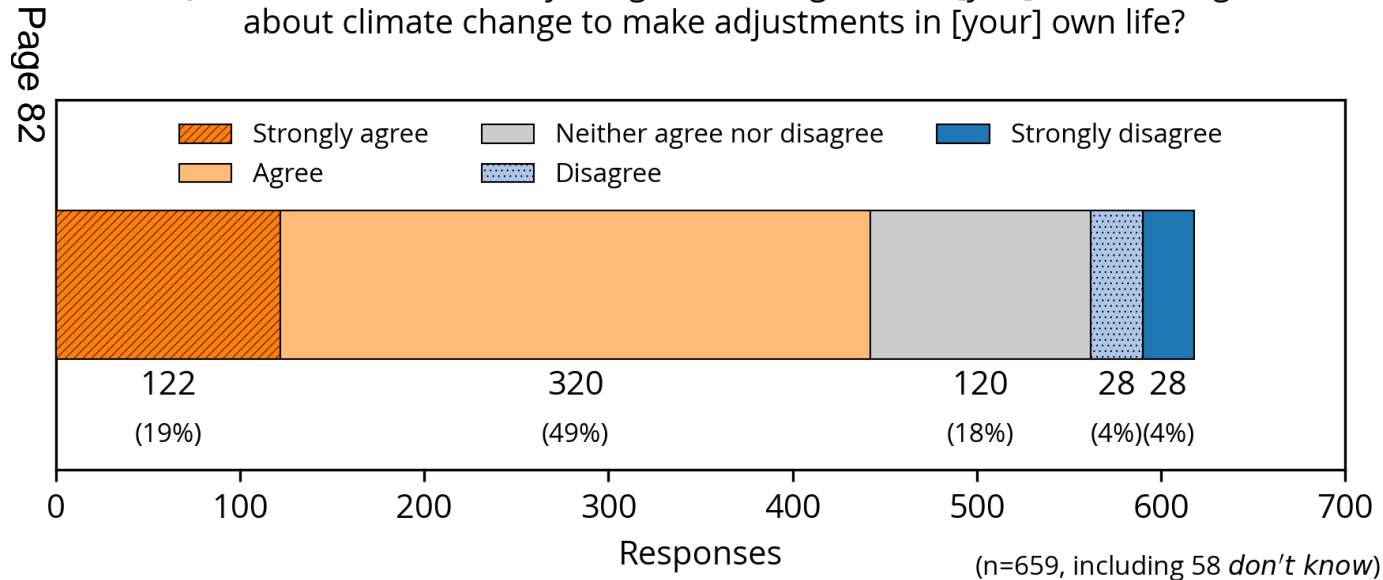
To what extent do you agree or disagree that the way we live our lives will have to change substantially to address climate change?



I know enough about climate change to make adjustments in my own life

<u>I know enough about climate change to make adjustments in my own life</u>	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Don't know
Total respondents	126	325	123	28	11	58
Percentage	18.8%	48.4%	18.3%	4.2%	1.6%	8.6%
Percentage (excluding don't knows)	20.55%	53.02%	0.08%	4.57%	1.79%	n/a
Total positive	2021					
Percentage	73.6%					

Q30b To what extent do you agree or disagree that [you] know enough about climate change to make adjustments in [your] own life?

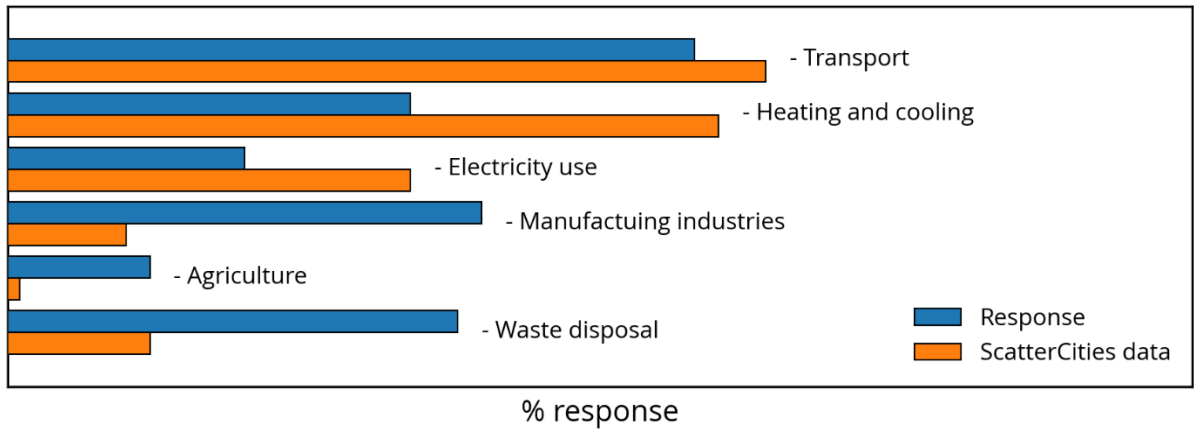


In your view, how much do each of the following sectors contribute to carbon emissions in the Borough? Please select your top three only.

Respondents were asked to indicate their top three choices from the following list

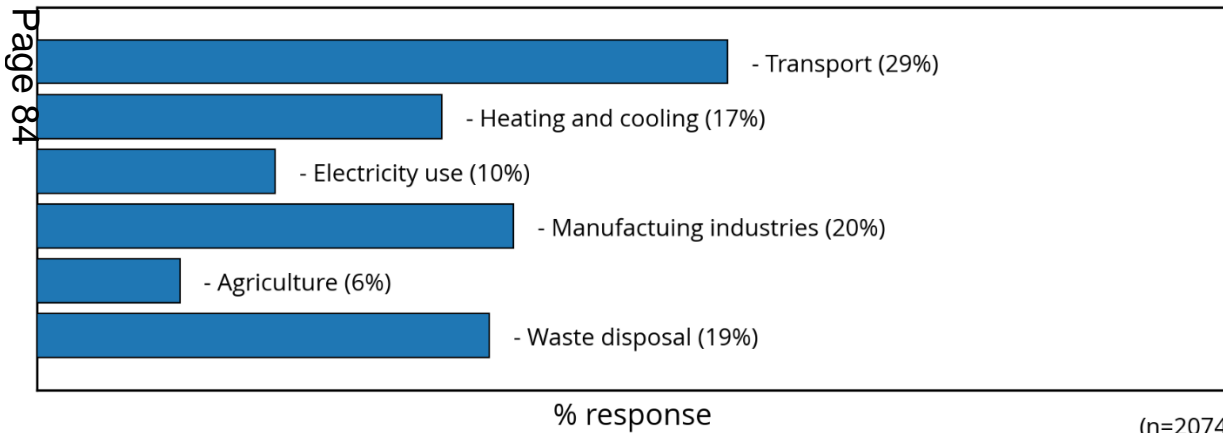
<u>In your view, how much do each of the following sectors contribute to carbon emissions in the Borough?</u>	No.	%
Transport (e.g. cars, planes)	608	84.1%
Heating and cooling (in homes and commercial)	349	48.3%
Electricity use (in homes and commercial)	206	28.5%
Manufacturing industries	417	57.7%
Agriculture	133	18.4%
Waste disposal (household and commercial)	398	55.0%

Q31 In your view, how much do each of the [specified] sectors contribute to carbon emissions in the Borough?



(n=2074)

Q31 In your view, how much do each of the [specified] sectors contribute to carbon emissions in the Borough?



(n=2074)

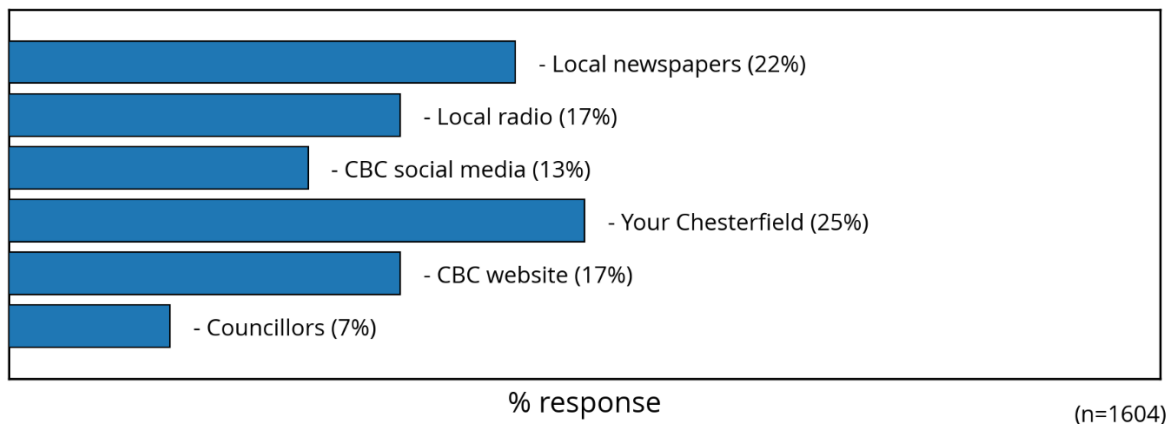
Which do you think are the most important ways for CBC to keep people informed about climate change locally?

Respondents were asked to indicate their top three choices from the following list.

<u>Which do you think are the most important ways for CBC to keep people informed about climate change locally?</u>	No.	%
Local newspapers	368	56.1%
Local radio	274	41.8%
CBC social media	203	30.9%
Your Chesterfield	404	61.6%
CBC website	273	41.6%

CBC Councillors	109	16.6%
------------------------	------------	--------------

Q32 Which do you think are the most important ways for CBC to keep people informed about climate change locally?



Other, please specify:

46 comments were received. These are detailed in Appendix A.

Which do you think are the most important ways for CBC to keep people informed about climate change locally?	
Theme	Number of comments
Comments regarding assistance from councillors	5
Not really important / necessary	6
Paper-based communication	11
Radio-based communication	2
Online communication	5
They are all important	4
Other comments	12

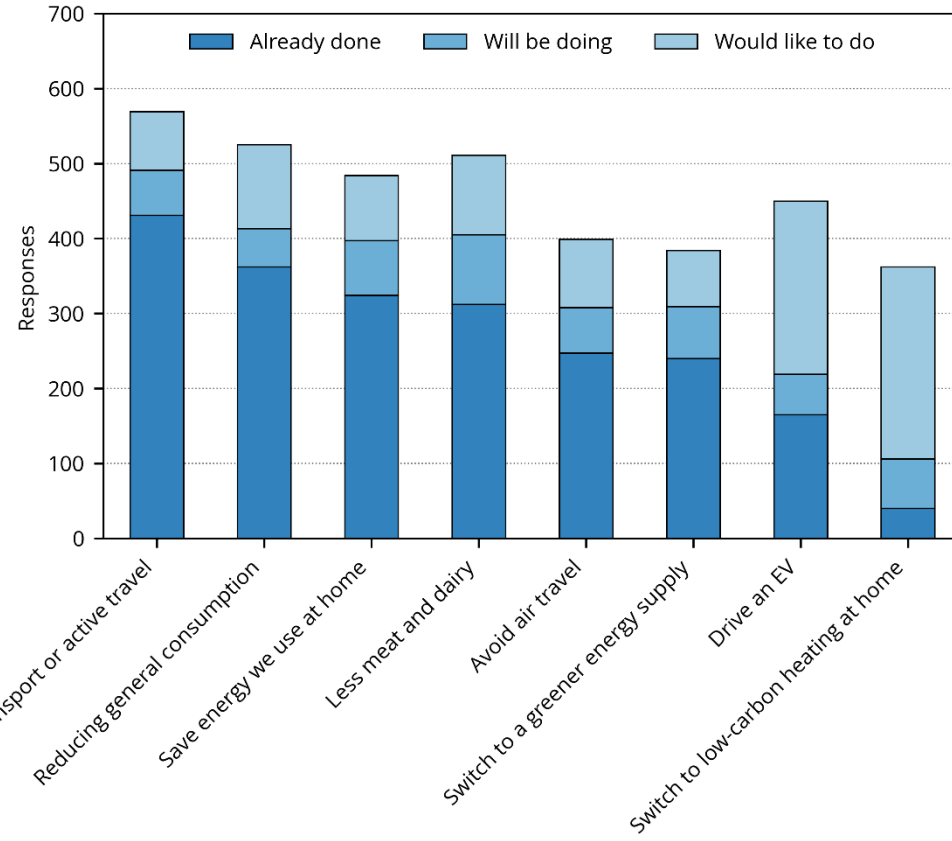
(Please note that comments may include more than one 'theme', and where this is the case, they have been themed based on the opening comment)

From the list below, which changes (if any) have you already made, will be making, or would like to make in response to climate change concerns?

Respondents were asked to leave any which are not of interest or do not apply blank.

<u>From the list below, which changes (if any) have you already made, will be making, or would like to make in response to climate change concerns?</u>	Already done	Will be doing	Would like to do
Walk, cycle or use public transport more instead of using a car (number)	369	52	113
Walk, cycle or use public transport more instead of using a car (percentage)	69.5%	9.8%	21.3%
Avoid/eat less meat and dairy produce (number)	250	61	93
Avoid/eat less meat and dairy produce (percentage)	62.3%	15.2%	23.2%
Drive an electric car, instead of a petrol/diesel car (number)	41	69	258
Drive an electric car, instead of a petrol/diesel car (percentage)	11.1%	18.8%	70.1%

Avoid/minimise air travel (number)	246	70	76
Avoid/minimise air travel (percentage)	63.2%	18.0%	19.5%
Minimise the amount of energy we use at home (number)	319	93	109
Minimise the amount of energy we use at home (percentage)	61.6%	18.0%	21.0%
Switch from gas central heating to a low-carbon heating technology e.g. heat pump (number)	25	25	303
Switch from gas central heating to a low-carbon heating technology e.g. heat pump (percentage)	7.1%	7.1%	86.1%
Switch to a greener energy supply (renewable energy) (number)	165	54	237
Switch to a greener energy supply (renewable energy) (percentage)	36.2%	11.8%	52%
Minimise the amount of waste (including food) that is put in rubbish bins/goes to landfill (number)	440	62	79
Minimise the amount of waste (including food) that is put in rubbish bins/goes to landfill (percentage)	75.7%	10.7%	13.6%
Reducing general consumption e.g. buying fewer products, using more recycled and second hand items (number)	330	73	90
Reducing general consumption e.g. buying fewer products, using more recycled and second hand items (percentage)	67.1%	14.8%	18.3%



Other, please specify:

66 comments were received. These are detailed in full in Appendix A.

From the list below, which changes (if any) have you already made, will be making, or would like to make in response to climate change concerns?	
Theme	Number of comments
Climate change cannot be stopped	6
Ideas / changes already made	21
Comments regarding traffic / transport	11
Comments regarding recycling	8
Comments regarding using charity shops	2
Comments regarding expense	3
Other comments	15

(Please note that comments may include more than one 'theme', and where this is the case, they have been themed based on the opening comment)

Is anything stopping you from acting more quickly on climate change? Please write up to three reasons.

610 comments were made in total. These are detailed in Appendix A.

Is anything stopping you from acting more quickly on climate change? Please write up to three reasons.	
Theme	Number of comments
Cost - general	94
Cost – electric cars	73
Age	20
Transport / travel comments	66
Climate Change is beyond my control	8
Actions locally have no impact on the bigger picture	25
Time constraints	11
Work constraints	3
Comments regarding disability	8
Comments regarding heating upgrades, cost of heat pumps	62
Recycling comments	44
Cost - solar	9
Cost – greener energy	9
Comments regarding government action	13
Lack of information / don't understand climate change	28
Other comments	137

(Please note that comments may include more than one 'theme', and where this is the case, they have been themed based on the opening comment)

About your local community and Covid-19 recovery

Have you given unpaid help to groups, clubs or organisations within the last 12 months?

<u>Have you given unpaid help to groups, clubs or organisations within the last 12 months?</u>	Yes	No
Total respondents	117	554
Percentage	16.2%	76.6%

If yes, please briefly tell us what type of unpaid help you have provided:

120 comments were received. These are detailed in Appendix A.

Please briefly tell us what type of unpaid help you have provided	
Theme	Number of comments
Foodbank	19
Volunteering in charity shops	3
Litter picking / maintenance	9
Donations	5
Volunteering for groups	37
Local community help	9
NHS volunteer	5
School volunteer	8
Guide / Scouts volunteer	5
Church volunteer	8
Ashgate Hospice volunteer	3
Other comments	8

(Please note that comments may include more than one 'theme', and where this is the case, they have been themed based on the opening comment)

During the Covid-19 pandemic Chesterfield Borough Council supported a range of additional services to put our communities first.

Respondents were asked to indicate any that they were aware of from the following list.

<u>During the Covid-19 pandemic Chesterfield Borough Council supported a range of additional services to put our communities first.</u> <u>Please tick any of the following that you were aware of:</u>	No.	%
Derbyshire Community Response Unit	113	15.6%
Food parcel delivery to shielding and vulnerable people	397	54.9%
Prescription collection for shielding and vulnerable people	413	57.1%
Enhanced support to community and voluntary sector organisations	79	10.9%
Increased homelessness provision to ensure all rough sleepers had somewhere safe to stay	318	44%
Business support grant distribution	170	23.5%
Council Tax hardship funding	97	13.4%
Town centre public safety measures	328	45.4%
Business engagement and support to respond to Covid-19 challenges	77	10.7%
Re-opening the town centre and high streets with mini events, entertainment and Love Chesterfield shop local campaign	212	29.3%
Ensuring Parks and open spaces remain open and in good condition to provide exercise opportunities	417	57.7%
Campaigns to encourage outdoor exercise e.g. Year of Outdoors	113	15.6%
Online events and activities e.g. museum and theatre activities, commemorative activity, online family activities, online exercise opportunities	97	13.4%

Page 93

To what extent are you and your household currently impacted by the following?

<u>To what extent are you and your household currently impacted by the following?</u>	To a great extent	To some extent	Not at all	Don't know
Material insecurity e.g. food, housing, financial hardship (number)	29	123	450	22
Material insecurity e.g. food, housing, financial hardship (percentage)	4.0%	17.0%	62.2%	3.0%
Poor physical health and wellbeing (number)	78	236	328	17
Poor physical health and wellbeing (percentage)	10.8%	32.6%	45.4%	2.4%
Poor mental health and wellbeing (number)	53	184	365	20
Poor mental health and wellbeing (percentage)	7.3%	25.4%	50.5%	2.8%
Loneliness and social isolation (number)	38	158	423	15
Loneliness and social isolation (percentage)	5.3%	21.9%	58.5%	2.1%
Digital exclusion - unable to access services online due to skills, access to devices and internet etc. (number)	50	68	468	29
Digital exclusion - unable to access services online due to skills, access to devices and internet etc. (percentage)	6.9%	9.4%	64.7%	4.0%

If you have concerns about any of the issues raised above, where would you access help and support? (tick all that apply)

<u>If you have concerns about any of the issues raised above, where would you access help and support?</u>	No.	%
Derbyshire County Council	140	19.4%
Chesterfield Borough Council	217	30.0%
GP	385	53.3%
Community / voluntary Sector groups	76	10.5%
Online	207	28.6%
Library	59	8.2%
Friends and Family	371	51.3%
Faith Group	49	6.8%

Other, please specify

24 comments were made. These are detailed in Appendix A.

Do you have any other comments to make?

171 comments were received. These are detailed in Appendix A.

Do you have any other comments to make?	
Theme	Number of comments
Traffic, transport, parking concerns	26
Town centre / market comments	18
Tenancy issues	6
Refuse collection comments	10
Dog fouling / warden comments	2
Children's play areas	8
Gardening / landscape issues	7
More policing needed	3
Comments regarding anti-social behaviour	8
Comments regarding Litter	9
Climate change / green issues	6
Comments regarding disability	2
Comments regarding homelessness	4
General positive comments	11
Comments regarding council tax	7
Comments regarding leisure facilities	2
Other comments	42

(Please note that comments may include more than one 'theme', and where this is the case, they have been themed based on the opening comment)

About you

<u>Are you a Chesterfield Borough Council housing tenant?</u>	2021
Yes	16.9%
No	79.3%
Prefer not to say	1.0%

<u>What is your gender?</u>	2021
Male	39.80%
Female	55.50%
Prefer not to say	1.90%

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

96.5% of respondents indicated 'yes', with 1.1% indicating 'no', and 2.4% preferring not to say.

How old are you?	2021
16 to 17 years	0.0%
18 to 24 years	0.8%
25 to 34 years	5.5%
35 to 44 years	6.4%
45 to 54 years	14.4%
55 to 64 years	22.8%
65 to 74 years	26.4%
75 years and over	20.1%
Prefer not to say	1.9%

age

Do you consider yourself to have a disability?	2021
No	64.0%
Yes - affecting mobility	19.8%
Yes - affecting hearing	8.9%
Yes - affecting vision	5.5%
Yes - a learning disability	1.9%
Yes - affecting mental health	6.8%

Yes - another disability	4.6%
Prefer not to say	4.0%
<u>Which of the following best describes your religion?</u>	2021
Buddhist	0.4%
Christian	62.1%
Hindu	0.1%
Jewish	0.1%
Muslim	0.0%
Sikh	0.0%
None	28.8%
Other	2.2%
Prefer not to say	3.7%

<u>Which of the following best describes your sexual orientation?</u>	2021
Heterosexual	84.2%
Bisexual	1.1%
Lesbian	0.3%
Gay Man	0.6%
Prefer not to say	7.5%

Appendix A

If you have any concerns about safety in these areas, please tell us briefly what they are:

Concerns regarding anti-social behaviour
In both my local area and Chesterfield town centre I do encounter very bad behaviour. Cyclists do ride in pedestrian areas and you are in danger of being knocked down because you're unaware.
Too many youths out late at night. Drunk and disorderly. Boy racers driving around after dark, both cars and motorbikes.
People hanging around market stalls and parks. Drinking and bad language and drugs.
Young teens hanging around in different areas.
Local teens. Major concerns. Have reported to police and local councillors.
Too many drunks and menacing looking youths carrying cans of beer roaming round the streets.
Gangs of young people gathering and walking about.
Undesirables loitering by car park payment machines and in strategic doorways etc. do cause some unease to the elderly like myself.
Nothing seems to be done about drop out and alcoholics constantly arguing and fighting outside my flat, day or night (in town centre).
In the local area many of us who live in Dunston, especially Cordwell Avenue and Kingswood Close anti-social behaviour, number [.....]flat is growing and dealing cannabis. You need to stop them spoiling our enjoyment, Dunston is now a drug den.
Young kids go up to Tapton Park in the evening, drinking etc. Feel quite threatened by noisy neighbour. We recently had a stone thrown at our window, we have lived here 22 years and never experienced such hostile neighbours as now.
Drunks, beggars, traffic noise and speeding.
Young teenagers loitering about. Vandalism on local parks. Reported this issue yet nothing done.
Would not go out on my own after dark, too many people outside pubs causing trouble.
Groups gathering in market place after stalls packed up can be noisy and intimidating.
Too many pubs and bars that are flashpoints after dark. Not a pleasant place to be in the town centre.
Yobs riding on scooters. Drug users on streets. Total disgrace.
Gangs of children causing trouble in the area. Police don't seem to be tackling the issue. Also the cameras which are in place do not seem to stop the kids or help in any crime, waste of money.
Local kids generally take the p**s on motorbikes. Drinking. Smoking. Wrecking stuff and giving out grief to anyone who says anything to them.
Too many gangs around the estate. Unsociable behaviour, shouting and drinking etc.
Groups of youths around, no policing, youths giving abusive verbal threats, drug addicts sitting throughout town
Groups of men in dark clothing, drinking and shouting
Too many loud and unruly young people wandering the streets with little or no police presence.

There are many issues surrounding anti-social behaviour and begging in car parks.
Boy racers in Sainsburys car park at night.
Groups of teens. Drug deals done in the street outside my house. Homeless lingering around public spaces in town.
Had a lot of local trouble with young teenagers
Congregation of adults in the park near families, where adults are drinking very heavily or engaged in drug use (needles around cafe).
Teens, youths, drunks, drug users, shouting abuse, following you. Men, drunk / drugged.

Comments regarding lack of police / security presence
I go into town twice a week, I see a police man once every five weeks.
The lack of policing
Need more police on the streets, both day and night due to drug users and drunks swearing and being a nuisance.
No police
Need more police presence, never seen them.
There needs to be more police presence to deter the drug dealers during the day. I have seen them dealing on the market place.
Around my area, one household next to the park is doing drugs, regular visits by foot and car arrive throughout with banging and shouting a regular occurrence. Reported and logged to police and Guinness Trust, but still continues, so now I have no confidence in services provided. One day something will happen, when someone gets tired of the nuisance activity, neighbours too aren't happy either.
Lack of policing due to them focussing on other things plus cut backs in wrong areas, cut back from the top not the man on the coal face.
Zero police visibility in town on foot.
These areas need more visible policing and a faster response from them also. Too many drug users in flats.
The usual, not enough police patrolling.
Response time in event of need at any of the times would appear to be slow, no real visible bobbies on the beat, all driving in traffic cars.
Community policing / safety under-resourced and understaffed. Still evidence of alcohol / drug abuse / begging in town centre and other areas.
I cannot remember the last time I saw an active police presence on our streets apart from their cars up and down the main road. Fences around waste sites waiting to be built on are often broken down and left unattended.
I very rarely see police in the town centre. I have noticed drinking of alcohol in areas by homeless people

Concerns regarding drug / drink / substance abuse
The amount of drug users and drug dealing around Whittington Moor underpass, day and night. Runners on electric scooters and motorised bikes.
Lots of drug users about, loads of smashed windows.
The drug users around Chesterfield make me very wary of their intentions.
Drug use. Unsafe using suicide (Whittington Moor) roundabout.
Drugs and alcohol in market square and town centre. It's becoming a no go zone. It's a shame.

Drug users within town.
Live on Derby Road, Chesterfield next to Tesco and St Augustine's Church. Drug dealing in car park and drinking after dark in both car parks plus fly tipping.
Constant drug dealing. Drug dealing from cars and flats
On my street I have people dealing drugs on my drive, people sitting on my front wall that are completely off their head and people coming in to my garden in the middle of the night.
Town centre is a draw for drug users. No police at all, they never get moved on. I don't go to town much anymore.
Newbridge Lane on approach to Wards recycling, known drug dealing after dark, also bikes in fields, scrambling.
Concern about drug users in town.
The local drug users and homeless
People dealing drugs, outside houses drunk or on drugs, cars speeding through estate.
Local area - large groups of people in the local park and area smoking drugs and drinking alcohol, children unable to play there.
A lot of drunk / drug users around, approaching people for money and intimidating people.
I am told that there may be a drug exchange near my house on Derby Road in the vicinity of Tesco local.
More needs to be done to combat drugs and gangs.
Drunken and drug users spoiling the area, parks, roads and town centres. They need more support - Pathways etc.
Drug dealing and drug usage in plain sight and people drinking alcohol in groups, especially around the local shops where I live.
Both in Staveley and Chesterfield there are too many drunks and drug users hanging around. They need to be removed. Shopping is not pleasant when they are shouting, swearing and fighting over a can of beer.
Moved during summer months. Seems to be drug users walking around the town centre.
Some unsavoury types tend to congregate at the bottom of the town hall (Shentall Gardens). Often various stages of drink influenced.
Known drug users in the area, homeless people entering buildings to sleep in corridors. Known sex offenders living in the area.
Too many 'down and outs', alcoholics in the centre. Too many homeless people on the streets.
Drug users and undesirable characters hanging around the town near to cash machines and parking machines, begging.
People who drink excessively in the street and drug users. We didn't used to see this in 60s or 70s.
Drug and alcohol abusers. Homeless people in car parks and bus shelters etc.
There seems to be lots of people hanging about around the town centre most of the time, day or night. We think drugs and alcohol are a problem.
Areas where the substance misuse users congregate are off putting.
Needles all around by old Lidl-Mecca, drugs, drunks, homeless, it is disgusting around that part
Groups of people drinking, taking drugs in town centre, very intimidating for people who are on their own.
Local area surrounded by drug users and dealers. A lot are walking around area and some in town centre puts me off going. Do most shopping etc online so I don't have to leave home.
Drug users and people walking around drinking alcohol

Town centre has a large gathering of drug users, especially around bus station. Never see police therefore don't frequent area unless we have to, it's dirty, unkempt, empty buildings.
Drug users after money, homeless sleeping and begging in doorways.
People wandering streets at night on drugs / drunk.
Too many drug users day and night. Wouldn't go out at night on my own nor round town.
Feel that there are too many drunks and not enough people to enforce the law.
A lot of drug users around. My friends car was scratched in the day on a busy main road with the kids in the car. A drug user trying to get in the car.
Drug users, using and buying at the side of my home in the jitty.
There are local issues of drug users and also bad parking which causes issues when driving at night.
Drug users, Beggars
Certain areas in town centre have groups of people hanging around who are more than likely under influence of drink or drugs
Drug dealing, drug using, litter from local shops (broken bottles), threatening behaviour from people.
Drug users
Drunks and anti-social behaviour in parts of the town centre

03

Personal safety concerns
There are a lot of house burglaries / garden intrusions and people going into / onto properties during night at the moment in Brimington. This is not helping to maintain a safe place. Often those reported are known and get released or not charged.
Cannot go to town. Am a black belt 'Kenjusu' sensi.
Not restricted to Chesterfield but afraid of attack or mugging. Lots of drug users etc.
I am a little nervous anywhere after dark on my own.
Someone tried to get into my Mum's car near Abercrombie primary school whilst waiting for pick up time. She was in the car and he reached in to unlock the door.
The pavements badly need attention, and there are problems with undesirables in local flats.
Too many beggars including ones on the fringe of town like Coop, Ashgate Road, very intimidating.
The town centre has lots of unused buildings and not very nice after dark.
Down near the industrial units it feels unsafe when dark. Cars travel too fast, feels unsafe.
Walking out in my area after dark unsafe due to people and cars in car park on our park which is at side of where we live. Chesterfield town centre, day, unnerving due to drug users or drunken people, so obviously at night even worse. Have a business in town, so come dark nights in winter and closing the business is a worry.
There are some people intimidate, bully us. At night there are young people who stand by and talk loudly.
I do not feel safe in my area after dark. I have been approached before (twice) by an old man and there are some dodgy looking people around at night.
Don't tend to venture out on foot after dark.

Wouldn't go into town centre at night on my own.
Myself and my neighbours are very concerned about some residents in the flats on Bodmin Way, just round the corner. I wouldn't feel safe going out when they are outside. They are a nuisance and that's being polite.
We tend to avoid going into Chesterfield late at night due to the menacing atmosphere, largely as a result of crowds who had too much to drink.
We live two doors down from the Rose and Crown and Britannia pubs on Old Road. Recently there have been a lot of large groups of drunks when walking up and down and on several occasions I have been forced to walk in the road to avoid them. This makes me feel very threatened.
I am a woman, any place after dark makes me feel unsafe
I am aware of violent crimes occurring at a fairly high rate in St Helen's areas and would like to know more, so that I can be as safe as possible (assume they are alcohol related).
No specific concerns, but as a single female I try never to be out after dark.
I feel unsafe walking my dogs alone in Holmebrook Valley Park after dusk. Many dogs are being stolen and I have a puppy.
I am always looking over my shoulder as I was jumped upon a few years ago and was beaten. The youths were either drunk or drug users.
Myself or my family don't go out after dark for fear of drunks, harassment, mugging etc.
I do get nervous of the groups around town near McDonalds, also the beggars at the car parks. See a lot of drug taking etc down near the bus station.
I would not go into Brimington or the town centre on my own. There have been a few reports that I have read on Facebook of vandalism / attempted breaking and entering of properties in Brimington.
Due to being a woman, feel unsafe at night time.

Page 2

Comments regarding the need to improve street lighting
Since changing to LED lighting it has made our estate fairly dark, could give better opportunities to burglars and the like.
My local area, not much lighting in certain areas.
Local parks / alley or paths require lighting to stop drug use.
Street lighting along jitty to Ashgate Road
New lighting has not improved, rather made it darker
The council erected new LED lighting. They are very inefficient, it's very dark on the streets and scary.
A light needed at the top of Newbridge Lane on the Green.
Underpasses at Loundsley Green poorly lit and often teenagers or other characters lurking there after dark.
Not enough lighting in our area, not well looked after. Glass everywhere.
Street lighting very poor on Gorman Close
The new LED street lights are inadequate. Begging in the town is unpleasant.
The street lighting on my street have been replaced and now there are areas on my street that are dark where the trees are and I feel unsafe at night walking back so don't go out.
Street lighting very poor and lack of police in town centre.

Areas around here are dark and not very well lit and a lot of drug users hanging around and groups of teenagers.
Street lights aren't bright enough. There are some very dark areas around where I live. Some lights are very dim and some aren't even turned on.
New build estate, no street lights, to walk from there to anywhere at night is very dark. No street lights at bottom of Dunston Lane / Dunston Road, next to fields etc. Feels unsafe for lone females.
The street lighting on Highfield Road is abysmal, I feel very unsafe after dark. I also note that people who deliver after dark require a torch to approach properties, shocking. I have found it necessary to fit three lights to the front of my house. Street lighting is very poor.
Lighting and lack of police and Gracie murder and dog/cat poisoning nearby and car thefts etc nearby.
Street lighting not good for walking. Town centre, too many youths shouting and drinking, so older people feel threatened during the day. Don't go out at night as I feel it is unsafe.
New street lights do not illuminate streets the same and there are a lot of dark areas.

Concerns regarding number of homeless people / begging
Too many homeless people in town centre, move them on.
There are still too many vagrants in the town.
Bit scared of the homeless after dark if I'm on my own.
With all homeless and drug users begging all the time.
Car park pay machine beggars and homeless groups worry me.
My only real concerns are from being approached by beggars as this makes me feel uneasy as I do not know the best way to help the person.
Lots of homeless people begging at cash machines, parking machines and near Greggs.
Homeless people hanging around, quite intimidating if out on your own after dark if they approach you.
The homeless outside shops or doorways not knowing if they will pounce on you or try to rob you during day or night.
There are places where beggars sit and beg i.e. car park payment machines and we have witnessed organised change overs where they phone each other to organise where to go.
I feel intimidated when using the Rose Hill and Soresby Street car parks due to beggars at the ticket machines.
Move beggars from car park ticket machines, it puts people off going to town. Parking charges are also putting people off.
Rough sleepers, people using drugs.
Too many homeless in town. My local area, including our street, are drug users, they are dealers and all cars collecting drugs keep coming to our street. Police not interested, and she's a council tenant and has been reported.
Not so much safety but you cannot walk 50 yards without one of the town's so called homeless or drug users asking you for money. It's very intimidating and find yourself selecting a route where you hope they won't be. No wonder at all why people don't visit the town. Needs addressing.
I live near the Chesterfield canal near the Mill pub. I've seen, a couple of times, homeless, drunk people on the sitting area of the canal (near Station Road) during the day time.
All the homeless people, drug users and speeding cars

Areas around West Bars and towards the old Royal Mail / Town Hall are rife with homeless.
Beggars, drunks, general appearance
Homeless people, in general, and particularly around car park pay machines. It's very intimidating. Lack of visible policing in main areas, especially the market and seating areas and around the Crooked Spire where groups tend to gather and drink
A lot of homeless in the centre puts me off going to town or on the market and even to pay at car parks.
My wife walks into town and back to work and at the time there was a lot of rough sleepers sometimes asking for money and drinking cans of whatever. This does not seem as bad lately.
Too many beggars around constantly asking for money, especially around the car parks
When parking. Surrounded by people who are begging. Very scary for a woman on her own.
I feel intimidated by all the so called homeless people who just sit in shop doorways and car parks begging for money. The worst place is Rose Hill car park where one sits either side of the pay machine asking for change.
There seem to be constant beggars / homeless people and a number of people on drugs which is very intimidating.
A male street sleeper demanded money and when given enough for a sandwich said it was not enough.
Being approached for money from homeless
Too many homeless people in town centre begging for money, often aggressive. Alcohol / drugs seem to be involved. Inability / reluctance of police to act.
There seems to be an increased amount of homeless people on the streets some of which are obvious drug users.
Homeless people and people under the influence of drugs / alcohol invading my space when shopping. They can become abusive.

Comments regarding traffic / parking / transport issues
A bus timetable with bus times.
Traffic parking on road with green area, could be used for parking in front of my house with close by junctions and busy turn offs.
Speeding motorists in a 20mph zone. In our Hasland village the crossings are not safe.
Speeding cars on Manor Road, day, but mainly at night drug users and drunks in town centre.
Concerned about speeding traffic. Police speed surveys confirm problem outside Brearley Park. Please put in place either a speed camera or pelican crossing.
My main concern locally day and night are speeding motorists on Old Whittington main street and Broomhill Road at all times of day.
I find it dangerous trying to turn right coming out of the bottom of Middlecroft Road. It would be highly helpful if there was a mirror to see oncoming traffic from the left.
Volume and speed of traffic
Motorcycles speeding and revving at 4am. Drunks shouting after midnight with no police presence. This is around Cineworld and McDonalds car park every night.

Concerns regarding going out after dark
--

I am registered blind so I do not go out at night.
It seems no one around after dark in town centre unless in pub. There's nothing open other than pubs e.g. would be nice to have some cafe bars for people who don't go to pubs.
I don't go out after dark and rarely venture into the town centre unless essential, but this is due to Covid. Before then I went to town often.
We don't frequent the town much at night except for theatre, which we have not done since lockdown.
I don't go out much, or just to a friends in the area or day trips.
I currently have mobility issues but don't have the need to go out after dark and never go into Chesterfield town centre.
Don't visit Chesterfield after dark.
I don't go into town after dark.
I don't go out when it's dark.
Don't go out after dark unless visiting Winding Wheel or Pomegranate or friends.
Never out on foot after dark, would like to see more police about town during the day.

Page 10

Other comments
General upkeep of green areas, pavements, roads and public spaces.
Disabled so don't go out
Crime, homeless asking for money.
Drivers speeding around Staveley in the evening and early hours of the morning.
I am disabled and don't go into Chesterfield very often.
My main concern is about the state of Slack Walk, and needs regular cleaning so we can get down.
Dog theft, when out walking or home.
I am unable to go out walking on my own, semi disabled, rely on others.
Don't go into town unless necessary.
I have a few concerns that young people in the park are struggling with life issues especially around the cricket pavilion. I feel they need more love and encouragement.
Feel safe but the local parks are destroyed at night with litter and broken glass.
I'm getting on a bit now and so worry about uneven and badly maintained pavements (both local and in town). I thought the new road crossing devices (where you wave your hand below the box other than passing a button) were a good initiative.
I generally don't visit the town centre that often, too greedy with parking costs and potential fines, over zealous, so I go elsewhere. Greed kills my attendance, well done.
General society issues, lack of services for young people, homeless etc.
I've lived in Chesterfield for the last 60 years. The town centre was a fabulous place, but in the last 8-10 years it's now sadly very disappointing.
Miss the horse/collection vehicle, big mistake to get rid of it.
There could be more CCTV cameras installed around the market area, high street.

Personally I feel agency for my own state, I have no apparent reason to believe that the council as a body has a reliable and informed attitude, agency and action on truly useful and helpful actions.

Where do you find out information about the council? Other comments

By phone, but staff never return calls, even when messages are left on answer phone.
Reflections and Twist
Can't say I get much really.
Internet
Market stall holders
Google
Destination Chesterfield
Don't look for information about the council
Online search
Internet search
Internet for theatre etc.
Internet
We receive the Derbyshire Times weekly.
Don't usually need any. May phone town hall if I wish to know anything.
Online when having to deal with them but rubbish council that don't like to respond
Online BBC local information
Councillors! Only had one rude man round telling me about his dissatisfaction re cycle path
Telephone
When we need information, we phone up
Internet
Focus magazine, Liberal Democrats
Chesterfield Theatres website
Google
If I need to know anything I google it
I just google what information I need
Don't go looking for it
Not found any information about the council yet. There is lots I need to know being new to the area.
Google
Not much information in the Derbyshire Times
Google

If you use social media, what sort of information would you like to find out about the council on Facebook, Twitter and YouTube in relation to council meetings, events and local information?

Details of events
Details of regular and special events. Weather issues
Events and local information. I would have liked to have had a stand in the recent charity event in the market but I hadn't seen it advertised anywhere.
Local events, future planning, town centre planning.
Just publish a what's on
What is on? What funding it being used for?
Events in the local area
Events regarding special events in the market, Pomegranate and Winding Wheel. Would also like more information about events at the Crooked Spire.
Local events. Update in town centre
What's happening in Chesterfield (weekly)
Regular updates. Forthcoming events.
Plans for upcoming things. Show you are listening and care. Report on actions taken.
What's on. Suggestions / comments. Online meetings where we can participate.
Don't think local events are very well publicised by the council
Local events
Events for children, specifically babies and toddlers. Disruptions/changes to services such as waste and recycling collections.
Events
Local events, local policing
More information on local events
What's on, competitions, road closures, charity events, Christmas events, events in parks
What's on and updates regarding road works etc
Events
Events. Family things to do. How to increase health and wellbeing. Local heroes. What money is being spent on. Small business support / highlights
Events
More information about events and general information
Events, local updates
Events to be publicised more
Local events, Mum/baby groups, weather, environment, every day information

Events, services, contact information
Events in the town centre like the poppy day and music performances
Events taking place. Publicising of shows at the Winding Wheel and Pomegranate.
Events, ticket information, age appropriate activities, offers and discounts for local shops. Updates on developments and ways local businesses could benefit or get involved.
Events. Changes to policies. Local cleaning / grass cutting schedule
Everything that's happening in Chesterfield and my local area, particularly events and important up to date information regarding plans for the future and on crime.

Council meeting information
Outcome of meetings and important developments coming to the borough.
When the meetings are, times etc. Roadworks.
Minutes of meetings (which can be published) would be useful
Timings of meetings, how to attend or who to contact.
A list of council meetings where the general public are able to attend, I particularly use Facebook.

Don't use social media
Don't use
No website in home.
Don't use social media
Don't really use social media
Do not have a computer
Unable to use / don't want to use social media
Don't use social media
I personally don't use Facebook, but it's a way lots of people communicate, however it comes and the more the merrier.

CBC updates
How CBC are improving services i.e. cleaning pigeon poop from under both bridges (Hornsbridge especially).
I like to read about what our local councillors and MPs are doing to help the area.
More advertising how to contact council in local area.
Modernisations, plans to local area
Any changes in services, road closures, upcoming events.
Planned changes / works

Be kept up to date e.g. new cycle path E-W across Chesterfield. Planning applications
Plans to reinvest in area, positive action re drug users, how buildings are being used i.e. old council buildings that were boarded up and then taken over by drug users / homeless
What the council does for young people, especially assisting them with transitions / life issues
Updates on key information. Community information
Change of bin collections. Things that are happening around Chesterfield.

General Chesterfield information
News and general information about Chesterfield, as I have only lived here for nine months. Community projects e.g. market/canal.
More detailed information in general
All information regarding parks/streets around my area.
Local services available. Changes. Information about recycling etc.
Information in my area or events that are on
General information
Free / cheap things to do in the area with children
Just a general update with news of any initiatives etc.
More happy stories, more events, what's happening in the area
More about activities, times etc. More about services.

Road / traffic information
Road closures
Road closures, jobs.
An action plan for roadworks so as a system that completes the job fully then moves on, not another company/supplier digging same place up moments later and communication is missing, lots of roadworks but never see any work done, either asleep, on phone or smoking.
Road closures, charity events, markets
Roadworks, new builds. How you spend our money
Updates on roads / roadworks. Recycling

Facebook
Facebook
Facebook
Facebook

Other comments
Polls, have your say, what is being done to address situations, who to contact - by phone.
Who is getting the back handers when planning permission is failed twice then all or a sudden it is granted i.e. McDonalds, West Bars roundabout.
Don't want to rely on such a source
The local paper, Derbyshire Times, or My Chesterfield
Local planning
The upgrading of the market. Events especially artisan markets and others.
Where money is being spent.
Use the library regularly.
Didn't know CBC was on social media. Winding Wheel performances need more advertising.
Would like to know about environmental issues and how to help the council to stop people dropping litter everywhere (especially near canal area).
Chesterfield town centre once was a lovely place to go, not now.
Efforts towards making housing more affordable for first time buyers and efforts of sustainability in SMEs and housing (carbon audits and grants available)
Good news, achievements
Results news, positive outcomes
Anything, nowhere near enough information. Nor a big enough social media presence, especially for the younger generation.
Mainly jobs

If you haven't registered, why haven't you done this?

Not interested
Not interested
Not interested
Not bothered
Can't see the point
Not interested
Didn't want to
Did not want to
Happy with what I do now
Not interested
Not interested
Not interested, too old
Don't see the need
Unnecessary, another login to remember
Because I don't want to receive information, emails etc that I would probably not use.
Not interested
Not high on my priority list
Not interested
Not interested
Do not get involved with anyone or anything
Happy as I am
Not interested, no computer access
Not interested
Not interested

Don't like using computers / don't have internet access
Because I don't like using the internet
No computer
Don't have internet or online
Not online
No online access
No website in home

I cannot manage to use a computer (blind)
No internet access
Not online
I hate computers. They are too time consuming, too difficult
Do not bother with internet
Not online
Don't have facilities to use it
Don't have a computer
Not certain, not too good with computers
We are not online (please be aware that not everyone is)
We are not happy using technology, the older generation. We find we spend a lot of time getting nowhere, if you deal face to face more successful
Not computer proficient
Don't do online
No computer
Not online
Don't go online
Minimal internet use
Do not have a computer
Do not have online access
Not online
Don't use internet
No internet
Do not have internet access. Didn't know this could be possible. Not seen anything about this.
Prefer not to use online services which contain huge quantities of data
I am not online
Don't use online
Don't do online
Not online
No internet access
Not online
No computer
Don't like online services, don't trust computers
Because I do not do online
Not online

Try not to do things online
Don't have the facilities to do this. It is always assumed that we can and are able to.
I find online and the web to be hard to do and frustrating
Don't have IT
Do not use internet
Not got a laptop
Not online
Do not have the equipment
No computer
Don't use a computer
Do not use a computer
Not online
Not online

Not had the need to register
Have not had the need to
Never really thought about it
No need at present
Because I don't have to
Not needed to
Haven't got round to it yet
Not got round to it
Not required services
Don't feel the need. Don't offer anything I need
No need to
Not felt it necessary
No requirement
Don't really need it
Not had the need to
No need so far
Don't need to
I have but never used it
Not needed to
Not need to use it, would register if I did

I rarely need services of CBC
Not needed to do so but will have a look.
No need yet
Not needed to do so yet
Don't need it
I haven't needed to
Haven't needed to and wasn't aware of it
Not needed it, didn't know it existed
Don't need it
Haven't felt the need
Not had a need to
Not needed
Haven't needed to
Not needed to
Haven't needed to
Not found it necessary at this time
Haven't needed to
Never had the need to do so
Haven't felt it necessary
Not really needed to yet
Not had any reason to

Didn't know about it
Didn't know about it
Didn't know about it
Didn't know about this service
Did not know I could
Didn't know about it
Never realised
Not aware
I wasn't aware of it and I don't have a need to have one, unless you can convince me otherwise.
Didn't know it existed
Didn't know about it
Didn't know about it

Didn't know about this
Totally unaware of it and I consider myself well informed and up to date.
Didn't know about it
Didn't know about it
Didn't know about it
Didn't know about it
Not known
Don't know about it
Wasn't aware of it
Don't know
Did not know
Didn't know about it
Unaware
Wasn't aware of this facility
Didn't know about it
Didn't know about it
Don't know how to go about it
Not aware of it
I did not know about it
Didn't know
Did not know how
Didn't really know about it
Wasn't aware of it
I didn't know about this
No idea what it is
Not heard of it before
Wasn't aware of it
Not aware
Did not know about it
Didn't know it existed
Didn't know anything about it
Didn't know about it
I don't know what it is
Not know about it
Didn't know

Didn't know about it
Didn't know about it, no reason to do so.
Not heard of it before
Wasn't aware that it was available
I didn't know about the service
Did not know about it
Didn't know
Don't know how it would help us
Wasn't aware of it
Didn't even know about it
Did not know
Did not know about it
Because I don't know anything about it
Because I didn't know they had one
Wasn't aware of it
Never heard of it
Don't know
I didn't know about it, will now google
Didn't know anything about it
Didn't know about it
Didn't know about it
Didn't know it existed
Didn't hear about it until now
Didn't know I could register
Haven't heard about it
Didn't know it existed
Not aware
Didn't know about it
Wasn't aware of this
Never heard of it
Never knew I could
Not sure I was aware of it
Did not know about it
Didn't know about it
Didn't know about it

Never heard of it
Didn't know you could register for this
Never heard of it
Did not know about this
I have not heard of it
I did not know that it existed
Did not know about it
Don't know about it
Didn't know about it and probably wouldn't use it anyway
Didn't know about it
Wasn't aware of it
It's passed me by
Unaware
Never heard of it
Did not know
Didn't know about the service
Didn't know about it
Wasn't aware it existed
Didn't know it was available
Will take a look now I am more aware
Didn't know it was an option
Didn't know you did one
Wasn't aware of the service
Wasn't aware of it
Didn't know about it
Not aware of it
Not heard of it
Didn't know about it, never been informed
Never heard of this
Not heard of it
Wasn't aware of it
Didn't know about it
Didn't know it existed
Didn't know it existed
Didn't know about it

Didn't know about it
Didn't know anything about it
Knew nothing of it
Didn't know about it
Unaware
I didn't know about it
Didn't know it existed
Did not know of this service
Wasn't aware that it was an option
I have never heard of it
Didn't know about it
I didn't know it existed
Didn't know about it
Don't know how to
Wasn't aware, not sure if I have a need to
Never heard of it
Didn't know about it
Didn't know about it
Didn't know about it
Didn't know about it
Not aware of it
I was not aware of it
Know nothing about it
Don't know how
Did not know about it
I did not know about the account
Didn't know about it
Didn't know it existed
Did not know about it
Didn't feel the need to
Didn't know about it and what do I get out of doing it
I didn't know I could
Did not know about registration requirements
Didn't realise about it
Wasn't aware of this service

Didn't know I could
Wasn't aware
Unsure of the advantages of doing so. Also, concerned about use of information when registering
Wasn't aware of the service
Didn't know about it
I wasn't aware of this service
I don't know anything about this
Didn't know about the service
I did not know about this service
Never heard of it
Totally nescient of its existence
Didn't know about it
Don't know about it, no need for it
Didn't know it existed
Never heard of it
Didn't know it existed
Didn't know about it
Did not know about it
Never heard of it
Didn't know about it
Didn't know about it
Didn't know about it
Don't know how to
Didn't know it existed
Didn't know about it, don't know how to
No idea what it is
Don't know
Unaware of it
Not aware
Never heard of it
Wasn't aware
Haven't heard of this before. Interesting to know about it
Wasn't aware
Not aware of it
Don't know anything about it

Prefer other communication methods
Because I prefer to talk to a person
Prefer to speak to a human being
Prefer to speak to a representative on the phone
Prefer to talk to someone about my issues
Didn't want yet more online accounts, if I need information I can telephone the town hall, where I find the people are helpful
There is too much online nonsense. People need to talk and meet face to face
Prefer to ring up
Prefer to speak to a person
Prefer to phone
Would prefer to speak to someone
Sooner read a publication
Not sure if it would be beneficial. Prefer to speak to a person should the need arise
Prefer to speak to someone
Prefer human contact

Not had the time
Haven't got time, too busy
Workload
Not got round to it, must do it
Don't have the time
Not got round to it
Not had time
Not had time, but going to

Other comments
Total ignorance
Need our first council tax bill to set up
I will now
House bound, don't get out much
Access limited - especially during Covid

Pay council tax direct debit. Don't use services
I don't think I have but not sure
Can find out via other means
Why, do I need to?
Barred from library because of my disabilities
I thought I had, however I've just checked and found that I do not have one, I will sign up for one immediately.
It hadn't occurred to me.
Had to feedback on everything else
Why should I?
Not thought about it, if I read about this account and I wasn't in a position to register immediately then I will have forgotten about it, not interested
Just haven't
Don't want to be bothered with lots of emails
Avoid getting overwhelmed with online information
Slipped my mind to register
Don't understand it
Ashgate Hospice fund raising
Personal preference
Thought it was delivered free
Anything related to council online is the most frustrating process ever
Cooking after husband with Alzheimer's, no time or energy
Have just moved to the area
Technology failures
Not much point, whenever I raise a problem with the Council nothing happens
Because it will not make any difference
Not been in the area long
Unable to do so
Too old
Don't want any more emails unless absolutely necessary. Fed up of online
Data mining of personal information, needs to be a simple service (has to be used because CBC depts never answer the phone/biased to tenants
I may well register in the near future
Old age
Wouldn't let me
No faith in Council

Not sure
Don't have it
We just get on with every day things on our own.

If yes, what sort of services would you like to access using the website?

No access to the internet / computer
Don't have website
No computer access
Don't use the website
Do not have a computer
Don't use internet or websites
Haven't got a computer
No computer
Do not use the website
No computer
Not on website

Repair requests / reporting issues
Repair requests
To report roadside fly tipping.
Complaints services, reporting fly tipping
Raising complaints / reporting issues

New initiatives
New initiatives, support networks
Local eco-friendly or de-carbonisation schemes

Other comments
Road works information
All
Link to Derbyshire county council
Not sure
I am thinking of joining the leisure facilities at Queen's park, web booking difficult to use?
Disabled services
All the above are accessed in My Chesterfield

I thought most of the above was on the Website - council tax
Health and wellbeing information, tips, events
Neighbourhood Wardens - what do they do, and where do they do it?
What bin some recycling items go in
Park and playground map/information/events
Paying ground rent / service charges / buildings insurance as a leaseholder
Events to enhance Chesterfield
Probably all of them if/when needed
Advice on energy efficiency

Which do you think are the most important ways for CBC to keep people informed about climate change locally?

Comments regarding assistance from councillors
CBC councillors seem more concerned with political messages rather than informing local people
Can I talk to my local councillor on the phone?
I have not met any local councillors, recently not been possible
Councillors! Who are they, do they even exist?
Leaflets, posters, awareness events etc.

Not really important / necessary
This really is not an important issues
I don't believe it is necessary. Whatever you choose, it will itself, contribute to climate change
Not bothered
Not really bothered, think it's all a lot of hot air.
Not necessary
None are important to me

Paper-based communication
Have your own paper, free, monthly, distributed to all
Sending letters
Letters through doors
In the post like this questionnaire
Letters
Door publications
Leaflets, Facebook
Leaflets / brochures
Direct leafleting
Flyers posted through the door
Direct communication via post

Radio-based communication

We haven't got a local radio station other than greatest hits which is useless for local information
I really miss Peak FM, the amalgamation of stations is not useful

Online communication
Google
Facebook, Snap Chat (youth use it), schools
Email, text
Facebook
Email newsletter would be better

They are all important
Any method of communication would help with this.
All of the above
They all apply
All these ways are important, and you could add outdoor advertisement (businesses)

Other comments
Local TV
Again, all are equal and relevant, CBC are very low profile
Hands on actual activity such as picking up plastic, litter etc.
On the huge screen
Climate change is disputed by many scientists however their voices and opinions are never aired.
CBC talk the good talk but have no consideration for residents particularly with car emissions
Don't know what Your Chesterfield is
Cannot see the point, unless China, India and the United States reduce their 'footprints'.
Working with local groups
We need a balanced debate on issues, not dogmatic claims
Stop wasting our money on a myth
Personal contact in all situations by all personnel

From the list below, which changes (if any) have you already made, will be making, or would like to make in response to climate change concerns?

Climate change cannot be stopped
You cannot stop climate change
None, until China does something, we are a tiny tiny island that is insignificant to global warming
Until all countries agree to reduce carbon emissions anything CBC could do is useless and only a way to increase CBC revenue
Some of the climate problems are because of the Moon's rotation and getting closer to the Earth. The Earth's rotation to the Sun and getting closer, these we cannot change.
No point in any of this if China, India, United States don't reduce footprint. Put your energy into contacts in these countries, not into how many cardboard boxes I put into a particular bin.
I have studied climate for decades and true evidence shows that climate change has been going on for thousands of years and is nothing to do with human activity.

Ideas / examples of changes made
I use eco products and when its not rained for a few days I used my washing up water on the garden. We also have an allotment.
Please renew plastic bag collection
Minimise the use of water
Growing own fruit and veg. Always voting for green party candidates. Working from home. Planting flowers for pollinators.
Wearing clothes longer, much less buying new.
Sharing climate change information with friends and family. Growing more flowers, fruit and veg at home. Voting for political parties with the best environmental policies.
You as a custodian of our town must install water and electricity meters to all council properties, would make a massive different to climate emergency. I am a pensioner and I have both installed.
More energy efficient light bulbs. Boiling just enough water.
Gardening for wildlife. Rain water capture and reuse
Leave green field sites alone. Stop giving planning other than on brown field sites. Practice what you preach.
Trying to avoid plastics in packaging, clothes and household products. Buying loose fruit and veg in supermarkets. Not using bitcoin whose mining consumes equivalent to Sweden's energy use per year.
Keep hedges, lawns and flower beds rather than fencing and concrete
Having solar panels fitted when our roof is renewed this year
Using library for books and information. Try to shop locally.
Grow your own
I won't be having any household pets
Shop locally. Turn off vehicle engine when parked.

Getting involved to inform/educate/change mentalities - partially done, more to do, in progress (was actually going to contact you about it)
Trees in my garden and allocated wildlife space
Using rainwater butts and compost bins
Seeking out education on these matters, applying personal development and upgrading personal responsibility for own thoughts, behaviours and actions.

Comments regarding traffic / transport
There needs to be a reduction in traffic overall. What powers the vehicle is immaterial as all traffic produces air pollution, whilst vehicle production contributes to emissions
There should be more support for public transport.
Stop narrowing main roads into one lane, creating bottle necks with standing traffic and engine running - Brimington is a perfect example of this. A619 down to one lane causing traffic jams.
Cost of electric cars and solar energy panels
More of an effort to develop hydrogen for vehicles should be made. Electricity comes from the same source. If I switch supplier I don't get electricity from a greener source.
Am disabled so reliant on car, do not wish to go electric, anyway that power has to come from somewhere. I eat healthily but will not become vegetarian. I object to being told not to live my life.
Got Motability scooter
Need better and more safely maintained cycle paths, currently maintenance and other non-cyclist users (particularly dog walkers with long leads or no leads at all are dangerous to cyclists).
I now drive a hybrid. Would like to grow more food in my garden.
I ride a bike far more often than I drive. I do this for my health and fitness not because of the climate change myth.
We are doing less trips in car by trying to combine all tasks into one or two outings per week.

Comments regarding recycling
I've recently stopped recycling as only 10% gets recycled. Who is going to pay for me to switch to a different heating technology?
Teach people to save, recycle, stop throwing food and stuff away.
Reduced single use plastic. Dry washing outside
Careful recycling using local shops/businesses to prevent spending money on deliveries and affect carbon footprint. Recycling rubbish at local tip and taking unwanted reusable items to charity.
I recycle everything possible.
I recycle more items that the council do by donating to 'Chesterfield Let's Recycle More'.
We contacted the Council as we have so much recycling. They supplied us with an extra blue bin within the week.
I recycle a lot. Wash everything. Hardly anything in my black bin, half full once a month and 2 adults live here.

Comments regarding using charity shops
Charity shops are the best thing since the wheel.
I use the local charity shop much more for clothes.

Comments regarding expense
Heat pumps and electric cars too expensive for 79 year old.
Reduce the reliance on expensive gas imports. What energy provides the power for electric unreliable cars 7 yr battery life and low mileage. Heat pumps require hot water tanks back in each house. Cost
All the above is dependent on cost. It can't be done if we cannot afford to do it.

Other comments
Not being trendy is fashionable
Bored of the subject now
Would like to do many things but I privately rent so can't. Can't afford electric car.
I am disabled so a lot of these don't apply for me
The Borough Council or DCC should not be dictating to private citizens about their life styles. You seem to be part of the green fascist movement.
Don't like using second hand items
Since I have started using a mobility scooter I see how dirty and littered the streets are. More bins in areas that are used by the public e.g. McDonalds, Skateboard park.
All above is a way to raise taxes
I would appreciate help from Council towards heating my home in terms of insulation. A very old home which takes a lot of heating. Not within bracket to qualify for grants etc.
We need lots of these above to be cheaper
I would like to know my carbon footprint based on my energy use, water use etc. Maybe a company called Tunley Engineering could help?
Would not have children for environmental reasons, I use Facebook, charity shops to buy clothes. I vote for parties with strong environmental policies.
All these items are an attack on people who can't afford to follow dogmatic (and unscientific) measures to go green. Who pays for going carbon neutral?
That's a good comprehensive list
Housebound, rely on carers / family to shop, clean, put waste out etc. Live in electric only house to limited with power source.

Is anything stopping you from acting more quickly on climate change? Please write up to three reasons.

Cost - general
Poverty
Finances, on less pay now
Cost
Financial concerns
Finances / costs
Cost
Affordability
Money
Cost
Cost
Cost
Cost
Affordability
Cost
Affordability - both local and national
People are penniless
Money needed to change existing
Cost
Affordability
It's expensive to buy more eco products
Money to do these things
Money
Lack of subsidies
Costs
Insulating loft of property, due to cost
Cost
Cost
Cost
Finances
Cost
Everything seems too expensive

Cost
Increase in cost
Money
The cost
Financial (retired, living off state pension)
Money, cost of changing
Cost
Taxes
The cost of switching
Lack of funds
Cost/finances
Affordability
Cost of sustainable products
Financial
Cost
Not knowing of any grants available for carbon reduction
Cost
Money
Cost
Finances
Cost
Cost of living, can't afford to
Cost
Lack of money to make real change
Cost, can't afford to even if the case was made
Funds
Finances
Cost obviously
Cost of change for individuals / families
Price of things
Cost
Costs
Money
Income
Affordability

Affordability, vegan food/milk costs more
Money
Cost
Finances, initial outlay to change
Financial reasons
The cost of becoming more greener is expensive
The main reason is money and cost of converting
Low income
Income
No grants for insulation
Money
Our income has been decimated by Covid, not able to afford an electric car, renewable energy tariff
Money
Cost
Availability of products locally and affordable
Availability of products locally and affordable
Money
Planning costs to improve home
Money
Cost
Cost of using peat free composts
Expense of changing things over
General cost - sustainable products are more expensive for retailers i.e. foot trays, utensils
Finance
Cost
Money
Will it be cheaper to use
Eco friendly solutions more expensive

Cost – electric cars
Availability and cost of electric cars/low carbon heating
Cost of electric vehicles
I'm still not convinced about electric cars and costs of these
Price of changing car to electric

Cost of electric vehicles
Ability to afford a change of car to hybrid/electric
Not enough money to get electric car and heat pump
I would buy an electric car but too expensive
The cost of electric cars
Cost of buying electric car
Cost of electric cars (out of range)
Lack of infrastructure for electric cars
Cost of new electric car, cost of conversion of boiler
Can't afford to buy an electric car
Cost of electric vehicles
Cost of electric vehicles
Cost of electric vehicles
Not enough funds (electric vehicle)
Price of electric cars
Cost of new electric cars are expensive and heat pumps
Affordability of electric cars
Cost of electric vehicles
Cost of changing the car
Limitations and additional expense of electric cars
Electric cars far too expensive, no infrastructure
Electric cars are expensive
Finance cost of electric cars
Cost of electric car, low carbon heating
I can't afford an electric car
Cost, especially of electric cars and heat pumps
Cost of electric cars - we have a hybrid
Affordability e.g. cost of electric car
Electric cars are out of my price range
Cost e.g. electric car, charging point installation
Cost e.g. cars
Cost of electric car
Cost of electric cars
Availability on price of electric cars for households
Electric cars are generally too expensive to buy

The cost of a brand new electric car
Expensive electric cars
The cost of making changes e.g. car, heating
Cost of electric cars and few charging points
Prices for electric vehicles are too high
Electric cars too expensive at the moment
Cost of electric cars
Cost of electric cars
Cost of electric cars
Cost of electric car, charging and limited range
Lack of money to invest in electric car
Excessive cost of electric vehicles and heat pumps
Cost of electric cars
Cost of buying an electric car
Cost of electric car, logistics of charging
Cost of electric vehicle
Cost of electric cars
Cannot afford electric car
Electric battery cars, problem with cost of purchase
New electric cars are unaffordable to us
Cost of electric cars and limited charging points
Electric cars are too expensive
Money - costs of car changes, solar panels etc.
Cannot afford an electric car
Cost and facilities for electric car
Cost of electric vehicles is too high for us to afford one
Can't afford new cars, can't afford to change central heating
Too expensive, electric cars
Cost of electric cars
Cost of a new car
Can't afford new car
Expensive electric cars and no infrastructure
Affordability i.e. changing car to electric and changing gas heating

Age
Too old
Age
Age
Age and requirements e.g. heat
My age (91)
Age 80+
Age
Too old
Age restraint
Age
80 years old
I am aged 90 and limited mobility
Age
Being elderly reduces what you can contribute
Getting older - pensioner
Ageing
Too old to benefit from investing in solar panels
Too old now to make many changes
My age

Transport / travel comments
Train prices are too high
Drive long distances for work
Bus prices are too high so I use car
The total lack of cycle lanes stops my whole family cycling in the area for school, work, leisure
Work away from home and public transport not easy and takes much longer
Poor transport service
Electric cars - on street parking where I live
Not using the car as much
Waiting for hydrogen powered cars and infrastructure
Limitations on electric car travel distance
Do not have an electric car
The need for a vehicle for work

Need to use car for school run
The cost and availability of alternatives to low income families
The reasons for electric cars is all pie in the sky at the moment
Apparently if everyone in Europe had electric cars it would cut by 0.4
Electric cars depreciation
Need my car but do use public transport as well
Work commute
No cycle path to town (off road)
The nearest bus to my estate is 20 minutes away
Too many cars on road prevent cycling
Green transport not available in Chesterfield
Bus routes and times not frequent enough for work.
I think I would like to own an electric car when technology improves
I need a van for work
Enjoyment of travel
Prices of public transport
Installing the technology for an electric car
Cost of public transport
Uncertainty about new technology e.g. electric car
Use public transport more
Lack of home charging for electric cars
Infrastructure, not enough charging points
After a 12 hour shift running around a Ward, don't want to walk home
Need a car to get to work
Distance from work
Unable to use bus for work
Infrastructure to charge electric cars
Inconvenience of some public travel use
Lack of cycle lanes
Insufficient charging facilities for EVs
Would need better bus services to minimise use of car
Public transport is expensive
Public transport being more local with smaller vehicles
Kids cycling proficiency lessons
Can't walk / cycle / use public transport due to employment type

Too few buses which are expensive
Buses never seem to go where/when I need
Not enough infrastructure in place (i.e. car charging stations)
Cost of public transport
No street walk to school without fields
Airlines and travel agents
Public transport links to the train station are poor
Reduced local bus frequency
Public transport becoming more expensive
Bus fares are too expensive
No drive to have an electric car
Price of public transport
Pandemic preventing use of public transport
Availability of public transport
Availability of public transport
Why do we rely on thousands of lorries up and down the motorways to deliver our goods to everyone
Infrastructure for electric car charging requires improvement
Unreliable and unsafe public transport - Covid
Electric vans not enough range

Climate change is beyond my control
Things beyond my control
You cannot stop climate change
Not much I can do about it
Because other countries such as China and India don't give a damn
Unfortunately I believe that climate change happens every 20,000 years naturally
Other people's ignorance or reluctance to change (why should I be the minority making the effort)
Other people not doing it
We have gone too far down this road, if proven wrong the juggernaut can't be stopped

Actions locally have no impact on the bigger picture
How does a small house impact the bigger picture?
Personal changes have negligible impact when compared to industrial emissions from global industry

Waste of time - India and China are building a 1000 coal fired plants each year
I think the big companies need to act first
It is difficult to know how to make an impact when big nations are not doing much
Large companies not making enough change
Waiting for China to make big changes
China
China, India and USA need to address this more. Futile until they sort themselves out.
Lack of effort by countries like China, USA, India.
Unclear in the result of individual actions
0.1% of the problem is ours. 99.9% need to be doing this
The UK is a tiny country on a big stage
It will not matter what we do as China is opening one power station each week
Look at China / India / US for example
Our 1% contribution is wiped out by any number of volcanic eruptions
The UK is a very small part of the problem.
How can China and other massive contributors be persuaded?
Other large countries make our efforts a drop in the ocean
Commercial and industrial organisations can do more first
China, India etc negate anything we do
The earth was 2% warmer 600 years ago. It is cyclical and we can't control it.
China / Russia / USA / India don't seem bothered, why should we
Can't do anything about the main problems of China, America, Russia
Worldwide action needed, so individual behaviour is almost insignificant

Time constraints
Time and cost layout
Time, because of work
Both I and my husband have terminal cancer, limited time
Time
Time
Spare time
Time to get involved
The time

Time it takes to do zero waste shopping (I work full time)
Time
Time

Work constraints
My occupation
Work
Work commitments

Comments regarding disability
Housebound
Disabled
Poor mobility
Mobility issues
Housebound
Am housebound
My health - lack of mobility
Disability

Comments regarding heating upgrades, cost of heat pumps
Cost of installation of a 'green' boiler
Gas central heating is an alternative to heat pumps. Heat pumps are not most efficient
More information on the best central heating products
Finance. Changing heating to low carbon is expensive for many
Money. Heat pumps and electric cars aren't cheap
Cost of heat pumps and solar panels
Cost of other heating systems
Cost of heat pumps
Lack of money to invest in greener alternatives (new boiler)
Cost of heat pumps to replace boiler
Can't afford to change boiler

Cost of replacing gas central heating to low carbon heat pump
Cost of switching to heat pump
Cost of boiler replacement
Cost of heat pumps
Cost of heat pump and new technology
Cost - heat pumps, electric vehicles
Would need financial help to have greener / eco-friendly house heating
Cost of heating alternatives
Cost of heating alternatives
Gas is not renewable for heating home/cooking and I don't have space/money for heat pump
Cost of change to heating system
Cost of heat pumps
Cost of replacing heating
Cost of changes, e.g. heat pump, new car
To change heating etc costs money - no help
Would change from gas to heat pump if more affordable
Difficulty in changing to sustainable heating due to cost
Low carbon heating, installation costs
I'm still not convinced about heat pumps for heating and costs of these
Cost of changing energy in house (heat pump)
Ability to afford a new boiler
Environmentally friendly products i.e. heat pumps and electric cars are still too expensive
Grants to switch from gas to heat pumps
My gas boiler is quite new and don't want or need to change just yet
Cost of new boiler system
Lack of cost effective green heat source
Cost of replacing gas oven, cost of solar panels etc.
Cost of heat pump
Cost of low carbon heating technology
Too much trouble and expense to change gas central heating
Not enough funds (low carbon heating tech)
Cost of installation of heat pump
Expense in changing the whole heating system

Cost of change to other heating systems
Cost of changing heating
I can't afford to instal a heat pump in my home
Cost of heat pump
Cost of using fuel, electricity, gas should be reduced not increased
Cost of heat pump installation
Have a toddler, need to keep warm
Cost to change type of heating
Budgeting heat pump
Heat/air pumps still too inefficient to replace gas boilers
Low carbon heating technology too expensive
No grants for solar water heaters or heating
Cost of upgrading to low carbon heating / solar panels
A heat pump boiler is out of my price range
Cannot afford heat pump for the house
Unable to afford a heat pump for whole house
Our relatively new boiler has nothing wrong with it
Recently updated gas boiler

Recycling comments
Nearly everything you buy is packed in plastic
Not enough items can be recycled
Recycling, my bin is too small
Not able to recycle all packaging from supermarkets
Confusion about exactly which plastics are recyclable
I'd like kerbside recycling to take more recyclables.
A lot of materials still can't be recycled locally
Refill centres for shampoo, laundry products, flour etc to be more widely available
CBC will not supply a green bin for garden waste
Not being able to recycle soft plastics using blue bin
Flats don't have recycling bins
Not enough recycle bins
Retailers and manufacturers are slow to minimise use of plastics

Lack of large manufacturers helping (less packaging)
Current supermarket packaging
Size of recycling bin is not big enough for fortnightly collection
Hygiene of having a separate food waste collection once per fortnight attracts flies and maggots
Too much packaging on food etc.
See no reduction in use of plastic
Grass bin is too small
We are shocked at the amount of packaging we have in our shopping, what can be done?
Not enough roadside recycling
Limited local area recycling options
Clothes recycling, kerbside, especially for rags, stained clothes
Too many items in shops have plastic wrappings
Need more shops selling renewable/reusable items at reasonable cost
Availability of products without plastic wrappers
Too much one use packaging
Food in supermarkets still have too much plastic on them.
Manufacturing of product e.g. all the wrapping
Inability to recycle things kerbside e.g. tetrapak, soft plastics
More recycling bins for more types of plastics
Supermarkets using too much unnecessary plastic
Not many recycle bins in area
Recyclable products seem to produce more carbon energy
We don't understand a lot of the science re plastics, should be alternatives used.
Stop producing plastic/using fossil fuel
Recycling as much as I can
Still a lot of veg in plastic wrappers
Unnecessary packaging on most items for sale
Supermarket packaging e.g. wrapping turnips etc. in plastic
No methods by CBC/DCC for recycling old clothes
A lot of hard plastic not recyclable

Cost - solar
Money, costs too much for solar panels

Cost of switching - solar panels / electric car
Can't afford solar panels
Lack of finance e.g. solar panels / change of boiler too much initial outlay
Lack of money, solar too expensive to install as are others
Solar is too expensive to install
Cost of solar panels
Cost of solar / wind at home
Cost of solar panels

Cost – greener energy
The cost of low carbon technology
Financial, using renewable energy and electric cars is not yet affordable to me
Lack of money to install other energy options
Money, lack of funds to buy green
Cost of making home more energy efficient
Cost - greener energy / electric vehicles more expensive
Cost of green energy
Funding of green fuels, companies should be taking up the slack not us
Cost of greener energy supply

Comments regarding government action
Government policies to reduce road traffic and enable or promote active travel options
Lack of government action re domestic heating, industrial and agricultural emissions
No clear direction given by local or central government about changing from gas central heating
UK government acting fairly quickly but main offenders are not
Government needs to do more
Limited effort by successive governments in UK
Government disinformation
Lack of support from local/national government
Lack of government incentives
The Government's lack of action
Government policy - capitalism is only interested in profit

Government grant to switch to electric car
Once applied for government incentive for solar panels - but did not get any

Lack of information / don't understand climate change
Lack of information
Confusing reports
Don't really understand it
Lack of knowledge
Knowledge
Not had enough information
Need more information to know what to do
Lack of information
Don't know enough about them
Lack of practical information on what to do
Just really about getting all the facts and information
Greater understanding of exactly what to do and how to do it
Don't know enough
Lack of knowledge, focus, direction etc
Not enough is known about low carbon technology
Knowing best products
Evidence based knowledge
Availability of support and help
Lack of knowledge
Information
Knowledge
Information
Knowledge
How it will affect things
Not enough information known about technology
Need more information on how to live sustainably
Informed, truthful facts
Lack of information and dishonest traders

Other comments
Habits
Laziness
Like my food too much
Climate change initiatives need to be driven / led by those in authority
Uncertainty
Nothing
Infrastructure / speed of operation for electric car
Other, more immediate, household concerns
Modern life
I will do what I please
N No actual organisation to perform the task
D Damage to wall ties due to cavity wall insulation
A Action now, time is running out every day
W We already live a responsible life in this respect
China
There is no climate emergency just listen to a wider opinion
Use big screen to advertise this, using good and dramatic videos.
There is no climate emergency, just listen to wider opinions
Packaging excess
Not enough services provided
I burn solid fuel, smokeless, it's concessionary
Already done
Already doing my bit as much as possible
It's nonsense, pseudoscience rubbish
Don't feel safe walking alone
Live by myself
Cannot get out as much due to illness
Your lack of commitment
Opportunity / alternatives available
I have my own views on the subject
Not bothered about climate change or hearing about it, just live the way I do now.
Convenience

I already do what I can
No, act now
Needs more publicity to educate ones not interested
Lack of incentive
I think it is a load of rubbish
Mainly don't want to change lifestyle (holidays etc)
Facilities / services (unable to shop plastic free)
I don't think there is much to be done to stop climate change, damage by modern living irreversible
Climate change is natural and not man made
I don't believe in it
When you put solar panels/plant trees everywhere, I will consider the myth more seriously
My health
Man made so called climate change has not been scientifically proven
If there is climate change, little is due to human activity.
Unrealistic alternative solutions
Climate will always change, we can only slow it
Taking more steps already, waste
UK already does its bit
Hard to change habits
Big business
Most vegan food tastes of sawdust and cardboard
More focus should be on industries
Motivation
Disruption
Lack of measures on industry (much more impactful than personal changes)
Availability
Health
I have a young child to take to school in the morning
Change
Resources
Technology. More efficient solar panels and better domestic storage solutions (batteries)
Own property so can make changes
Convenience

Infrastructure - both local and national
People are starving
Planning permission
Local officials are not moving
Area
Too easy already to not make any changes
Council can't pay for all Council tenants to have solar panels
USA
Just keep living day to day
Not eating so much
Rely on others
India
You show you are serious
Will it work if I do switch
Little faith in Tradesmen
Effect
Availability
Others seem very selfish re behaviour
Being offered options for carbon offsetting
I rely on other people to do my shopping
Unsure how to make effective change
Socialists acting as policy makers. Models predicting the future
There should be a top down approach
Ditching usual lifestyle habits
Floods etc happen periodically over time
Convenience
Rely on others for all aspects of care
Availability
Less energy
Agencies and contractors listing (locally) re loft insulation, cavity wall, other suggested actions
Enjoy travelling around Asia
What about other countries?
So far there is little availability of low carbon technology

Apathy to others less willing
Food retailers / supermarkets cater for families, not single people wanting small amounts
Convenience
Will be a game changer
People shout a lot but won't adapt if it affects their lifestyles much
Health issues
Social aspect
People are homeless
Lack of facilities within 15 minutes walk (doctors etc.)
Loss of green space
More reminders on television to remind us techniques on how to help
Upheaval
Lack of environmentally friendly products available for consumers
Why are residents allowed to tip waste in my area and not clean up after their dogs
Try my best
Too many big changes here will only hand our economy and manufacturing to China
Russia
Friends live abroad, so enjoy a cheap holiday now and again
Stop building on greenfield sites
Other world problems, e.g. Covid
Sceptical of the technology longevity
Focus
The majority need to do it, not just a few
Other distractions / study / courses / time restraints
Practicality
Energy companies profiteering
Planning a more plant based diet
I cannot walk far
Unproven benefits of a particular course of action e.g. does eating less meat really reduce climate change
Raising children, food waste higher, to reduce
Irritation at environmentalists pseudo religious adherence to articles of green faith
Heatwaves happen periodically over time
Lack of reliable contractors to do work locally

Only have electric as energy supply
Little support for local businesses to purchase local produce
Poor technology
Health
Politicians / council has gone PC over green issues
Help
Politicians

Please briefly tell us what type of unpaid help you have provided

Foodbanks
I volunteer at Chesterfield foodbank in New Whittington. Church on the bus, distributing food to homeless people. Chesterfield Canal Trust in the shop at Hollingwood Hub
We run a food bank from our Church
Donating to food banks during covid crisis
Food provision. Caring for elderly
Donations to food bank. Producing newsletter for Church group.
Food banks. Women's refuge
Food bank donations
Food banks
I bake 30 malt loafs, 30 soups a week for two food banks
Contributions to food banks
Food bank volunteer, Chesterfield Volunteer Bureau Volunteers, Set up WhatsApp group for street.

Donate to local food bank
Donated food to the foodbank. Monetary support to local and national charities. Supply and fill child backpacks for a charity (Mary's meals)
Because of my age I have been shielding. Before that Foodbank, Ashgate Hospice and Church and Cats Protection
Donated a fair amount of my stock to community food hub
Admin support for foodbank
Donated to foodbanks
Donating produce to food banks. Donating clothes to refugees. Running talks/events for community group. Writing articles.
Donated fruit to local charity to people in need. Donated clothes etc to local charities

Volunteering in charity shops
Volunteer in charity shop
Charity shops were closed down by the Government during lockdown.
I volunteer for two days a week in my local dog rescue charity shop

Litter picking / maintenance
We often go litter picking in Somersall Park and we're in the litter picking group too. Volunteered at Oxfam (18 yrs)
Painting and grounds maintenance at NCA, Newbold
Litter picking
Volunteer cleaner in Spire Church
Often litter pick my local area
Pick up litter. Unblock blocked up gullies and drains when we see them. Everyone could do this
Litter pick and weed control in my immediate area on a regular basis
Helped the council by picking up and binning extreme amounts of street rubbish
Tidied up canal banks with Canal Trust from Chesterfield town centre (removal of invasive weeds/plants and rubbish).

Donations
Donation to Ashgate Hospice
Donations? Why no category?
Providing items for charity
Donated easter eggs to the hospital Childrens ward
I provided donations regularly and made masks and scrubs bags for the NHS and Ashgate Hospice Care.

Volunteering for groups
Walking and Tai Chi groups
Helping at my local slimming world group, twice a week
Night shelter
Wife runs a support group, stepping stones at Tontine Road
Youth Countryside
Help organise social venue for mainly retired men. Collected used tools for third world.
Linacre volunteer
Volunteer centre during early Covid, not recently. Volunteer at Museum before Covid, keen to do so again when Council allows.
Gussies kitchen
Help at Air Ambulance
I am a trustee with the Elm Foundation, Chesterfield
Dog Trust
Sport Association Volunteer
Age UK, Dementia
Used to help with youth groups when younger
Member of SVP (St Vincent De Paul Society) have helped provide food vouchers, school computers, shopping, transport and telephone contact for vulnerable and lonely members of the community
Volunteer and fundraiser
Chesterfield Jazz Club, I run it on a voluntary basis. I recorded 86 pieces of music between March and August 2020 which went out as a daily live broadcast on YouTube to keep peoples spirits up during lockdown.
Local cricket club volunteer
Volunteer for Chesterfield Cats Protection
Treasurer of Chesterfield Tennis Club
Hope House Chesterfield (13 bed house for homeless on Derby Road), Volunteer at vaccination centre (Winding Wheel and Walton), St Thomas' Church, National Trust (Hasland Hall)
Probus club
Support Gussies kitchen
Volunteering at Rhubarb Farm CIC, Langwith
Referee for rugby in the community
Citizens advice bureau helpline
Telephone befriending with Age UK, volunteer at Transition Chesterfield repair cafe, volunteer for Peak District National Park twice per month.
Help with beer cellar dispensing at local golf club
Coffee mornings, Hasland club, big local etc.

Apiary management Chesterfield and District, Bee Keepers, fundraising Chesterfield Tsumeb Association
Helped support football, cricket social clubs by non-paid work.
Repair and refurbish chairs used by a charity. Used clothes and household goods taken to charity shops (usually Ashgate Hospice)
Help/volunteer with National Trust (Hardwick Hall). Contribute to food banks
Help a children charity (Chicks)
Salvation Army
Co-hosting the non-violent communication (NVC) network via Zoom, Listening Hour

Local community help
Not groups, clubs, organisations, but have given quite a bit to individuals (neighbours)
Community help, shopping for neighbours. Local litter picking. Taxi for vulnerable neighbours
Delivering prescriptions to isolating and vulnerable people during lockdown
Caring for older friends and also Age Concern
Shopping for disabled neighbours
Taking cooked foods to local elderly. I continue to help with Ashgate Hospice collections
Help with neighbours
Assisted regularly with OAP locals in need at anytime
Preparing lunches for elderly

NHS volunteer
NHS volunteer. Other volunteering
I am a volunteer at the Royal Hospital. My wife knits patient distraction mitts for the Royal Hospital too.
Assisting at Flu clinics. Surgery support group
I work for the NHS and have worked extra on my own time.
Volunteered at vaccination centre. Campaigned for the local labour party. Shopping/medical appointments for relatives and neighbours.

School volunteer
Previously volunteered in primary school, before Covid
Help given to local primary school (my previous place of work). Collections of food items for food bank.
I helped with Covid 19 testing at Brookfield Community School for safe return of pupils. I volunteered for the Royal Voluntary Service as a volunteer responder, assisting with telephone calls from vulnerable people.
Support a local school, allotment, fund raising etc.
Treasurer to school parent association. Leader of Brownie group

Page 114

School governor meetings
I volunteer in my local school
Member of PTA at school. Donations to local charity shops

Scouts / Guides volunteer
Brownies and Guides
Scouts
Helped local cub/scouts groups
Volunteer at Scout group. Act as an executive
Chair of local scout group

Church volunteer
My community Church group. I have contributed by offering support, prayer, my home, home cooked food, offered prayer/knowledge to people in need in the community. Serve Church in three areas.
Church and chaplaincy at Hospital
Church, sending out worship sheets to those not online. Keeping my yoga group together via email / posting practice weekly.
Voluntary work in Church and at Ashgate Hospice
I am a member of the local Church council
Church Warden at local Church
Church on the bus
Volunteer at a Friendship group at local Church. Collected food for foodbank

Ashgate Hospice volunteer
Support to Ashgate Hospice
Helped at Ashgate Hospice at volunteer for 4 years, both on ward and clerical
Ashgate Hospice and Walton Holymoorside School

Other comments
Range conducting officer
Am in my 90th year
Offered and signed up, but was never contacted

Would have liked to but we were shielding
Looking after 91 year old uncle did prevent this
No but offered help on canal boat
Professional help during Covid pandemic
Treasurer and administrative leadership

If you have concerns about any of the issues raised above, where would you access help and support?

If you have concerns about any of the issues raised above, where would you access help and support?
Sight Support Derbyshire, Deaf and Hearing Support Derbyshire
Hospital
I work at Chesterfield Royal Hospital and we have some very good supportive schemes available for wellness and wellbeing
Community occupational therapy service
Don't know
Nowhere, no real point and wouldn't trouble others when I've tried in the past, no help available. Just have to get on with things really especially as I am old, single and not important enough to matter.
Kindly please build a pathway next to Home Bargain, TK Max or a stepping stone, it's a long walk going there. Not safe to cross due to trees behind and no footpath from roundabout going there
Access to GPs is not good enough, especially in Staveley
It is almost impossible to get an appointment with GP, takes days to get a slot in the 8am waiting game that we all play. So sad, when hospital staff work so hard and have been visible throughout the pandemic. It feels like GPs have hidden.
Mental health services
Church
Councillors
GPs must offer face to face appointments
Ex-husband, been let down by various organisations
Please consider people who do not use or want to use the internet. Face to face please is humane
Bank. Trent psychological therapies, self-refer
It is generally assumed that everyone has internet access and they can readily use it. However, this is not always the case. Is this discrimination?
I work for Derbyshire community health care NHS trust, they provide staff with a lot of support
I have lived along for 4 years since my wife went to live abroad. I have been ready to meet someone else for the last few years (head is now straight), but since becoming ready to move on Covid began, I know I am isolated/lonely but I will wait, I have to
I don't trust my GP to help me
Very difficult to contact my GP practice
No clue as new to area
Even though it is difficult to contact my GP
I have had good support from social services and Chesterfield borough council

Do you have any other comments to make?

Traffic, transport, parking concerns
The road leaving Hollingwood (Laburnum Street) needs resurfacing as soon as possible. It's diabolical and could cause damage to cars/vans etc.
We must have more well planned and safe cycling paths and routes across our town.
Reintroduce subsidised parking in precinct car park for blue badge holders floor 4B
Road and pavement is terrible considering old age bungalows. I have been waiting 3 years for a new kitchen floor.
Too many to mention, in relation to parking, anti-social behaviour, litter
Brimington is over run with vehicles. Bypass desperately needed, not more houses. Plus getting impossible to park near homes due to some having two or more vehicles and limited parking.
If parking was free (or say two hours) more folk would pop into town for a coffee. More seats in town please and on Ashgate Road, Old Road and Loundsley Green Road (seat on Loundsley Green Road near Woodside broken). Get Market Square swinging again, fewer stalls in the streets, some roads very neglected, weed and grass in gutters, more spraying needed.
Complete the cycle route from Somersall Lane to Greendale Avenue. In the 35 years I have lived here, the local bus has gone from once every 20 minutes to once every 30 minutes and now hourly. Meanwhile the traffic queueing on Chatsworth Road increases. There are also properties on the Chatsworth Road that have remained boarded up all that time.
Our main complaint is the state of roads in Chesterfield
Using a mobility scooter I have found out how uneven the pavement and lowered kerbs are. I have had to get a more expensive scooter because of the wear and tear of the battery. I invite any councillor to ride a scooter for a week to experience the rough ride and steer clear of you know what. Also rubbish again and dog fouling. The market stalls are a no go area.
The parking permit is excellent and I use it a lot. Free parking needs to be extended to support shops. A park and ride scheme would be excellent. There are far too many homes being built for the local roads, A61 struggles with extra traffic particularly Birdholme, Langer Lane, it's dangerous and like a race track. Traffic calming measures are necessary.
I would like to see more regular maintenance of public walkways that are used regularly en-route to schools, for instance the path that runs between Old Road, Brampton and Manor Road that is used by lots of school children / parents / dog walkers, is terribly overgrown and badly lit, especially through the winter months. It does not feel safe to use this pathway for many months of the year due to poor lighting / overgrown trees. An easier online way to report these types of issues would be helpful.
Our free parking permit is greatly appreciated, as is the regular refuse collections. Would like to see the regular resumption of weed clearance on roads and gutters. There is a total disregard of parking on pavements and grass verges with no attempt by the council to control this. We are concerned that you will destroy the uniqueness of chesterfield town centre specifically the market square. We relocated from the south eight years ago and disappointed at the recent development, the multi storey car park, the ugliness and grating orange colour and why has the donut car park had to be sacrificed for more office accommodation with all the empty buildings available. We love the well run library and theatres and tourist information centre. CBC staff are always helpful when phoning. Thank you.
The road repair service is very poor
Would like to see pavements in the area made safer for walking on, resurfaced instead of bodged up with tarmac.

We have asked and reported our pathway outside and parking area being in need of redoing as well as a cracked drain, however nothing has been done. We have an elderly person next door that finds it very unsteady on her feet.
Poor state of roads, particularly cul-de-sacs
Speed limit on Chatsworth Road, needs to be 30mph until Holymoorside, the road services three local schools. Traffic also backs up and this issue wasn't/hasn't ever been addressed. Far too much traffic congestion in town centre, more fast foods increase traffic and no solutions. Really, really poor in relation to amount of traffic / speeding vehicles. Can't find out the current situation re cycle path towards Holymoorside. Why is the police precept so high, poor service, never see them, never use them.
The new white street lights are not as bright as the orange ones. During the pandemic the policing of Covid rules in our town centre was non-existent.
The County Council do not make effective or proper repairs to the road surfaces/pot holes. They make only token repairs which are neither efficiently not competently done. They don't last and the tar and asphalt patchworks are definitely not value for money.
Why waste money on ridiculous backlit road signs? Why are parking costs so high, compared to Sheffield? Why is there unnecessary construction e.g. multi storey car parks. No one can afford to pay for car parking in Chesterfield which is why it is dying.
Whittington moor railway bridge (B6052) exit off Whittington moor roundabout, railway bridge large pigeon population, with pedestrian footway underneath with lots of droppings, regularly falling whilst children walking to and from school.
Traffic congestion around town centre, by pass required. Use of vacant office space instead of building new in town centre, including hotel and leisure facilities. Re-use brown field sites for housing instead of green field.
Please please sort out the pavements (re-tarmac) on Barbon/Bentham Close S40 4DP. Many are a serious trip hazard to the older people here, very very poor condition. It's a lovely place to drive, but let down by the pavement.
The car parking charges in Chesterfield are extortionately expensive and thereby increase social isolation, especially because the buses are so expensive and not Covid safe re masks etc.
Just a note. A lot of road resurfacing has been done round here recently which is great but it's not been followed up with reviewing road markings. Double yellow lines and stop/give ways at the top of Brearley Avenue and other roads in the area. There have been many close calls already. Plus there's been a lot of rubbish on Brearley Park lately, it used to be cleaned up every day.

Town centre / market comments
The town centre, encouragement to small businesses to ensure empty outlets are used.
I think the centre of town needs a lot of regeneration. Lots of areas for improvement i.e. regeneration, Robinsons factory, the land could be a fabulous shopping centre in the Brampton area.
If you charge less rent for market stalls you would probably let more out. Why refurbish all the market? Bank holiday markets and medieval markets have less footfall because too many stalls are tombola, that is why we have stopped going.
Too many empty shops on the high street. Too many rubbish shops such as tattoo parlours, phone shops, charity shops, nail bars etc. Do something about graffiti (it's not art, it's vandalism). Put up more plants and flowers around the town centre. Employ more PCs and security personnel to minimise the riff raff wandering around the town.

Chesterfield town centre is not a disabled friendly place. More disabled parking required close to amenities. Buses need to make sure they park next to the higher curbs and not away from them. A lot of people cannot stride onto a bus.
The only thing letting Chesterfield down at the moment is the market which has really deteriorated over the past ten years. It's really looking sad at the moment.
Save our market and don't turn it into a ghost town, ask us, the people, instead of trying to be something we are not. I'm all for progress but don't throw away tradition
Chesterfield town centre is now losing popularity. Building happening around Chesterfield but nothing to help town centre, too many shops closed, market non-existent (rents too high) too many beggars sat about.
Chesterfield, like many towns is a disgrace, unlike years ago, it's overrated, scruffy and no life.
I am concerned about the decline of the town centre shopping area. We appear to have more than our fair share of empty shops and parking fees are far more expensive than other towns I have visited recently. I realise we need more people to use public transport, but Stagecoach are useless and it's still cheaper to pay inflated parking fees than purchase a day rider.
CBC see tax payers as a cash cow and keeps building white elephants like offices on donut car park, when we need to fill the town centre which is slowly dying.
Chesterfield's drive to increase the flow of tourists / visitors would be enhanced by cleaning the pigeon droppings from the High Street and the Shambles. The most historic areas are filthy and unable to sustain repeat visits.
I would like the market making better it's quite upsetting to see what is happening to what was once a thriving happy place to be in. I wonder what visitors think when they come to where it's still advertised as a market town, they must feel let down.
Please bring the markets back how they used to be, not half empty. Chesterfield is supposed to be an historical market town. At the moment it is rubbish.
Town centre needs redevelopment, more restaurants and bars, better shops with longer opening hours for people who work. There's less for people here than when I was growing up here.
Please modernise the market stands in town. More events in town. Turn the tourist information into something else. Invest in more nice pavers/stone footways to make town more attractive. Try and get more people in town before we lose the high street.
One of the main reasons I am dissatisfied with the local authority is the state of the town centre, too many empty shops. Homeless begging and being aggressive. Parking costly. I would also like to comment on the corridor from Chesterfield train station to town centre via Corporation Street, it is a total disgrace with abandoned hotels, demolished properties and empty buildings. The priority to develop the area and improve is paramount. It is the first impression visitors have of our town when visiting by rail and it is a disgrace.
Very nice job on Elder Way. Would like a smooth path for wheelchair down middle of market (to get to Boots from M&S). More dropped kerbs for wheelchair.

Tenancy issues
I have a problem with cleanliness from a next door council tenant which I have rung the council about but to no avail. My daughter has also complained but the problem still exists. It's like living next door to the council tip.
Garages on Sanforth Street require someone coming out to weed them as we pay rent but don't get much maintenance service.

Repairs never get done regardless of how many times they are reported. Treat other tenants differently regarding work done to properties. Staff are generally just pure rude.
Yes, when you report housing repairs why does it take so long for the repairs to be done when other councils do it a lot faster and I can never get through to Stonegravels at all when I ring and stop blaming Covid 19 for the repairs not being done. Chesterfield borough council is shocking we are still waiting for repairs to be done.
I feel very frustrated about not being able to get a council house. I live in inadequate housing and it impacts my mental health. I have been trying to get one for ten years.
Act of reports of neighbours etc. More local rangers

Refuse collection comments
Why do the refuse collectors tip all batteries, glasses etc, cardboard, paper in together when we have kept them separate?
I feel Duckmanton is a dumping ground for under privileged people, impacting on the look of the village i.e. rubbish everywhere, some down to bin men not bothering to pick up after themselves when litter is dropped. Gardens full of rubbish. People out on street smoking cannabis. Dangerous roads down to more traffic through village from motorway. Motorway services being used and rubbish thrown in village, then to top it off the smell of rubbish from the tip. This village has been severely neglected over the years, we pay council tax for what?
Difficult to keep track what day bins are, people leave bins out and obstruct paths. Cars parked on pavement - what about accessibility. Appears no street cleaning in the area I live, dog fouling is immense and no one cleans up. More local information comes from S40 magazine, otherwise My Chesterfield doesn't get delivered. There is no catering for ethnic minorities e.g. no halal meat to buy or find in cafes or shops, even large Tesco / Morrisons etc, it feels they are excluded. My husband has already experienced racism. I am from the area but moved back only recently. I know my elderly family (with health conditions) received no support during Covid from Council.
Refuse collection should be inhouse, not privately run. Grounds maintenance needs more attention, grass cutting done on a regular basis. Stop using Barrow Hill as a dumping ground for bad families. Nursing homes should be council run.
Regarding a business in Chesterfield town centre that pays for a black bin and emptying service, there is no facility for recycling plastics, cardboard etc, so it all goes in black bins as we were told for the last seven years. I do think there should be some form of recycling for businesses with CBC refuse site, but I do realise that would mean more bins in the town centre, which is a problem in keeping it tidy and clean.
Bins are left in the middle of the path (once emptied), which is a pain with a pram. If rubbish left next to the bin it isn't taken and would be helpful if it was.
Wish there were more recycling options / drop off and recycling points more local. Chance / opportunity / some way online, to report issues i.e. local gangs, speeding cars, litter etc.
When completing recycling and rubbish bin emptying it would be helpful if staff made a note of broken bins etc. The lid of my recycling bin was broken on one collection and no idea if I can get it repaired by CBC. They should carry spare lid stoppers (fix lid to bins).
I think that the refuse collection service provided by the Council is excellent. The collectors come on time, they are polite and helpful and deserve a salary commensurate to their value to the community.

Please put the correct black receptacle in the right blue bin. Close all bin lids once emptied, they get filled with rain. Clear street kerb/gutters of leaves and general debris. Pick up rubbish (sweet packets etc) from pavements that inconsiderate people drop and blow all around the street. Provide more pavement rubbish bins.

Dog fouling / warden comments

Irresponsible dog owners letting dogs off lead and fouling the pavements and area and not picking up mess. Too many cars parked on the roads when they have driveways. Most people with two cars and single driveway are lazy and leave one car on the road, car parked any old way, even at bus stop at top of Greenways, Walton. Not enough (if any) police presence in the area (Walton). Youths littering the area and causing late night disturbance, and boy racers in cars and on motorbikes.

Dog warden service, having recently found a lost dog, after finding the microchip wasn't up to date via Pets at Home, we twice phoned the dog warden. Each time we just got a recorded message. We left urgent messages on each call. It is now six days later and we have not received a call back. We managed to find the owner through social media. Had it been left to the dog warden, the poor dog would probably have died.

Children's play areas

Some of the children's play areas could be better maintained. Also, drain cleaning, especially in the autumn. Leaf collection which can become hazardous. Pavement could be in better condition for wheel chair / push chair users. Stopping cars parking on pavements and in cycle lanes.

Parks need fixing and making better for children to play on

Q33 says the council is ensuring parks and open spaces remain open and in good condition to provide exercise opportunities. However, people in my local area have set up a group to raise funds to replace the play equipment in Brushfield Park, as the Council cannot afford to do this, but can waste money on silly questionnaires like this.

Not sure how Eastwood Park gets a green flag aware when the fountain is generally disgusting and is only on about two days a year after cleaning.

I recently took my grandson to the Queen's Park play area for a picnic. Unfortunately, there were no picnic tables, also the children's play area was old with some broken equipment (roundabout), the sandpit was dirty and I had to remove some glass from the area.

I would like to hear about what happened to plans to create a children's play area on a green near my house (Grasmere/Windermere Road)

Holmebrook Valley Park is my local green space, I love it. I go there at least twice a week to walk or run and want to say thank you for managing it for people and wildlife. Women's safety and climate change/biodiversity loss are the most important issues to me. Anything and everything the council can do to improve these is good.

We are currently raising funds for a new children's park on Brushfield. The council have been fabulous with all the support and help given to us @friends of brushfield park

Gardening / landscape issues
Due to Covid, myself and my wife have walked more around the estate to take exercise. I am annoyed at the amount of bushes, trees, hedges etc that encroach onto the pavement. Letters should be sent to all residents to make them cut them pack to their boundaries.
Been trying for five months to get shrubs cut down at bottom of Dunston Road on safety barriers. Tree branches on footpath.
It would be nice to see hanging baskets / flower displays in Brimington.
I live on a tree lined street and the growth from the tree trunks has always been clipped back by the council. This year it didn't happen and they become a safety concern, you couldn't walk on the pavements or see when you pulled out your drive in the car. The street has a lot of elderly residents who are unable to undertake this. Despite being reported to the council it wasn't addressed.
Councils should act upon complaints. My complaint about conifers over 90 feet blocking natural light from two houses. Have to be £320 for an application of complaint, disgraceful. Infact if I publicised it, it probably would be sorted quicker, without charge, absolute robbery.
Why do you let plants grow for so long in streets and roadsides that they start to ruin the tarmac. Pretty obvious it's not cost effective. The high street in Chesterfield is on its knees, why is it so expensive to park, Meadowhall is free. Oh and those silly things you stick in the car window don't help time wise.
We usually have weeds growing down the edges of my road, they don't seem to get removed. They look messy and unsightly. I don't think the council and police are doing enough to tackle drug issues in this area.

More policing needed
Feel the area should be policed more and kept cleaner, more investment.
Need more active police on and in our communities engaging with and knowing the locals kids to prevent them growing up as criminals in their own community.
We need more police on the streets

Comments regarding anti-social behaviour
I do feel where I live is an unsafe environment due to constant drug dealing, cars coming for drugs at all hours
I believe Chesterfield has a drug problem, supply, demand, which needs addressing.
Noticed an increase in graffiti in the area. Sometimes household waste is dumped on the kerbside and remains there for months. My elderly neighbours reported it but the Council wanted money to come and collect it, outrageous. Road markings have worn away at a cross roads on Gloucester Road and I fear there will be a serious accident as drivers don't realise that it is a junction and don't stop (Gloucester Road / Malson Way junction).
I will say again, I live on Cordwell Avenue, Dunston and feel drug dealing is out of control and me and my family want to see the area clean and safe for ordinary residents, please put a stop to it.
Please do something about the issues in Birdholme with the children problem before something bad happens. Please also clean our streets more.

To make it easier and safer to report anti-social behaviour in flats as there is a lot of it in flats and a lot of people are frightened and scared to report it because of intimidation so people put up with it.
My husband and I moved into our new home on 17th September 21 from Hampshire. We have settled into our home and love this area. However, we have both been shocked at the amount of crime that is taking place in and around Brimington. I would like to know what, if anything, is being done, put in place, to put a stop to it.
We have trouble with neighbours smoking cannabis. I've reported it to the council quite a few times and nothing has been done about it and I'm fed up with my home stinking of it when I come home from work. They have family and friends round doing it as well and all through the pandemic. I'm disgusted with the council as you don't seem bothered. I don't know why I have to pay my taxes for services when no one does anything.

Comments regarding litter
When I look at my local area (i.e. Dunston), I feel it has really gone downhill e.g. rubbish in gardens, dog mess. Is this because there are not enough bins? Boarded up properties. I feel a lot of people in general are not considerate to others, such a shame.
Yes, the streets are littered all over the place in local villages etc. Weeds growing from kerb sides and walkways. Driving signage unreadable due to soiled or leaf covered signs. Tar spraying roads is a complete waste of council money (wears out in two to three weeks).
The provision and regular emptying of litter bins in the town centre is poor
My main concern is litter and graffiti in our Hasland Park. Also the untidiness of our Kent Street and surrounding areas. Not until late August did the council spray the weeds in kerb edges, far too late in the year.
I walk a great deal around the town and local area and I am feeling that the town has become scruffy and dirty with excess litter. It shouldn't be down to the council to have to clean it up either. There is a significant change to the people in the town which is not nice at all. This is one of the driving factors in our decision to leave Chesterfield.
Old Whittington needs a good tidy up. Long term unemployed should be assigned to cleaning streets and cutting verges and greens.
Rats are a huge problem, as are the used needles over Queen's Park near sand pit. Alleyway down Alexandra Road West S40 needs dog bins top and bottom, it is always full of dog poo. Junction music is a joke especially at weekends / evenings, needs sorting.
Chesterfield has been left dirty in door entrances. Needs a good clean. Jet wash. It used to be a lovely clean town, it is now neglected in certain places.
I don't know if this is the concern of CBC but since the revamping of Elder Way there are no litter bins at all on there and it would be good if there were more places available to sit as you wait for buses.

Climate change / green issues
The council are not bothered about global warming, they are letting housing be built all over the borough, taking land instead of using brown sites. I feel environmental issues are brushed under the carpet, stop getting rid of green spaces and sort out urgent environmental

issues. Stop charging exorbitant rent for market stalls, shops and the market hall to encourage people to take over the empty shops and stalls. Stop charging for parking or reduce fees.
Money is wasted by the attention paid to the hysterics of the 'Green Mob', so some research. Do something about the town centre it's dying. Staveley would benefit from a tactical nuclear strike, then rebuilt. Keep the drunks and addicts out of town and out of Staveley. Get on with developments and stop talking about them.
Don't destroy Chesterfield fighting climate change. All the cycle paths don't get used people literally cycle next to them on the road. Sorts the roads out, pot holes. All the new houses, are you building schools, doctors etc. to cope.
It is everyone's duty to address climate change, the people of Chesterfield depend upon CBC services, CBC relies upon Chesterfield people being conscious and then acting, collaboration, maintained and collective responsibility.
I would be happy to play more of an active role within my local council, therefore if there are any events where realistic and impactful change can be discussed and (more importantly) implemented, I would be happy to attend and make these points of change a reality. I have an MSc in Chemistry and work for a company that completes carbon reduction assessments for any business, any sector, therefore I feel I would make a positive contribution.
I would like to see fewer houses being built on pasture land and green belt. There are enough brown sites around Chesterfield that would benefit and enhance the town. You talk a lot about climate change but by allowing developer to develop a pasture and green belt land you are actually contributing to a very large extent. How do you expect ordinary people to follow your recommendations when you don't do as an authority.

Comments regarding disability
I have significant mobility issues due to needing a hip replacement and potential knee replacement (I'm 57 years old and otherwise fit and healthy) and until recently worked as a senior nurse. Apparently this excludes me from a blue badge, however I can barely walk and need wide parking spaces to be able to open the car door. It also apparently excludes me from gaining a key to the disabled toilets and normal toilets are too low so in effect I am becoming more housebound and excluded from the town centre. People significantly less disabled have blue badges as they are not reviewed.
Am aged 90 and so limited physical activities and not able to use computers or internet.

Comments regarding homelessness
All these fake homeless people need removing from the town centre for good. Certain areas need cleaning up, Knifemithgate / Victoria centre area / down the side of She Fashion, starting to look very run down area and this is main area for buses dropping off. Not good for first impressions of this town.
I would like to see more help for homeless in this area. Perhaps a day centre where they could get a meal, shower, clean clothes, a bed for the night.
There should be empty buildings for homeless people to live and receive a meal service / hygiene facilities.

Very pleased about the work you did with the homeless, no one in this day and age should be living rough on the streets. It also stops the worry about personal security for people walking to and from work or shopping. The refuse service you supply is first rate, the bin men and the dump off Sheffield Road, brilliant.

General positive comments

Thank you for keeping the allotments open during the last 18 months

I feel what our local councillors do is of a great help in our village

I have received help when not too sure about stuff. I have always found staff good and well informed, also polite and explain stuff very well.

Chesterfield is a brilliantly contained unit, a lot could be improved by sector management, and greater area awareness e.g. traffic problems.

I would just like to say a big thank you to Chesterfield Borough Council. I have been a council tenant for about 45 years. I love my home and it's thanks to the council and it's workforce that it is in such a lovely condition,. I have no problem when reporting repairs and having them carried out, and the workmen are always pleasant, skilled and tidy. Thank you.

Very difficult, strange times. Many thanks to the genuine people who have worked and cared for others. Such a shame that some others profit from something that we all should work together on, shame on them.

I moved back to the year one year ago and have found CBC very helpful and responsive whenever I have needed them. I use the parks, particularly Queen's Park, a lot and they are extremely well maintained, staff are always friendly and polite. Thank you. Chesterfield does, however, have a major litter problem despite the provision of ample bins. There is clearly a significant education / PR programme required to address this.

I have lived here since 2015 and am generally happy with the service provided.

I think Chesterfield punches well about its weight in terms of entertainment (theatre, Winding Wheel, shows, acts, films etc.) and should be very proud of the fact. It has done very well to keep, extend and improve them. The addition of a drinks offer (vodka martini offer) for the new Bond film is welcome, good thinking and commercialisation. Similarly it seems the council supports small business try outs with units being made available, this should be encouraged. A good business idea may flourish.

I appreciate the work of the council, they always try to deal with issues quickly and safely. I cannot understand why people moan so much. If I speak to anyone on the phone and they say they will phone back, they always do. I am happy with the way the council is run.

I believe the council is doing a good job overall. Lots of different problems to overcome and sort out from a very diverse community so honestly believe council trying the best they can possibly do to help and support where they can. Well done.

Comments regarding council tax

On your last survey I also mentioned this. I work part time and the hours vary, and as I'm on universal credit I also receive support with council tax. Every month I receive two letters on the same day telling me about changes to my support allowance, this has happened for

over 3 years now and must have cost around £250 in wages, postage etc in that time, this seems a waste. This should be done in a better way maybe through universal credit account. No good tackling environmental issues if council are creating an extra paper trail.
Is it possible for someone to confirm my council tax band and payments. Is it possible to obtain face to face appointments with GP rather than phone appointments.
My council tax has gone up drastically, called a few times, no response.
I pay a very large amount of council tax but 'Your Chesterfield' can be read as a list of all the services and support my tax is spent on, and none of them relate to me directly. At least one small part of 'Your Chesterfield' should indicate the benefits high rate council tax papers receive, otherwise the publication can be a very irritating read, much as I appreciate the support provided to local residents.
Council tax is far too expensive for services given Staveley residents pay extra for Staveley Town Council and premises upkeep for Staveley Hall and Speedwell Rooms. Both should be self-funded or scrapped. Improved bus services needed for Staveley/Inkersall, especially to and from hospital and in the evenings to encourage more people to use them. Allow household extra green bin for garden waste.
I am paying more every year for council tax and less is being done, no street cleaning around my area, overgrown pathways full of weeds, rubbish on the streets, neglected boarded up buildings which are an eyesore, and dog mess on my street. Never see any community police around.
Council tax is too high. It goes up every year, way above any pay rise I receive. My local services aren't improving and my NI is about to go up. Street and road conditions are going downhill fast.

Comments regarding leisure facilities
My main concern right now is accessing exercise facilities. Where I live there's no gym facilities. Brampton Manor closed in recent times. Everything is on the other side of town. I am considering joining Queen's Park but some friends' recent experiences confirmed my past experience that the staff and website are not user friendly. Say hello to visitors, care and point us in the right direction, it's easy.
I would use the swimming pool at QP Sports Centre but I oppose the unisex changing areas as I feel they are unsafe for young girls and women. I will not be returning until single sex changing areas are available. I would like the recycling scheme run by the council to include soft plastics and other items not currently recycled.

Other comments
I enjoy helping others through volunteering
Not without swearing.
Tapton park needs upgrading desperately. It's a litter spot, especially the woods next to it. It looks really run down. Not suitable for the growing area. Tapton House needs to be looked at like Dronfield Barn, a real hub to attract people in the wider community.
GPs don't give a damn (have no time for me), yes I have been told this. Cannot get access to internet as barred from library as due to my disability I cannot wear footwear (crushed in a quarry). An utter disgrace. And why are you destroying Thursday market? Please use my name in correspondence, so annoying.

<p>This whole detailed questionnaire has been a waste of time, pointless and does not really comment on the quality of services, issues encountered or whether councillors are performing as they should. During the pandemic, too many staff worked away from the office so either nothing got done or it took forever.</p>
<p>More free activities for people with dementia, extend help to the old and vulnerable people. Thank you.</p>
<p>It's been a bad two years, 2020-21, the place Chesterfield is not the same, Covid 19 has killed it. People have not the say. Covid has sent a lot of different people mixed messages all the time.</p>
<p>As a new resident to Derbyshire (3 months) it is hard to comment on many of the survey questions. We are still exploring the local amenities and finding out what is available in the area.</p>
<p>Too much notice taken of a vociferous minority, they are entitled to their views and opinions but seem to get too much publicity e.g. Pride, Extinction Rebellion</p>
<p>Employ more GPs and nurse practitioners to help people that really need to see a health practitioner but don't want to put more pressure on the hospitals.</p>
<p>Dilapidated state of area around the railway station. Uncomfortable seats at bus stops, New Beetwell Street, not good for people with back problems. Cigarette stubs littering Cavendish Street around the bus stops, a terrible eye sore for us and visitors.</p>
<p>Why do Chesterfield / Derbyshire County Councils procurements operate a cloak and dagger purchasing policy with no regard to price, quality or service. Continuing to use the same companies each year after sending out bogus quotation forms. Stop wasting tax payers money.</p>
<p>Chesterfield Borough Council don't listen to people. They don't take peoples concerns into consideration, they are full of excuses to help.</p>
<p>We are appalled at some of the recent planning decisions to allow huge inappropriate and ugly developments in the town centre, Saltergate roundabout, the two new developments on Sheffield Road (opposite Proact and old bus station). Why do we need a further drive through McDonalds when there is one already when car usage is supposed to being discouraged and it is in the town centre clogging up busy roads. How does this contribute to the council's attempts to limit carbon emissions. No priority given to developing a coherent cycle route network in the town.</p>
<p>We assume that everyone is internet savvy or has access to the internet. Many older people are isolated because of this e.g. ring for GP appointment 'you can book online for an e consultation' - unfair.</p>
<p>Sorry, I feel I am too old to answer a lot of questions but I must say I think my younger days were better. Snooker halls for the young ones, keep them off streets. Dance places, cinemas, we had four cinemas, easy to get to, three snooker halls and three dance places, all in Chesterfield.</p>
<p>There is so much unused office space that there is no need to build any new offices i.e. the new building in the donut. Speeding, dangerous driving and exceeding safe driving speeds in residential areas. Blind corners and parked cars create unsafe roads. Parking anywhere and blocking access in residential areas.</p>
<p>I'm the main carer for my Mum and my husband. I have filled this form out with myself and my husband's needs and thoughts.</p>
<p>I find this questionnaire a laugh, CBC do not care about local residents. The planning board just do what they want with no thought how it can impact people. As for the environment, again they couldn't care less, otherwise a car park would not have been granted in a residential area so old and young can breathe in fumes. They talk a good talk but are overpaid and I wouldn't be surprised if some take large backhanders.</p>

Please don't let Matlock, Derbyshire county council, take you over, ever. It will be so bad for Chesterfield.
Myself and my husband have only just moved to Chesterfield so couldn't answer a couple of questions due to not being in the area. I would like to say we are impressed with the area. Generally clean and tidy, lovely parks and town centre.
Please consider actually helping those in fulltime work in times of hardship (i.e. Covid) and self isolating etc. It appears that working people who would actually lose ten days wages have to jump through more hoops to be entitled to help as opposed to those already on benefits receiving £500 when they aren't down on wages for isolating anyway.
New Whittington high street is a disgrace and it's getting to the point where I am embarrassed to bring anyone into the village, it looks like a ghetto.
People in the community are growing more and more selfish. They seem to lack the ability to trust more and more. I do believe that this impacts on services and how we treat others more and more leading people to feel isolated, rejected and defeated. I believe that if we want a better community it starts with loving people and listening to them.
Value the over 60s. Don't talk down to us. We need respect. More information on climate change in the library (central), our best asset. Put down on use of street lights in middle of night.
I am disappointed to see another McDonalds being opened on a busy roundabout. We don't need any more. Healthy eating outlets (not chains) should be encouraged. Obesity is at epidemic proportions in this area. The amount of new housing is increasing traffic flow in urban areas, contributing to more pollution. There are plenty of places to build/restore old buildings in central Chesterfield. We don't need any more supermarkets. Young people need affordable housing, not McDonalds.
Stop wasting money building (allowing builds) new offices. Changes being proposed and already happened need to keep Chesterfield's historic heritage intact. Modern signage is not in keeping with this (northern interchange). Need more cycle paths (not to be shared with unattended, uncontrolled dogs).
Asking for comments on councillors (i.e. q29) and others from the council will not produce any sort of action. Councillors should be far more proactive, is as much that they should be knocking on doors asking tenants, council or otherwise, to clear up their gardens, pick up their litter e.g. I walk down Bowness road nearly every day and there is a pile of furniture outside on of the flats (Bonsal Court) that has been there for months. Have the councillor for this area told the wardens for this area to take action, I doubt it.
Concerned about lip service to big issues. Single use plastics, take aways, confusion on recycled goods, still too much waste.
Children centres, library events, playgroups, mums socials, I feel need to be prioritised. A lot of mums in the community are feeling lonely and isolated since Covid 19. Help encourage socialising for under 2s and mums.
Me and my partner only moved to Chesterfield in January so have ticked a lot of don't know.
Think too much money is being spent on building offices when more people will be working at home. New car park in town is a monstrosity. Car parking should be cheaper. Car park near town hall, both payment machines are for disabled users, really difficult to key in, have to stoop and have a bad back.
You have selected issues which I believe reflect your political outlook. This can be dangerous in that responses can reinforce your predilections rather than question what your constituents actually want. Sorry to be so negative, but there is very little debate, too much fear of not following a minority of activists. Feel free to contact me if you wish a rational discussion about this.
I would like to see the results of this survey at some point

<p>Shop rent and rates far too high so businesses cannot afford a shop in Chesterfield hence the high level of empty shops. Disastrous planning applications being granted e.g. old cattle market, donut roundabout and demolition of old buildings to create office buildings to lay empty. All in all CBC have ruined Chesterfield.</p>
<p>Stop taking on jobs you don't need to and revert to past jobs, street cleaners, kerb and grate cleaning, trees, parks, drainage ditches. Make our environment clean and pleasant, create more manpower and less digital image making. Mean more to people than image. Have people at the end of a phone. Do more to help local businesses.</p>
<p>Pleased to have the opportunity, but questionnaire is still quite limited in range, my major concerns are; How will the council continue to fund its activities (accounts must be a mess). Still no tourism strategy. Streetscene continues to gradually deteriorate despite the teams operating better. Town centre/northern gateway/waterside, major concern at lack of progress (for understandable reasons). Get the town hall back to normal. Is there news of local government reorganisation? I hope the corporate service director is being paid the same as the other directors at her level now.</p>
<p>Staveley flats, town car park are rarely cleaned. The shrubs and bushes are cut maybe once a year. Rats are a common sight. Streets with kerbside shrubs are cut once a year. The playground at the end of Franklyn Drive has been derelict for several years. Nowhere for the children to go unless they walk over to the estate. No youth clubs for the young.</p>
<p>Cannot find my local CBC councillor because I don't know which ward I live in, which is required to find them on CBC website. Too much money is being wasted on the town centre (Elder Way) works. Proposals to spend £15.6 million on Stephenson Hall, Pomegranate and £8.5 million in the town is a disgrace, the rest of the borough looks derelict. A simple way to improve the town would be to stop all motorised vehicles in the centre and pedestrianise the whole town.</p>
<p>The council are allowing too many green spaces to be built on with little concern to the mental health issues that losing these will cause. Extra income from council tax seems to be more important.</p>
<p>Isolated due to physical health. Rely on carers, family, for support and information</p>
<p>CBC like many other public sector organisations have typically gone way over the top with Covid, get your staff back into work, stop the army closures of roads such as Crow Lane, stop the ridiculous backing of BLH, LGTB, green agenda and get on with addressing what the people of Chesterfield want you to do.</p>

Survey of tenants and residents 2021/22

Headline Report

Contents

Headline Report	1
Contents	1
Introduction	4
Methodology	5
Summary of change in performance	7
About our services in general	8
Taking everything into account, how satisfied or dissatisfied are you with the Housing Service provided by Chesterfield Borough Council?	8
How satisfied or dissatisfied are you with the overall quality of your home?	11
How satisfied or dissatisfied are you with your neighbourhood as a place to live?	14
Generally, how satisfied or dissatisfied are you with the way the Housing Service deals with repairs and maintenance?	17
How satisfied or dissatisfied are you that the Housing Service listens to your views and acts upon them?	20
How satisfied or dissatisfied are you that the Housing Service gives you the opportunity to make your views known?	23
How satisfied or dissatisfied are you that your rent provides value for money?	26
About your perceptions of our services	29
The Housing Service provides an effective and efficient service	29
The Housing Service is providing the service I expect from my landlord	30
The Housing Service treats its residents fairly	31
The Housing Service has a good reputation in my area	32
The Housing Service has friendly and approachable staff	33
I trust the Housing Service	34
The Housing Service is easy to deal with	35

How likely would you be to recommend the Housing Service to family or friends?	36
About repairs.....	37
How satisfied or dissatisfied are you with gas servicing arrangements?	37
Have you had any repairs to your home in the last 12 months?	38
Thinking about the last time you had repairs carried out, how satisfied or dissatisfied are you with the following.....	39
If you had an appointment for this repair, was it kept?	52
About health and safety	53
The Housing Service provides a home that is safe and secure.....	53
The Housing Service takes resident's health and safety concerns seriously.....	54
The Housing Service has given me information on building safety and what my responsibilities are.....	55
The Housing Service carries out regular fire safety checks on my building.....	56
The Housing Service makes health and safety records available online and on display in my building	57
The Housing Service has put appropriate fire exit signage in communal areas	58
I feel the risk of fire in my building is low	59
About anti-social behaviour	60
Have you reported anti-social behaviour to the Housing Service in the last 12 months?	60
At beginning, how easy or difficult was it to contact a member of staff to report your anti-social behaviour complaint?	61
How satisfied or dissatisfied were you that the member of staff was the following.....	62
How would you rate how quickly you were initially interviewed about your complaint (either in person or on the phone)?	67
How satisfied or dissatisfied were you with the following aspects of the anti-social behaviour service	68
How likely would you be to report any anti-social behaviour to the Housing Service in the future?.....	72
About your neighbourhood and estate services.....	73
To what extent are any of the following a problem in your neighbourhood?.....	73
In the last three years, would you say your neighbourhood has got better or worse?	74
How satisfied or dissatisfied are you with the following.....	75
About contacting us and communications.....	81
Have you contacted the Housing Service in the last 12 months?	81
How satisfied or dissatisfied were you with the following.....	82
Which of the following methods of being kept informed and getting in touch with the Housing Service are you happy to use?.....	86
How good or poor do you feel the Housing Service is at keeping you informed about things that might affect you as a resident?	87
About complaints.....	88
Are you aware that the Housing Service has a formal complaints procedure?.....	88
Have you made a complaint to the Housing Service in the last 12 months?	88
How satisfied or dissatisfied were you with the following aspects of the complaints service?	89
How likely would you be to make a complaint to the Housing Service in the future?	96
About advice and support.....	97

Thinking about your rent and income, how satisfied or dissatisfied are you with the advice and support you receive from the Housing Service with the following? 97

In the last 12 months, how satisfied or dissatisfied are you with the advice and support you receive from the Housing Service with the following? 99

About you 102

What is your gender? 102

Is your gender identity the same gender you were assigned at birth? 102

How old are you? 102

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? 103

What is your ethnicity? 103

Which of the following best describes your religion? 104

Which of the following best describes your sexual orientation? 104

Appendix 1 – What could the Housing Service do better? 105

Copy of STAR Survey 2021 125

Introduction

Chesterfield Borough Council's Housing Service is responsible for the day-to-day management, planned maintenance and repair of just under 9,000 houses, flats, maisonettes and bungalows across 30 estates. Every two years the Housing Service undertakes a customer satisfaction survey of its tenants and residents to identify how the service is performing and where improvements need to be made.

In order to ensure a robust and comparable satisfaction survey is undertaken the Council uses the Housemark STAR framework. This ensures that results can be consistently benchmarked over time. The STAR framework includes questions for both perception and transactional surveys.

A perception survey measures customers' views, impressions and opinions about their landlord and the services it delivers. Perception surveys can be carried out at specific points in time, for example every one or two years, or as a tracking survey which means running the same survey at set intervals throughout the year, such as weekly, monthly or quarterly. The key feature that makes a survey a perception survey is that respondents should be chosen at random from the full list of tenants and residents, whether or not they have had a recent interaction with the landlord.

Transactional surveys collect customer feedback about an interaction or event, gathering data linked to a recent service while the interaction is still fresh in customers' minds. The survey is triggered by an event such as a responsive repair, a complaint or a letting. These surveys are an invaluable way of measuring the customer experience and views on specific services, obtaining feedback very quickly after the event.

Methodology

STAR methodology defines the measures of confidence level and sampling error/margin of error that are needed to give statistical validity to the results. For STAR, the margins of error for satisfaction results reported by stock type to Housemark are:

Table 1: STAR margins of error at 95 per cent confidence level

Population size	Required margin of error	Minimum number of replies
0 – 1,000	+ / - 5 per cent	Up to 278
1,000 – 10,000	+ / - 4 per cent	375 – 566
10,000 and above	+ / - 3 per cent	Over 964

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

In accordance with STAR methodology, a postal questionnaire method was undertaken. During October and November 2021, the postal questionnaire was sent to a random sample of 3000 housing tenants in Chesterfield Borough. The sample was created by applying a computer-generated random selection function to the sample frame of all current tenants. For accuracy, results have been cross-tabulated with postal addresses to indicate areas of residence. The survey was completed by 477 residents, giving a confidence level of 95% and a margin of error of around 4%.

For some questions, respondents were asked to rate their response on a scale of 1 – 10. Responses were then weighted as follows:

Response weighting	1 – 2	3 – 4	5 – 6	7 – 8	9 - 10
'Satisfied'	Very dissatisfied	Fairly dissatisfied	Neither	Fairly satisfied	Very satisfied
'Agree'	Disagree strongly	Disagree	Neither	Agree	Agree strongly
'Likely'	Not at all likely	Not very likely	Neither	Likely	Extremely likely
'Easy'	Very difficult	Fairly difficult	Neither	Fairly easy	Very easy
'Good'	Very poor	Poor	Fair	Good	Very good

Average Mean scores were also calculated. For example if respondents were asked to rate a service from 10 (very good) to 1 (very poor), the scores given by each respondent were totalled and then divided by the total number of respondents to give the mean score.

Some results have been broken down into responses by area of Chesterfield; North, South, East and West. Lowest satisfaction rate by area and property types have been highlighted in red. Highest satisfaction rate by area and property types have been highlighted in green. The areas of Chesterfield are broken down as follows:

North	Newbold Dunston Whittington Moor Newbold Moor New Whittington Old Whittington	East	Duckmanton Barrow Hill Inkersall Staveley Poolsbrook Middlecroft Mastin Moor Brimington
South	Birdholme Stonegravels Hasland St. Augustines Spital Grangewood Grangewood Farm	West	Holme Hall Boythorpe Loundsley Green Brampton

Summary of change in performance

Summary of change in performance	2021 Satisfied	Mean score out of 10	2019 Satisfied	2017 Satisfied	Change from 2019 +/-	* Housemark 2020/21 performance quartile
Taking everything into account, how satisfied or dissatisfied are you with the Housing Service provided by Chesterfield Borough Council?	68.2%	7.4	86.4%	88.8%	-18.2%	Q4
How satisfied or dissatisfied are you with the overall quality of your home?	66.6%	7.2	80.0%	82.9%	-13.4%	Q4
How satisfied or dissatisfied are you with your neighbourhood as a place to live?	68.9%	7.3	79.1%	81.8%	-10.2%	Q4
How satisfied or dissatisfied are you that your rent provides value for money?	73.3%	7.6	81.8%	80.8%	-8.5%	Q4
Generally, how satisfied or dissatisfied are you with the way the Housing Service deals with repairs and maintenance?	61.5%	6.9	74.2%	79.8%	-12.7%	Q4
How satisfied or dissatisfied are you that the Housing Service listens to your views and acts upon them?	56.8%	6.7	64.6%	67.0%	-7.8%	Q4
How satisfied or dissatisfied are you with the overall condition of your home?	66.4%	7.1	77.0%	80.0%	-10.6%	N/A
How satisfied or dissatisfied are you that the Housing Service gives you the opportunity to make your views known?	55.4%	6.7	63.3%	67.0%	-8.2%	N/A

* This is the quartile the result would have placed CBC in the current Housemark benchmarking data available (2020/21) we will update once 2021/22 is available.

About our services in general

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

Respondents were asked to rate their response on a scale of 1 - 10, where 1 is very dissatisfied and 10 is very satisfied.

Taking everything into account, how satisfied or dissatisfied are you with the Housing Service provided by Chesterfield Borough Council?	1	2	3	4	5	6	7	8	9	10
Number	27	8	10	22	51	28	38	84	61	132
Percentage	5.9%	1.7%	2.2%	4.8%	11.1%	6.1%	8.2%	18.2%	13.2%	28.6%

Taking everything into account, how satisfied or dissatisfied are you with the Housing Service provided by Chesterfield Borough Council?	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
2021 Total respondents	193	122	79	32	35
2021 Percentage	41.8%	26.4%	17.2%	7.0%	7.6%
2019 Percentage	45.7%	40.7%	6.5%	3.3%	3.8%
2017 Percentage	44.1%	44.7%	4.4%	3.2%	3.6%

Trend analysis (positive response)	2021	2019	2017
Percentage	68.2%	86.4%	88.8%

461 responses were received to this question and the mean rating score out of 10 was **7.4**.

Taking everything into account, how satisfied or dissatisfied are you with the Housing Service	1	2	3	4	5	6	7	8	9	10
--	---	---	---	---	---	---	---	---	---	----

provided by Chesterfield Borough Council? Results by area										
East	9	3	1	10	18	7	7	22	15	31
East %	7.3%	2.4%	0.8%	8.1%	14.6%	5.7%	5.7%	17.9%	12.2%	25.2%
West	4	1	5	5	6	7	8	17	14	36
West %	3.9%	1.0%	4.9%	4.9%	5.8%	6.8%	7.8%	16.5%	13.6%	35.0%
North	8	3	3	3	15	9	11	24	20	44
North %	5.7%	2.1%	2.1%	2.1%	10.7%	6.4%	7.9%	17.1%	14.3%	31.4%
South	5	1	1	5	13	8	11	19	10	21
South %	5.3%	1.1%	1.1%	5.3%	13.8%	8.5%	11.7%	20.2%	10.6%	22.3%
Total number	26	8	10	23	52	31	37	82	59	132
Total Percentage	5.7%	1.7%	2.2%	5.0%	11.3%	6.7%	8.0%	17.8%	12.8%	28.7%

Taking everything into account, how satisfied or dissatisfied are you with the Housing Service provided by Chesterfield Borough Council? Results by property type	1	2	3	4	5	6	7	8	9	10
Bungalow	3	3	5	5	11	5	11	25	19	58
Bungalow %	2.1%	2.1%	3.4%	3.4%	7.6%	3.4%	7.6%	17.2%	13.1%	40.0%
Flat	11	2	1	10	15	9	14	22	16	35
Flat %	8.1%	1.5%	0.7%	7.4%	11.1%	6.7%	10.4%	16.3%	11.9%	25.9%
House	13	3	4	7	24	14	13	37	26	39
House %	7.2%	1.7%	2.2%	3.9%	13.3%	7.8%	7.2%	20.6%	14.4%	21.7%
Total number	27	8	10	22	50	28	38	84	61	132
Total Percentage	5.9%	1.7%	2.2%	4.8%	10.9%	6.1%	8.3%	18.3%	13.3%	28.7%

How satisfied or dissatisfied are you with the overall quality of your home?

Respondents were asked to rate their response on a scale of 1 - 10, where 1 is very dissatisfied and 10 is very satisfied. The results were as follows:

How satisfied or dissatisfied are you with the overall quality of your home?	1	2	3	4	5	6	7	8	9	10
Number	23	14	15	26	48	29	47	76	69	116
Percentage	5.0%	3.0%	3.2%	5.6%	10.4%	6.3%	10.2%	16.4%	14.9%	25.1%

How satisfied or dissatisfied are you with the overall quality of your home?	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
2021 Total respondents	185	123	77	41	37
2021 Percentage	40%	26.6%	16.7%	8.8%	8%
2019 Percentage	41.2%	38.8%	6.7%	8.8%	4.5%
2017 Percentage	39.4%	43.5%	6.2%	6.8%	4.2%

Trend analysis (positive response)	2021	2019	2017
Percentage	66.6%	80.0%	82.9%

463 responses were received to this question and the mean rating score out of 10 was 7.2.

How satisfied or dissatisfied are you with the overall quality of your home? Results by area	1	2	3	4	5	6	7	8	9	10
East	8	3	5	11	14	10	9	17	16	30
East %	6.5%	2.4%	4.1%	8.9%	11.4%	8.1%	7.3%	13.8%	13.0%	24.4%
West	1	5	2	6	8	8	6	17	15	34
West %	1.0%	4.9%	2.0%	5.9%	7.8%	7.8%	5.9%	16.7%	14.7%	33.3%
North	8	5	6	5	16	9	19	22	21	31
North %	5.6%	3.5%	4.2%	3.5%	11.3%	6.3%	13.4%	15.5%	14.8%	21.8%
South	6	1	4	5	11	3	12	18	12	23
South %	6.3%	1.1%	4.2%	5.3%	11.6%	3.2%	12.6%	18.9%	12.6%	24.2%
Total number	23	14	17	27	49	30	46	74	64	118
Total Percentage	5.0%	3.0%	3.7%	5.8%	10.6%	6.5%	10.0%	16.0%	13.9%	25.5%

How satisfied or dissatisfied are you with the overall quality of your home? Results by property type	1	2	3	4	5	6	7	8	9	10
Bungalow	3	2	2	3	11	6	15	23	31	48
Bungalow %	2.1%	1.4%	1.4%	2.1%	7.6%	4.2%	10.4%	16.0%	21.5%	33.3%
Flat	8	9	4	9	16	12	12	21	12	34
Flat %	5.8%	6.6%	2.9%	6.6%	11.7%	8.8%	8.8%	15.3%	8.8%	24.8%
House	12	3	9	14	20	11	20	32	26	34
House %	6.6%	1.7%	5.0%	7.7%	11.0%	6.1%	11.0%	17.7%	14.4%	18.8%
Total number	23	14	15	26	47	29	47	76	69	116
Total Percentage	5.0%	3.0%	3.2%	5.6%	10.2%	6.3%	10.2%	16.5%	14.9%	25.1%

How satisfied or dissatisfied are you with your neighbourhood as a place to live?

Respondents were asked to rate their response on a scale of 1 - 10, where 1 is very dissatisfied and 10 is very satisfied.

How satisfied or dissatisfied are you with your neighbourhood as a place to live?	1	2	3	4	5	6	7	8	9	10
Number	27	10	13	17	46	31	54	70	59	136
Percentage	5.8%	2.2%	2.8%	3.7%	9.9%	6.7%	11.7%	15.1%	12.7%	29.4%

How satisfied or dissatisfied are you with your neighbourhood as a place to live?	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
2021 Total respondents	195	124	77	30	37
2021 Percentage	42.1%	26.8%	16.6%	6.5%	8.0%
2019 Percentage	44.1%	35.0%	9.1%	7.4%	4.3%
2017 Percentage	40.1%	41.7%	6.8%	8.0%	3.4%

Trend analysis (positive response)	2021	2019	2017
Percentage	68.9%	79.1%	81.8%

Page 186 63 responses were received to this question and the mean rating score out of 10 was 7.3.

How satisfied or dissatisfied are you with your neighbourhood as a place to live? Results by area	1	2	3	4	5	6	7	8	9	10
East	10	4	6	6	10	8	12	13	20	33
East %	8.2%	3.3%	4.9%	4.9%	8.2%	6.6%	9.8%	10.7%	16.4%	27.0%
West	3	2	1	5	12	7	11	10	14	38
West %	2.9%	1.9%	1.0%	4.9%	11.7%	6.8%	10.7%	9.7%	13.6%	36.9%
North	11	4	4	3	10	11	17	27	13	42
North %	7.7%	2.8%	2.8%	2.1%	7.0%	7.7%	12.0%	19.0%	9.2%	29.6%
South	4	1	2	4	13	5	14	19	10	23
South %	4.2%	1.1%	2.1%	4.2%	13.7%	5.3%	14.7%	20.0%	10.5%	24.2%
Total number	28	11	13	18	45	31	54	69	57	136
Total Percentage	6.1%	2.4%	2.8%	3.9%	9.7%	6.7%	11.7%	14.9%	12.3%	29.4%

How satisfied or dissatisfied are you with your neighbourhood as a place to live? Results by property type	1	2	3	4	5	6	7	8	9	10
Bungalow	2	1	3	3	10	9	14	26	19	58
Bungalow %	1.4%	0.7%	2.1%	2.1%	6.9%	6.2%	9.7%	17.9%	13.1%	40.0%
Flat	16	7	7	6	12	12	12	20	13	32
Flat %	11.7%	5.1%	5.1%	4.4%	8.8%	8.8%	8.8%	14.6%	9.5%	23.4%
House	9	2	3	8	24	10	28	24	27	45
House %	5.0%	1.1%	1.7%	4.4%	13.3%	5.6%	15.6%	13.3%	15.0%	25.0%
Total number	27	10	13	17	46	31	54	70	59	135
Total Percentage	5.8%	2.2%	2.8%	3.7%	10.0%	6.7%	11.7%	15.2%	12.8%	29.2%

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

Respondents were asked to rate their response on a scale of 1 - 10, where 1 is very dissatisfied and 10 is very satisfied.

Generally, how satisfied or dissatisfied are you with the way the Housing Service deals with repairs and maintenance?	1	2	3	4	5	6	7	8	9	10
Number	33	21	24	17	49	32	34	68	65	113
Percentage	7.2%	4.6%	5.3%	3.7%	10.7%	7.0%	7.5%	14.9%	14.3%	24.8%

Generally, how satisfied or dissatisfied are you with the way the Housing Service deals with repairs and maintenance?	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
2021 Total respondents	178	102	81	41	54
2021 Percentage	39.1%	22.4%	17.7%	9.0%	11.8%
2019 Percentage	38.2%	36.0%	9.1%	10.0%	6.7%
2017 Percentage	41.2%	38.6%	6.1%	8.3%	5.7%

Trend analysis (positive response)	2021	2019	2017
Percentage	61.5%	74.2%	79.8%

456 responses were received to this question and the mean rating score out of 10 was 6.9.

Generally, how satisfied or dissatisfied are you with the way the Housing Service deals with repairs and maintenance? Results by area	1	2	3	4	5	6	7	8	9	10
East	12	4	9	6	15	9	10	15	17	24
East %	9.9%	3.3%	7.4%	5.0%	12.4%	7.4%	8.3%	12.4%	14.0%	19.8%
West	5	5	5	3	9	8	7	14	17	29
West %	4.9%	4.9%	4.9%	2.9%	8.8%	7.8%	6.9%	13.7%	16.7%	28.4%
North	10	8	5	4	13	10	6	28	21	35
North %	7.1%	5.7%	3.6%	2.9%	9.3%	7.1%	4.3%	20.0%	15.0%	25.0%
South	5	5	6	4	13	6	13	10	7	23
South %	5.4%	5.4%	6.5%	4.3%	14.1%	6.5%	14.1%	10.9%	7.6%	25.0%
Total number	32	22	25	17	50	33	36	67	62	111
Total Percentage	7.1%	4.9%	5.5%	3.8%	11.1%	7.3%	8.0%	14.8%	13.7%	24.6%

Generally, how satisfied or dissatisfied are you with the way the Housing Service deals with repairs and maintenance? Results by property type	1	2	3	4	5	6	7	8	9	10
Bungalow	3	3	8	2	13	10	12	18	20	53
Bungalow %	2.1%	2.1%	5.6%	1.4%	9.2%	7.0%	8.5%	12.7%	14.1%	37.3%
Flat	10	11	5	4	15	8	13	22	16	31
Flat %	7.4%	8.1%	3.7%	3.0%	11.1%	5.9%	9.6%	16.3%	11.9%	23.0%
House	19	7	11	11	21	14	9	28	29	29
House %	10.7%	3.9%	6.2%	6.2%	11.8%	7.9%	5.1%	15.7%	16.3%	16.3%
Total number	32	21	24	17	49	32	34	68	65	113
Total Percentage	7.0%	4.6%	5.3%	3.7%	10.8%	7.0%	7.5%	14.9%	14.3%	24.8%

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

Respondents were asked to rate their response on a scale of 1 - 10, where 1 is very dissatisfied and 10 is very satisfied.

How satisfied or dissatisfied are you that the Housing Service listens to your views and acts upon them?	1	2	3	4	5	6	7	8	9	10
Number	33	16	17	35	62	30	34	72	52	96
Percentage	7.4%	3.6%	3.8%	7.8%	13.9%	6.7%	7.6%	16.1%	11.6%	21.5%

Generally, how satisfied or dissatisfied are you that the Housing Service listens to your views and acts upon them?	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
2021 Total respondents	148	106	92	52	49
2021 Percentage	33.1%	23.7%	20.6%	11.6%	11.0%
2019 Percentage	31.6%	33.0%	19.3%	8.0%	8.2%
2017 Percentage	27.5%	39.5%	16.8%	9.0%	7.2%

Trend analysis (positive response)	2021	2019	2017
Percentage	56.8%	64.6%	67.0%

447 responses were received to this question and the mean rating score out of 10 was 6.7.

How satisfied or dissatisfied are you that the Housing Service listens to your views and acts upon them? Results by area	1	2	3	4	5	6	7	8	9	10
East	10	4	7	12	16	10	12	12	15	23
East %	8.3%	3.3%	5.8%	9.9%	13.2%	8.3%	9.9%	9.9%	12.4%	19.0%
West	4	3	2	7	13	6	6	15	13	29
West %	4.1%	3.1%	2.0%	7.1%	13.3%	6.1%	6.1%	15.3%	13.3%	29.6%
North	11	8	5	8	19	6	9	28	14	28
North %	8.1%	5.9%	3.7%	5.9%	14.0%	4.4%	6.6%	20.6%	10.3%	20.6%
South	7	1	4	9	15	8	8	15	8	17
South %	7.6%	1.1%	4.3%	9.8%	16.3%	8.7%	8.7%	16.3%	8.7%	18.5%
Total number	32	16	18	36	63	30	35	67	50	97
Total Percentage	7.2%	3.6%	4.1%	8.1%	14.2%	6.8%	7.9%	15.1%	11.3%	21.8%

How satisfied or dissatisfied are you that the Housing Service listens to your views and acts upon them? Results by property type	1	2	3	4	5	6	7	8	9	10
Bungalow	3	2	7	7	14	13	7	26	23	40
Bungalow %	2.1%	1.4%	4.9%	4.9%	9.9%	9.2%	4.9%	18.3%	16.2%	28.2%
Flat	12	5	4	10	21	7	14	20	11	26
Flat %	9.2%	3.8%	3.1%	7.7%	16.2%	5.4%	10.8%	15.4%	8.5%	20.0%
House	18	8	6	18	27	10	13	26	18	30
House %	10.3%	4.6%	3.4%	10.3%	15.5%	5.7%	7.5%	14.9%	10.3%	17.2%
Total number	33	15	17	35	62	30	34	72	52	96
Total Percentage	7.4%	3.4%	3.8%	7.8%	13.9%	6.7%	7.6%	16.1%	11.7%	21.5%

How satisfied or dissatisfied are you that the Housing Service gives you the opportunity to make your views known?

Respondents were asked to rate their response on a scale of 1 - 10, where 1 is very dissatisfied and 10 is very satisfied.

How satisfied or dissatisfied are you that the Housing Service gives you the opportunity to make your views known?	1	2	3	4	5	6	7	8	9	10
Number	30	19	17	24	71	39	34	70	43	101
Percentage	6.7%	4.2%	3.8%	5.4%	15.8%	8.7%	7.6%	15.6%	9.6%	22.5%

How satisfied or dissatisfied are you that the Housing Service gives you the opportunity to make your views known?	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
2021 Total respondents	144	104	110	41	49
2021 Percentage	32.1%	23.3%	24.5%	9.2%	10.9%
2019 Percentage	31.3%	32.0%	25.5%	6.1%	5.1%
2017 Percentage	29.2%	37.8%	22.4%	6.6%	4.0%

Trend analysis (positive response)	2021	2019	2017
Percentage	55.4%	63.3%	67.0%

448 responses were received to this question and the mean rating score out of 10 was 6.7.

How satisfied or dissatisfied are you that the Housing Service gives you the opportunity to make your views known? Results by area	1	2	3	4	5	6	7	8	9	10
East	6	7	5	7	25	10	11	17	10	23
East %	5.0%	5.8%	4.1%	5.8%	20.7%	8.3%	9.1%	14.0%	8.3%	19.0%
West	6	5	3	1	14	9	8	12	11	28
West %	6.2%	5.2%	3.1%	1.0%	14.4%	9.3%	8.2%	12.4%	11.3%	28.9%
North	11	5	4	11	18	10	9	28	10	32
North %	8.0%	3.6%	2.9%	8.0%	13.0%	7.2%	6.5%	20.3%	7.2%	23.2%
South	6	2	5	5	16	11	8	14	6	18
South %	6.6%	2.2%	5.5%	5.5%	17.6%	12.1%	8.8%	15.4%	6.6%	19.8%
Total number	29	19	17	24	73	40	36	71	37	101
Total Percentage	6.5%	4.3%	4.2%	5.4%	16.3%	8.9%	8.1%	15.9%	8.3%	22.6%

How satisfied or dissatisfied are you that the Housing Service gives you the opportunity to make your views known? Results by property type	1	2	3	4	5	6	7	8	9	10
Bungalow	4	1	7	5	17	11	7	29	21	39
Bungalow %	2.8%	0.7%	5.0%	3.5%	12.1%	7.8%	5.0%	20.6%	14.9%	27.7%
Flat	10	9	4	7	21	9	17	17	8	29
Flat %	7.6%	6.9%	3.1%	5.3%	16.0%	6.9%	13.0%	13.0%	6.1%	22.1%
House	16	9	6	12	32	19	10	24	14	33
House %	9.1%	5.1%	3.4%	6.9%	18.3%	10.9%	5.7%	13.7%	8.0%	18.9%
Total number	30	19	17	24	70	39	34	70	43	101
Total Percentage	6.7%	4.3%	3.8%	5.4%	15.7%	8.7%	7.6%	15.7%	9.6%	22.6%

How satisfied or dissatisfied are you that your rent provides value for money?

Respondents were asked to rate their response on a scale of 1 - 10, where 1 is very dissatisfied and 10 is very satisfied.

How satisfied or dissatisfied are you that your rent provides value for money?	1	2	3	4	5	6	7	8	9	10
Number	25	10	5	16	46	29	40	64	76	146
Percentage	5.5%	2.2%	1.1%	3.5%	10.1%	6.3%	8.8%	14.0%	16.6%	31.9%

How satisfied or dissatisfied are you that your rent provides value for money?	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
2021 Total respondents	222	104	75	21	35
2021 Percentage	48.5%	24.8%	16.4%	4.6%	7.7%
2019 Percentage	46.5%	35.3%	11.7%	3.8%	2.6%
2017 Percentage	41.3%	39.5%	9.8%	5.6%	3.8%

Trend analysis (positive response)	2021	2019	2017
Percentage	73.3%	81.8%	80.8%

457 responses were received to this question and the mean rating score out of 10 was 7.6.

How satisfied or dissatisfied are you that your rent provides value for money? Results by area	1	2	3	4	5	6	7	8	9	10
East	7	5	2	6	11	9	9	18	19	36
East %	5.7%	4.1%	1.6%	4.9%	9.0%	7.4%	7.4%	14.8%	15.6%	29.5%
West	3	2	1	3	12	9	6	9	14	42
West %	3.0%	2.0%	1.0%	3.0%	11.9%	8.9%	5.9%	8.9%	13.9%	41.6%
North	12	3	2	5	10	7	13	23	21	45
North %	8.5%	2.1%	1.4%	3.5%	7.1%	5.0%	9.2%	16.3%	14.9%	31.9%
South	4	0	0	2	13	5	14	13	16	25
South %	4.3%	0.0%	0.0%	2.2%	14.1%	5.4%	15.2%	14.1%	17.4%	27.2%
Total number	26	10	5	16	46	30	42	63	70	148
Total Percentage	5.7%	2.2%	1.1%	3.6%	10.1%	6.6%	9.2%	13.8%	13.4%	32.5%

How satisfied or dissatisfied are you that your rent provides value for money? Results by property type	1	2	3	4	5	6	7	8	9	10
Bungalow	3	0	0	0	8	9	7	20	28	67
Bungalow %	2.1%	0.0%	0.0%	0.0%	5.6%	6.3%	4.9%	14.1%	19.7%	47.2%
Flat	14	6	1	7	14	10	12	17	18	36
Flat %	10.4%	4.4%	0.7%	5.2%	10.4%	7.4%	8.9%	12.6%	13.3%	26.7%
House	8	4	4	9	24	10	20	27	30	43
House %	4.5%	2.2%	2.2%	5.0%	13.4%	5.6%	11.2%	15.1%	16.8%	24.0%
Total number	25	10	5	16	46	29	39	64	76	146
Total Percentage	5.5%	2.2%	1.1%	3.5%	10.1%	6.4%	8.6%	14.0%	16.7%	32.0%

About your perceptions of our services

The Housing Service provides an effective and efficient service

Respondents were asked to rate their response on a scale of 1 - 10, where 1 is disagree strongly and 10 is agree strongly.

The Housing Service provides an effective and efficient service	1	2	3	4	5	6	7	8	9	10
Number	16	19	15	25	56	24	40	78	65	110
Percentage	3.6%	4.2%	3.3%	5.6%	12.5%	5.4%	8.9%	17.4%	14.5%	24.6%

The Housing Service provides an effective and efficient service	Agree strongly	Agree	Neither	Disagree	Disagree strongly
2021 Total respondents	175	118	80	40	35
2021 Percentage	39.1%	26.3%	17.9%	8.9%	7.8%
2019 Percentage	24.5%	52.9%	15.0%	6.1%	1.5%
2017 Percentage	20.3%	58.4%	13.9%	6.0%	1.4%

Trend analysis (positive response)	2021	2019	2017
Percentage	65.4%	77.4%	78.7%

448 responses were received to this question and the mean rating score out of 10 was 7.2.

The Housing Service is providing the service I expect from my landlord

Respondents were asked to rate their response on a scale of 1 - 10, where 1 is disagree strongly and 10 is agree strongly.

The Housing Service is providing the service I expect from my landlord	1	2	3	4	5	6	7	8	9	10
Number	19	17	28	30	34	17	39	64	70	128
Percentage	4.3%	3.8%	6.3%	6.7%	7.6%	3.8%	8.7%	14.3%	15.7%	28.7%

The Housing Service is providing the service I expect from my landlord	Agree strongly	Agree	Neither	Disagree	Disagree strongly
2021 Total respondents	198	103	51	58	36
2021 Percentage	44.4%	23.0%	11.4%	13.0%	8.2%
2019 Percentage	28.0%	47.3%	15.6%	8.2%	1.0%
2017 Percentage	25.5%	54.0%	11.3%	6.7%	2.4%

Trend analysis (positive response)	2021	2019	2017
Percentage	67.4%	75.3%	79.5%

46 responses were received to this question and the mean rating score out of 10 was 7.2.

The Housing Service treats its residents fairly

Respondents were asked to rate their response on a scale of 1 - 10, where 1 is disagree strongly and 10 is agree strongly.

The Housing Service treats its residents fairly	1	2	3	4	5	6	7	8	9	10
Number	23	16	20	21	48	24	36	66	63	128
Percentage	5.2%	3.6%	4.5%	4.7%	10.8%	5.4%	8.1%	14.8%	14.2%	28.8%

The Housing Service treats its residents fairly	Agree strongly	Agree	Neither	Disagree	Disagree strongly
2021 Total respondents	191	102	72	41	39
2021 Percentage	43.0%	22.9%	16.2%	9.2%	8.8%
2019 Percentage	29.4%	48.3%	14.5%	5.6%	2.2%
2017 Percentage	26.6%	51.9%	12.9%	6.6%	2.0%
Trend analysis (positive response)	2021	2019	2017		
Percentage	65.9%	77.7%	78.5%		

445 responses were received to this question and the mean rating score out of 10 was 7.2.

The Housing Service has a good reputation in my area

Respondents were asked to rate their response on a scale of 1 - 10, where 1 is disagree strongly and 10 is agree strongly.

The Housing Service has a good reputation in my area	1	2	3	4	5	6	7	8	9	10
Number	24	18	26	16	54	21	37	66	52	118
Percentage	5.6%	4.2%	6.0%	3.7%	12.5%	4.9%	8.6%	15.3%	12.0%	27.3%

The Housing Service has a good reputation in my area	Agree strongly	Agree	Neither	Disagree	Disagree strongly
2021 Total respondents	170	103	75	42	42
2021 Percentage	39.3%	23.9%	17.4%	9.7%	9.8%
2019 Percentage	26.4%	40.5%	25.4%	5.8%	2.0%
2017 Percentage	22.8%	46.7%	21.8%	6.4%	2.4%

Trend analysis (positive response)	2021	2019	2017
Percentage	63.2%	66.9%	69.5%

432 responses were received to this question and the mean rating score out of 10 was 7.0.

The Housing Service has friendly and approachable staff

Respondents were asked to rate their response on a scale of 1 - 10, where 1 is disagree strongly and 10 is agree strongly.

The Housing Service has friendly and approachable staff	1	2	3	4	5	6	7	8	9	10
Number	14	7	11	17	41	26	37	71	71	151
Percentage	3.1%	1.6%	2.5%	3.8%	9.2%	5.8%	8.3%	15.9%	15.9%	33.9%

The Housing Service has friendly and approachable staff	Agree strongly	Agree	Neither	Disagree	Disagree strongly
2021 Total respondents	222	108	67	28	21
2021 Percentage	49.8%	24.2%	15.0%	6.3%	4.7%
2019 Percentage	37.1%	48.2%	10.3%	3.7%	0.7%
2017 Percentage	31.9%	52.1%	12.4%	2.2%	1.4%
Trend analysis (positive response)	2021	2019	2017		
Percentage	74.0%	85.3%	84.0%		

446 responses were received to this question and the mean rating score out of 10 was 7.8.

I trust the Housing Service

Respondents were asked to rate their response on a scale of 1 - 10, where 1 is disagree strongly and 10 is agree strongly.

I trust the Housing Service	1	2	3	4	5	6	7	8	9	10
Number	25	15	16	17	51	22	41	48	66	145
Percentage	5.6%	3.4%	3.6%	3.8%	11.4%	4.9%	9.2%	10.8%	14.8%	32.5%

I trust the Housing Service	Agree strongly	Agree	Neither	Disagree	Disagree strongly
2021 Total respondents	211	89	73	33	40
2021 Percentage	47.3%	20.0%	16.3%	7.4%	9.0%
2019 Percentage	31.5%	42.6%	19.0%	5.2%	1.7%
2017 Percentage	27.6%	46.5%	17.5%	5.0%	3.4%

Trend analysis (positive response)	2021	2019	2017
Percentage	67.3%	74.1%	74.1%

446 responses were received to this question and the mean rating score out of 10 was 7.3.

The Housing Service is easy to deal with

Respondents were asked to rate their response on a scale of 1 - 10, where 1 is disagree strongly and 10 is agree strongly.

The Housing Service is easy to deal with	1	2	3	4	5	6	7	8	9	10
Number	25	18	18	18	46	22	29	68	66	137
Percentage	5.6%	4.0%	4.0%	4.0%	10.3%	4.9%	6.5%	15.2%	14.8%	30.6%

The Housing Service is easy to deal with	Agree strongly	Agree	Neither	Disagree	Disagree strongly
2021 Total respondents	203	97	66	36	43
2021 Percentage	45.4%	21.7%	15.2%	8.0%	9.6%
Positive response (percentage)	67.1%				

47 responses were received to this question and the mean rating score out of 10 was 7.3.

How likely would you be to recommend the Housing Service to family or friends?

Respondents were asked to rate their response on a scale of 1 - 10, where 1 is not at all likely and 10 is extremely likely.

How likely would you be to recommend the Housing Service to family or friends?	1	2	3	4	5	6	7	8	9	10
Number	32	21	26	18	51	30	46	79	68	150
Percentage	7.1%	4.7%	5.8%	4.0%	11.4%	6.7%	10.3%	17.6%	15.2%	33.5%

How likely would you be to recommend the Housing Service to family or friends?	Extremely likely	Likely	Neither	Not very likely	Not at all likely
2021 Total respondents	218	125	81	44	53
2021 Percentage	48.7%	27.9%	18.1%	9.8%	11.8%
Positive response (percentage)	76.6%				

448 responses were received to this question and the mean rating score out of 10 was 7.2.

About repairs

How satisfied or dissatisfied are you with gas servicing arrangements?

Respondents were asked to rate their response on a scale of 1 - 10, where 1 is very dissatisfied and 10 is very satisfied.

How satisfied or dissatisfied are you with gas servicing arrangements?	1	2	3	4	5	6	7	8	9	10
Number	14	4	8	7	27	22	36	48	68	208
Percentage	3.2%	0.9%	1.8%	1.6%	6.1%	5.0%	8.1%	10.9%	15.4%	47.1%

How satisfied or dissatisfied are you with gas servicing arrangements?	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
2021 Total respondents	274	84	49	15	18
2021 Percentage	62.5%	19.0%	11.1%	3.4%	4.1%
2019 Percentage	68.5%	20.9%	4.7%	2.2%	1.7%
2017 Percentage	67.1%	23.8%	3.2%	2.8%	1.2%

Trend analysis (positive response)	2021	2019	2017
Percentage	81.5%	89.4%	90.9%

442 responses were received to this question and the mean rating score out of 10 was 8.3.

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

Respondents who replied 'no' were asked to proceed to Question 9.

Have you had any repairs to your home in the last 12 months?	Yes	No
2021 Total respondents	239	183
2021 Percentage	56.6%	43.4%
2019 Percentage	69.4%	30.6%

Trend analysis (positive response)	2021	2019	2017
Percentage	56.6%	69.4%	70.0%

Thinking about the last time you had repairs carried out, how satisfied or dissatisfied are you with the following...

Respondents were asked to rate their response on a scale of 1 - 10, where 1 is very dissatisfied and 10 is very satisfied.

Being told when workers would call	1	2	3	4	5	6	7	8	9	10
Number	23	6	7	10	16	13	21	33	34	100
Percentage	8.7%	2.3%	2.7%	3.8%	6.1%	4.9%	8.0%	12.5%	12.9%	38.0%

Being told when workers would call	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
2021 Total respondents	134	54	29	17	29
2021 Percentage	50.9%	20.5%	11.0%	6.5%	11.0%
2019 Percentage	62.6%	23.9%	4.8%	4.5%	4.2%
2017 Percentage	61.9%	31.0%	2.3%	2.6%	2.3%
Trend analysis (positive response)	2021	2019	2017		
Percentage	71.4%	86.5%	92.9%		

263 responses were received to this question and the mean rating score out of 10 was 7.5.

Being able to make an appointment	1	2	3	4	5	6	7	8	9	10
Number	24	5	11	8	20	12	21	28	25	101
Percentage	9.4%	2.0%	4.3%	3.1%	7.8%	4.7%	8.2%	11.0%	9.8%	39.6%

Being able to make an appointment	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
2021 Total respondents	126	49	32	19	29
2021 Percentage	49.4%	19.2%	12.5%	7.4%	11.4%
2019 Percentage	59.5%	25.4%	6.7%	5.3%	3.2%
2017 Percentage	57.5%	31.8%	5.5%	2.9%	2.3%

Trend analysis (positive response)	2021	2019	2017
Percentage	68.6%	84.9%	89.3%

255 responses were received to this question and the mean rating score out of 10 was 7.4.

Time taken before work started	1	2	3	4	5	6	7	8	9	10
Number	27	5	12	12	18	13	24	31	25	91
Percentage	10.5%	1.9%	4.7%	4.7%	7.0%	5.0%	9.3%	12.0%	9.7%	35.3%

Time taken before work started	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
2021 Total respondents	116	55	31	24	32
2021 Percentage	45.0%	21.3%	12.0%	9.4%	12.4%
2019 Percentage	50.5%	30.8%	7.2%	5.7%	5.7%
2017 Percentage	49.6%	35.8%	7.5%	2.4%	4.8%

Trend analysis (positive response)	2021	2019	2017
Percentage	66.3%	81.3%	85.4%

258 responses were received to this question and the mean rating score out of 10 was 7.1.

The speed of completion of work	1	2	3	4	5	6	7	8	9	10
Number	17	7	5	7	16	10	20	27	38	114
Percentage	6.5%	2.7%	1.9%	2.7%	6.1%	3.8%	7.7%	10.3%	14.6%	43.7%

The speed of completion of the work	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
2021 Total respondents	152	47	26	12	24
2021 Percentage	58.3%	18.0%	9.9%	4.6%	9.2%
2019 Percentage	62.2%	24.8%	4.2%	4.5%	4.2%
2017 Percentage	63.6%	27.5%	4.0%	2.0%	2.9%

Trend analysis (positive response)	2021	2019	2017
Percentage	76.3%	87.0%	91.1%

261 responses were received to this question and the mean rating score out of 10 was 7.9.

The attitude of workers	1	2	3	4	5	6	7	8	9	10
Number	12	3	1	4	8	5	12	35	37	144
Percentage	4.6%	1.1%	0.4%	1.5%	3.1%	1.9%	4.6%	13.4%	14.2%	55.2%

The attitude of workers	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
2021 Total respondents	181	47	13	5	15
2021 Percentage	69.4%	18.0%	5.0%	1.9%	5.7%
2019 Percentage	73.9%	20.2%	2.8%	2.1%	1.0%
2017 Percentage	71.1%	24.1%	2.9%	1.7%	0.3%

Page 215

Trend analysis (positive response)	2021	2019	2017
Percentage	87.4%	94.1%	95.2%

261 responses were received to this question and the mean rating score out of 10 was 8.6.

The overall quality of work	1	2	3	4	5	6	7	8	9	10
Number	13	2	4	5	19	9	26	30	41	109
Percentage	5.0%	0.8%	1.6%	1.9%	7.4%	3.5%	10.1%	11.6%	15.9%	42.2%

The overall quality of work	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
2021 Total respondents	150	56	28	9	15
2021 Percentage	58.1%	21.7%	10.9%	3.5%	5.8%
2019 Percentage	62.0%	28.2%	3.8%	3.1%	2.8%
2017 Percentage	60.3%	31.7%	2.6%	3.7%	1.7%

Trend analysis (positive response)	2021	2019	2017
Percentage	79.8%	90.2%	92.0%

258 responses were received to this question and the mean rating score out of 10 was 8.1.

Keeping dirt and mess to a minimum	1	2	3	4	5	6	7	8	9	10
Number	8	4	4	3	11	9	20	37	49	114
Percentage	3.1%	1.5%	1.5%	1.2%	4.2%	3.5%	7.7%	14.3%	18.9%	44.0%

Keeping dirt and mess to a minimum	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
2021 Total respondents	163	57	20	7	12
2021 Percentage	62.9%	22.0%	7.7%	2.7%	4.6%
2019 Percentage	64.8%	27.2%	2.1%	3.5%	2.4%
2017 Percentage	64.0%	26.6%	3.4%	4.0%	2.0%

Trend analysis (positive response)	2021	2019	2017
Percentage	84.9%	92.0%	90.6%

259 responses were received to this question and the mean rating score out of 10 was 8.4.

The repair being done 'right first time'	1	2	3	4	5	6	7	8	9	10
Number	15	4	10	13	15	14	15	28	39	107
Percentage	5.8%	1.5%	3.8%	5.0%	5.8%	5.4%	5.8%	10.8%	15.0%	41.2%

The repair being done 'right first time'	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
2021 Total respondents	146	43	19	23	19
2021 Percentage	56.2%	16.6%	11.2%	8.8%	7.3%
2019 Percentage	57.1%	25.4%	6.6%	4.5%	6.3%
2017 Percentage	58.0%	26.7%	5.4%	5.4%	4.5%

Trend analysis (positive response)	2021	2019	2017
Percentage	72.8%	82.5%	84.7%

260 responses were received to this question and the mean rating score out of 10 was 7.8.

The contractors doing the job you expected	1	2	3	4	5	6	7	8	9	10
Number	12	5	5	8	17	11	18	21	43	116
Percentage	4.7%	2.0%	2.0%	3.1%	6.6%	4.3%	7.0%	8.2%	16.8%	45.3%

The contractors doing the job you expected	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
2021 Total respondents	159	39	28	13	17
2021 Percentage	62.1%	15.2%	10.9%	5.1%	6.7%
2019 Percentage	55.1%	29.3%	9.2%	2.5%	3.9%
2017 Percentage	57.7%	32.2%	5.8%	3.2%	1.2%

Trend analysis (positive response)	2021	2019	2017
Percentage	77.3%	84.4%	89.9%

Page 219
256 responses were received to this question and the mean rating score out of 10 was 8.1.

The repairs service you received on this occasion	1	2	3	4	5	6	7	8	9	10
Number	15	4	4	7	18	9	13	29	43	108
Percentage	6.0%	1.6%	1.6%	2.8%	7.2%	3.6%	5.2%	11.6%	17.2%	43.2%

The repairs service you received on this occasion	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
2021 Total respondents	151	42	27	11	19
2021 Percentage	60.4%	16.8%	10.8%	4.4%	2.2%
2019 Percentage	62.5%	25.8%	3.9%	4.6%	3.2%
2017 Percentage	59.7%	28.3%	6.0%	3.7%	2.3%

Trend analysis (positive response)	2021	2019	2017
Percentage	77.2%	88.3%	88.0%

250 responses were received to this question and the mean rating score out of 10 was 8.0.

The overall condition of your home	1	2	3	4	5	6	7	8	9	10
Number	19	7	10	13	22	16	26	38	37	71
Percentage	7.3%	2.7%	3.9%	5.0%	8.5%	6.2%	10.0%	14.7%	14.3%	27.4%

The overall condition of your home	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
2021 Total respondents	108	64	38	23	26
2021 Percentage	41.7%	24.7%	14.7%	8.9%	10.0%
2019 Percentage	39.1%	37.9%	8.4%	10.0%	4.5%
2017 Percentage	38.5%	41.5%	6.7%	9.5%	3.8%

Trend analysis (positive response)	2021	2019	2017
Percentage	66.4%	77.0%	80.0%

259 responses were received to this question and the mean rating score out of 10 was 7.1.

The overall condition of your home. Results by area	1	2	3	4	5	6	7	8	9	10
East	5	0	3	4	10	5	4	7	10	13
East %	8.2%	0.0%	4.9%	6.6%	16.4%	8.2%	6.6%	11.5%	16.4%	21.3%
West	2	2	1	5	3	3	5	9	5	23
West %	3.4%	3.4%	1.7%	8.6%	5.2%	5.2%	8.6%	15.5%	8.6%	39.7%
North	10	3	3	3	5	7	12	13	14	20
North %	11.1%	3.3%	3.3%	3.3%	5.6%	7.8%	13.3%	14.4%	15.6%	22.2%
South	2	2	3	2	7	1	6	7	6	16
South %	3.8%	3.8%	5.8%	3.8%	13.5%	1.9%	11.5%	13.5%	11.5%	30.8%
Total number	19	7	10	13	22	15	26	36	34	70
Total Percentage	7.5%	2.8%	4.0%	5.2%	8.7%	6.0%	10.3%	14.3%	13.5%	27.8%

The overall condition of your home. Results by property type	1	2	3	4	5	6	7	8	9	10
Bungalow	3	0	1	4	4	8	7	10	12	27
Bungalow %	3.9%	0.0%	1.3%	5.3%	5.3%	10.5%	9.2%	13.2%	15.8%	35.5%
Flat	8	4	3	4	5	2	8	13	7	25
Flat %	10.1%	5.1%	3.8%	5.1%	6.3%	2.5%	10.1%	16.5%	8.9%	31.6%
House	8	3	6	5	13	6	11	15	18	19
House %	7.7%	2.9%	5.8%	4.8%	12.5%	5.8%	10.6%	14.4%	17.3%	18.3%
Total number	19	7	10	13	22	16	26	38	37	71
Total Percentage	7.3%	2.7%	3.9%	5.0%	8.5%	6.2%	10.0%	14.7%	14.3%	27.4%

Did the contractor show proof of identity?

Did the contractor show proof of identity?	Yes	Unsure	No
2021 Total respondents	173	36	48
2021 Percentage	67.3%	14.0%	18.7%

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

If you had an appointment for this repair, was it kept?	Yes	Unsure	No
2021 Total respondents	216	15	24
2021 Percentage	84.7%	5.9%	9.4%

About health and safety

Respondents were asked to rate their response on a scale of 1 - 10, where 1 is disagree strongly and 10 is agree strongly.

The Housing Service provides a home that is safe and secure

The Housing Service provides a home that is safe and secure	1	2	3	4	5	6	7	8	9	10
Number	23	7	7	14	42	27	33	60	67	172
Percentage	5.2%	1.6%	1.6%	3.2%	9.5%	6.1%	7.4%	13.5%	15.1%	38.7%

The Housing Service provides a home that is safe and secure	Agree strongly	Agree	Neither	Disagree	Disagree strongly
2021 Total respondents	239	93	69	21	30
2021 Percentage	53.8%	20.9%	15.6%	4.8%	6.8%
Positive response (percentage)	74.7%				

444 responses were received to this question and the mean rating score out of 10 was 7.8.

The Housing Service takes resident's health and safety concerns seriously

The Housing Service takes resident's health and safety concerns seriously	1	2	3	4	5	6	7	8	9	10
Number	28	11	13	18	47	23	27	59	70	152
Percentage	6.4%	2.5%	3.0%	4.1%	10.7%	5.2%	6.1%	13.4%	15.9%	34.5%

The Housing Service takes resident's health and safety concerns seriously	Agree strongly	Agree	Neither	Disagree	Disagree strongly
2021 Total respondents	222	86	70	31	39
2021 Percentage	50.4%	19.5%	15.9%	5,5%	8.9%
Positive response (percentage)	69.9%				

440 responses were received to this question and the mean rating score out of 10 was 7.5.

The Housing Service has given me information on building safety and what my responsibilities are

Respondents were asked to answer the following questions if they live in a block of flats. Respondents who don't live in a block of flats were asked to proceed to question 11.

The Housing Service has given me information on building safety and what my responsibilities are	1	2	3	4	5	6	7	8	9	10
Number	13	7	7	5	15	7	10	13	9	49
Percentage	10.0%	5.4%	5.4%	3.8%	11.5%	5.4%	7.7%	10.0%	6.9%	37.7%

The Housing Service has given me information on building safety and what my responsibilities are	Agree strongly	Agree	Neither	Disagree	Disagree strongly
2021 Total respondents	58	23	22	12	20
2021 Percentage	44.6%	17.7%	16.9%	9.2%	15.4%
Positive response (percentage)	62.3%				

130 responses were received to this question and the mean rating score out of 10 was 6.9.

The Housing Service carries out regular fire safety checks on my building

The Housing Service carries out regular fire safety checks on my building	1	2	3	4	5	6	7	8	9	10
Number	15	4	8	6	14	9	8	20	11	46
Percentage	11.3%	3.0%	6.0%	4.5%	10.5%	6.8%	6.0%	15.0%	8.3%	34.6%

The Housing Service carries out regular fire safety checks on my building	Agree strongly	Agree	Neither	Disagree	Disagree strongly
2021 Total respondents	57	28	23	14	19
2021 Percentage	42.9%	21%	17.3%	9.5%	14.3%
Positive response (percentage)	63.9%				

133 responses were received to this question and the mean rating score out of 10 was 6.8.

The Housing Service makes health and safety records available online and on display in my building

The Housing Service makes health and safety records available online and on display in my building	1	2	3	4	5	6	7	8	9	10
Number	14	5	3	7	15	7	10	16	7	38
Percentage	11.5%	4.1%	2.5%	5.7%	12.3%	5.7%	8.2%	13.1%	5.7%	31.1%

The Housing Service makes health and safety records available online and on display in my building	Agree strongly	Agree	Neither	Disagree	Disagree strongly
2021 Total respondents	45	26	22	10	19
2021 Percentage	36.8%	21.3%	18.0%	8.2%	15.6%
Positive response (percentage)	58.1%				

22 responses were received to this question and the mean rating score out of 10 was 6.7.

The Housing Service has put appropriate fire exit signage in communal areas

The Housing Service has put appropriate fire exit signage in communal areas	1	2	3	4	5	6	7	8	9	10
Number	15	3	5	2	8	10	9	16	14	40
Percentage	12.7%	2.5%	4.2%	1.7%	6.8%	8.5%	7.6%	13.6%	11.9%	33.9%

The Housing Service has put appropriate fire exit signage in communal areas	Agree strongly	Agree	Neither	Disagree	Disagree strongly
2021 Total respondents	54	25	18	7	18
2021 Percentage	45.8%	21.2%	15.3%	5.9%	15.2%
Positive response (percentage)	67.0%				

118 responses were received to this question and the mean rating score out of 10 was 7.1.

I feel the risk of fire in my building is low

I feel the risk of fire in my building is low	1	2	3	4	5	6	7	8	9	10
Number	11	5	4	2	13	8	10	22	11	45
Percentage	8.7%	3.9%	3.1%	1.6%	10.2%	6.3%	7.9%	17.3%	8.7%	35.4%

I feel the risk of fire in my building is low	Agree strongly	Agree	Neither	Disagree	Disagree strongly
2021 Total respondents	56	32	21	6	16
2021 Percentage	44.1%	25.2%	16.5%	4.7%	12.6%
Positive response (percentage)	69.3%				

27 responses were received to this question and the mean rating score out of 10 was 7.2.

About anti-social behaviour

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

442 respondents answered this question. Those who answered 'no' were asked to proceed to question 17.

Have you reported anti-social behaviour to the Housing Service in the last 12 months?	Yes	No (go to Q17)	
2021 Total respondents	53	389	
2021 Percentage	12.0%	88.0%	
2019 Percentage	13.3%	86.7%	

Trend analysis (positive response)	2021	2019	2017
Percentage	12.0%	13.3%	11.5%

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

Respondents were asked to rate their response on a scale of 1 - 10, where 1 is very difficult and 10 is very easy.

At the beginning, how easy or difficult was it to contact a member of staff to report your ant-social behaviour complaint?	1	2	3	4	5	6	7	8	9	10
Number	12	2	3	5	7	4	2	4	6	10
Percentage	21.8%	3.6%	5.5%	9.1%	12.7%	7.3%	3.6%	7.3%	10.9%	18.2%

At the beginning, how easy or difficult was it to contact a member of staff to report your anti-social behaviour complaint?	Very easy	Fairly easy	Neither	Fairly difficult	Very difficult
2021 Total respondents	16	6	11	8	14
2021 Percentage	29.1%	10.9%	20.0%	14.6%	25.4%
2019 Percentage	27.8%	41.7%	13.9%	8.3%	8.3%
2017 Percentage	35.2%	38.9%	13.0%	7.4%	5.6%

Trend analysis (positive response)	2021	2019	2017
Percentage	40.0%	69.5%	74.1%

55 responses were received to this question and the mean rating score out of 10 was 5.5.

How satisfied or dissatisfied were you that the member of staff was the following...

Respondents were asked to rate their response on a scale of 1 - 10, where 1 is very dissatisfied and 10 is very satisfied.

Helpful	1	2	3	4	5	6	7	8	9	10
Number	11	2	3	5	7	4	3	4	3	12
Percentage	20.4%	3.7%	5.6%	9.3%	13.0%	7.4%	5.6%	7.4%	5.6%	22.2%

Helpful	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
2021 Total respondents	15	7	11	8	13
2021 Percentage	27.8%	13.0%	8.7%	14.9%	24.1%
Positive response (percentage)	40.8%				

54 responses were received to this question and the mean rating score out of 10 was 5.6.

N.B. The satisfaction response scale has changed since the 2019 survey was conducted. In previous surveys satisfaction to this question was measured as follows:

Helpful	Always	Usually	Occasionally	Never
2019 Percentage	50.0%	14.7%	20.6%	14.7%
2017 Percentage	47.3%	20.0%	16.4%	16.4%

Trend analysis below is based on positive responses, 'very/fairly satisfied (2021)' and 'always (previous surveys)' responses:

Trend analysis (positive response)	2021	2019	2017
Percentage	40.8%	50.0%	47.3%

Courteous	1	2	3	4	5	6	7	8	9	10
Number	9	2	3	1	8	2	5	5	3	13
Percentage	17.6%	3.9%	5.9%	2.0%	15.7%	3.9%	9.8%	9.8%	5.9%	25.5%

Courteous	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
2021 Total respondents	16	10	10	4	11
2021 Percentage	31.4%	19.6%	19.6%	7.9%	21.5%
Positive response (percentage)	51.0%				

51 responses were received to this question and the mean rating score out of 10 was 6.1.

N.B. The satisfaction response scale has changed since the 2019 survey was conducted. In previous surveys satisfaction to this question was measured as follows:

Courteous	Always	Usually	Occasionally	Never
2019 Percentage	56.3%	21.9%	15.6%	6.3%
2017 Percentage	46.2%	30.8%	11.5%	11.5%

Trend analysis below is based on positive responses, 'very/fairly satisfied (2021)' and 'always (previous surveys)' responses:

Trend analysis (positive response)	2021	2019	2017
Percentage	51.0%	56.3%	46.2%

Sensitive	1	2	3	4	5	6	7	8	9	10
Number	9	4	0	7	5	1	4	5	4	12
Percentage	17.6%	7.8%	0.0%	13.7%	9.8%	2.0%	7.8%	9.8%	7.8%	23.5%

Sensitive	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
2021 Total respondents	16	9	6	7	13
2021 Percentage	31.3%	17.6%	11.8%	13.7%	25.4%
Positive response (percentage)	48.9%				

51 responses were received to this question and the mean rating score out of 10 was 5.9.

N.B. The satisfaction response scale has changed since the 2019 survey was conducted. In previous surveys satisfaction to this question was measured as follows:

Sensitive	Always	Usually	Occasionally	Never
2019 Percentage	45.5%	21.2%	27.3%	6.1%
2017 Percentage	44.9%	28.6%	12.2%	14.3%

Trend analysis below is based on positive responses, 'very/fairly satisfied (2021)' and 'always (previous surveys)' responses:

Trend analysis (positive response)	2021	2019	2017
Percentage	48.9%	45.5%	44.9%

Responsive	1	2	3	4	5	6	7	8	9	10
Number	10	4	2	6	5	2	2	5	5	11
Percentage	19.2%	7.7%	3.8%	11.5%	9.6%	3.8%	3.8%	9.6%	9.6%	21.2%

Responsive	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
2021 Total respondents	16	7	7	8	14
2021 Percentage	30.8%	13.4%	13.4%	15.3%	26.9%
Positive response (percentage)	44.2%				

52 responses were received to this question and the mean rating score out of 10 was 5.7.

N.B. The satisfaction response scale has changed since the 2019 survey was conducted. In previous surveys satisfaction to this question was measured as follows:

Responsive	Always	Usually	Occasionally	Never
2019 Percentage	42.4%	24.2%	12.1%	21.2%
2017 Percentage	48.1%	15.4%	17.3%	19.2%

Trend analysis below is based on positive responses, 'very/fairly satisfied (2021)' and 'always (previous surveys)' responses:

Trend analysis (positive response)	2021	2019	2017
Percentage	44.2%	42.4%	48.1%

Knowledgeable	1	2	3	4	5	6	7	8	9	10
Number	11	2	2	5	5	3	0	7	5	12
Percentage	21.2%	3.8%	3.8%	9.6%	9.6%	5.8%	0.0%	13.5%	9.6%	23.1%

Knowledgeable	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
2021 Total respondents	17	7	8	7	13
2021 Percentage	32.7%	13.5%	15.4%	13.4%	25.0%
Positive response (percentage)	46.2%				

52 responses were received to this question and the mean rating score out of 10 was 5.9.

N.B. The satisfaction response scale has changed since the 2019 survey was conducted. In previous surveys satisfaction to this question was measured as follows:

Knowledgeable	Always	Usually	Occasionally	Never
2019 Percentage	43.8%	25.0%	12.5%	18.8%
2017 Percentage	47.1%	17.6%	19.6%	15.7%

Trend analysis below is based on positive responses, 'very/fairly satisfied (2021)' and 'always (previous surveys)' responses:

Trend analysis (positive response)	2021	2019	2017
Percentage	46.2%	43.8%	47.1%

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

Respondents were asked to rate their response on a scale of 1 - 10, where 1 is very poor and 10 is very good.

How would you rate how quickly you were initially interviewed about your complaint (either in person or on the phone)?	1	2	3	4	5	6	7	8	9	10
Number	11	3	3	3	7	3	2	9	3	10
Percentage	20.4%	5.6%	5.6%	5.6%	13.0%	5.6%	3.7%	16.7%	5.6%	18.5%

How would you rate how quickly you were interviewed about your complaint (either in person or on the phone)?	Very good	Good	Fair	Poor	Very poor
2021 Total respondents	13	11	10	6	14
2021 Percentage	24.1%	20.4%	18.6%	11.2%	26.1%
Positive response (percentage)	44.5%				

54 responses were received to this question and the mean rating score out of 10 was 5.6.

N.B. The satisfaction response scale has changed since the 2019 survey was conducted. In previous surveys satisfaction to this question was measured as follows:

How would you rate how quickly you were interviewed about your complaint (either in person or on the phone)?	Good	Fair	Poor	Don't know
2019 Percentage	28.6%	40.0%	20.0%	11.4%
2017 Percentage	35.7%	35.7%	19.6%	8.9%

Trend analysis below is based on positive responses, 'very good/good (2021)' and 'good (previous surveys)' responses:

Trend analysis (positive response)	2021	2019	2017
Percentage	44.5%	28.6%	35.7%

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

Respondents were asked to rate their response on a scale of 1 - 10, where 1 is very dissatisfied and 10 is very satisfied.

How well you were kept up to date with what was happening throughout your anti-social behaviour case	1	2	3	4	5	6	7	8	9	10
Number	22	4	3	1	6	2	3	4	1	6
Percentage	42.3%	7.7%	5.8%	1.9%	11.5%	3.8%	5.8%	7.7%	1.9%	11.5%

How well you were kept up to date with what was happening throughout your anti-social behaviour case	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
2021 Total respondents	7	7	8	4	26
2021 Percentage	13.4%	13.5%	15.3%	13.5%	50.0%
2019 Percentage	28.6%	17.1%	14.3%	20.0%	20.0%
2017 Percentage	23.6%	34.5%	10.9%	7.3%	23.6%

Trend analysis (positive response)	2021	2019	2017
Percentage	26.9%	45.7%	58.1%

22 responses were received to this question and the mean rating score out of 10 was 4.0.

The support provided by staff	1	2	3	4	5	6	7	8	9	10
Number	22	5	3	1	7	3	3	3	1	5
Percentage	41.5%	9.4%	5.7%	1.9%	13.2%	5.7%	5.7%	5.7%	1.9%	9.4%

The support provided by staff	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
2021 Total respondents	6	6	10	4	27
2021 Percentage	11.3%	11.4%	18.9%	7.6%	50.9%
2019 Percentage	25.7%	11.4%	25.7%	22.9%	14.3%
2017 Percentage	24.1%	33.3%	11.1%	7.4%	24.1%

Trend analysis (positive response)	2021	2019	2017
Percentage	22.7%	37.1%	57.4%

53 responses were received to this question and the mean rating score out of 10 was 3.8.

The final outcome of your anti-social behaviour complaint	1	2	3	4	5	6	7	8	9	10
Number	24	5	0	4	5	2	1	1	3	6
Percentage	47.1%	9.8%	0.0%	7.8%	9.8%	3.9%	2.0%	2.0%	5.9%	11.8%

The final outcome of your anti-social behaviour complaint	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
2021 Total respondents	9	2	7	4	29
2021 Percentage	17.7%	4.0%	13.7%	7.8%	56.9%
2019 Percentage	21.9%	9.4%	18.8%	12.5%	37.5%
2017 Percentage	22.6%	22.6%	13.2%	9.4%	32.1%

Trend analysis (positive response)	2021	2019	2017
Percentage	21.7%	31.3%	45.2%

51 responses were received to this question and the mean rating score out of 10 was 3.7.

The way your anti-social behaviour complaint was dealt with	1	2	3	4	5	6	7	8	9	10
Number	22	8	0	4	3	1	1	6	3	6
Percentage	40.7%	14.8%	0.0%	7.4%	5.6%	1.9%	1.9%	11.1%	5.6%	11.1%

The way your anti-social behaviour complaint was dealt with	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
2021 Total respondents	9	7	4	4	30
2021 Percentage	16.7%	13.0%	7.5%	7.5%	55.5%
2019 Percentage	21.9%	15.6%	9.4%	15.6%	37.5%
2017 Percentage	25.9%	24.1%	16.7%	7.4%	25.9%
Trend analysis (positive response)	2021	2019	2017		
Percentage	29.7%	37.5%	50.0%		

Page 243

54 responses were received to this question and the mean rating score out of 10 was 4.0.

How likely would you be to report any anti-social behaviour to the Housing Service in the future?

Respondents were asked to rate their response on a scale of 1 - 10, where 1 is not at all likely and 10 is extremely likely.

How likely would you be to report any anti-social behaviour to the Housing Service in the future?	1	2	3	4	5	6	7	8	9	10
Number	14	2	1	2	5	4	5	3	2	17
Percentage	25.5%	3.6%	1.8%	3.6%	9.1%	7.3%	9.1%	5.5%	3.6%	30.9%

How likely would you be to report any anti-social behaviour to the Housing Service in the future?	Very likely	Likely	Neither	Unlikely	Very unlikely
2021 Total respondents	19	8	9	3	16
2021 Percentage	34.5%	14.6%	16.4%	5.4%	29.1%
Positive response (percentage)	49.1%				

55 responses were received to this question and the mean rating score out of 10 was 5.9.

N.B. The satisfaction response scale has changed since the 2019 survey was conducted. In previous surveys satisfaction to this question was measured as follows:

How likely would you be to report any anti-social behaviour to the Housing Service in the future?	Very willing	Fairly willing	Neither	Fairly reluctant	Very reluctant
2019 Percentage	54.1%	21.6%	8.1%	5.4%	10.8%
2017 Percentage	51.7%	19.0%	5.2%	6.9%	17.2%

Trend analysis below is based on positive responses, 'very likely/likely (2021)' and 'very willing/fairly willing' (previous surveys) responses:

Trend analysis (positive response)	2021	2019	2017
Percentage	49.1%	75.7%	70.7%

About your neighbourhood and estate services

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

To what extent are any of the following a problem in your neighbourhood?	Major problem 2021 %	Major problem 2021 No.	Minor problem 2021 %	Minor problem 2021 No.	Not a problem 2021 %	Not a problem 2021 No.	Major problem 2019 %	Major problem 2017 %
Car parking	30.8%	125	33.0%	134	36.2%	147	36.3%	32.7%
Rubbish or litter	20.7%	84	39.5%	160	39.8%	161	17.9%	18.9%
Noisy neighbours	16.0%	65	21.9%	89	62.1%	252	12.0%	12.5%
Dog fouling / dog mess	21.9%	91	36.4%	151	41.7%	173	22.1%	18.1%
Other problems with pets and animals	6.5%	26	20.3%	81	73.3%	293	7.8%	8.5%
Disruptive children / teenagers	9.6%	39	22.1%	90	68.4%	279	4.9%	9.3%
Racial or other harassment	4.3%	17	8.6%	34	87.2%	346	2.5%	2.3%
Drunk or rowdy behaviour	9.1%	37	20.8%	85	70.1%	286	7.3%	7.7%
Vandalism and graffiti	7.0%	28	15.7%	63	77.4%	311	2.7%	2.8%
People damaging your property	3.5%	14	9.3%	37	87.2%	347	1.9%	2.1%
Drug use or dealing	22.7%	94	20.5%	85	56.8%	235	16.4%	17.4%
Abandoned or burnt out vehicles	1.7%	7	3.7%	15	94.5%	380	0.0%	1.5%
Other crime	7.2%	29	20.8%	84	72.0%	290	4.2%	3.8%
Noise from traffic	11.0%	45	23.4%	96	65.6%	269	9.4%	6.7%

In the last three years, would you say your neighbourhood has got better or worse?

431 replies were received to this question

In the last three years, would you say your neighbourhood has got better or worse?	Better	About the same	Worse
2021 Total respondents	38	294	99
2021 Percentage	8.8%	68.2%	23.0%

N.B. The satisfaction response scale has changed since the 2019 survey was conducted. In previous surveys satisfaction to this question was measured as follows:

In the last three years, would you say your neighbourhood has improved or declined?	Greatly improved	Slightly improved	Stayed the same	Slightly declined	Greatly declined
2019 Percentage	9.0%	12.8%	56.9%	14.8%	6.5%
2017 Percentage	8.6%	13.4%	53.9%	16.7%	7.5%

Trend analysis below is based on positive responses, 'better' (2021) and 'greatly/slightly improved' (previous surveys) responses:

Trend analysis (positive response)	2021	2019	2017
Percentage	8.8%	21.8%	22%

How satisfied or dissatisfied are you with the following...

Respondents were asked to rate their response on a scale of 1 - 10, where 1 is very dissatisfied and 10 is very satisfied.

The overall appearance of your neighbourhood	1	2	3	4	5	6	7	8	9	10
Number	23	4	8	15	48	40	48	84	52	106
Percentage	5.4%	0.9%	1.9%	3.5%	11.2%	9.3%	11.2%	19.6%	12.1%	24.8%

The overall appearance of your neighbourhood	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
2021 Total respondents	158	132	88	23	27
2021 Percentage	36.9%	30.8%	20.5%	5.4%	6.3%
2019 Percentage	28.0%	48.2%	12.0%	8.4%	3.4%
2017 Percentage	22.6%	57.2%	9.2%	7.3%	3.7%

Trend analysis (positive response)	2021	2019	2017
Percentage	67.8%	76.2%	79.8%

428 responses were received to this question and the mean rating score out of 10 was 7.3.

N.B. For the following questions respondents were also given the option of a 'n/a' response.

The Housing Service keeps communal areas associated with your home clean and safe	1	2	3	4	5	6	7	8	9	10	N/A
Number	17	10	10	14	36	25	41	45	44	68	101
Percentage	4.1%	2.4%	2.4%	3.4%	8.8%	6.1%	10.0%	10.9%	10.7%	16.5%	24.6%

The Housing Service keeps communal areas associated with your home clean and safe	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied	N/A
2021 Total respondents	112	86	61	24	27	101
2021 Percentage	27.2%	20.9%	14.9%	5.8%	6.5%	24.6%
Positive response percentage)	50.1%					

411 responses were received to this question and the mean rating score out of 10 was 7.0.

The grounds maintenance, such as grass cutting in your area	1	2	3	4	5	6	7	8	9	10	N/A
Number	19	11	18	27	37	26	56	51	51	93	46
Percentage	4.4%	2.5%	4.1%	6.2%	8.5%	6.0%	12.9%	11.7%	11.7%	21.4%	10.6%

The grounds maintenance, such as grass cutting in your area	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied	N/A
2021 Total respondents	144	107	63	45	30	46
2021 Percentage	33.1%	24.6%	14.5%	10.3%	6.9%	10.6%
2019 Percentage	26.2%	46.4%	11.2%	10.5%	4.5%	1.2%
2017 Percentage	22.7%	45.8%	9.0%	10.6%	8.0%	3.9%

Page 249

Trend analysis (positive response)	2021	2019	2017
Percentage	57.7%	72.6%	68.5%

435 responses were received to this question and the mean rating score out of 10 was 7.0.

The cleaning of internal communal areas	1	2	3	4	5	6	7	8	9	10	N/A
Number	17	4	7	9	20	17	26	25	32	64	153
Percentage	4.5%	1.1%	1.9%	2.4%	5.3%	4.5%	7.0%	6.7%	8.6%	17.1%	40.9%

The cleaning of internal communal areas	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied	N/A
2021 Total respondents	96	51	37	16	21	153
2021 Percentage	25.7%	13.7%	9.8%	4.3%	5.6%	40.9%
2019 Percentage	13.5%	15.8%	16.9%	1.7%	1.7%	50.4%
2017 Percentage	12.0%	18.7%	14.5%	2.8%	2.8%	49.2%

Trend analysis (positive response)	2021	2019	2017
Percentage	39.4%	29.3%	30.7%

374 responses were received to this question and the mean rating score out of 10 was 7.2.

The overall estate services provided by the Housing Service	1	2	3	4	5	6	7	8	9	10	N/A
Number	24	7	13	14	43	16	42	48	51	85	71
Percentage	5.8%	1.7%	3.1%	3.4%	10.4%	3.9%	10.1%	11.6%	12.3%	20.5%	17.1%

The overall estate services provided by the Housing Service	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied	N/A
2021 Total respondents	136	90	59	27	31	71
2021 Percentage	32.8%	21.7%	14.3%	6.5%	7.5%	17.1%
2019 Percentage	24.5%	41.3%	19.7%	3.7%	1.6%	9.1%*
2017 Percentage	19.2%	44.8%	16.8%	5.6%	2.6%	11.0%*

Trend analysis (positive response)	2021	2019	2017
Percentage	54.5%	65.8%	64.0%

414 responses were received to this question and the mean rating score out of 10 was 7.1.

*N.B. The satisfaction response scale has changed slightly since the 2019 survey was conducted. In previous surveys satisfaction to this question included a 'don't know' response option. The 2021 survey instead had a 'n/a' option.

The value for money of estate services provided by the Housing Service	1	2	3	4	5	6	7	8	9	10	N/A
Number	25	8	13	10	39	21	36	44	53	76	86
Percentage	6.1%	1.9%	3.2%	2.4%	9.5%	5.1%	8.8%	10.7%	12.9%	18.5%	20.9%

The value for money of estate services provided by the Housing Service	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied	N/A
2021 Total respondents	129	80	60	23	33	86
2021 Percentage	31.4%	19.5%	14.6%	5.6%	8.0%	20.9%
2019 Percentage	20.9%	41.0%	20.6%	5.6%	2.9%	9.0%*
2017 Percentage	17.9%	44.9%	15.8%	6.3%	3.2%	11.9%*

Trend analysis (positive response)	2021	2019	2017
Percentage	50.9%	61.9%	62.8%

411 responses were received to this question and the mean rating score out of 10 was 7.0.

Page 252

N.B. The satisfaction response scale has changed slightly since the 2019 survey was conducted. In previous surveys satisfaction to this question included a 'don't know' response option. The 2021 survey instead had a 'n/a' option.

About contacting us and communications

Have you contacted the Housing Service in the last 12 months?

Respondents who answered 'no' to this question were asked to proceed to Question 22.

Have you contacted the Housing Service in the last 12 months?	Yes	No (go to Q22)
2021 Total respondents	242	183
2021 Percentage	56.9%	43.1%
2019 Percentage	31.8%	68.3%

Trend analysis (positive response)	2021	2019	2017
Percentage	56.9%	31.8%	30.0%

N.B In previous years this question was worded as follows: 'Have you contacted the Housing Service in the last 12 months with a query other than to pay your rent or service charges?'

How satisfied or dissatisfied were you with the following....

Respondents were asked to rate their response on a scale of 1 - 10, where 1 is very dissatisfied and 10 is very satisfied.

The ease of getting hold of the right person	1	2	3	4	5	6	7	8	9	10
Number	25	10	15	10	29	11	23	39	25	68
Percentage	9.8%	3.9%	5.9%	3.9%	11.4%	4.3%	9.0%	15.3%	9.8%	26.7%

The ease of getting hold of the right person	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
2021 Total respondents	93	62	40	25	35
2021 Percentage	36.5%	24.3%	15.7%	9.8%	13.7%
Positive response (percentage)	60.8%				

255 responses were received to this question and the mean rating score out of 10 was 6.7.

N.B. The satisfaction response scale has changed since the 2019 survey was conducted. In previous surveys satisfaction to this question was measured as follows:

Was getting hold of the right person easy or difficult?	Easy	Difficult	Neither
2019 Percentage	61.2%	27.1%	11.6%

Trend analysis below is based on positive responses, 'very/fairly satisfied' (2021) and 'easy' (previous surveys) responses:

Trend analysis (positive response)	2021	2019	2017
Percentage	60.8%	61.2%	56.2%

The helpfulness of staff	1	2	3	4	5	6	7	8	9	10
Number	18	8	9	11	19	12	20	31	31	97
Percentage	7.0%	3.1%	3.5%	4.3%	7.4%	4.7%	7.8%	12.1%	12.1%	37.9%

The helpfulness of staff	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
2021 Total respondents	128	51	31	20	26
2021 Percentage	50.0%	19.9%	12.1%	7.8%	10.1%
Positive response (percentage)	69.9%				

256 responses were received to this question and the mean rating score out of 10 was 7.5.

P
N.B. The satisfaction response scale has changed since the 2019 survey was conducted. In previous surveys satisfaction to this question was measured as follows:

Did you find the staff helpful or unhelpful?	Helpful	Unhelpful	Neither
2019 Percentage	77.1%	15.3%	7.6%

Trend analysis below is based on positive responses, 'very/fairly satisfied' (2021) and 'Helpful' (previous surveys) responses:

Trend analysis (positive response)	2021	2019	2017
Percentage	69.9%	77.1%	71.2%

Time taken to answer your query	1	2	3	4	5	6	7	8	9	10
Number	20	9	17	14	21	11	18	29	27	88
Percentage	7.9%	3.5%	6.7%	5.5%	8.3%	4.3%	7.1%	11.4%	10.6%	34.6%

Time taken to answer your query	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
2021 Total respondents	115	47	32	31	29
2021 Percentage	45.2%	18.5%	12.6%	12.2%	11.4%
Positive response (percentage)	63.7%				

254 responses were received to this question and the mean rating score out of 10 was 7.1.

N.B. The satisfaction response scale has changed since the 2019 survey was conducted. In previous surveys satisfaction to this question was measured as follows:

Was your query answered within a reasonable time?	Yes	No
2019 Percentage	72.9%	27.1%

Trend analysis below is based on positive responses, 'very/fairly satisfied' (2021) and 'Yes' (previous surveys) responses:

Trend analysis (positive response)	2021	2019	2017
Percentage	63.7%	72.9%	73.7%

The ability of staff to deal with your query quickly and efficiently	1	2	3	4	5	6	7	8	9	10
Number	32	8	10	12	22	12	12	31	26	87
Percentage	12.7%	3.2%	4.0%	4.8%	8.7%	4.8%	4.8%	12.3%	10.3%	34.5%

The ability of staff to deal with your query quickly and efficiently	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
2021 Total respondents	113	43	34	22	40
2021 Percentage	44.8%	17.1%	13.5%	8.8%	15.9%
2019 Percentage	35.9%	32.1%	11.5%	13.7%	6.9%
2017 Percentage	40.1%	29.9%	12.2%	8.8%	8.8%
Trend analysis (positive response)	2021	2019	2017		
Percentage	61.9%	68.0%	70.0%		

252 responses were received to this question and the mean rating score out of 10 was 6.9.

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

Respondents were asked to tick all that apply.

Which of the following methods of being kept informed and getting in touch with the Housing Service are you happy to use?	2021 Number	2021 %	2019 %
Telephone	354	80.6%	36.5%
Text / SMS	169	38.5%	31.1%
Letter by post	266	60.6%	52.5%
Visit to the office	83	18.9%	24.5%
Visit to your home by staff	110	25.1%	24.3%
Social Media	47	10.7%	n/a
Open meetings	31	7.1%	7.1%
Newsletter	119	27.1%	31.1%

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

Respondents were asked to rate their response on a scale of 1 - 10, where 1 is very poor and 10 is very good.

How good or poor do you feel the Housing Service is at keeping you informed about things that might affect you as a resident?	1	2	3	4	5	6	7	8	9	10
Number	21	9	18	16	51	26	50	73	59	102
Percentage	4.9%	2.1%	4.2%	3.8%	12.0%	6.1%	11.8%	17.2%	13.9%	24.0%

How good or poor do you feel the Housing Service is at keeping you informed about things that might affect you as a resident?	Very good	Fairly good	Neither	Fairly poor	Very poor
2021 Total respondents	161	123	77	34	30
2021 Percentage	37.9%	29.0%	18.1%	8.0%	7.0%
2019 Percentage	25.9%	45.0%	16.1%	9.0%	3.9%
2017 Percentage	34.2%	43.6%	11.6%	5.9%	4.7%

Trend analysis (positive response)	2021	2019	2017
Percentage	66.9%	70.9%	77.8%

425 responses were received to this question and the mean rating score out of 10 was 7.2.

About complaints

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

Are you aware that the Housing Service has a formal complaints procedure?	Yes	No
2021 Total respondents	239	200
2021 Percentage	54.4%	45.6%
2019 Percentage	63.2%	36.8%

Trend analysis (positive response)	2021	2019	2017
Percentage	54.4%	63.2%	60.1%

Have you made a complaint to the Housing Service in the last 12 months?

Respondents who answered 'no' to this question were asked to proceed to Question 28.

Have you made a complaint to the Housing Service in the last 12 months?	Yes	No (Go to Q28)
2021 Total respondents	49	390
2021 Percentage	11.2%	88.8%
2019 Percentage	10.1%	89.9%

Trend analysis (positive response)	2021	2019	2017
Percentage	11.2%	10.1%	8.1%

How satisfied or dissatisfied were you with the following aspects of the complaints service?

Respondents were asked to rate their response on a scale of 1 - 10, where 1 is very dissatisfied and 10 is very satisfied.

How easy it was to make your complaint	1	2	3	4	5	6	7	8	9	10
Number	7	4	3	6	8	13	6	8	3	14
Percentage	9.7%	5.6%	4.2%	8.3%	11.1%	18.1%	8.3%	11.1%	4.2%	19.4%

How easy it was to make your complaint	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
2021 Total respondents	17	14	21	9	11
2021 Percentage	23.6%	19.4%	29.2%	12.5%	15.3%
2019 Percentage	16.7%	47.6%	11.9%	11.9%	11.9%
2017 Percentage	21.6%	45.9%	10.8%	10.8%	10.8%
Trend analysis (positive response)	2021	2019	2017		
Percentage	43.0%	64.3%	67.5%		

72 responses were received to this question and the mean rating score out of 10 was 6.1.

The information and advice provided by staff	1	2	3	4	5	6	7	8	9	10
Number	9	4	5	3	9	1	4	3	19	15
Percentage	12.5%	5.6%	6.9%	4.2%	12.5%	1.4%	5.6%	4.2%	26.4%	20.8%

The information and advice provided by staff	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
2021 Total respondents	34	7	10	8	13
2021 Percentage	47.2%	9.8%	13.9%	11.1%	18.1%
2019 Percentage	10.5%	39.5%	13.2%	26.3%	10.5%
2017 Percentage	22.9%	31.4%	17.1%	17.1%	11.4%

Trend analysis (positive response)	2021	2019	2017
Percentage	57.0%	50.0%	54.3%

72 responses were received to this question and the mean rating score out of 10 was 6.5.

How well you were kept informed about the progress of your complaint	1	2	3	4	5	6	7	8	9	10
Number	33	8	8	4	6	3	0	4	1	5
Percentage	45.8%	11.1%	11.1%	5.6%	8.3%	4.2%	0.0%	5.6%	1.4%	6.9%

How well you were kept informed about the progress of your complaint	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
2021 Total respondents	6	4	9	12	41
2021 Percentage	8.3%	5.6%	12.5%	16.7%	56.9%
2019 Percentage	5.0%	25.0%	15.0%	25.0%	30.0%
2017 Percentage	16.7%	16.7%	16.7%	19.4%	30.6%
Trend analysis (positive response)	2021	2019	2017		
Percentage	13.9%	30.0%	33.4%		

72 responses were received to this question and the mean rating score out of 10 was 3.2.

The support you received while complaint was dealt with	1	2	3	4	5	6	7	8	9	10
Number	32	6	8	4	7	7	2	0	2	4
Percentage	44.4%	8.3%	11.1%	5.6%	9.7%	9.7%	2.8%	0.0%	2.8%	5.6%

The support you received while your complaint was dealt with	Very satisfied	Fairy satisfied	Neither	Fairly dissatisfied	Very dissatisfied
2021 Total respondents	6	2	14	12	38
2021 Percentage	8.4%	2.8%	19.4%	16.7%	52.7%
2019 Percentage	7.5%	22.5%	15.0%	22.5%	32.5%
2017 Percentage	17.6%	8.8%	26.5%	8.8%	38.2%

Trend analysis (positive response)	2021	2019	2017
Percentage	11.2%	30.0%	26.4%

72 responses were received to this question and the mean rating score out of 10 was 3.2.

The speed with which your complaint was dealt with	1	2	3	4	5	6	7	8	9	10
Number	18	2	3	5	5	2	1	5	0	9
Percentage	36.0%	4.0%	6.0%	10.0%	10.0%	4.0%	2.0%	10.0%	0.0%	18.0%

The speed with which your complaint was dealt with	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
2021 Total respondents	9	6	7	8	20
2021 Percentage	18.0%	12.0%	14.0%	16.0%	40.0%
2019 Percentage	10.0%	17.5%	10.0%	25.0%	37.5%
2017 Percentage	13.9%	19.4%	11.1%	16.7%	38.9%

Trend analysis (positive response)	2021	2019	2017
Percentage	30.0%	27.5%	33.3%

50 responses were received to this question and the mean rating score out of 10 was 4.5.

The way your complaint was handled by the Housing Service overall	1	2	3	4	5	6	7	8	9	10
Number	14	2	5	3	9	1	1	4	1	9
Percentage	28.6%	4.1%	10.2%	6.1%	18.4%	2.0%	2.0%	8.2%	2.0%	18.4%

The way your complaint was handled by the Housing Service overall	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
2021 Total respondents	10	5	10	8	16
2021 Percentage	20.4%	10.2%	20.4%	16.3%	32.7%
2019 Percentage	9.8%	17.1%	26.8%	19.5%	26.8%
2017 Percentage	18.9%	16.2%	16.2%	16.2%	32.4%

Trend analysis (positive response)	2021	2019	2017
Percentage	30.6%	26.9%	35.1%

49 responses were received to this question and the mean rating score out of 10 was 4.8.

The final outcome of your complaint	1	2	3	4	5	6	7	8	9	10
Number	17	3	2	1	5	2	2	3	2	10
Percentage	36.2%	6.4%	4.3%	2.1%	10.6%	4.3%	4.3%	6.4%	4.3%	21.3%

The final outcome of your complaint	Very satisfied	Fairy satisfied	Neither	Fairly dissatisfied	Very dissatisfied
2021 Total respondents	12	5	7	3	20
2021 Percentage	25.6%	10.7%	14.9%	6.4%	42.6%
2019 Percentage	15.0%	7.5%	20.0%	25.0%	32.5%
2017 Percentage	19.4%	22.2%	11.1%	13.9%	33.3%

Trend analysis (positive response)	2021	2019	2017
	Percentage	36.3%	22.5%

47 responses were received to this question and the mean rating score out of 10 was 4.8.

How likely would you be to make a complaint to the Housing Service in the future?

Respondents were asked to rate their response on a scale of 1 - 10, where 1 is very unlikely and 10 is very likely.

How likely would you be to make a complaint to the Housing Service in the future?	1	2	3	4	5	6	7	8	9	10
Number	10	1	2	1	11	2	5	2	3	17
Percentage	18.5%	1.9%	3.7%	1.9%	20.4%	3.7%	9.3%	3.7%	5.6%	31.5%

How likely would you be to make a complaint to the Housing Service in the future?	Very likely	Likely	Neither	Unlikely	Very unlikely
2021 Total respondents	20	7	13	3	11
2021 Percentage	37.1%	13.0%	24.1%	5.6%	20.4%
Positive response (percentage)	48.1%				

54 responses were received to this question and the mean rating score out of 10 was 6.2.

N.B. The satisfaction response scale has changed since the 2019 survey was conducted. In previous surveys satisfaction to this question was measured as follows:

How willing would you be to make a complaint about our services to the Housing Service in the future?	Very willing	Fairly willing	Neither	Fairly reluctant	Very reluctant
2019 Percentage	39.5%	37.2%	9.3%	7.0%	7.0%
2017 Percentage	53.1%	28.6%	8.2%	8.2%	2.0%

Trend analysis below is based on positive responses, 'very likely/likely (2021)' and 'very willing/fairly willing' (previous surveys) responses:

Trend analysis (positive response)	2021	2019	2017
Percentage	48.1%	76.7%	70.7%

About advice and support

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

Respondents were asked to rate their response on a scale of 1 - 10, where 1 is very unlikely and 10 is very likely, with an additional 'N/A' option.

Claiming universal credit, housing benefit and other welfare benefits	1	2	3	4	5	6	7	8	9	10	N/A
Number	18	5	5	9	27	13	17	35	36	133	108
Percentage	4.4%	1.2%	1.2%	2.2%	6.7%	3.2%	4.2%	8.6%	8.9%	32.8%	26.6%

Claiming universal credit, housing benefit and other welfare benefits	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied	N/A
2021 Total respondents	169	52	40	14	23	108
2021 Percentage	41.7%	12.8%	9.9%	3.4%	5.6%	26.6%
2019 Percentage	38.5%	16.4%	14.8%	1.9%	1.9%	26.4%
2017 Percentage	39.5%	26.7%	9.0%	2.5%	1.7%	20.6%

Trend analysis (positive response)	2021	2019	2017
Percentage	54.5%	54.9%	66.2%

406 responses were received to this question and the mean rating score out of 10 was 7.9.

Managing your finances and paying rent and service charges	1	2	3	4	5	6	7	8	9	10	N/A
Number	13	4	8	7	29	14	23	33	37	133	93
Percentage	3.3%	1.0%	2.0%	1.8%	7.4%	3.6%	5.8%	8.4%	9.4%	33.8%	23.6%

Managing your finances and paying rent and service charges	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied	N/A
2021 Total respondents	170	56	43	15	17	93
2021 Percentage	43.2%	14.2%	11.0%	3.8%	4.3%	23.6%
2019 Percentage	38.6%	27.5%	14.5%	2.6%	1.3%	15.5%
2017 Percentage	35.0%	31.1%	13.5%	2.6%	2.0%	15.9%

Trend analysis (positive response)	2021	2019	2017
Percentage	57.3%	66.1%	66.1%

394 responses were received to this question and the mean rating score out of 10 was 7.9.

In the last 12 months, how satisfied or dissatisfied are you with the advice and support you receive from the Housing Service with the following?

Moving or swapping your home (transfers and exchanges)	1	2	3	4	5	6	7	8	9	10	N/A
Number	27	6	3	5	23	7	13	21	21	65	188
Percentage	7.1%	1.6%	0.8%	1.3%	6.1%	1.8%	3.4%	5.5%	5.5%	17.2%	49.6%

Moving or swapping your home (transfers and exchanges)	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied	N/A
2021 Total respondents	86	34	30	8	33	188
2021 Percentage	22.7%	8.9%	7.9%	2.1%	8.7%	49.6%
2019 Percentage	7.6%	4.7%	20.3%	1.7%	1.5%	64.2%
2017 Percentage	6.5%	6.9%	18.7%	2.2%	2.2%	63.6%
2021 Percentage excluding N/As	45.0%	17.8%	15.7%	4.2%	17.3%	n/a

Trend analysis (positive response)	2021	2019	2017
Percentage (positive response excluding n/a)	62.8%	34.1%	36.8%

379 responses were received to this question and the mean rating score out of 10 was 6.9.

Support for new tenants	1	2	3	4	5	6	7	8	9	10	N/A
Number	16	5	6	5	27	11	17	24	20	61	175
Percentage	4.4%	1.4%	1.6%	1.4%	7.4%	3.0%	4.6%	6.5%	5.4%	16.6%	47.7%

Support for new tenants	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied	N/A
2021 Total respondents	81	41	38	11	21	175
2021 Percentage	22.0%	11.1%	10.4%	3.0%	5.8%	47.7%
2019 Percentage	10.2%	8.2%	19.5%	0.9%	1.7%	59.5%
2017 Percentage	10.3%	10.1%	17.5%	1.4%	1.2%	59.5%
2021 Percentage excluding N/As	42.2%	21.3%	19.8%	5.7%	10.9%	n/a

Trend analysis (positive response)	2021	2019	2017
Percentage (positive response excluding n/a)	63.5%	45.3%	50.3%

367 responses were received to this question and the mean rating score out of 10 was 7.1.

Support for vulnerable tenants	1	2	3	4	5	6	7	8	9	10	N/A
Number	21	6	9	10	19	8	21	25	16	72	165
Percentage	5.6%	1.6%	2.4%	2.7%	5.1%	2.2%	5.6%	6.7%	4.3%	19.4%	44.4%

Support for vulnerable tenants	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied	N/A
2021 Total respondents	88	46	27	19	27	165
2021 Percentage	23.7%	12.3%	7.3%	5.1%	7.2%	44.4%
2019 Percentage	10.8%	8.2%	21.0%	2.6%	3.1%	54.3%
2017 Percentage	10.7%	9.9%	19.6%	2.9%	2.7%	54.2%
2021 Percentage excluding N/As	42.5%	22.2%	13.0%	9.2%	13.0%	n/a

Page 273

Trend analysis (positive response)	2021	2019	2017
Percentage (positive response excluding n/a)	64.7%	41.6%	45.0%

372 responses were received to this question and the mean rating score out of 10 was 7.0.

About you

What is your gender?

What is your gender?	Male	Female	Prefer not to say
2021 percentage	38.2%	61.3%	0.5%
2021 number	165	265	2

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

Is your gender identity the same gender you were assigned at birth ?	Yes	No	Prefer not to say
2021 percentage	98.3%	0.5%	1.2%
2021 number	395	2	5

How old are you?

How old are you?	Percentage
16 to 17 years	0%
18 to 24 years	1.4%
25 to 34 years	7.9%
35 to 44 years	11.8%
45 to 54 years	15.4%
55 to 64 years	21.1%
65 to 74 years	20.4%
75 years and over	20.6%
Prefer not to say	1.4%

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?

Do you consider yourself to have a disability?	Percentage
No	38.0%
Yes – affecting mobility	36.9%
Yes – affecting hearing	15.3%
Yes – affecting vision	8.9%
Yes – a learning disability	6.8%
Yes – affecting mental health	24.2%
Yes – another disability	15.5%
Prefer not to say	4.5%

What is your ethnicity?

What is your ethnicity?	Percentage
White British	95.4%
Other White background	1.6%
Black or Black British	0.9%
Asian or Asian British	0.7%
Mixed ethnic group	0.7%
Other ethnic group	0%
Prefer not to say	0.7%

Which of the following best describes your religion?

Which of the following best describes your religion?	Percentage
Buddhist	0.5%
Christian	54.5%
Hindu	0%
Jewish	0%
Muslim	0.5%
Sikh	0%
None	34.2%
Other	5.1%
Prefer not to say	5.3%

Page 276

Which of the following best describes your sexual orientation?

Which of the following best describes your sexual orientation?	Percentage
Heterosexual	85.0%
Bisexual	0.5%
Lesbian	0.8%
Gay man	0.5%
Prefer not to say	13.2%

Appendix 1 – What could the Housing Service do better?

An open question to tenants to respond with any further comments was included in the survey. The comments have been grouped under headings for ease of reference. Where a respondent raised two or more issues in their response it is included under each heading.

215 comments were made by respondents.

- A: Environmental and Estate Issues
- B: Tenancy and Housing Management
- C: Repairs
- D: Capital Works
- E: Communication
- F: Miscellaneous

A. Environmental and estate issues

A1	Comments regarding grounds maintenance	
A1.1	I would like the trees behind my flat to be trimmed and the gutter repaired.	
A1.2	Grass cutting should be improved. New windows installed. The windows are the worst I have ever seen in council properties. I have complained about them numerous times over the last 16 years.	
A1.3	Devon Drive flats - Would have thought that the grass would have been mowed for the winter, do not ever see the hedges getting tidied up. In my flat the old electric points and switches need updating as they are the old type.	
A1.4	Cut grass properly, leave tidy not like they are in a rush. Front bank cut once a year doesn't look nice. Grounds maintenance lets this site down.	
A1.5	Grounds maintenance, upkeep of shrubs and other plants and trees. Engaging with tenants to encourage their help in the upkeep of communal areas.	
A1.6	When the kerbside grass is cut, it is thrown all over the path by the mower, leaving grass everywhere. The trees in the gardens surrounding my garden are beginning to cut the sun from my garden. My roof has lots of moss and chunks of slate dropping off but when I rang about this, a while ago, I was told it was my responsibility. As the building is the council's responsibility I would have thought this also would be for the council to deal with.	
A1.7	Maintain the bushes that are overgrown on the path leading to the bungalows back entrance.	
A1.8	Regular visits from housing service checking on residents who keep their homes and gardens in disrepair. Some gardens are totally unkempt and untidy due to the laziness of the residents, therefore bringing the look of the area not cared for i.e. front and back gardens. Some of the residents do not even know how to use the different colour bins system properly and throw rubbish and food waste straight out the back door encouraging rats etc which have been seen and caught.	
A1.9	Cut grass and hedges more often please.	

A1.10	Keeping on top of grass cutting. New kitchen.	
A1.11	Maintenance of cutting trees, as they are hiding the streetlights.	
A1.12	My grass has been left very long. My hut has been gradually wrecked over a period of time by careless people who drive the big mowers, first a few planks and then the back totally pulled off. The person responsible knew he had done it as a piece of wood was wedged under it to keep it upright. I didn't make a formal complaint as I knew it would be denied. I have since asked if the council would take it down to the tip, I was told they only do household stuff, now I am stuck with no one to take it away. I am a pensioner and can't afford to pay for someone and have no relatives with cars. Since it has happened I have had to fork out for a new hut and put it inside a ring fence of safety. My back and front doors had rubbers round but all have perished and let damp in all the way round. I keep cleaning it off but it soon comes back up the walls.	
A1.13	Cut hedges as I cannot get down the path at the side of my flat.	
A1.14	Grass cutting is main problem. Being disabled grass cuttings laying about are a hazard. Would be good if gardeners were allocated to old and vulnerable to make paths and pavements safe i.e. weeding between pavers on paths.	
A1.15	Agricultural work need upgrading. Drainage checked more often.	
A1.16	Get rid of drug dealers. More dog wardens to make sure no dog mess is left by owners so children and adults don't tread in the disgusting dog poo not picked up by dog owners.	
A1.17	Making sure they take everyone's rubbish. Cutting grass at back of bungalows.	
A1.18	We need signs up about people fly tipping. Need monitoring about people smoking weed and dealers pulling up in cars.	
A1.19	If the housing service covers the amount of furniture, mattresses, dumped around is disgusting, if it's been paid to remove. Long wait if not been reported or paid for, someone is not doing their job. Our block has not had our recycle bin emptied in 4 weeks as the refuse say they haven't got the key. We used to see the ranger every week since Mr Allen left or retired. I haven't seen one. Maybe someone wants a good shake up.	
A2	Comments regarding tenants' gardens	
A2.1	I live on an elderly estate, a lot of neighbours struggle with their gardens, my partner helps a few but can't do everyone's. Another lady who lives a bit away struggles doing her hedge, maybe look into employing a garden handyman for disabled / elderly residents, and we have to pay a small charge to use or get volunteers and supply equipment, or remove hedgerows and put fencing in.	
A2.2	Not necessarily do better at, but maybe more supportive in certain areas to help the tenants get by on a day to day basis e.g. gardening needs to be more regular. I think these surveys are a great idea for all tenants to have their input.	
A2.3	By helping people with gardens, 12-foot conifers that I did not plant, was very well established when I moved in 20 years ago. Council removed five trees at their convenience to retille the roof. I asked for the others to be removed, no response. I am now a pensioner and one of the trees fell down towards the house. I have 13 grandchildren and four	

	great grandchildren that visit my home. These trees are a danger to them and my home. This has been going on for years. Also fences costing a lot of money have been erected for some residents, I had to pay for mine.	
A2.4	I moved into a garden that was four foot of rubbish, the front the same with bath, toilet and other rubbish you could not see, hidden, all overgrown. Had to pay for three big lorries to take it all away. Hedge was appalling. Inside, walls marked and holes, writing on wall. I received £110, didn't even touch what I had to do. Lived with the smell of cigarettes for months, apparently someone called [...] had lived here. Someone turned it down before me.	
A2.5	I would like repairs done with more consideration. Do repairs and upgrades properly instead of slap dash attitude. Grass cutters to cut the grass neatly and not leave cuttings everywhere. For the ranger to recognise when gardens are being neglected and act on it. I absolutely love my council house but the way things have been designed need rethinking.	
A2.6	I feel more should be done to ensure people are made to look after the external state of their property. Too many people seem to not have any pride in making my neighbourhood look cared for. I realise resources are limited but think that there should be official visits to ensure that the surrounding areas/gardens etc are better kept. It's old housing stock here and it shows.	
A3	Concerns regarding traffic / roads	
A3.1	Please stop extremely large and heavy lorries from accessing the old campbell brickworks site and the Barrow hill engine shed complex by the northern part of Campbell Drive. They should go to the bottom of the hill and turn right.	
A3.2	I live on Higher Albert Street, I always pay for my permit, but more than half the vehicles of those who live there are not paying. This is because we never have traffic wardens anymore to issue fines. They think what's the point of paying when nobody ever comes to check. I find this very unfair, we need traffic wardens on a daily basis, plus the council is losing revenue.	
A3.3	Fix more used roads with better tarmac. The pot holes in our road have been filled numerous times, and no matter how many times they are fixed they come back bigger within weeks.	
A3.4	Make sure cars don't come down Barker Lane the wrong way. Flat 1 Pleasant Place will not take their bins in, they have a back garden, we have to walk on the road to pass their flat.	
A3.5	Better street lighting	
A3.6	Put residents parking signs up near OAP bungalows. Stop cars parking on corners of Heaton Street and Church Street West.	
A3.7	More car parks and driveways put in place to get more cars off the road e.g. hard standings.	
A4	Concerns regarding cleanliness / litter / miscellaneous	
A4.1	Make sure flats inside and out are kept clean, I pay for cleaning and it's filthy.	
A4.2	Tackle the issue with the outside bin area. Too much rubbish being left on the ground outside instead of being put into the large outside bins. This makes the outside back area very messy and very untidy.	

A4.3	There needs to be more public bins and dog poo bins. There is a need for more driveways as narrow road is making driving a safety risk. Housing services should get to know their tenants more, especially those who are vulnerable. There needs to be some crack down on drug use and definitely weed smokers.	
A4.4	Rehouse us, we hate where we live. Damp flat, mould, smells of mould, corridor smells of drugs. Don't feel safe coming home from work when it's dark. Dog mess everywhere. Rubbish at front of flat regularly, unable to have windows open in case we get burgled. Can't hang washing out, gets stolen. Dustbin area often overflowing. Repairs slow to be done. Inspection for damp, slow, action taken, slow. Communal doors wedged open. It's a joke.	
A4.5	Outside area needs a tidy up	
A4.6	Making sure they take everyone's rubbish. Cutting grass at back of bungalows.	
A4.7	Would benefit from a neighbourhood watch scheme or a patrol (police) car on a regular basis.	
A4.8	Most of my concerns relate to situations regarding vulnerable neighbours reporting rubbish dumping and anti-social behaviour by one resident family. No department at chesterfield borough council will accept responsibility or takes action. The situation has been bounced about for months with no actual action and now vermin are encroaching into residents area.	

B. Housing Management

B1	Concerns regarding anti-social behaviour	
B1.1	Evict known drug dealers who are regularly visited by the police	
B1.2	Having neighbour problems so this survey is maybe a little unfair in places. Waiting to move, the atmosphere and hostility is unbearable. I have lost two stones in weight and now have low blood pressure, indigestion problems and many other stress related illnesses. Waiting for a bungalow and being very impatient. I have never been told how long I will have to wait or any other responses from 'Home options' on my health or any other issues. It feels like no one cares.	
B1.3	Never got help from you when I needed it, concerning one [neighbour] next door to me, no support at all, move not allowed for two years, it's now two years and it can start. 15 Edensor Court .	
B1.4	To help with the drug users around our homes and the behaviour of some of the tenants as they don't have any respect for the elderly.	
B1.5	Sort the drug problem out on Green Farm Close and make it a nice area to live like it used to be.	
B1.6	Begging in Chesterfield town is bad. Drug users have got worse in town.	
B1.7	Provide more security for the communal areas surrounding flats. Especially when a known homeless drug (multiple) addict is housed opposite a single female and has to content with all other homeless associates ripping the communal door open to visit at all hours. Please think where these people are rehoused and maybe security cameras that are actually linked somewhere to keep tenants feeling safe.	
B1.8	Vet potential tenants more, so we don't have an influx of out of work, drug using/pushing people in the flats on Holmehall, as this is an area where most crime, noise and anti-social behaviour starts from.	
B1.9	Get rid of drug dealers. More dog wardens to make sure no dog mess is left by owners so children and adults don't tread in the disgusting dog poo not picked up by dog owners.	
B1.10	The only thing I have to say is when anyone moves in, the council should do the spot check. I am in a flat and I have some good people around. They should keep all the middle aged and pensioners together and the younger ones should be moved to Holme Hall or Grangewood.	
B1.11	Stop having noisy neighbours and being sick near communal bins, also spitting near communal bins when there is a pandemic going on because I'm very cautious about people around me.	
B1.12	Do something about drug dealers, drug users, teen vandals roaming streets in gangs. Also we got missed on new windows, just because we were on holiday. Windows and doors in poor condition. Why should we pay same rent as others if we did not get new windows?	

B1.13	The housing service could benefit from having someone who keeps a check on tenants who are placed in flats in my area as the tenants don't value the property or area e.g. using green to defecate and sleeping garages across from my home which has been reported and ignored. Also the housing service isn't fair as my granddaughter is on the list and currently bidding on three bedroomed properties. She has been bidding now for some time and has been unsuccessful even though she has been bidding on different area. We have seen multiple houses around my area which haven't even been put on to home options but tenants have been getting these properties, so I'd like to know if there is a different list. She needs to be near me as I rely on her for care.	
B1.14	Communication would be a good start, my husband and I have been good tenants for over 20 years, we both work fulltime. I work shifts and my husband works nights. We have never complained about anything until recently, when house exchanged next door to us, which is over a year now. The noise complaint, we have made several over the past year, seems we have to constantly chase up on things. We understand due to Covid 19 things have been hampered, I work at the Royal Hospital, my husband at a care home, so we do understand that things are difficult, but still, communication would be appreciated. We both feel that we are being penalised for being good tenants and paying our way. We feel we have to look at taking things further to our regret.	
B1.15	Move drug users away from family homes. Remove residents that cause disturbances. Visit annually and exact any repairs needed quickly and efficiently. Notify us when a work person is attending. Attend to problems raised/reported which are still unrectified.	
B1.16	Reduce the amount of housing for drug users and kick out the dealers. The police don't do anything even though informed of regular drug collections. You have nice flats and houses yet you put drug users in them to wreck and smash up. You don't even evict them. This puts people on edge and won't leave their building. You need to talk to the tenants once a month.	
B1.17	Do more for older people when they live in a block of drug users and criminals. Also, people work night shifts, it's very noisy.	
B1.18	We need signs up about people fly tipping. Need monitoring about people smoking weed and dealers pulling up in cars.	
B1.19	I moved in just as we went into the first lockdown so I do appreciate how this impacted services. However, I've no idea who my housing officer is, I've tried to report anti-social behaviour. I've emailed the housing team, neighbourhood team, and I've never had a response. It's hard to get through on the phone but I've tried this channel and I've also raised a complaint. I have a number of issues. I'm a single parent, living alone with my daughter. We do not feel safe living here anymore. It has deteriorated fast since last Summer. I don't feel safe going out at night and this isn't a place for children. I'm currently experiencing anti-social behaviour that I need to report.	
B1.20	More secure and safe external areas of the flats, especially where the clothes lines are situated and corners at the front of the flats near walls where anti-social behaviour is carried out, people exchanging drugs etc.	
B2	Comments made regarding tenancy support	
B2.1	Support vulnerable tenants, so that if they have trouble with neighbours etc so they feel confident to ask for help instead of suffering in silence.	

B2.2	I feel like I'm struggling a bit with my disability in a one bed first floor flat. I did ring the council and they said I need to do an application form if I need to move. I do feel I possibly need a ground floor flat but I am not sure if I want to move to be near family in Derby, so not going to be under more stress of moving again just yet. I think I've got osteoarthritis and it's painful when my ankles give way, I keep losing my balance, but I don't think I can cope just yet moving to another area with my illness.	
B2.3	Give more help and support for vulnerable tenants with mental health issues.	
B2.4	More face-to-face appointments as I have autism.	
B2.5	Be aware that some tenants are disabled, blind, hard of hearing, poor mobility, and you should be mindful of this when we ring up for repairs, they should make it a priority and not say a light is not an emergency when blind and leave you hanging on the telephone for 45 minutes.	
B2.6	I read a lot about vulnerable people receiving help in the pandemic, not aware how to seek such assistance. Not offered any such help despite being classed as a vulnerable tenant.	
B2.7	As a disabled person, I have asked housing for advice, they are trying to get in touch with the right department, still ongoing.	
B2.8	I am vulnerable and housebound. Would like someone to either give me a phone call or visit me as I fractured my hip in January and have ruptured my achilles tendon, have been in plaster cast since 1st July as it takes a long time to heal. I do not know when it may get better. I am registered with disability from many years ago. Thank you.	
B2.9	I can't read or write so I receive support from P3. I would like to move to a bungalow so I don't have to move again when older as I will need more support.	
B3	Comments made regarding Housing Options	
B3.1	In three bed house, offered full tenancy two bed on 6th July, had medical priority. Was ignored constantly by Housing officer, about when I could view property, got in touch with [...], been waiting more than three months to view property, still not been able to. My son's psychologist from CAMHS has even phoned to complain how long it is taking, my son is very ill with autism and mental health. I have bipolar and struggling to pay bedroom tax. I've been taken off the housing list so can't bid on anything else. Thing three months wait just to view a property, with constant calls by me and CAMHS to get to view and still waiting is totally wrong. Just feel totally ignored and unimportant to be honest. Don't know why I'm filling this in because you just get ignored and not helped.	
B3.2	On the subject of moving, I think the housing people could do more to help disabled move. I am 60 years old and have been on the waiting list a long time as I live in a top floor flat and have had two heart attacks, just waiting for the third one to finish me off, as I have to walk up the flights of stairs to get to my flat. I am on the 'Move' list, as I would like a downstairs flat, preferably a bungalow, but I don't hear a thing. I have lived in my flat for 23 years now, due to ill health I want to leave.	
B3.3	Take into account the medical and mental needs of people trying to move to another property. Also, someone in person to speak to instead of just emails which get no response from the service.	

Page 283

B3.4	I can't read or write so I receive support from P3. I would like to move to a bungalow so I don't have to move again when older as I will need more support	
B3.5	I believe that when properties become vacant they base the reallocation of property on the people who are responsible for managing properties in a polite and positive manner and they should provide references, bank and personal. Not move one problem from one area to another. It appears one rule for one person and very different rules for others.	
B3.6	Help me move and start thinking about people who go out to work and their finances.	
B3.7	The only problem we have is that we cannot get another property. We have been on bidding two years or more.	
B3.8	Most services good and safe but rehousing service very bad because there aren't many houses and they are been given to separated parents, big house for Mum and big house for Dad. Kids stay all week with one parent and visit second parent only for weekend. Better to give them one house where kids stay most of the time and small apartment for second parent and save other houses for family needs who live together, parents and kids. I have a daughter, I live in first floor flat and my wife is pregnant, we have two bedrooms.	
B3.9	To let folks know if they get the property, because I have been bidding for a year and a half and I have not moved.	
B3.10	More affordable housing, quicker to occupy empty houses.	
B3.11	Offer two bed accommodation to people who share custody of their children. I have my son three nights a week living in a tiny one-bedroom bungalow.	
B3.12	Communicate more, I sent my housing application in a good few months ago with the appropriate documents required, but heard nothing at all. I want to get out of this house and I have had no support from the council at all.	
B3.13	Contact residents about where they have come when bidding on properties.	
B3.14	Home team need to be more supportive. They judge your mental health not a priority when banding in C which is upsetting when tenants want to move to bungalows or swap/match as my son helps with shopping. It makes my mental health worse going round and round in circles bidding on bungalows and not getting anywhere. Makes you feel you're not good enough. Home team, with their response, insensitive. More support for vulnerable tenants and more help if needed.	
B3.15	Communicate more about moving.	

C. Repairs Service

C1	Comments regarding reporting repairs and appointments	
C1.1	Ensure workers turn up on correct day. I have been waiting over two years for a new garden fence. I have had shoddy work done by a contractor, which had to be done a second time. I had a worker not turn up for the appointment, the work was done two days later. Bedroom tax should be scrapped, I often have to go without food as ESA does not cover bills.	
C1.2	I ordered three repairs over the last year, none of which were fulfilled despite being told they would be dealt with. One worker turned up unannounced whilst I was out and left a card saying my request had been cancelled (even though I was never given an appointment). The other two jobs were never even acknowledged. Separate to this, I have tried getting in touch re the Council's planned kitchen improvements scheme, I've left several messages to the relevant party but they have never rung back to keep me informed.	
C1.3	I have been reporting my windows for several years, nothing actually gets done. All the seals are gone, we can hear every noise from outside. In colder months they get condensation which then causes mould. Our street never seems to benefit from upgrade repairs.	
C1.4	Repairs - not have to report a repair multiple times and still not have it done. Reported an issue with my living room window many times and still nothing has been done. Bins - emptied every week without having to report them not being emptied, including recycling bins. Some people who are residents work fulltime so sending home visits during the week is pointless.	
C1.5	Let you know the time when coming for repairs. Faulty shower, as we had hot water we were told we cold wash in the sink. I have MS, very difficult, husband has cancer, not easy to use a sink. Could have been more understanding of problems faced in trying to keep clean.	
C1.6	In the past you could get repairs done. Now it seems nearly impossible to get anything done, but they still take the rent each month. Reporting repairs and getting them done is very very poor.	
C1.7	Needs to be easier to report repairs, my Dad has been trying for four days, no one answering the phone. Inspectors impossible to get hold of. Once I waited two years. Recently he came, made the damage worse. A repair man came, said he wasn't the right person and I have to wait for the inspector to inspect it. Severe problem with neighbour. Rubbish outside door and drug smell in my home. Reported several times, no one has ever got back to me, but knocked on his door to check if everything was ok with him.	
C1.8	Listening to tenants who live in the council properties. When ringing for anything, being put through to the right department instead of being passed from pillar to post. When ringing for repairs they never listen to you, the reception give their view on saying it's not an emergency when it is.	
C1.9	I feel updates to visit would benefit, not make do, walk away and I have to chase. Also when they come out for annual council check for good homes and we mention issues should have the answer for me to contact and report.	

	Surely window locks that are stuck and can't open are a necessity. Also, dropped worktops where prepping food can get contaminated, the answer is not ring the office. When repairs are agreed it is not for me to chase regularly and then five months later, after I complain, get it done, but I have time off work and no one turns up. My complaints never get answered. Just sent men out to fit my door that has been out of use.	
C1.10	Housing repairs communications, people turning up out of the blue, no letters, no texts, absolutely nothing. Very messy service	
C1.11	The only thing I would like to change is if you need an inspection they need to have an appointment with tenants so we won't miss the inspection because the inspector turns up unannounced.	
C1.12	More information regarding low priority repairs e.g. some sort of timescale i.e. two weeks, a month, six months, just some idea so we don't have to keep ringing you.	
C1.13	Follow through with repairs and updates. Too much being left/put on hold due to Covid. Communicate better.	
C1.14	More suitable/flexible appointment times, weekend repairs for maintenance work for tenants that are in full time work Monday to Friday. Repairs/maintenance workers actually turning up to carry out the work on a planned visit/appointment when I have had to book and waste my annual leave on several occasions.	
C2	Speed of repairs/ repairs not done	
C2.1	Be quicker in doing repairs	
C2.2	I have been waiting a long time to have my internal door buzzer relocated after being reported to Chesterfield borough council by occupational therapy at Walton hospital.	
C2.3	Repairs could be completed quicker. I've been waiting over three years for a window to be replaced and months for an exterior door to be made safe.	
C2.4	Do repairs quicker the first time. It has taken three years to do our wetroom.	
C2.5	We have a number of ongoing issues with our property that have been ongoing for four years now and even though I have reported the issues numerous times nothing is ever done. Our bathroom was left in a dangerous condition, we eventually, after two years of complaining, spent £2000 of our own money to fix the issues. We also have concrete falling out, up near our roof, of which once piece very nearly hit my partner when it fell, we have reported this one year ago, even though an inspector has been out and I have complained again since, still nothing has been done. Our boiler has a fault, this has been reported numerous times over the last four years, I'm still waiting. The list goes on with things failed to be sorted.	
C2.6	I have two outstanding repairs i.e. a replacement window which I have been waiting six months for and my gutters.	
C2.7	Do repairs quicker and when given a date and time, keep to it. We should not have to report a repair more than once.	
C2.8	In my case, my electrics could be fixed as I have had no lights upstairs for around two years. Operatives have visited but could not find a problem, which there clearly is a problem. Housing service could visit homes on a six month basis to check with tenants that they are happy with their property, or need any repairs, as mine are not being solved.	

C2.9	I've been in this property nine years, all the window units have blown and even though I report it by email nothing has been done. My fences are in a bad state of repair, I have a plug socket hanging off the wall and appointments made whilst I'm at work and can't get time off.	
C2.10	They could be better by doing repairs in the correct order e.g. I'm still waiting for a pane of glass for my patio door, which has been broken for months now, also front door lock hasn't worked for well over a year, none of these jobs seem important to the council, but my front and back door is my security, but nobody cares about this and I'm so scared at night, so yes, put things in priority.	
C2.11	When you have had an inspector finally coming to your house that they actually follow up on what they say they are going to repair. Stop blaming Covid for everything.	
C2.12	Make my home safer by putting a new kitchen in, my doors fall off and land on me. This has happened a few times, the council knows about this and have been to look and have done nothing. I am severely disabled.	
C2.13	Be faster when arranging to do repairs as it took two years to plaster wall near front door.	
C2.14	I am still waiting after four years for the council to come and do round my front door where plaster came off whilst cladding was being put on leaving a big hole down the right hand side. Also when they took windows out to replace, brick wall inside is still not fixed. Disgraceful, fed up of reporting so stopped.	
C2.15	Still waiting for a new upstairs toilet.	
C2.16	Don't know really, but repairs asked for a couple of years ago, not done.	
C3	General Repairs	
C3.1	I understand through Covid it's hard for the council as it is for us all. My radiators are old ones, my toilet is wetting the pipes and floor, they say it is condensation but my shower is old, the tiles are falling off. I put a report in for dampness, they only did one side of my bungalow. The housing inspector said some tiles on the roof are crooked, not heard anything since. The rubber seals on doors and windows are corroded. I am very house proud and try my best. It's very hard to get through to repairs sometimes. Just redecorated my bathroom again, all they say is the same, open a window, which I do, every day.	
C3.2	Do repairs that the tenant has asked for them to do, repairs to fences in gardens, updating kitchen flooring and bathrooms, using better quality radiators, windows, cupboards, flooring etc.	
C3.3	Be more helpful on repairs. Help with drugs in the area. Manage car park areas for football, residents can't park on the street.	
C3.4	I have a lot of outstanding repairs in my home, the biggest is the subsidence. I was told over four years ago it was going to be underpinned and every time I call it has been passed to someone else, different, and I hear nothing at all, I'm still waiting. My kitchen cupboards are falling apart and I have damp in the breast wall in the kitchen that needs to be sorted. I was told nothing would get done with the kitchen as it's got another 10 years left yet. Plus many more repairs, please contact me if someone can let me know what's happening. 07513642827.	

C3.5	Actually do reported repairs. I pay full rent and only get certain repairs done. I've been waiting two years nearly for a toilet to be fixed, reported numerous times and still not repaired. Back door was supposed to be fixed as it was leaking when it rains, still is. I could go on, on repairs that I've reported. The couple that have been done e.g. plasterer, electrician and even the inspector (Paul) were brilliant.	
C3.6	Listen to people who have housing repairs e.g. I rang about my bathroom, it smells very musty, I've been waiting two or three weeks for an inspector to come out. Waiting for a new kitchen, can't redecorate till it's done, been waiting over a year.	
C3.7	After electric work was done in the public area I think the way it has been left makes the building very unkempt and I would say not safe. All the ceilings have holes where the old light fittings have been removed, there are still the wires showing. Outside my front door there is a long blue line drawn across the ceiling. When work is done things like this should be put right. When I asked about it to the council, the answer was 'I don't know'.	
C3.8	Inspectors do more. I've got cracks all over my home where we had new roofs put on. Roofs are lovely, but what come with these was damage to the ceilings. As I can't afford for plasterers to come out, the council just patches things up, then the same cracks reappear again.	
C3.9	Keep tenants up to date on repairs being carried out. Check security on all flat blocks. Do checks on tenants moving in. Check the happiness of tenants already living in flat blocks when new tenants are moved in.	
C3.10	Put the new window in that was supposed to happen years ago. I'm aware that Covid has slowed things but winter is here and they let all the heating out. The area I'm referring to are the flats on Gypsy Lane.	
C3.11	I have lived in this bungalow for almost nine years and have rung the council several times. My windows and doors need replacing. Every time I ring I am told that they would be replaced when the builders get to my area. They are very draughty and the windows have no security keys and I get worms and other things coming in under my front door.	
C3.12	Make sure if you contract jobs out that they are done rights and not leaving the resident to call to get jobs repaired (if they repair them at all).	
C3.13	Well I think they could do a lot better, because every time I report anything they just seem to take ages to come out. I reported about a gate but no one has been out to see it. Someone keeps slamming the gate every time they go through it which is making it worse.	
C3.14	Fix the damp in my flat and not just clean the black damp off.	
C3.15	I have reported my living room door, it has come off its hinges. Take drug users off our street, we have a lot of people on benefits. I don't think council very good, waste of time and it would be nice not paying council tax.	
C3.16	Do repairs when reported. I have reported two things, one was 12 years ago and has never been looked at and the other was five years ago and still not looked at. Give tenants a drive, because my street is a problem with parking. Litter picking because residents are doing it and we pay council tax for this service.	
C3.17	Not leave us waiting nearly 10 years with a broken down window pane and an unsafe window. Dealing with damp problems.	

C3.18	Covid a problem. I and other residents have damp in our bungalows. We could leave the premises whilst they sort this problem. Windows are draughty, we were told they would do them in 2019. Not heard anything but would appreciate a phone call about this problem. Thanks	
C3.19	Historical repairs	
C3.20	I would like repairs done with more consideration. Do repairs and upgrades properly instead of slap dash attitude. Grass cutters to cut the grass neatly and not leave cuttings everywhere. For the ranger to recognise when gardens are being neglected and act on it. I absolutely love my council house but the way things have been designed need rethinking.	
C3.21	Devon Drive flats - Would have thought that the grass would have been mowed for the winter, do not ever see the hedges getting tidied up. In my flat the old electric points and switches need updating as they are the old type.	
C3.22	I would like the trees behind my flat to be trimmed and the gutter repaired.	
C3.23	Hall damp, bathroom damp.	
C3.24	I have had a damp problem which I reported and an inspector came out and told me what work needed doing. This is just getting worse and I have heard nothing since. I had been put forward for a shower by social services and it went to the board to be discussed. I phoned up recently and apparently there is no record of this, so I know the council has lied to me. There is a lot of other work outstanding but hasn't been done yet. I also don't know what my responsibility is or what I'm meant to contact you on.	
C3.25	I was having a new kitchen. Heard nothing since Covid. I have been waiting two years for a new fence, which is causing me problems because I have two dogs and I'm still waiting.	
C3.26	I recommend paying for good quality fitters but you never do. Cheap and nasty is your speciality, your raison d'etre. You pay cheap you get a chump chop job done. The central heating debacle. The double glazing with water between the glass. Now the fire door that isn't, presumably the brick opening was measured as each door came with its number already on it, but why don't they fit properly. The old door was taken off, the frame was sabre sawn halfway and a jemmy hammered in and frame pressed out so why are there gaps between door and frame letting light and draughts whistling in? It is the poor work of the joiners, who didn't remove old nails from the frame and just hammered them down, but didn't get them flat so the new doors don't fit the frames leaving gaps, and it blows a gale through. When I get up in the night and walk out the bedroom I notice the entrance light goes on and when I walk back it goes on again the gap is that big. Quality work!	
C3.27	Do a lot better for tenants because your service is unacceptable and needs a wakeup call I think. I have work that needs to be done for over three years and nothing.	
F1.3	You should check all the repairs workers (I will make a video with my phone and send you the video to see how they spend their time on the phone in council cars), they are wasting council money. Invest in the parks, some of the things there are very old and don't feel safe and start building new parks. The police should be patrolling the play areas, because teenagers are very dangerous, rude, throwing rubbish on the ground and teasing young kids. Changing the doors, the main ones, make them safe, small kids should enjoy a garden, a free space but not placed on top floors.	

C4	Voids	
C4.1	I moved into a garden that was four foot of rubbish, the front the same with bath, toilet and other rubbish you could not see, hidden, all overgrown. Had to pay for three big lorries to take it all away. Hedge was appalling. Inside, walls marked and holes, writing on wall. I received £110, didn't even touch what I had to do. Lived with the smell of cigarettes for months, apparently someone called [..] had lived here. Someone turned it down before me.	
C4.2	I moved in my flat around five years ago. It was in a terrible state. Decorated by an idiot drug user before. I found used needles behind my bathroom radiator, blood on the kitchen ceiling. Over cooker missing and missing radiator at the bottom of my stairs. It's super cold in cold winter time. I've been asking now for almost four years to have this radiator put back but they don't want to spend the money. I waited in hospital, rehabilitation for mental illness six months for this flat to be repaired before getting the keys. When I was offered the keys they had done nothing. I wanted this flat because it is near to be ex-wife and children so I took it in a state, really bad state.	
C4.3	The council could do better in following up problems which were known at the time of letting two years ago.	

D: Capital Works required

D1	Keeping on top of grass cutting. New kitchen.	
D2	Modernise bathrooms and kitchens, very dated. Better insulation in homes. Windows to be replaced with more heat saving - very draughty. Replace broken fencing, mine reported on 25.3.21, still awaiting reply. This has been reported before this date, no reply then either. Internal fire safety doors on all properties.	
D3	Update windows and doors please.	
D4	I think that the flats on Devizes Close and surrounding areas would benefit from an upgrade of the outside appearance i.e. like the blocks of flats in the Birchwood area, to make the area look more appealing. I would like to be entered in the prize draw.	
D5	Can't open kitchen window too far back. Kitchen cupboard too high. Garden too big. Kitchen too small. Can't turn mains water tap off as I have to move washing machine. Work top needs renewing.	
D6	Make more home improvements, as rent increases every year but so far not one improvement has been carried out on our home. The house is very dated. Make residents aware of home improvement plans.	
D7	Provide repairs to gates/fences that are already at the property before tenant takes over. I need two new secure tall gates and due to neighbours horrific eyesore garden, require higher fence at the back, but refused by Housing.	
D8	Larger kitchen areas. Bad location of boiler. Wall in garden is unsafe. Disabled ramp looks scruffy. I arranged to see building inspector, however two months later still no sign.	
D9	The state of my home has been very poor, my bathroom is horrible and shower is basically very poor. My house has needed a lot of work done and I'm still waiting for a new roof after ten years, plus windows are rubbish. Can you do something about other people's cats. I don't think that people who don't have cats should be the ones buying repellents.	
D10	Damp and condensation, windows. Bathroom newly fitted. Kitchen after moving in 2013, new cupboard handles wanted, new low cupboard, damp inside and outside cupboards, veneer faulty, old style tiles. Damp and mould. Poor doors, windows, difficult opening in an emergency. Very heavy traffic on Kendal Road. Clearing debris after grass cutting and hedge cutting needed. Explanations available.	
D11	I am overall pleased with the housing services, my home however is in need of new windows and a kitchen upgrade.	
D12	We had our kitchen refitted recently. The workmen were very polite, worked well and were tidy, we could not find any fault or problems with them, they are an asset to the council. Only problem we had was with the lady who came to discuss the new kitchen beforehand, called [..]. She told us that all the loud noise and mess would be on the Monday so we took our three dogs out for the day (one is very old) but when we came back we found out that the electricians were booked on another job and came Tuesday. We spoke to [..] the Friday before and she didn't warn us. The noise made the dog ill.	

D13	I've made complaints about the state of my house and nothing has been done about it. Even though a surveyor came and took pictures a few years ago. I've had to pay for a new kitchen and bathroom myself as the council one I had when I moved in was dropping to bits.	
D14	On moving into the property nearly 5 years ago, was promised a new kitchen. In 2020 this should have happened but due to covid could not happen. Tried to find out what is happening with this, contacted the office and was passed from one extension number to another with no answers. Still unable to contact anyone, and no communication from Chesterfield borough council.	
D15	Follow up repairs from a worker telling you they have noted something down that needs replacing - new boiler and radiators. Emails or letters about how to go about house exchanges made easy.	
D16	Grass cutting should be improved. New windows installed. The windows are the worst I have ever seen in council properties. I have complained about them numerous times over the last 16 years.	

E: Communication

E1	Nonservice specific comments regarding communication	
E1.1	Not always able to contact the people you need to speak to. Not always told the name or department you are being transferred to by phone. Getting people to come out and complete a job successfully and not having any ongoing problem. Length of time it takes to get adaptations done for a person who is disabled.	
E1.2	Listen to tenants better. Improve repair times. Better gardening services, more care needed and not leave estates in a mess. Improve pest control services.	
E1.3	Get staff back in offices, no help places closed. Covid continues to be used as an excuse. Can't get through to correct staff, always told it's Covid.	
E1.4	Listen to the tenants a lot more. Take notice of what we say, be efficient on repairs to our homes. I have a lot of repairs still to be done, but it's like no one is interested. My house is in need of some tlc and new fences and gates but keep getting told different things.	
E1.5	When I rang up, enquiring about my kitchen, found it hard to get through to right department and person. Still awaiting a phone call back. Overall, I am happy with the housing service. Thank you.	
E1.6	Let us know if a project is successful, like the solar panels fitted on some of the bungalows in our area.	
E1.7	It took me more than 30 minutes just to get an agent to answer the phone. They said the call is important but it's so hard to reach. When the phone has a problem they don't make any effort to call back to the client. Once the agent receives the call then it's fine. Case to case basis our roof tiles have come off, but not assisted yet, with a bit of luck no water comes in.	
E1.8	Follow up with all enquiries.	
E1.9	Being able to get in touch by phone would be very helpful.	
E1.10	When I phoned up about having a mouse problem in my home I was given the incorrect information about how many times the pest control officer would visit my property.	
E1.11	Make sure that all staff get taught to give the correct information, otherwise you get told your rent is covered on payments, then suddenly you owe £800 through somebody else's error building up.	
E1.12	Staff are very helpful but when you call by phone you are kept hanging on the phone a long time, you maybe need to get your phone upgraded.	
E1.13	In house communication could be a bit better, so that the tenant does not have to ring numerous departments.	
E1.14	I feel that enquiries should be taken more seriously. The house I live in is currently outdated and needs a lot of repairs doing but I have to ring separate areas to get anything sorted. I suffer with anxiety so making multiple calls to different people is difficult so maybe a number for all kinds of repairs is needed.	

E1.15	Keep tenants more up to date with issues / complaints that you have been informed about. Resolve issues more quickly (in my instance this took over 18 months to resolve). Get workers to appreciate that what they consider to be a minor/unnecessary call out may be more to an elderly person e.g. minor leaks on radiators that if left can cause damp and ruin carpets.	
E1.16	Rent / benefits, there is no clear indication of the email to use when sending in a wage slip. Repairs, I'm still waiting for a plasterer to turn up for my bathroom after having an inspection to clean it. Dog fouling, I'd like to not play dodge the dog poo on the school run.	
E1.17	I've not used the housing service but I would in future. I would like to receive future mailing of what the housing service is going to do in the future. Also, I would like a quote for my garden to be mowed and my hedge cut on a regular basis. I've tried to get in touch, but with the pandemic no one was doing any garden maintenance.	
E1.18	Return phone calls or even answer the phone. Do work that is promised. Listen to the problem.	
E1.19	Keeping tenants aware of major changes such as disabled tenants, don't let us be the last to know.	
E1.20	Sorry, I speak and understand very little English.	
E2	Comments made regarding non-completion of complaints issues raised	
E2.1	Not tell lies, be honest and see a complaint through. Reassure your tenants. Sometimes I wonder if you listen at all. Nobody informs you of any action taken regarding issues. You do try your best but could get areas better.	
E2.2	To listen to people about complaints and do something about it so it doesn't happen again. I asked for help with my neighbour, the hedge too high and for her to cut them, I ask for fence to stop this happening, now I have got the fence put up and camera to stop this happening, all I want is a quiet life.	
E2.3	Treat all tenants the same i.e. not listen to private tenants. We have put in a number of complaints about our neighbours but because they own their house, we are not getting any help from the council. My partner thinks it is because he is black, mixed race. He has been attacked by next door and nothing has been done about it. Eight weeks on we are still waiting to hear back from the housing officer. We have a number of repairs and mould in bedrooms that has been reported over two years ago and still nothing. I am disgusted by the council the way we have been treated.	
E2.4	Send the right persons out for a complaint	
E2.5	I know for a fact nothing was done about my complaint. I reported a neighbour for having her son living in her garden shed. It is a fire hazard as he has an extension lead with pc, games console and a heater all plugged in. So it is overloaded and therefore a fire hazard.	

F: Miscellaneous

F1	Other comments	
F1.1	In bereavement. Had three strokes, finding life tough	
F1.2	Invest in the parks, some of the things there are very old and don't feel safe and start building new parks. The police should be patrolling the play areas, because teenagers are very dangerous, rude, throwing rubbish on the ground and teasing young kids. Changing the doors, the main ones, make them safe, small kids should enjoy a garden, a free space but not placed on top floors.	
F1.3	Care about tenants who work fulltime, and don't just think someone is home all the time.	
F1.4	Equality questions, 32 - I find offensive, 33 - why ask for an age, 37 - why do you need to know the sex of someone, what's it matter	
F1.5	Inquiry	
F1.6	Accept end of month rent payments. Not send debt arrears letters weekly or four weekly.	
F1.7	Since new development, noise levels are higher and car parking by those who do not live on the estate, being left. Signing on estate block needs replacing, as out of date and faded over time.	
F2	General negative comments regarding the Housing Service	
F2.1	I think Chesterfield council are really rubbish, they provide no support or help, very rubbish. I have asked for help about neighbours, I got no help.	
F2.2	Everything	
F2.3	Everything is poor. I feel that as long as the property's rent is paid, that's all that matters.	
F2.4	A big disgraceful, don't care, don't listen, don't give a f..k, one sided, their side.	
F3	General positive comments regarding the Housing Service	
F3.1	It is doing okay	
F3.2	I am happy with the way the council deal with repairs, and the general upkeep of the area around the flats. I live at Pevensey Court and one of the tenants took on looking after the flower beds on the front. He did a great job to begin with but soon lost interest. A number of residents have complained to the council, and after speaking to the ranger I understand that the council will be taking back the responsibility of the gardens.	
F3.3	I've been a tenant since moving from London 33-34 years ago due to difficulty in housing (Guys hospital sold our residential buildings). Housing offered me a property suitable for my needs within 6/12 months and I stayed with friends in the meantime. The care and help you have given me is excellent, far better than if I had been in London. Very well done Chesterfield council. I'm disabled and live in a prefab in the area and feel safe. I have no worries regarding your excellent team of helpful, trustworthy, friendly staff. Well done	
F3.4	Everything seems fine as it is	
F3.5	I am satisfied with your work and have nothing to add.	
F3.6	Always there when you need to talk to anyone. Very happy with it all.	

F3.6	At a time like this, bad for everybody. Thank you	
F3.7	I think the housing service is doing well as it is now.	
F3.8	Not a thing, just keep up the good work you all do. Thank you very much	
F3.9	Personally I can't think of a better service. Housing service helped me go through a very difficult time in the past couple of months so I could avoid getting into emergency accommodation. I appreciate the service and staff who provided an excellent service.	
F3.10	No improvement needed.	
F3.11	Not much more, excellent.	
F3.12	It works for me. I feel I am treated well when I have to contact anyone. I am kept informed. I think it worked well during this pandemic. Thanks.	
F3.13	Nothing, they are all good people that I have been in touch with.	
F3.14	Nothing, everything is ok.	
F3.15	We don't have trouble with the service	
F3.16	All ok	
F3.17	I don't see any better they need to do. I think they work hard and make the road/houses look nice. They are very good staff and very helpful and friendly. All work hard in delivering, including the grass cutters and bin men. Thank you all.	
F3.18	I am happy with the housing service and very satisfied with my home and environment.	
F3.19	Happy with my area, not a problem.	
F3.20	We have received a brilliant service since being a tenant with Chesterfield borough council. We waited a while for the keys to our house but that was due to Covid and general restrictions out of anyone's control. It would be nice if the council upgraded our kitchen and bathroom to bring it up to a better standard, but in due course I will seek permission to the work ourselves. Thanks for being a brilliant housing service. The Evans family.	
F3.21	They are fine	
F3.22	Just carry on doing as you are doing. Thank you.	
F3.23	Not much, I love where I live.	
F3.24	They're doing ok, could do with new bottle basket for blue bin.	
F3.25	I would say that the service is very good and doesn't need any major improvement.	
F3.26	On the whole the housing service do good in their job	
F3.27	The past two years have been difficult for everyone, and I think you have done very well to still keep services going.	
F3.28	Very good, quite satisfied how I am looked after and of course my lovely bungalow.	
F3.29	I put five because I am no good at computer stuff. Don't know how to do it, sorry. But everything else lovely, my family lived here since 1966, no problems, no damp, good bones, bang on.	
F3.30	I am overall pleased with the housing services, my home however is in need of new windows and a kitchen upgrade.	

Copy of STAR Survey 2021

Survey of Tenants and Residents 2021

No:

Prize Draw

If you would like to be included in our prize draw to win £100 of high street shopping vouchers please fill in your contact details below. The winner will be contacted by 11th December. If you don't want to be included in the prize draw, just leave this section blank.

Name: Tel:

Email:

All information provided will be treated in accordance with the Data Protection Act 1998 and EU General Data Protection Regulation (GDPR), and will remain confidential. If you would like to read our data protection privacy notice, please visit www.chesterfield.gov.uk/privacy

About our services in general

1. On a scale of 1 - 10, where 1 is very dissatisfied and 10 is very satisfied, what score would you give the following:

	1	2	3	4	5	6	7	8	9	10
Taking everything into account, how satisfied or dissatisfied are you with the Housing Service provided by Chesterfield Borough Council?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
How satisfied or dissatisfied are you with the overall quality of your home?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
How satisfied or dissatisfied are you with your neighbourhood as a place to live?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Generally, how satisfied or dissatisfied are you with the way the Housing Service deals with repairs and maintenance?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
How satisfied or dissatisfied are you that the Housing Service listens to your views and acts upon them?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
How satisfied or dissatisfied are you that the Housing Service gives you the opportunity to make your views known?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
How satisfied or dissatisfied are you that your rent provides value for money?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

About your perceptions of our services

2. On a scale of 1 - 10, where 1 is totally disagree and 10 is totally agree, what score would you give the following:

	1	2	3	4	5	6	7	8	9	10
The Housing Service provides an effective and efficient service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The Housing Service is providing the service I expect from my landlord	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The Housing Service treats its residents fairly	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The Housing Service has a good reputation in my area	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The Housing Service has friendly and approachable staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I trust the Housing Service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The Housing Service is easy to deal with	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

3. On a scale of 0 to 10, where 0 is not at all likely and 10 is extremely likely, how likely would you be to recommend the Housing Service to family or friend?

1	2	3	4	5	6	7	8	9	10
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

About repairs

4. On a scale of 1 - 10, where 1 is very dissatisfied and 10 is very satisfied, how satisfied or dissatisfied are you with gas servicing arrangements?

1	2	3	4	5	6	7	8	9	10
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

5. Have you had any repairs to your home in the last 12 months?
 Yes No (Go to Q9)

6. Thinking about the last time you had repairs carried out, on a scale of 1 - 10, where 1 is very dissatisfied and 10 is very satisfied, what score would you give the following:

	1	2	3	4	5	6	7	8	9	10
Being told when workers would call	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Being able to make an appointment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Time taken before work started	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The speed of completion of the work	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The attitude of workers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

	1	2	3	4	5	6	7	8	9	10
The overall quality of work	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Keeping dirt and mess to a minimum	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The repair being done 'right first time'	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The contractors doing the job you expected	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The repairs service you received on this occasion	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
How satisfied or dissatisfied are you with the overall condition of your home?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

7. Did the contractor show proof of identity? Yes Unsure No

8. If you had an appointment for this repair, was it kept? Yes Unsure No

About health and safety

9. Thinking specifically about the building you live in, on a scale of 1 - 10, where 1 is totally disagree and 10 is totally agree, what score would you give the following:

	1	2	3	4	5	6	7	8	9	10
The Housing Service provides a home that is safe and secure	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The Housing Service takes resident's health and safety concerns seriously	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

10. If you live in a block of flats, on a scale of 1 - 10, where 1 is totally disagree and 10 is totally agree, what score would you give the following.
(If you don't live in a flat, please go to question 11)

	1	2	3	4	5	6	7	8	9	10
The Housing Service has given me information on building safety and what my responsibilities are?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The Housing Service carries out regular fire safety checks on my building	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The Housing Service makes health and safety records available online and on display in my building	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The Housing Service has put appropriate fire exit signage in communal areas.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I feel the risk of fire in my building is low	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

About anti-social behaviour

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

Yes No (Go to Q17)

12. At the beginning, on a scale of 1-10, where 1 is very difficult and 10 is very easy, how easy or difficult was it to contact a member of staff to report your anti-social behaviour complaint?

1	2	3	4	5	6	7	8	9	10
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

13. On a scale of 1 - 10, where 1 is very dissatisfied and 10 is very satisfied, how satisfied or dissatisfied were you that the member of staff was:

	1	2	3	4	5	6	7	8	9	10
Helpful	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Courteous	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Sensitive	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Responsive	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Knowledgeable	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

14. On a scale of 1-10, where 1 is very poor and 10 is very good, how would you rate how quickly you were initially interviewed about your complaint (either in person or over the phone)?

1	2	3	4	5	6	7	8	9	10
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

15. On a scale of 1 - 10, where 1 is very dissatisfied and 10 is very satisfied, how satisfied or dissatisfied were you with the following:

	1	2	3	4	5	6	7	8	9	10
How well you were kept up to date with what was happening throughout your anti-social behaviour case	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The support provided by staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The final outcome of your anti-social behaviour complaint	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The way your anti-social behaviour complaint was dealt with	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

16. On a scale of 1-10, where 1 is very unlikely and 10 is very likely, how likely would you be to report any anti-social behaviour to the Housing Service in the future?

1	2	3	4	5	6	7	8	9	10
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

About your neighbourhood and estate services

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

	Major problem	Minor problem	Not a problem
Car parking	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Rubbish or litter	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Noisy neighbours	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Dog fouling / dog mess	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other problems with pets and animals	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Disruptive children / teenagers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Racial or other harassment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Drunk or rowdy behaviour	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Vandalism and graffiti	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
People damaging your property	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Drug use or dealing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Abandoned or burnt out vehicles	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other crime	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Noise from traffic	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

18. In the last three years, would you say your neighbourhood has got better or worse?

Better About the same Worse

19. On a scale of 1 - 10, where 1 is very dissatisfied and 10 is very satisfied, how satisfied or dissatisfied were you with the following:

	1	2	3	4	5	6	7	8	9	10	N/A
The overall appearance of your neighbourhood?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The Housing Service keeps communal areas associated with your home clean and safe?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The grounds maintenance, such as grass cutting in your area	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The cleaning of internal communal areas	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The overall estate services provided by the Housing Service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The value for money of estate services provided by the Housing Service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

About contacting us and communications

20. Have you contacted the Housing Service in the last 12 months?

- Yes No (Go to Q22)

21. On a scale of 1 - 10, where 1 is very dissatisfied and 10 is very satisfied, how satisfied or dissatisfied were you with the following:

	1	2	3	4	5	6	7	8	9	10
The ease of getting hold of the right person	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The helpfulness of staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Time taken to answer your query	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The ability of staff to deal with your query quickly and efficiently	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

22. Which of the following methods of being kept informed and getting in touch with the Housing Service are you happy to use? (Please tick all that apply)

- | | |
|--|--|
| <input type="checkbox"/> Telephone | <input type="checkbox"/> Visit to your home by staff |
| <input type="checkbox"/> Text / SMS | <input type="checkbox"/> Social Media |
| <input type="checkbox"/> Letter by post | <input type="checkbox"/> Open meetings |
| <input type="checkbox"/> Visit to the office | <input type="checkbox"/> Newsletter |

23. On a scale of 1-10, where 1 is very poor and 10 is very good, how good or poor do you feel the Housing Service is at keeping you informed about things that might affect you as a resident?

1	2	3	4	5	6	7	8	9	10
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

About complaints

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

- Yes No

25. Have you made a complaint to the Housing Service in the last 12 months?

- Yes No (Go to Q28)

26. If yes, on a scale of 1 - 10, where 1 is very dissatisfied and 10 is very satisfied, how satisfied or dissatisfied were you with the following:

	1	2	3	4	5	6	7	8	9	10
How easy it was to make your complaint	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The information and advice provided by staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
How well you were kept informed about the progress of your complaint	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The support you received while your complaint was dealt with	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

The speed with which your complaint was dealt with

The way your complaint was handled by the Housing Service overall

The final outcome of your complaint

27. On a scale of 1-10, where 1 is very unlikely and 10 is very likely, how likely would you be to make a complaint to the Housing Service in the future?

1	2	3	4	5	6	7	8	9	10
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

About advice and support

28. Thinking about your rent and income, on a scale of 1 - 10, where 1 is very dissatisfied and 10 is very satisfied, how satisfied or dissatisfied are you with the advice and support you receive from the Housing Service with the following?

	1	2	3	4	5	6	7	8	9	10	N/A
Claiming universal credit, housing benefit and other welfare benefits	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Managing your finances and paying rent and service charges	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

29. On a scale of 1 - 10, where 1 is very dissatisfied and 10 is very satisfied, how satisfied or dissatisfied are you with the advice and support you receive from the Housing Service with the following:

	1	2	3	4	5	6	7	8	9	10	N/A
Moving or swapping your home (transfers and exchanges)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Support for new tenants	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Support for vulnerable tenants	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

30. What could the Housing Service do better?

About you

All the following questions are optional but answering them will help us to make sure we are providing fair services that meet the needs of all our communities.

31. What is your gender?

- Male Female Prefer not to say

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

- Yes No Prefer not to say

33. How old are you?

- 16 to 17 years 55 to 64 years
 18 to 24 years 65 to 74 years
 25 to 34 years 75 years and over
 35 to 44 years Prefer not to say
 45 to 54 years

34. 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 Yes - a learning disability
 Yes - affecting mobility Yes - affecting mental health
 Yes - affecting hearing Yes - another disability
 Yes - affecting vision Prefer not to say

35. What is your ethnicity?

- White British Mixed ethnic group
 Other White background Other ethnic group
 Black or Black British Prefer not to say
 Asian or Asian British

36. Which of the following best describes your religion?

- Buddhist Jewish None
 Christian Muslim Other
 Hindu Sikh Prefer not to say

37. Which of the following best describes your sexual orientation?

- Heterosexual Lesbian Prefer not to say
 Bisexual Gay Man

Thank you for taking the time to complete this survey.
Please return it in the envelope provided by Monday 6th December 2021.

Tenant satisfaction survey – action plan

Consumer standard themes

Safety: Landlord’s safety responsibilities including safety within the home and in communal areas

Quality: Quality of the home, communal spaces, and services to tenants

Action	Issue identified from TSS	Response / Need to do	Timescale	Lead + other reps
Develop and implement a new reshaped Repairs and Maintenance and Capital Investment structure	<ul style="list-style-type: none"> • Ensuring sufficient resources • Ensuring sufficient skills • Create accountability and appropriate levels of responsibilities • Improving frontline customer service and experience 	<p>Review current service and identify gaps in resource and service provision</p> <p>Identify appropriate structure and revisit job roles and job descriptions</p> <p>Approval from Cabinet / Employment and General for new structure and service delivery proposals</p> <p>Implementation</p>	March 2023	SDH, RRM, AMPWM, CWM, CSM
Develop engagement with tenants and staff within a Repairs and Maintenance Project framework	<ul style="list-style-type: none"> • Tenant expectations • Communication • Planning and scheduling of work • Quality of materials • Quality of workmanship 	<p>Re-introduce tenant groups, working with the Tenant Participation team.</p> <p>Review current service and processes within the Responsive Repairs Customer Journey & ICT Project</p> <p>Review quality of materials – develop the stores working</p>	<p>Sept 22</p> <p>Ongoing</p>	RRM

Action	Issue identified from TSS	Response / Need to do	Timescale	Lead + other reps
		<p>group and to involves trade employees and Team Leaders</p> <p>Challenge quality of workmanship through people management, delivery of toolbox talks and team meetings</p> <p>Review training needs for the service and upskill as necessary</p> <p>Review of ICT (Coins) in relation to scheduling and planning of work and suitability of software – PDA's</p>	<p>Ongoing</p> <p>Ongoing</p> <p>Sept 22</p> <p>Ongoing</p>	

Neighbourhood: Landlords role, working with other agencies, to contribute to the wellbeing of neighbourhoods in which tenants live

Action	Issues identified from TSS	Response / Need to do	Timescale	Lead + other reps
Improving management of green and communal spaces	<ul style="list-style-type: none"> • Dissatisfaction with enforcement of estate management issues relating to rubbish in gardens / communal areas • Dissatisfaction with physical maintenance of estates • Problems with waste clearance 	<p>Re-establish environmental meetings</p> <p>Review of current procedures and service with tenants and residents</p> <p>Development of new standards as required</p> <p>Implementation of Housing Reshape phase 1 to increase presence on neighbourhoods and estates.</p>	March 2023	HoHMC, SDLCCW

Tenancy: Requirement on landlords in respect of tenancies, including allocations policies and opportunities for tenants to move

Action	Issues identified from TSS	Response / Need to do	Timescale	Lead + other reps
Tackling anti-social behaviour on estates	<ul style="list-style-type: none"> • Dissatisfaction with support given to tenants complaining about ASB • Poor satisfaction with outcome of ASB complaints • Concern around tenants with drug habits / mental health issues as neighbours and associated ASB 	Implement Phase 1 of Housing reshape to transform delivery of frontline housing service Increasing frontline housing staff and specialist ASB staff Implement new Corporate Anti-Social behaviour strategy and associated working practises	Sept 2022 From April 2022	HHMC
Improving customer service	<ul style="list-style-type: none"> • Communication with tenants • Difficulty in getting hold of the right person • Lack of support for vulnerable tenants 	Implement Phase 1 of Housing reshape to transform delivery of frontline housing service Increase frontline housing officer resource to provide named contacts for areas Establish clear lines of accountability within a refreshed and re-purposed housing management service	Sept 2022	HHMC

Transparency: Landlords' role in making information accessible to tenants including roles and responsibilities within landlords so tenants know who is responsible for matters relating to consumer standards

Engagement and accountability: Engagement between landlords and tenants including how complaints are handled. Landlords' accountability to tenants and treating with fairness and respect

Action	Issues identified from TSS	Response / Need to do	Timescale	Lead + other reps
Establishing a performance management framework to learn from customer feedback and drive service improvement	<ul style="list-style-type: none"> Customer Satisfaction Ability to learn from customer feedback and complaints 	Implementation of Housing reshape phase 1	Sept 22	SDH, HSH, HSEM
		Implementation of new corporate complaints system	Sept 22	
Review customer communication channels	<ul style="list-style-type: none"> Messaging not always clear Clarity and ownership of problems raised by tenants 	Implementation of Housing Reshape phase 1	Sept 22	SDH, HHMC, HSH, HSEM
		Effectiveness of messaging and communication needs reviewing	Ongoing	

Code:

Role	Abbreviation
SDH	Service Director – Housing
HHMC	Head of housing management and Careline
HSH	Housing statutory solutions manager
HSEM	Housing strategy and engagement manager
RRM	Responsive repairs manager
CSM	Central services manager
AMCCM	Asset management and capital contracts manager
CWM	Capital works manager

This page is intentionally left blank

For publication

Approval to consult on the draft Anti-Social Behaviour Strategy

Meeting:	Cabinet
Date:	17 May 2022
Cabinet portfolio:	Cabinet member for Housing Cabinet member Health and Wellbeing
Directorate:	Leisure, Culture and Community Wellbeing
For publication	

1.0 Purpose of the report

- 1.1 To seek approval from Cabinet for the draft Anti-Social Behaviour Strategy to go out to public consultation.

2.0 Recommendations

- 2.1 That Cabinet approves the draft Anti-Social Behaviour Strategy for public consultation.
- 2.2 That a report be brought to Cabinet with a final draft Anti-Social Behaviour Strategy following the completion of the public consultation by September 2022.

3.0 Reason for recommendations

- 3.1 It is essential for the Council to have a modern and relevant Anti-social behaviour strategy that reflects recent developments in anti-social behaviour (ASB) characteristics, legislation and national and local priorities. This will enable the Council to strategically plan and prioritise resources across the Borough and to work appropriately with stakeholders to maximise effectiveness.
- 3.2 The effective management of ASB related issues will support the Councils wider ambitions regarding making Chesterfield a thriving borough by actively contributing to making Chesterfield a great place to live, work and visit.

4.0 Report details

4.1 The draft Corporate Anti-Social Behaviour Strategy (Appendix A) provides the framework for all Chesterfield Borough Council services involved in responding to ASB; including the legal service, the housing service, environmental protection, private sector housing, planning and the community safety team. It seeks to ensure consistency of approach including the use of the various powers and responsibilities each service area has.

4.2 The existing Corporate Anti-Social Behaviour Policy and the Housing Service Anti-Social Behaviour Policy both date from the 5th of February 2019. These policies set out a more reactive and prescriptive approach and given the date of publication do not fully take account of current national and local developments. These developments include enhanced opportunities relating to working in partnership, victim focused, preventative and utilising a problem-solving approach to anti-social behaviour.

4.3 The new single strategy for the whole authority provides a clear structured approach from the strategic to operational levels. It outlines how the council will work with other key stakeholders to manage and reduce anti-social behaviour; whilst aligning to key legislative requirements of engagement with local communities, taking a preventative early intervention approach, being victim focused and using proportionate enforcement. The strategy is designed to ensure corporate consistency and creates integrated partnerships that will ensure the council can identify emerging anti-social behaviour issues quickly and intervene early and effectively. The key principles of the new ASB strategy are outlined below:

4.4 Early Intervention and Prevention

4.5 Chesterfield Borough Council and our partners will consistently and effectively collate and analyse information and intelligence to understand the root causes of anti-social behaviour issues and those involved or vulnerable to becoming involved in ASB. Together with our partners, we will put in place positive, joined-up problem-solving activity to bring long term solutions to anti-social behaviour by seeking to prevent incidents arising in the first instance. This activity will centre on evidence-based practice, in which we will proactively work alongside community organisations, educational establishments and statutory partners to tackle issues as soon as they arise; looking for local solutions and developing community resilience. We will therefore utilise a multi-agency problem solving approach as a means of delivering early intervention and prevention at a neighbourhood level.

4.6 Enforcement

4.7 The Council will work in partnership to tackle anti-social behaviour in Chesterfield by delivering a positive, proportionate, robust and effective response to emerging issues. The approach will involve the proportionate use of current legislative tools and powers, targeted towards protecting vulnerable

victims and or addressing the more serious incidents of anti-social behaviour, thereby achieving long-term solutions.

4.8 Diversion

4.9 Together with our partners, Chesterfield Borough Council will develop services to change the behaviour of those involved and susceptible to becoming involved in anti-social behaviour. This will be a partnership approach, working alongside our local community and voluntary organisations to create structured diversionary activity and citizen focused programmes. All of which will provide our local young people with opportunities to undertake constructive activity and also understand the value of being a positive member of their local community.

4.10 Communication

4.11 Chesterfield Borough Council will seek to develop effective communication channels with both the communities of Chesterfield and across our partner agencies. This will include proactively ensuring regular information on our activities to address anti-social behaviour is available and promoted within the borough, particularly by highlighting successful resolutions to problems. It is envisaged that by actively promoting the work of Chesterfield Borough Council and our partners to address anti-social behaviour, we will collectively increase confidence and trust within our local communities.

4.12 Objectives of ASB Strategy

4.13 The draft ASB Strategy will positively contribute to the council plan, particularly in regard to ensuring Chesterfield is a great place to live, work and visit. The strategy will ensure that all stakeholders, internal and external partners work together to share information, identify emerging issues and work together to prevent issues escalating but also intervene early and positively.

4.14 Legislation

4.15 The Anti-Social Behaviour Crime and Policing Act 2014 gave powers to local authorities, social housing providers and the police to tackle anti-social behaviour (e.g., injunctions, Closure Orders, Community Protection Orders, Public Space Protection Orders and absolute grounds for possession). The new Anti-Social Behaviour Strategy outlines how council services will use these powers in a consistent and proportionate way to seek to reduce and help to prevent antisocial behaviour.

4.16 The draft Anti-Social Behaviour Strategy reflects current national and local priorities (e.g., placing victims at the centre of services and improving the quality of life for local people.)

4.17 The type of anti-social behaviour and the profile of those involved has evolved since the publication of the Councils current ASB policies. Many more ASB

cases involve the use and / or supply of illegal drugs. Many of those involved face personal challenges including substance dependency, mental ill-health, behavioural disorders, social isolation and physical ill-health. The targeting of vulnerable people by organised crime gangs (e.g., “County Lines”) is also far more prevalent.

- 4.18 The new strategy therefore reflects the need to work in harmony with external partners such as the Police, to work collaboratively to understand emerging issues, create integrated problem-solving approaches and proportionately but consistently use enforcement powers where they are required.

5.0 Alternative options

- 5.1 There is an option to retain the current policies, however these are now dated, reactive and process driven and therefore do not incorporate the national approach of taking a victim focused, preventive and multi-agency problem solving methodology. Additionally, the current polices encourage a more siloed approach to anti-social behaviour and do not promote the one team / unified and customer focused approach that is very much part of how the authority seeks to work. The draft ASB Strategy seeks to embed the national approach and organisational values into its structures and methodology, which will be applied consistently across all council departments.

6.0 Implications for consideration – Financial and value for money

- 6.1 There are no financial implications associated with the request to consult on the draft ASB strategy.

7.0 Implications for consideration – Legal

- 7.1 The corporate draft ASB strategy embraces and incorporates current national legislation relating to anti-social behaviour including the overarching principles of being victim focused, prevention, early intervention, and proportional enforcement and as a result there are no additional legal implications associated with the request to consult on the draft ASB strategy.

8.0 Implications for consideration – Human resources

- 8.1 There are no implications for Human resources as a result of the request to consult on the draft ASB Strategy. Going forward it is anticipated that structures and resource levels will remain unchanged.

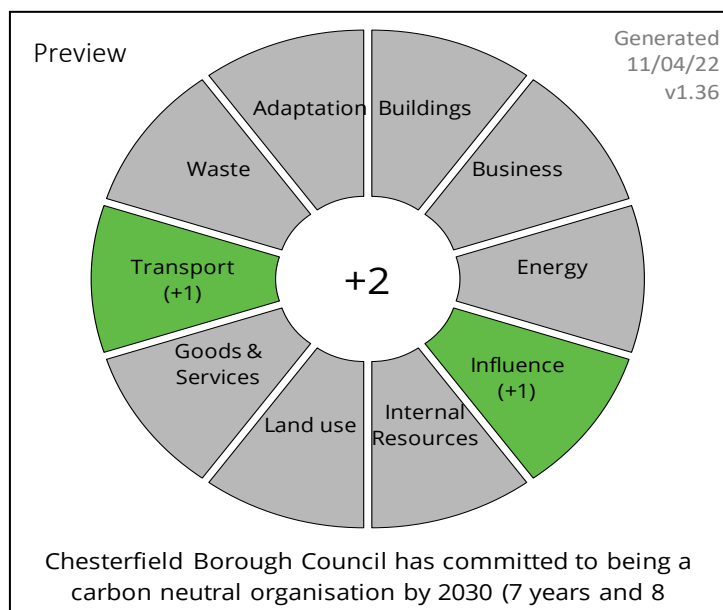
9.0 Implications for consideration – Council plan

- 9.1 The consultation and if approved the introduction of the draft ASB Strategy will positively contribute to the council plan, particularly in regard to ensuring Chesterfield is a great place to live, work and visit. The strategy and the consultation will ensure that all stakeholders, internal and external partners work together to share information, identify emerging issues, and work together to prevent issues escalating but also intervene early and positively.

9.2 It is believed that this multi-agency approach will positively contribute to reducing levels anti-social behaviour and positively contribute to the environment and wellbeing of our communities across Chesterfield. In addition, the approach set out in the ASB Strategy will support enhancing community safety as an integrated, coordinated, multi-agency approach to further develop trust and confidence within our communities.

10.0 Implications for consideration – Climate change

10.1



10.2 A Climate Change Impact Assessment has been completed in consultation with the Chesterfield Borough Council Climate Change Officer, a copy of the full impact assessment can be viewed at Appendix B.

11.0 Implications for consideration – Equality and diversity

11.1 A preliminary equalities impact assessment is attached at Appendix C.

12.0 Implications for consideration – Risk management

12.1 The main risks associated with the consultation on the draft ASB Strategy are shown below:

Description of the Risk	Impact	Likelihood	Mitigating Action	Impact	Likelihood
Inappropriate or inadequate responses to the draft strategy.	Medium	Low	Extensive partner engagement to maximise coverage regarding the public consultation	Low	Low
Challenges relating to the proposed strategy	Medium	Low	The draft ASB Strategy has been developed through multi agency engagement to reflect current methodology and priorities.	Low	Low

Decision information

Key decision number	1096
Wards affected	All

Document information

Report author	
<i>Shaun Morley – Head of Community Safety and Regulatory Services</i> <i>Ian Waller – Service Director - Leisure, Culture and Community Wellbeing</i>	
Appendices to the report	
Appendix A	Draft Corporate Anti-Social Behaviour Strategy
Appendix B	Climate Change Impact Assessment
Appendix C	Preliminary Equality Impact Assessment



Anti-social behaviour Strategy

Owner: Shaun Morley - Head Community Safety and Regulatory Services

Date: May 2022

Review by: May 2025

Contents

Section	Contents	Page
1.0	Introduction, scope and objectives	3 - 4
2.0	Definition and responsibilities	4 - 5
3.0	Priority area - early intervention and prevention	5 - 7
4.0	Priority area – enforcement	7 - 8
5.0	Priority area – diversion	8 - 9
6.0	Priority area – communication and engagement	9 - 10
7.0	Chesterfield Borough Council as a landlord	10 - 11
8.0	Strategy delivery	11 - 12
9.0	Governance	13 - 15
10.0	Monitoring and review	15 - 16

SECTION 1: Introduction, scope and objectives

1.1 Introduction

Anti-social behaviour can affect anyone and can have serious consequences for both individuals and communities alike. We believe that no-one should tolerate anti-social behaviour. Chesterfield Borough Council works in partnership with a range of other agencies and will use appropriate tools and powers available to effectively address anti-social behaviour and ensure that our borough is a safe and welcoming place to live, work, study and visit.

Our anti-social behaviour strategy will inform and drive activity to prevent and resolve anti-social behaviour as early as possible. Through promoting positive citizenship, we aim to prevent, tackle and reduce anti-social behaviour but we will also use proportionate enforcement measures where preventative action has failed.

1.2 Scope

- 1.21 The Anti-Social Behaviour Strategy establishes how Chesterfield Borough Council will approach and manage anti-social behaviour issues with the borough.
- 1.22 The strategy provides a consistent and holistic approach for all Chesterfield Borough Council departments that are involved in managing anti-social behaviour including Community Safety, Housing, Environment Protection, Environmental Health, and the Licensing Department.
- 1.23 The Community Safety Partnership has been consulted in the development of this strategy and is supportive of the strategy and the partnership elements contained within the strategy.
- 1.24 We have identified four key priorities for our anti-social behaviour strategy:
- Early intervention and prevention
 - Enforcement

- Diversion
- Communication and engagement

SECTION 2: Definition and responsibilities

2.1 Definition of anti-social behaviour

Anti-Social Behaviour is defined as 'behaviour by a person which causes, or is likely to cause, harassment, alarm or distress to persons not of the same household as the person' (Anti-Social Behaviour Act 2003 and Police Reform and Social Responsibility Act 2011). The National Standard for Incident Recording (NSIR) has three codes for anti-social behaviour:

Personal - designed to identify anti-social behaviour incidents that are perceived as deliberately targeted at an individual or group rather than the wider community. Incidents such as these can impact on individuals in different ways, ranging from minor annoyance to a serious deterioration of health, mental or emotional wellbeing. Examples of this include an individual or family repeatedly having their windows smashed or having their car vandalised by the same person or group of people and on a regular basis.

Nuisance - focuses on an act, person, condition or 'thing' that causes annoyance, inconvenience, offence or suffering in a local community rather than an individual. Tolerance levels within the community affect how these anti-social behaviour issues are perceived i.e. what is deemed acceptable in one community may cause significant distress in another. Examples of this include neighbours causing distress by being noisy, rowdy, loud and inconsiderate or inconsiderate use of off-road bikes and quad bikes or groups of young people hanging around shops.

Environmental - the interface between people and places. These are incidents whereby individuals and groups have an impact on their natural, built and social surroundings. This category seeks to encourage acceptable and reasonable behaviour so people can enjoy their private and public spaces. Examples of these issues include littering, dog fouling and graffiti.

2.2 Responsibilities

Chesterfield Borough Council is a responsible authority of the Chesterfield Community Safety Partnership as defined by the Crime and Disorder Act 1998. The Act requires the Council to work with the police and other agencies to reduce crime and disorder in Chesterfield. The Council makes a significant contribution to dealing with anti-social behaviour of all kinds and undertakes both investigations and prevention activities.

The Anti-social Behaviour, Crime and Policing Act 2014 is designed to shift the focus from centrally set targets, and the type of behaviour, to looking at the impacts on the lives of victims. The legislation also aims to move away from a “one size fits all” approach to enabling local professionals to implement more tailored responses.

As a landlord, we have a duty to respond to anti-social behaviour affecting our Council tenants. Our landlord duties and powers complement the duties and powers we have to address and prevent anti-social behaviour by non-council tenants.

We also have a range of legal powers to deal with environmental anti-social behaviour such as noise, graffiti, litter, fly-tipping and abandoned vehicles. These responsibilities come from a number of legal instruments and local byelaws, but in particular from the Environmental Protection Act 1990, Clean Neighbourhoods and Environment Act 2005.

SECTION 3: Priority area - early intervention and prevention

- 3.1 Chesterfield Borough Council and our partners will consistently and effectively collate and analyse information and intelligence to understand the root causes of anti-social behaviour issues and those involved or vulnerable to becoming involved in ASB. We will working together to develop long term solutions to anti-social behaviour focused on prevention and include proactive work with community and voluntary sector groups, education providers and partner agencies. Multi-agency problem solving, engagement, local solutions and building community resilience will be at the heart of this approach. Key areas of focus include:

3.2 **Preventing the involvement of children and young people in anti-social behaviour**

Children and young people are a particular group at risk for becoming targets and perpetrators of anti-social behaviour. This objective will focus on young people at risk of becoming involved in ASB but recognises that considerable work is occurring throughout Chesterfield with children and young people prior to them reaching this level.

Key actions include:

- Increase the diversionary and educational support to young people at risk of becoming involved in anti-social behaviour
- Improved communication and engagement to share intelligence, trends and develop innovative and co-ordinated solutions
- Improved co-ordination and development of prevention work undertaken by statutory agencies, education providers and the community and voluntary sector

3.3 **To maintain / increase a visible presence in Chesterfield**

A visible presence is defined as Chesterfield Borough Council staff or partnership organisations such as the Police, performing an enforcement role or function within the local community.

Key actions include:

- Using data and information more effectively to identify emerging issues and tensions to inform effective and targeted interventions
- Identifying concerns early and developing effective local solutions
- Increasing pro-active patrols to increase effectively tackle anti-social behaviour and increase confidence
- Effective, integrated, and targeted use of Council enforcement powers
- Effective work with partnership organisations to provide coordinated and integrated problem-solving activity
- Maximise opportunities for joint learning and development opportunities via the community safety partnership

3.4 Improving the physical environment

Improving the physical environment by introducing crime prevention measures through a holistic problem-solving approach will both reduce the occurrence of anti-social behaviour and increase public reassurance in those areas i.e. designing out crime and anti-social behaviour. Key actions include:

- Developing and improving key measures including alley gating, lighting strategies, improved cleansing
- Utilise 'designing out crime officers' to provide structured advice on new developments within Chesterfield Borough and thereby reduce opportunities for anti-social behaviour and crime
- Effectively utilise CCTV capacity and capability in problem solving activity to reduce anti-social behaviour
- Appropriate and effective use relevant tools and powers i.e. Community Triggers, CPN's, PSPO's and Closure Orders for example
-

3.5 Developing a mediation service

Mediation services and Restorative Justice can effectively prevent anti-social behaviour reoccurring in appropriate circumstances, which can include minor neighbour disputes. We will develop a mediation service that provides an effective tool in reducing calls for services to Chesterfield Borough Council and our partner agencies.

SECTION 4: Priority area - enforcement

4.1 Chesterfield Borough Council will work in partnership to tackle anti-social behaviour by delivering a positive, proportionate, robust and effective response. Our approach will involve targeted use of legislative tools and powers. We will prioritise protecting vulnerable people and more serious incidents of anti-social behaviour. We will focus on the **effective, proportionate and proactive use of anti-social behaviour legislation, practice and processes to prevent and tackle anti-social behaviour**. Key actions include:

- Raising awareness within partner agencies of the procedures for tackling anti-social behaviour and ensure the cooperation of relevant agencies in the prevention and enforcement measures
- Increasing skills and knowledge within the Community Safety Partnership to provide more comprehensive and specialist advice and guidance
- Improve co-ordination and developing of prevention measures

- Ensuring that in all anti-social behaviour cases, swift and appropriate action is taken in line with the council ASB procedures
- Maximise appropriate use of enforcement measures including injunctions, anti-social behaviour legislation, harassment legislation, hate crime legislation, court order, closure notices and Police Reform Act powers
- Extend the training of partner agencies in the use of ABCs (Anti-Social Behaviour Contracts). An Acceptable Behaviour Contract (ABC) is a voluntary written agreement which is signed by an individual committing anti-social behaviour. In signing the contract, the individual is agreeing to abide by the terms specified and to work with the relevant support agencies.
- Create an effective monitoring service of ABCs issued.
- Inform appropriate agencies when ABC's/CBO/Closure orders are issued to ensure effective monitoring takes place and effective services are provided to ensure compliance
- Developing a case management procedure to ensure all accessing the service get a consistent and fair approach, a dedicated case officer, proportionate action plan and regular reviews
- To work with appropriate agencies to give support on orders that are a result of criminal conviction relating to anti-social behaviour

SECTION 5: Priority area – diversion

- 5.1 Together with our partners, Chesterfield Borough Council will develop services to change the behaviour of those involved and susceptible to becoming involved in anti-social behaviour. There will be an emphasis on working with the community and voluntary sector and key statutory partners to create structured diversionary activities, which will provide our local young people with opportunities to undertake constructive activities and also understand the value of being a positive member of their local community. We will focus on **ensuring that support diversionary programmes are developed to prevent and reduce anti-social behaviour.**

Key actions include:

- Working in partnership to develop and support community-led preventative and diversionary activities
- Develop a risk assessment to be completed, by the lead agency or department, to assess the vulnerability and identify any needs of the victim and, where possible, the perpetrator of ASB
- Improved diversionary and support provision for children and young people at risk of becoming involved in anti-social behaviour
- Establish a multi-agency framework to focus on a supportive and outreach approach to engage with and improve outcomes for young people involved in ASB

SECTION 6: Priority area – communication and engagement

6.1 Chesterfield Borough Council will develop effective communication channels with both the communities of Chesterfield and across our Partner agencies. This will include proactive communication about our activities to address anti-social behaviour, particularly by highlighting successful resolutions to problems and community engagement. It is envisaged that by actively promoting the work of Chesterfield Borough Council and our partners, to address anti-social behaviour, we will collectively increase confidence and trust within our local communities. Key areas of focus include:

6.2 Internal communications

Internal communication includes the sharing of information or intelligence in regard to locations or individuals with relevant Partner Agencies. The intention is to reduce harm, repeat victimisation or share information to ensure appropriate compliance or enforcement is undertaken. Key actions include:

- Developing appropriate information sharing protocols between partner agencies
- Developing learning and development and awareness raising opportunities for staff and elected members around tackling anti-social behaviour and the Courts service on the effective use of powers including preventative powers such as the PSPO legislation
- Co-ordination of advice and update to and from relevant partner agencies with regards to legislation and develop of service provision

- Ensure that information relating to the anti-social behaviour strategy is disseminated to all relevant front-line staff

6.3 **External communication and engagement with local communities**

We will use a variety of tools to effectively communicate with our communities including our newsletter Your Chesterfield, website, social media channels and editorial features. This will include key messaging, videography, photography and infographics to increase awareness and engagement amongst a wide demographic. It is important that communication is not just one way but that mechanisms are in place for people's issues around anti-social behaviour to be heard and to influence action. This will help us to reduce anti-social behaviour and fear of crime Key actions include:

- Increasing awareness of how to report anti-social behaviour
- Increasing awareness of work being undertaken by Chesterfield Borough Council and partner agencies to prevent and reduce anti-social behaviour
- Improve communication with victims and witnesses related to anti-social behaviour cases
- We will proactively engage stakeholders in anti-social behaviour prevention and reduction measures

SECTION 7: Chesterfield Borough Council as a landlord

7.1 Chesterfield Borough Council provides housing management services to the tenants of nearly 9,000 homes. We aim to prevent and reduce anti-social behaviour involving Chesterfield Borough Council tenants as either victims or perpetrators. Key areas of focus include:

7.2 **Early Intervention**

- Consistently support vulnerable tenants through referrals to external support providers where this is appropriate
- Effectively share information and intelligence with key stakeholders to identify emerging trends of ASB, develop accurate risk assessments and effective preventative and problem-solving activity

7.3 **Enforcement**

- Effective use of the powers, legal remedies and mechanisms to deal with anti-social behaviour
- When ASB involves children or vulnerable adults, issues and potential remedies will be discussed with appropriate statutory and support agencies. If we need to take legal action. This could include reasonable adjustments and additional action prior to taking legal action as a last resort
- We may disqualify applicants from the housing register if we have evidence that they or members of their household have behaved in an unacceptable manner that makes them unsuitable for a tenancy with the council

7.4 **Communication:**

- Provide support to victims and witnesses throughout their complaint by reducing risk of harm and keeping victims updated
- Recognising our role in protecting victims of ASB and vulnerable members of our community. We will make referrals via safeguarding routes and support services for victims of crime and ASB, and mental health services as required

7.5 The Housing Service has a detailed Anti-Social Behaviour procedure that set out the response tenants can expect from the Housing Service.

SECTION 8: Strategy delivery

8.1 To deliver the strategy we will establish a multi-agency anti-social behaviour theme group who will focus on our priority areas utilising an evidenced based approach. Actions and improvements will be detailed in action plans backed up by SMART targets, key actions, timescales, lead officers and a resource commitment. Where possible external funding and support will be sought. There will be a key focus on:

8.2 Problem Solving

The SARA model is a decision-making model that incorporates analysis and research, tailoring solutions to specific problems, and most importantly, evaluating the effectiveness of those responses. The elements of this model are outlined below:

- Scan

- Analyse
- Respond
- Assess

Our anti-social behaviour plans will have clear measurable objectives linked to our Chesterfield Borough Council priorities of making Chesterfield a thriving borough and improving the quality of life for local people. Our activity will be based on a shared understanding of the current themes and trends captured in our problem-solving plans with clear outcomes.

8.3 Customer Focus

When anti-social behaviour has been reported, Chesterfield Borough Council and our partners will:

- Seek to understand the strengths, challenges and opportunities with individuals and communities to ensure we support them to develop local solutions and naturally build confident and community resilience
- Take swift action to support victims and witnesses
- Act against the perpetrators
- Offer positive interventions to prevent further anti-social behaviour
- Deliver solutions that are proportionately effective and take into account the circumstances of each case
- Seek to effectively gather information, intelligence and evidence to inform the action and interventions taken to address anti-social behaviour
- Keep local communities informed of action taken to address anti-social behaviour within their local area

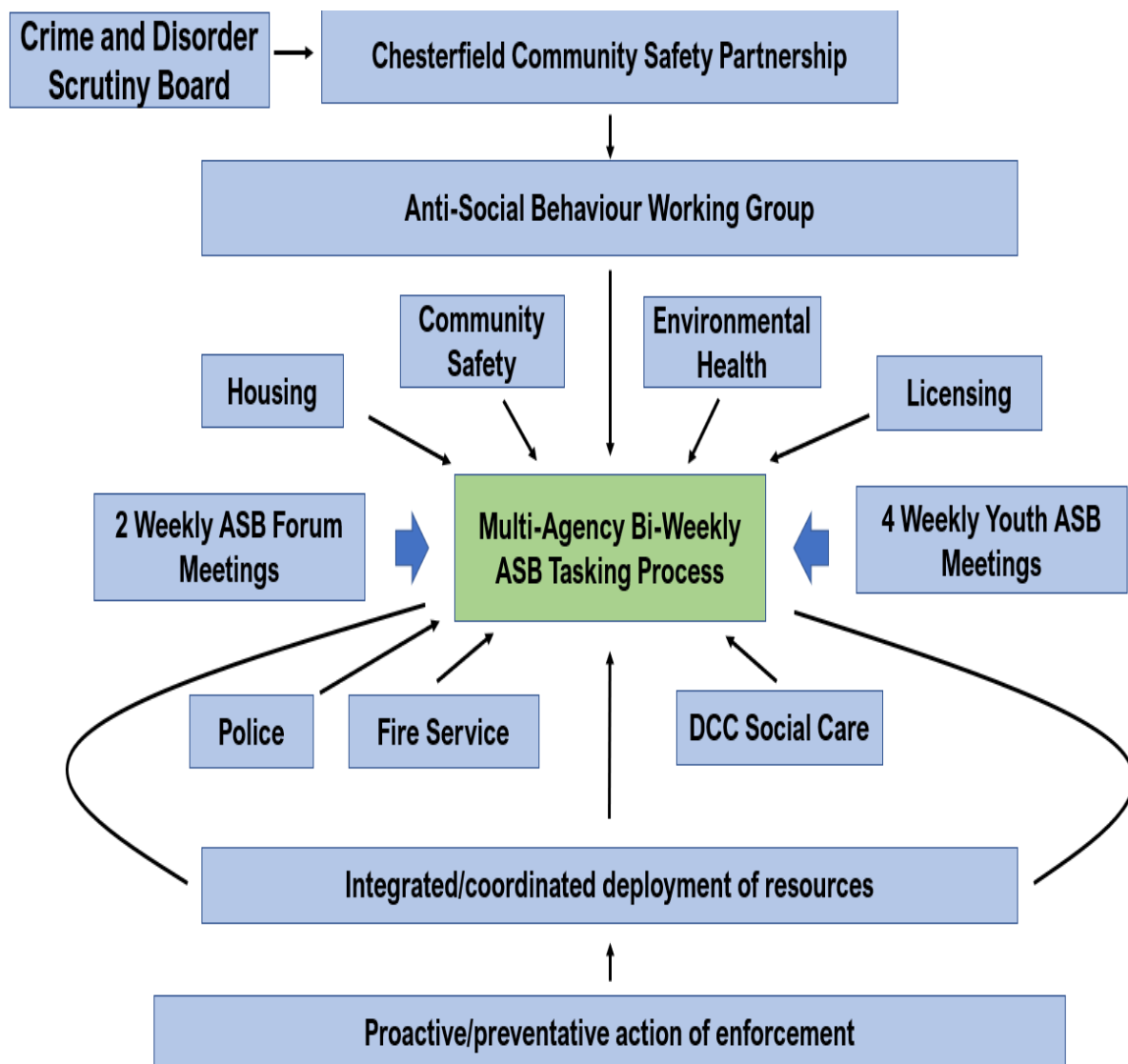
8.4 Locally Sensitive

All agencies will work with customers:

- To identify causes and perpetrators of anti-social behaviour in their communities
- To develop local solutions to problems of anti-social behaviour
- To encourage individuals and local community groups to feed in local intelligence and issues, identify issues early, engage with local communities and give them a voice
- To identify and support victims of anti-social behaviour

SECTION 9: Partnership structure and governance

9.1 The diagram below shows the partnership structure and key governance:



9.2 Strategic

The Chesterfield Community Safety Partnership has a statutory responsibility to identify the key issues which impact on the safety and security of our local communities and also to establish clear objectives for local partners to achieve

in addressing those key issues. As anti-social behaviour is a key concern for the communities of Chesterfield borough then the objectives, provided by the Community Safety Partnership, will include direction on how anti-social behaviour should be tackled and reduced.

The partners that form the Community Safety partnership are Chesterfield Borough Council, Derbyshire County Council, Derbyshire Constabulary, Probation Service, Derbyshire Fire and Rescue Service and Chesterfield Royal Hospital NHS Foundation Trust.

9.3 Tactical

An Anti-social Behaviour working group, including appropriate representatives from Chesterfield Borough Council, Derbyshire Constabulary, Derbyshire County Council and Derbyshire Fire and Rescue Service, will develop and implement an annual plan to achieve the objectives set out by Chesterfield Community Safety Partnership. The plan will provide a multi-agency response to anti-social behaviour based on the principles of prevention, early intervention, problem solving and where necessary, proportionate enforcement.

9.4 Operational

Chesterfield Borough Council will host an Anti-Social Behaviour Multi agency tasking meeting to proactively prevent and manage emerging and engrained anti-social behaviour issues. The ASB Multi Agency Tasking Group will report to Chesterfield Community Safety Partnership and is charged with reducing anti-social behaviour.

- 9.5 Membership of the group will include Chesterfield Borough Council officers and representatives from partner agencies including Derbyshire Constabulary,

Derbyshire Fire and Rescue and Derbyshire County Council Adult Social Care and Children's Services. Representatives should be of sufficient seniority to be able to make decisions on behalf of their services and organisations in order to effectively commit to and deliver the agreed actions of the Tasking Group.

- 9.6 The Anti-Social Behaviour Tasking Group will seek to proactively prevent and address anti-social behaviour at the earliest opportunity, therefore there is a need to be able to track and monitor local trends and 'hot spots'. This will be achieved by effectively collating information and intelligence from relevant

stakeholders to understand local problems, emerging issues and their root causes. The data will then be used to inform activity and interventions, ensuring staff and resources are used efficiently, flexibly and proactively.

- 9.7 Early intervention, prevention, and engagement are key components of our approach to reducing and preventing anti-social behaviour escalating into more complex and serious issues. Additionally, Chesterfield Borough Council will also seek to instil these principles in their Anti-social behaviour structures and policies and will take a multi-agency problem solving approach in tackling engrained or more serious issues.

- 9.8 Community cohesion is critical to the quality of life of local people and, as community leaders, local authorities have an essential role to play in facilitating this. Through working with local partners, through influencing local services and through making things happen, Chesterfield Borough Council can embed community cohesion principles throughout local life and bring about real change to the lives of the people living in their areas. Building cohesive communities brings huge benefits by creating a society in which people from different ethnic, cultural and religious backgrounds can live and work together in an atmosphere of mutual respect and understanding. Cohesive communities are communities, which are better able to tackle common problems, to provide mutual support and to work together for a positive future.

Section 10: Monitoring and review

- 10.1 Performance monitoring will be developed by the anti-social behaviour theme group and fed into the Community Safety Partnership enabling the partnership to oversee and monitor local impact and take decisions about future

intervention priorities. First steps in developing performance monitoring will include:

- Establishing the most appropriate whole population Indicators and maintaining the collection of the required data, which will show how well outcomes are being achieved
- Explaining the factors determining the current position of the Indicator(s) and the trend(s) i.e. understanding the baseline or 'the story behind the curve'
- Identify gaps in data in order to establish data development requirements
- Agreeing and monitoring the Performance Measures (ordinarily within the control or influence of a single partner agency) which are best placed to impact upon the chosen Indicator(s)
- Agreeing and monitoring any Partnership actions required to improve performance and thereby work towards improved outcomes

- 10.2 We will strive towards performance excellence by:

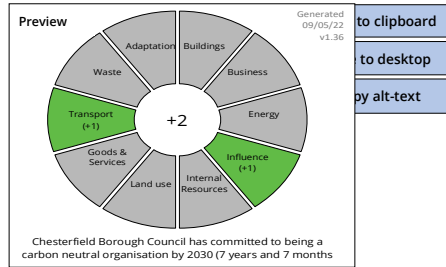
- Ensuring that incidents of anti-social behaviour are recorded monitored and data interpreted to ensure effective deployment of resources
- Training staff in processes and procedures on a continuous basis and update staff on Best Practice and new initiatives
- Continuing to benchmark our performance, policies and practice against other similar service providers
- Monitor performance and create performance indicators where appropriate

- 10.3 The strategy is a three-year strategy, however it will be an opportunity for light touch review annually via the community safety partnership. An annual performance report will be developed for the Crime and Disorder Panel (Overview and Scrutiny) and Cabinet.

Climate Change Impact Assessment Tool (v1.36)

Developed by Chesterfield Borough Council 2021

Report Name	ASB Strategy Climate Change Impact Assessment
Report date	11th April 2022
Report author	Shaun Morley
Project Notes	The Chesterfield Borough Council ASB Strategy will create a corporate approach to anti-social behaviour across all council departments. The strategy will be aligned with national
Export filename	ASB Strategy Climate Change Impact Assessment CCIA 11th April 2022.png



Category	Impact	Notes / justification for score / existing work (see guidance sheet or attached notes for more information)	Score (-5 to +5)
Buildings	Building construction		
Buildings	Building use		
Buildings	Green / blue infrastructure		
Buildings			
Business	Developing green businesses		
Business	Marketable skills & training		
Business	Sustainability in business		
Business			
Energy	Local renewable generation capacity		
Energy	Reducing energy demand		
Energy	Switching away from fossil fuels		
Energy			
Influence	Communication & engagement		
Influence	Wider influence		
Influence	Working with communities	Indirect improvement in relationships with local communities - building trust and confidence with those communities	+1
Influence	Working with partners		
Influence			
Internal Resources	Material / infrastructure requirement		
Internal Resources	Staff time requirement		
Internal Resources	Staff travel requirement		
Internal Resources	External funding		
Internal Resources			
Land use	Carbon storage		
Land use	Improving biodiversity adaptation		
Land use	Natural flood management		
Land use			
Goods & Services	Food & Drink		
Goods & Services	Products		
Goods & Services	Single-use plastic		
Goods & Services	Services		
Goods & Services			
Transport	Decarbonising vehicles		
Transport	Improving infrastructure		
Transport	Supporting people to use active travel	Encouraging active travel if ASB is reduced / crime rates	+1
Transport			
Waste	End of life disposal / recycling		
Waste	Waste volume		
Waste			
Adaptation	Drought vulnerability		
Adaptation	Flooding vulnerability		
Adaptation	Heatwave vulnerability		
Adaptation			
Other	Other 1		
Other	Other 2		
Other	Other 3		
Other	Other 4		

Page 333

Cheat Sheet

1. We are looking at the effects of **this** decision (not our past performance, or actions that represent future decisions)
2. We are looking at the **whole impact** of the decision (regardless of geographical location or organisational boundary)
3. We are only looking at the **climate impact** - other environmental impacts, and social, economic, wellbeing measures are recorded elsewhere.
4. We need to stay **accessible**. Click on the "copy alt-text" button above and then paste the result into the alt text box for your infographic in word. [Click here for a guide](#)
5. Your report must include some explanation as well as the infographic. **If the decision will have consequences past 2030 you must say so in your report.**
6. While there are no other specific rules for writing the summary, some of the things you may want to discuss include:
 - What are the biggest costs and benefits of this activity in terms of the climate?
 - Are there things that we will have to include in future iterations of this action – do you have a recommendation?
 - Are there measures already included in your plan to minimise the costs and maximise benefits with respect to climate change?
 - Are there other costs and benefits which are outside the scope of the CCIA? For example, does the project have high value in terms of economic or social benefit which outweighs the climate cost? Is this a valuable climate action which has a cost elsewhere?
 - What are your ambitions for this activity – what is technically feasible and what do you think we should be aiming for?
 - If we were to carry out the activity in the best possible way for the climate, what would that look like?
 - What method(s) if any are available to monitor our climate performance on this activity? This might include internal data (electricity bills, mileage claims etc.) or an external verification process. Is this feasible? If not, why not?
 - What are the constraints which stop you doing more? Time, money, expertise, political support, partner buy in, something else?

If you get stuck, contact your friendly local climate change officer

[Click here to go to tutorial on adding alt text](#)

This page is intentionally left blank

Chesterfield Borough Council Equality Impact Assessment – Preliminary Assessment Form

<i>Title of the policy, project, service, function or strategy:</i>		Anti-Social Behaviour Strategy 2022 - 2025
<i>Service Area:</i>	Health and Wellbeing	
<i>Section:</i>	Community Safety and Regulatory Services	
<i>Lead Officer:</i>	Shaun Morley	
<i>Date of assessment:</i>	03/22	
<i>Is the policy, project, service, function or strategy:</i>		
<i>Existing</i>	<input type="checkbox"/>	
<i>Changed</i>	<input type="checkbox"/>	
<i>New / Proposed</i>	<input checked="" type="checkbox"/>	

Page 335

Section 1 – Clear aims and objectives

1. What is the aim of the policy, project, service, function or strategy?
<p>The Anti-Social Behaviour (ASB) Strategy outlines how Chesterfield Borough Council and partners, will work in a coordinated and integrated way to proactively address ASB by taking a preventative approach and intervening early.</p> <p>The vision for the strategy is to inform and drive activity to prevent and resolve ASB as early as possible, using proportionate enforcement measures where preventative interventions have failed. Through promoting positive citizenship, the aim is to prevent, tackle and reduce ASB.</p> <p>The strategy will seek to create a community focused approach, where Chesterfield Borough Council and partners will work in a flexible and integrated way, to provide a proactive and high-quality service that effectively tackles ASB.</p>

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

The Community – through early intervention the causal factors of anti-social behaviour will be minimised and therefore its occurrence in the community will be reduced. Chesterfield is a society in which people from different ethnic, cultural and religious backgrounds can live and work together in an atmosphere of mutual respect and understanding.

Partners including CBC staff – The Strategy will provide a multi-agency response to anti-social behaviour based on the principles of prevention, early intervention, problem solving and where necessary, proportionate enforcement. Staff and resources will be used efficiently, flexibly and proactively.

3. What outcomes do you want to achieve?

Anti-social behaviour will be addressed at the earliest opportunity. Trends and 'hot spots' will be monitored. This will be achieved by effectively collating information and intelligence from relevant stakeholders to understand local problems, emerging issues and their root causes. The data will then be used to inform activity and interventions. Chesterfield Borough Council will seek to instil the principles of early intervention, prevention and engagement in the Anti-social behaviour structures and policies, and will take a multi-agency problem solving approach in tackling engrained or more serious issues.

Cohesive communities will be built bringing benefits by creating a society in which people from different ethnic, cultural and religious backgrounds can live and work together in an atmosphere of mutual respect and understanding.

Section 2 – What is the impact?

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

	Potentially positive impact	Potentially negative impact	No disproportionate impact
Age	√	<input 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"/>

Page 337

Section 3 – Recommendations and monitoring

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

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

Yes No

Please explain the reasons for this decision:

The Strategy outlines how CBC and partners will work in a coordinated and integrated way to proactively address ASB which will positively impact those people with protected characteristics.

Section 6 – Knowledge management and publication

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

Reviewed by Head of Service/Service Manager	Name:	
	Date:	DD/MM/YY
Reviewed by Policy Service	Name:	Allison Potter
	Date:	02/03/2022
Final version of the EIA sent to Policy Service	<input type="checkbox"/>	
Decision information sent to Policy Service	<input type="checkbox"/>	

For publication

Revitalising the Heart of Chesterfield (TV080)

Meeting:	Cabinet
Date:	17 May 2022
Cabinet portfolio:	Town Centres and Visitor Economy
Directorate:	Economic Growth
For publication This report is not exempt from publication	

1.0 Purpose of the report

- 1.1 To enable the alignment of key projects; 'Revitalising the Heart of Chesterfield' (RHOC) and the town centre projects of the successful 'Connecting Chesterfield' Levelling-Up Fund bid to create a single project called 'Revitalising the Heart of Chesterfield'.
- 1.2 To reference the progress made on the RHOC project including recent public engagement activity, which has informed updated proposals for the improvement of the Market Place and New Square.
- 1.3 To seek approval for the draft RHOC Master Plan (Appendix A) and the next phase of public engagement and consultation activity.

2.0 Recommendations

- 2.1 That Cabinet approves the recommendations of the Revitalising the Heart of Chesterfield public engagement report, (Appendix B).
- 2.2 That Cabinet approves the draft Revitalising the Heart of Chesterfield Master Plan, the associated supporting material and the approach for further public engagement and consultation.
- 2.3 That delegated authority is given to the Service Director for Economic Growth, in consultation with the Cabinet Member for Town Centres and

Visitor Economy, to make amendments and corrections to the draft Master Plan and associated supporting material to make it ready for public consultation.

- 2.4 That delegated authority is given to the Service Director for Economic Growth, in consultation with the Leader of the Council, the Cabinet Member for Town Centres and Visitor Economy and the Cabinet Member for Economic Growth to consider the feedback from the public consultation exercise, to incorporate any further changes, and to approve the final version of the Revitalising the Heart of Chesterfield Master Plan.
- 2.5 That delegated authority is given to the Service Director for Economic Growth, in consultation with the Cabinet Member for Town Centres and Visitor Economy, the Cabinet Member for Economic Growth and the Service Director for Finance to confirm the award of tenders for the procurement of the enabling works and construction of the Revitalising the Heart of Chesterfield town centre transformation project.

3.0 Reasons for recommendations

- 3.1 To deliver outputs at pace through the 'Levelling Up Fund' which, when combined with the match funding already secured, will support the physical changes required to revitalise Chesterfield town centre.
- 3.2 To contribute to the delivery of the council's economic recovery plan (Covid-19 pandemic) and growth strategy 2019-23.
- 3.3 To respond to the findings of the RHOC public engagement and consultation activities and maximise outcomes from the Vision Master Plan.
- 3.4 To transform the experience of those visiting the town centre, and help sustain the economic future of Chesterfield's high street.

4.0 Report details

Background and context

- 4.1 Chesterfield has been a flourishing market town for hundreds of years but like many town and city centres needs to rise to modern day challenges including Covid-19 pandemic impacts and recovery, shifting retail habits, decarbonisation, digitalisation and the need for an accessible

environment that looks inviting, feels safe and is animated for people of all ages and characteristics.

- 4.2 Due to these factors, footfall decline within Chesterfield town centre remains a concern. This can result in business failures, relocations and a reduction in inward investment, leading to the town's 'offer' shrinking and further decline.
- 4.3 During the period 2016 through 2021 footfall declined in Chesterfield town centre by around 30%, even after taking into account a 90% recovery by November 2021 of footfall to pre-covid levels.
- 4.4 The town centre vacancy rate has increased steadily over recent years from 7.0% in March 2016 to 9.9% in March 2020 (just prior to the first lockdown). The vacancy rate now stands at 12.2% (or 52 vacant units). However, the vacancy rate remains below the national average of 14.5%.
- 4.5 The outdoor market is highly sensitive to changing commercial conditions in the town centre and over the last 5 years has been generating less rental income each year. In 2019-20, the last full financial year prior to the Covid19 pandemic, income dropped from almost £550,000 in 2015-16 to £345,000 in 2019-20.
- 4.6 The reducing income from the market is an issue in itself, but it is also indicative of the year-on-year decline that has been seen in the number of traders and as a consequence the reducing appeal and 'offer' of the council's markets to residents and visitors.
- 4.7 Within just half a mile of the marketplace, hundreds of new homes, jobs, and students are set to arrive over the next 10 years, together with thousands of extra visitors connected by high-speed rail and drawn by the ground-breaking £250m Peak Gateway development. Without direct action to improve Chesterfield's appeal and offer, opportunities to boost the town's footfall will not be fully realised.
- 4.8 Chesterfield's 'offer' can be transformed to meet the modern needs and expectations that people have of town centres and drive footfall and growth. The town's heritage and distinctive characteristics are appealing qualities that provide solid foundations from which to build an experience for people that is uniquely 'Chesterfield', something which differentiates from and competes with other destinations, and also the internet.

4.9 There is a need to position and promote Chesterfield as a contemporary market town – a town which is the focus of a whole range of activities that can generate footfall, whether that's through more commercial and residential development in and around the town centre, or social, leisure and events related activity. There is a need to strengthen the overall town centre offer to ensure that both new and existing residents, workers, visitors, and students come into the heart of the town, whether this is during the daytime or the evening, or in more over-night stays.

Strategic approach to supporting Chesterfield town centre

4.10 Chesterfield Borough Council has developed plans to support a response to the challenges and opportunities presented by the current town centre, including the Council Plan 2019-2023 which includes the key priority of making Chesterfield a thriving borough. A key component of this is supporting and enhancing our vibrant town centres.

4.11 The Council's Growth Strategy 2019-2023 details a programme of key activity and projects that the council will deliver to help secure the long-term growth of Chesterfield's economy. A specific part of the programme commits to 'strengthen the distinctive role of Chesterfield town centre to ensure its longer-term vitality and viability' including the following activities:

- Secure on-going investment and development of the town centre, building on the town's core functions and historic character, and guided by proposals set out in the Chesterfield Town Centre Master Plan.
- Seek to sustain and enhance the important role played by the outdoor market as the key asset in the town centre, including the introduction of additional evening and event markets.
- Provide a positive town centre experience for residents and visitors through the effective co-ordination and delivery of town centre services.

Development of the Revitalising the Heart of Chesterfield project

4.12 Chesterfield Borough Council has made numerous, successful funding bids to resource projects that aim to revitalise Chesterfield town centre through physical change. These include a successful bid to the Derbyshire Business Rates Pooling Initiative in July 2019, which enabled the council to assemble a £1.15m package of funding to deliver capital improvements in

the town centre through the RHOC project, focused on improvements to the outdoor markets. More recently, in June 2021, the council was successful in securing £8,98m of 'Levelling Up' funding, to enable the council to deliver a significantly more extensive transformational public realm project in the town centre than that which would have been delivered through the original RHOC project. This is part of a wider Levelling Up Fund programme worth almost £20 million, which will support this project and the renovation of Stephenson Memorial Hall.

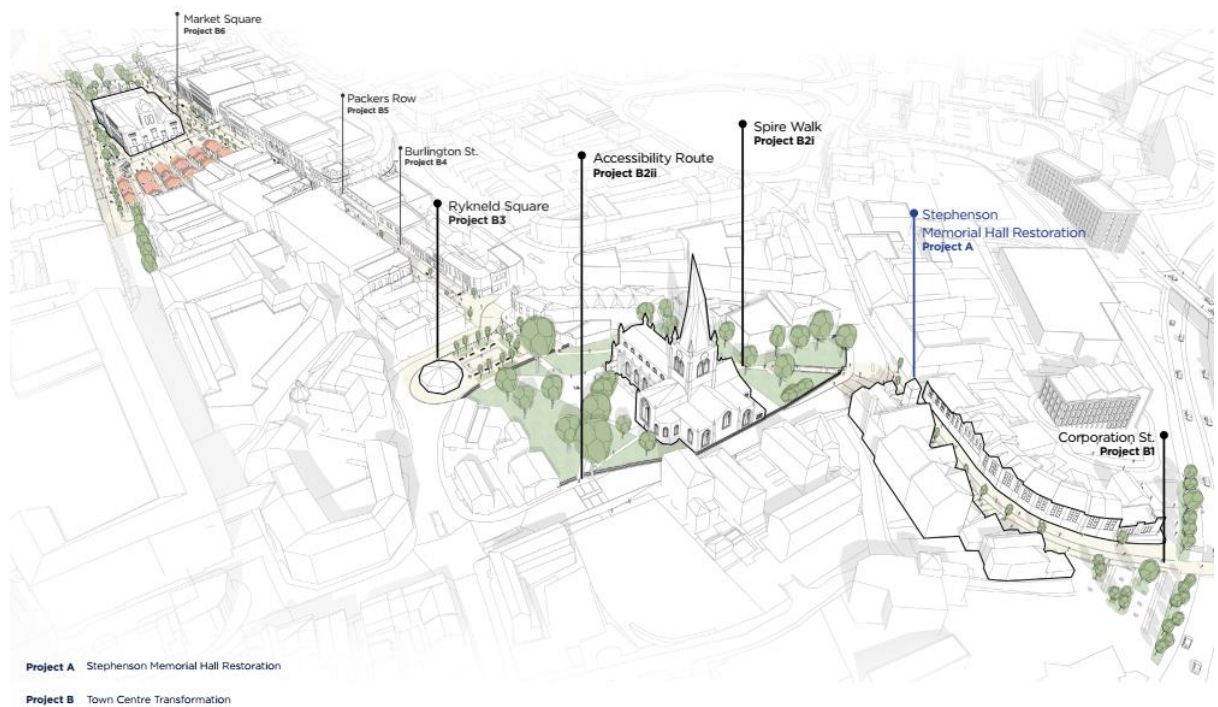
- 4.13 The Levelling Up Fund bid called 'Connecting Chesterfield' proposed transformational regeneration of the historic town centre core centred around four key public spaces, and the connectivity between them and Stephenson Memorial Hall, the iconic Crooked Spire and key visitor arrival points. These spaces would be re-imagined enabling a wide range of flexible uses including markets, festivals, events, cultural celebrations, and community gatherings in a programme that would complement the offer at Stephenson Memorial Hall. Residents, workers, visitors, and students would experience vastly improved access to these spaces and to the connections between them through a combination of high-quality public realm, landscaping, lighting, and wayfinding improvements and an enhanced digital experience.
- 4.14 To ensure the most efficient and effective delivery of the RHOC and 'Connecting Chesterfield' projects, the two have been brought together as one single town centre transformation project under the original badge of 'Revitalising the Heart of Chesterfield', given this term is already in general public use. The two projects have aligned outputs and outcomes and share an overlapping geography and delivery timescale. Managing the two as one, with single governance will also enable more efficient decision-making, smarter procurement, and reduce duplication of effort. The Delivery Plan below sets out the scope of the project and how the Council is planning to approach it.
- 4.15 The total funding available to deliver the RHOC project is £10,28m, including £1,3m match funding comprising £1m of the original RHOC project fund (£1.15m) and £300k of residual funding from Northern Gateway Public Realm scheme (Elderway) for Packers' Row. See the financial section (6.0) for more detail.
- 4.16 The RHOC project will achieve delivery against the 2015 Chesterfield Town Centre Master Plan by meeting the following objectives:

- Improving the public realm and providing a more pedestrian friendly environment.
- Improving green spaces and providing more opportunities for public events and celebration.
- Recognising and preserving our distinctive historic market town and our independent retail, leisure and hospitality offer.
- Improving accessibility.

Proposed draft Revitalising the Heart of Chesterfield Master Plan

- 4.17 Figure 1 shows the area of the town centre to be transformed and the individual projects, as part of Project B, with the other Levelling Up funded project, Stephenson Memorial Hall, shown as Project A.
- 4.18 A concept design – the draft Revitalising the Heart of Chesterfield Master Plan has been prepared to Royal Institute of British Architects, RIBA, Stage 2 to underpin the successful submission made to the Government for Levelling Up Fund funding. The lighting and data elements are to co-ordinate with the draft RHOC Master Plan and be fully integrated into future design stages. The draft RHOC Master Plan has been generated to align with the findings and recommendations of the public engagement exercise referenced in paragraphs 4.32 to 4.35 and Appendix B, and can be found at Appendix A.

Figure 1. Schematic showing the individual projects within RHOC



4.19 The aim of RHOC is to deliver transformative public realm interventions in Chesterfield town centre as shown above, to government defined timescales. These interventions include the following project areas (project code in brackets for reference):

- **Corporation Street** (B1) is part of the town centre conservation area and forms a key gateway into the town centre, particularly for pedestrians arriving via train. The Grade II listed Stephenson Memorial Hall (Project A) fronts onto Corporation Street, which rises steeply towards the Parish Church. The proposed public realm works incorporate a tree lined boulevard with a surface finish that is both contemporary and befitting of the local heritage. The public realm works also aim to bring Corporation Street to life, enhancing its importance as a pedestrian-friendly space linking the railway station and Stephenson Memorial Hall to Rykneld Square and the town centre.
- **Spire Walk** (B2) sits within the grounds of St Mary's and All Saints Parish Church (the Crooked Spire). The priority here is to conserve and emphasise the heritage of the space alongside the Grade I listed Parish Church. Interventions will comprise a light touch landscaping approach and the incorporation of a pocket square to act as a node which will assist wayfinding to / from the Parish Church and on to High Street. It

is also proposed to upgrade the external lighting provision to the Parish Church to allow greater flexibility for events, projections, and seasonal celebrations, and to incorporate a new crossing point to improve pedestrian access and flow.

- **Rykneld Square** (B3) holds a key position on the route connecting St. Mary's and All Saints Parish Church to / from the market square. The current square hosts a service zone / access road which is detrimental to pedestrians wishing to transition through and dwell in this space. Proposals for Rykneld Square include new landscaping and public realm treatments that will be consistent with those planned for Burlington Street and High Street. The design is also intended to be sympathetic to the architectural character of St. Mary's & All Saints Parish Church, whilst providing enhanced space for visitors to admire Chesterfield's most iconic feature.
- **Burlington Street** (B4) connects the Parish Church and Rykneld Square to High Street and the main Market Square. The proposals comprise new landscaping and public realm treatments that aim to create an aesthetically pleasing and seamless transition for pedestrians from the Parish Church to the main Market Square whilst emphasising the array of retail outlets flanking the north and south side of the street.
- **Packers' Row** (B5) provides a critical connection to / from the High Street to Elder Way and the Northern Gateway. Proposals comprise public realm treatments that complement those recently implemented at Elder Way, the use of creative lighting, feature seating, and sculptures that will draw their influence from the history of the town.
- The **Market Place** (B6) proposals are those described and shown in the draft Master Plan, and comprise soft landscaping and public realm treatments that protect the integrity of Chesterfield's historic markets whilst also establishing new spaces for festivals, events, and other leisure and cultural experiences. Other interventions include upgrades to the market stalls with new lighting and access to water and other utilities.

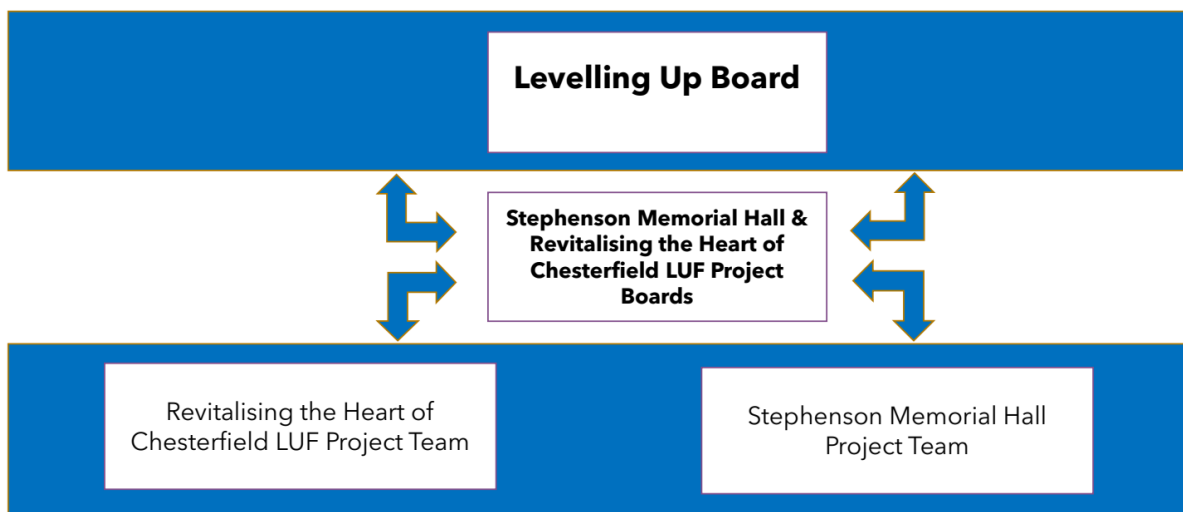
4.20 Other proposals include significant investments in **Lighting and Data infrastructure** spanning the whole project area. These investments are illustrated and described in Appendix J. The approach to these aligned interventions will use energy efficient technology and make our physical

spaces feel more alive by increasing the offer, destination appeal and community engagement with the town. There is an opportunity to deliver more 'wow factor' as well as raising the significance of our heritage landmarks and increasing safety and the general ambience of the town after dark. A data connectivity layer will support beneficial engagement and interactivity between people and the environment

Internal governance arrangements

4.21 Internal governance arrangements have now been established to oversee the whole Levelling Up Fund (LUF) programme (see Appendix C). This comprises a LUF Board and two project boards to individually oversee the two Levelling Up funded projects – Stephenson Memorial Hall and Revitalising the Heart of Chesterfield – which will report to the LUF Board. The Terms of Reference for the LUF Board accord with the Government's Levelling Up Fund requirements. The following organisation chart shows the relationship between the LUF Board and project boards.

4.22 Organogram



4.23 RHOC LUF Project Board decisions to date include agreeing:

- The Project Initiation Document
- Procurement Strategy
- Appointment of the Initial Design Team
- The Lighting Strategy Brief
- Governance Structure and Terms of Reference

- 4.24 Individual project board meetings have been taking place weekly since 9 November 2021. These have importantly agreed ownership for the key tasks required to bring the project forward in accordance with the delivery programme (see below), Government requirements and best practice.
- 4.25 A Project Initiation Document (PID) has been drafted to inform the management of the project through to project completion. It will be updated as necessary through an agreed change control process.
- 4.26 A delivery programme for the project has also been established as per Figures 4 and 5.

Figure 4. LUF overarching timeline:

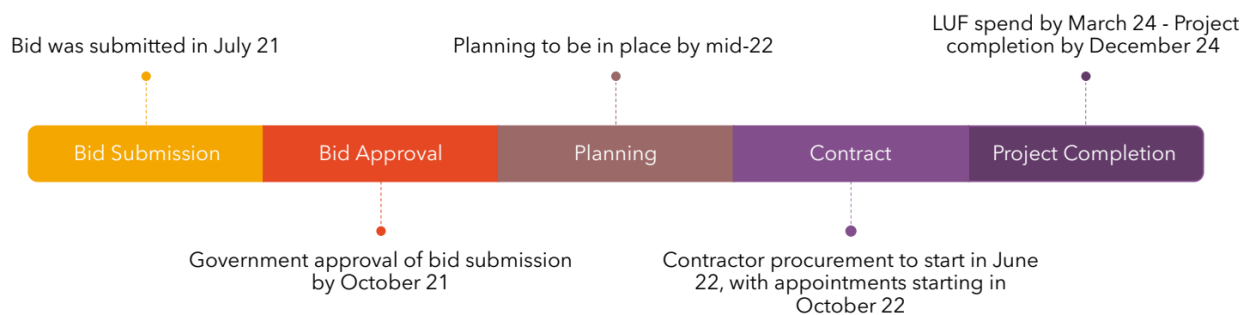
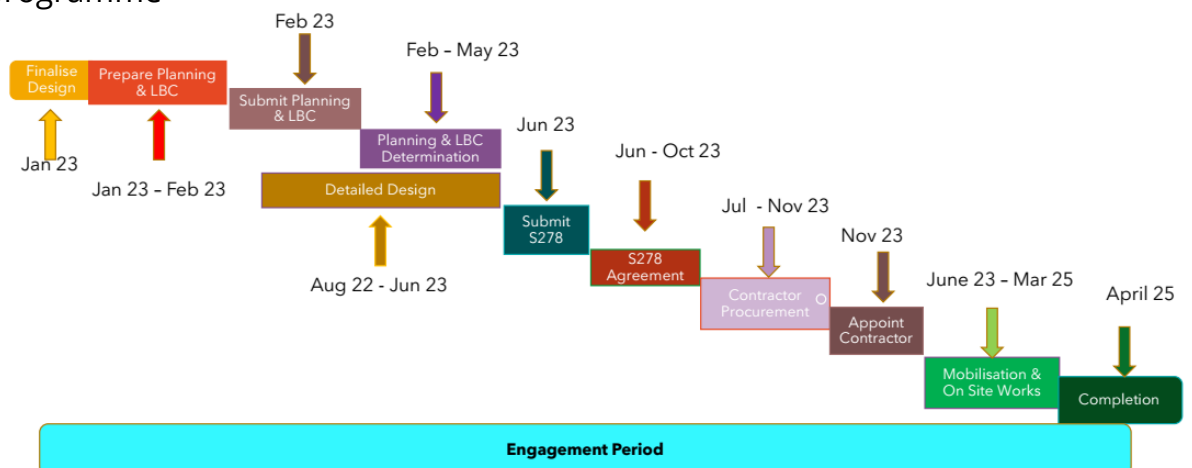


Figure 5. Revitalising the Heart of Chesterfield town centre transformation programme



4.27 Work completed to the start of 2022 comprises:

- Detailed updates provided to Government, Memorandum of Understanding signed and first claim (circa £1.9m) made and payment received

- Project Governance established
- PID written
- Procurement strategy approved
- Rhythm for weekly Project Board meetings established
- Cash Flow forecasts developed
- Delivery programme and timescales agreed
- Project Resource Plan developed
- Lighting Strategy Tender in assessment (prices returned)
- RIBA Stage 2 concept design completed
- Topographical & Utilities Surveys (PAS 128) completed
- Design workshop series commissioned with DCC Highways
- Discussions held with Conservation & Heritage officers
- Tree Survey completed
- Existing cobble construction and reuse options evaluated

4.28 The Council will be obliged to monitor and evaluate the project whilst it is in progress and complete regular assurance reports to the Government to evidence that the various project objectives are being met and have been met at project end. Our approach will:

- Build on the agreed approach to Monitoring and Evaluation as set out in the LUF Bid to Government
- Involve collecting and collating baseline data against which progress can be monitored
- Ensure measurement of key outputs and outcomes
- Be further developed once we receive further guidance from the UK Government on the LUF Assurance and Performance Management Framework

Communication and engagement

4.29 Effective, timely and open communication and engagement with a broad range of stakeholders will be essential to the successful delivery of this programme. The council's vision is to create a town centre that is transformed and thrives for generations to come, but these improvements will inevitably bring some short-term disruption and it is important that local residents, businesses and other key stakeholders are aware of what is happening, buy in to the future vision for Chesterfield town centre, and have regular opportunities to maintain a dialogue with the Council as the project progresses.

- 4.30 The input of stakeholders will also enable the council to adjust the delivery programme as appropriate to more inclusively reflect the needs of the different communities of interest e.g., the market traders.
- 4.31 The council has been actively progressing such engagement activities since December 2020 and as part of the approach a more formal consultation exercise was undertaken between 2 August 2021 and 12 September 2021, post Cabinet’s consideration of the original RHOC design plans. The outcomes of these engagement activities have been consolidated into a single report (see Appendix B) and the following recommendations made:
- 4.32 **Recommendation 1;** In line with the support received and comments made during the consultation process, take the following Public Realm elements of the draft Vision Master Plan through a detailed design process:
- Paving upgrade
 - Street furniture and other structural features
 - Lighting
 - Trees and soft landscaping
 - WiFi
 - Utilities upgrade
- 4.33 **Recommendation 2;** In view of the high level of support, but also recognising the concerns about increased Anti-Social Behaviour (ASB), take the following Public Realm elements through a detailed design process with extra focus on reducing potential ASB and undesirable activity:
- Seating areas
 - Playful aspects

In addition, the council will work constructively with partners to seek to reduce issues associated with ASB.

- 4.34 **Recommendation 3;** Referencing the support received during the consultation process for adjustments to be made to the customer-facing aspects of the Market Place proposals, take the following Market Place elements through a further design process with traders to ensure best fit between trader needs and the town centre adaptations required to support more people choosing Chesterfield as a destination, visiting more often, and staying in the town for longer.
- Market stall re-design

- Market stall and 'events' spatial layout, including an assessment of the layouts proposed to the Council as mentioned above.

4.35 **Recommendation 4;** That the council will draw up a schedule of speciality markets and events / activities to support the animation of the town centre and will work with partners to effectively promote this offer.

4.36 These recommendations have been incorporated into the draft RHOC Master Plan (Appendix A)

4.37 Keeping the broad range of stakeholder groups informed and involved as work progresses is at the heart of the planned communications and engagement activities which the council intends to take forward through a variety of communications channels (including digital, online and in print) and in-person forums / exhibitions to ensure that everyone has an opportunity to be involved. These activities include:

- Developing a comprehensive communications and engagement plan which mirrors the delivery programme. The plan will also seek to maximise opportunities for stakeholders to engage in the future vision for the town centre, while managing the reputational risks which such a large-scale and complex project can present.
- A web-based information portal will be launched and promoted as a key engagement channel for the different stakeholder groups. It will primarily be used for 'Q&A', communication and information purposes – stakeholders will be able view the plan via the portal and engage and ask questions about the programme via a feedback form. At appropriate points the portal will be used to obtain stakeholder feedback on live parts of the design process in order to give the different work packages a public test ahead of commissioning. Accessible alternatives will be developed for those stakeholders without or with limited digital access.
- Opportunities for regular in-person information and engagement events will also be built into the plan. The planned re-launch of the Town Centre Business Partnership will also act as a key forum for effective in-person engagement with the town's retailers and businesses, as the project progresses.

- A further consultation exercise (see paragraphs 4.38 to 4.46 below) in relation to the final draft of the Revitalising the Heart of Chesterfield Master Plan which covers the whole town centre transformation area.

Further consultation exercise

- 4.38 A Consultation Pack will be prepared for public use from the proposals contained in Appendix A – “the draft Revitalising the Heart of Chesterfield Master Plan”
- 4.39 The draft RHOC Master Plan will be the subject of a minimum of six weeks’ public consultation between 24 May 2022 and 8 July 2022.
- 4.40 Appendix D contains an outline communication and engagement plan for the proposed public consultation.
- 4.41 The aim is to seek the opinions of a range of people including the public, retailers, other town centre businesses, market traders, landowners, and statutory bodies such as Derbyshire County Council on the proposals in the draft Vision Master Plan.
- 4.42 The plan is to carry out an online consultation using a ‘virtual’ exhibition space, and in parallel arrange a physical exhibition in at least one prominent place in Chesterfield town centre, such as the Market Hall or the Town Hall. The latter exhibition will be staffed for at least part of the consultation period. The council will also signpost interested stakeholders to a webpage with an introduction and explanation of the consultation process, and a link to the ‘virtual’ exhibition space.
- 4.43 The consultation may include a narrated video presentation with downloadable plans and images from the draft Vision Master Plan. Respondents will be able to provide feedback through accessing an online questionnaire. An email address will also be provided to allow stakeholders to ask questions to which the project team will respond.
- 4.44 In-person workshops will be held during the consultation period for key stakeholders such as Market Traders, Derbyshire County Council, and the Parish Church
- 4.45 Hard copies of the questionnaire will be made available for those unable to access / fill in the online version.

- 4.46 All responses will be collected by the council and assessed in line with data protection regulations.

Next Steps after consultation

- 4.47 The responses received will be reviewed and used to inform the development of any proposed revisions to the draft RHOC Master Plan. These will initially be presented as recommendations to the LUF Board.
- 4.48 As part of this report it is recommended that delegated authority is approved for the Service Director for Economic Growth, in consultation with the Leader of the Council, Cabinet Member for Town Centres and Visitor Economy and Cabinet Member for Economic Growth to approve the final version of the Revitalising the Heart of Chesterfield Master Plan. Should the LUF Board consider the proposed revisions to be so significant that approval would fall outside the Board's Terms of Reference, then the proposed revisions and final version of the draft RHOC Master Plan would be escalated for final approval to the council's Cabinet.

5.0 Alternative options

- 5.1 Alternative options for the Market Place project (B6) have already been considered by the council's Cabinet on 20 July 2021 as part of the 2021 version of the RHOC draft Vision Master Plan report. These were described as a series of market layout options with a recommendation to proceed with the one that scored the highest following evaluation against a specific set of project criteria.
- 5.2 The projects now proposed as part of the RHOC project deliver specific commitments made in the Council Plan, Growth Strategy and Chesterfield Town Centre Masterplan. These are directions for action that have already been subject to options appraisals and scrutiny.
- 5.3 The council's bid to the Government's Levelling Up Fund was developed to meet the Government's bid criteria for which no alternative options were provided. The council submitted a compliant bid. If the council chooses to not adhere to the conditions of the bid – including what was set out in the council's proposals – then we place at risk the ability to realise a once in a generation grant funding opportunity.

6.0 Implications for consideration – Financial and value for money

- 6.1 The Revitalising the Heart of Chesterfield project does not require the council to borrowing any money to invest into the project as the sources of grant funding detailed below are considered sufficient to cover the expenditure required to complete the proposed works. A rigorous cost control process is also in place to ensure costs are kept within budget as the various work packages are commissioned.
- 6.2 A detailed project budget was assembled to support the council's bid to the Government as well as a Cash Flow Forecast by a Chartered Member of the Royal Institute of Chartered Surveyors (RICS) following the latest RICS approved methodology.
- 6.3 These documents have been updated since the LUF bid was submitted and were sent back to the Government on 14 January 2022 to form the basis of the funding contract. Further changes or updates will be subject to change control processes and require LUF Board approval (subject to remaining within the original project budget envelope).
- 6.4 More recently, a further detailed cost appraisal has been completed of the RIBA stage 2 design by a Chartered Member of the Royal Institute of Chartered Surveyors, which shows a minimal rise in the construction costs (2.5%) against the original project budget following more detailed design. However, it is felt within the scope of future detailed design stages to target a 2.5% reduction to maintain a balanced project budget.
- 6.5 The project detail is not sufficiently advanced at present to undertake a value engineering exercise. However, the plan, at the appropriate time, is to identify a schedule of value engineering opportunities to aid the mitigation of any potential cost overruns. In addition to this, periodic reviews of inflation will be specifically undertaken to monitor changing market conditions.
- 6.6 A Quantitative Risk Assessment is also currently being carried out to give a more accurate assessment of the potential costs of addressing specific project risks. However, when the council made its bid to the Levelling Up Fund, a £1.9m allowance was included to provide contingency and to cover potential construction price inflation above the benchmarked construction prices used to prepare the original project budget.
- 6.7 A procurement strategy has been put in place in concert with the council's procurement team to properly evaluate the options available, mitigate risks and achieve value for money. The strategy aims to support the

project to keep on programme and describes an approved framework that will enable the council to consider early risks in respect of lack of detailed design information, construction material scarcity and uncertain delivery timeframes whilst also ensuring the right skill sets are available to the project to ensure vital progress is made early enough to ensure that later procurement exercises have all the options available to them to achieve value for money. The strategy is there to guide the whole Levelling Up Fund programme and has a section specifically for the two flagship projects as well as for the commissioning of the lighting and data infrastructure projects.

- 6.8 The council secured £8.98m of LUF funding on the basis of £1.3m match funding also being available to the town centre transformation project, which gives a total project budget of £10,28m.
- 6.9 The match funding is provided from the funding package assembled in 2019 to support the original Revitalising the Heart of Chesterfield (RHOC) project and the Packers' Row extension (part of the Northern Gateway Public Realm works). The funding package was assembled from 4 sources:
- i. Sheffield City Region Investment Fund - £1.2m
 - ii. Derbyshire Business Rates Retention Fund - £1.08m
 - iii. CBC - £0.36m (funder requirement of CBC)
 - iv. D2N2 LEP Local Growth Fund - £0.65m (totally spent by March 2021)
- 6.10 The above funding package of £3.29m was split between the market reconfiguration project (RHOC - £1.15m) and 'Northern Gateway' public realm improvement works to Elderway and Knifemithgate (£2.14m, now completed with £438k remaining to complete Packers' Row scheme extension). The £1.3m match funding does not require any further approvals and is apportioned as follows:
- i. £1m Derbyshire Business Rates Retention Fund, committed to the Market Place project (B6) via the Revitalising the Heart of Chesterfield project and also to the Packer's Row project (B5)
 - ii. £300k Chesterfield Borough Council match funding committed to the Market Place project (B6)

- 6.11 The new RHOC project is vulnerable to losing its match funding should the council decide to not proceed with either the Market Place (B6) or Packer's Row (B5) projects, however Packers' Row is due to start on site once the S.278 Agreement is settled (expected April 2022) and the council remains fully committed to delivering the Market Place project, including committing financial resources to it.
- 6.12 The council has been in regular dialogue with the Derbyshire Business Rates Pooling Initiative (DBRPI). Following the Government's agreement to the updated cash flow in February 2022, the council has confirmed with DBRPI the new timeline for completing the investment of their grant funding, and this has been agreed.
- 6.13 The Government will pay the LUF grant to the council in portions every 6 months across the project period, in relation to which the council has to demonstrate expenditure and progress. The Government will pay the grant based on the council's submitted cash flow statement for 3 months in arrears and for 3 months in advance. The first claim has been submitted (circa £1.9m) and paid to the council covering expenditure calculated back to April 2021. The Project Team has prepared a cash flow analysis for the whole amount over the project term and is liaising with the council's Finance Team to ensure plans are put in place to properly resource the claims process.
- 6.14 Procurement of all services and construction contracts will be carried out in conjunction with the council's Procurement Team and the contract law team and guided by the LUF procurement strategy to ensure value for money is achieved.
- 6.15 Those elements of the town centre transformation project that will form part of the highway maintained at the public's expense are expected to require a Section 278 agreement with the Highways Authority (DCC). These agreements ordinarily include the payment of a bond (120% of the works value) to the Highway Authority as well as other costs. The bond can be waived by the Highways Authority when works are carried out by another local authority. Such a waiver will be requested by the council in good time to ensure that the council is not required to resource the bond.

7.0 Implications for consideration - Legal

- 7.1 There are two funding agreements relevant to the project, one with the Government and the other with the Derbyshire Business Rates Pooling

Initiative, which create a legal relationship between us and the funders in respect of the conditions under which the funding is granted.

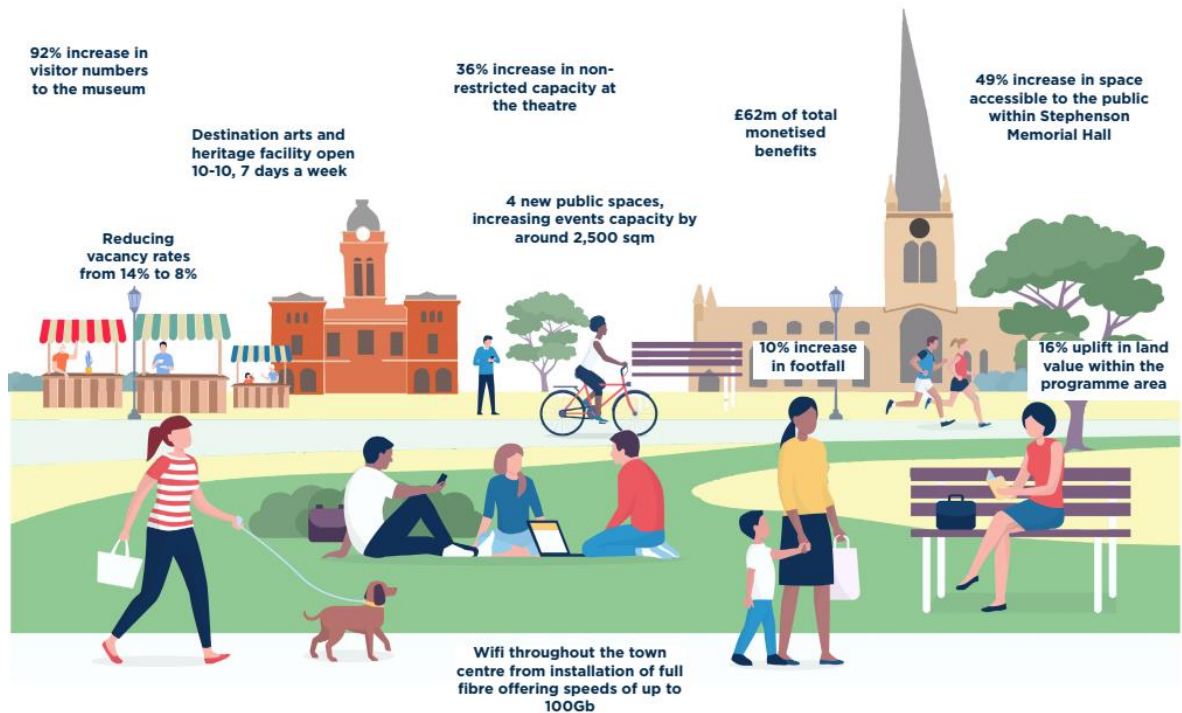
- 7.2 The project will require legal input from council staff to settle and conclude any necessary Section 278 agreements with Derbyshire County Council for the project team to be able to implement adjustments to land under the control of the highway's authority.
- 7.3 The project will also likely require input from the council's contract and property law team in relation to adjoining landowners, should the project require the establishment of legal relationships in relation to access to, impacts on or acquisition of land and / or property within their respective ownerships.

8.0 Implications for consideration - Human resources

- 8.1 The funding for the project is for the delivery of capital improvements. The funding does not allow for the resourcing of additional staff where their input cannot be tied to the practical delivery of capital works.
- 8.2 When the project approaches the construction phase, it is expected that a Clerk of Works or similar position will be required to manage and provide quality assurance of the multiple works contracts that will need to be progressed.
- 8.3 Outside of this additional resource, there is felt to be suitable and sufficient staff resources to bring the Revitalising the Heart of Chesterfield project through to fruition. The scheme will also require the specialist expertise from time to time of other council directorates and teams.

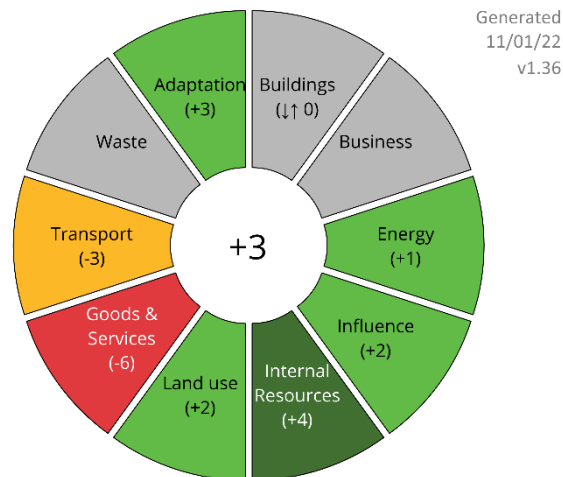
9.0 Implications for consideration - Council plan

- 9.1 As detailed in Section 4, the Revitalising the Heart of Chesterfield project will undoubtedly have a positive impact on the council's priorities of 'making Chesterfield a thriving borough' and 'improving the quality of life of local people'.
- 9.2 The strategic and economic impacts of the project were exemplified throughout the Levelling Up Fund funding bid and also in the bids made to the other funding streams, and are further summarised in the following infographic:



10.0 Implications for consideration – Climate change

- 10.1 There are some aspects of the project that are known at this time e.g., there will be lots of trees planted, improvements made to the energy efficiency of street lighting etc.; what is not known is the exact way that these elements will be designed and implemented. We will need to know this information for a full and proper assessment to be made of the impact of the project on climate change.
- 10.2 The RIBA stage 2 design has been socialised with the council's climate change officer and subjected to the council's Climate Change Impact Assessment tool. The outcomes, though provisional at this juncture, have then been taken into account in preparing the ground for the procurement of services (such as engineers and construction partners).
- 10.3 A Climate Change Impact Assessment tool pie chart is shown below to communicate pictorially the current climate change impact of the project, based on the current status of information.



Chesterfield Borough Council has committed to being a carbon neutral organisation by 2030 (7 years and 11 months)

10.4 *A copy of the completed spreadsheet and accompanying text has been sent to climate@chesterfield.gov.uk as required.*

11.0 Implications for consideration – Equality and diversity

11.1 See Appendix F

12.0 Implications for consideration – Risk management

12.1 The efficient and effective delivery of the project requires all risks to be identified, assessed and then removed, reduced or managed. The process of risk management has been live since the start of the RHOC project in 2020 and through the period of developing the LUF bid. This gives a foundation of risk management to move the new RHOC project forwards. The following commitments to risk management are in place.

- i. Initial assessment of project risks through the LUF bidding process.
- ii. Key risks have been identified, risk owners allocated, and initial mitigation measures agreed.
- iii. A Quantitative Risk Assessment process that will accurately define the likely financial impact of the risk profile is close to completion.
- iv. Risk Management Strategy in the early stages of development.
- v. A programme of regular Risk Review Meetings is in place as part of wider project governance.

- vi. A risk log has been drafted and will be actively monitored by the project team.

Description of the Risk	Impact	Likelihood	Mitigating Action	Impact	Likelihood
The project is not approved for consultation by Cabinet	HIGH	LOW	Clearly set out the positive impact the delivery of the project will have and how the risks to the council can be properly removed, mitigated or managed	HIGH	VERY LOW
Securing Permissions and agreements required to implement the works takes longer than planned (Planning Consent / S.278 for example)	HIGH	HIGH	Early engagement with the right people at CBC and DCC and putting an effective plan / resources into place at the right times to smooth process and avoid delays	HIGH	MEDIUM
Funding Claw-back / deadlines	HIGH	MEDIUM	Speak with funders to understand requirements. Diligent and competent project management and assurance arrangements, with regular check and challenge through the LUF Board	HIGH	LOW
Effectively managing public and stakeholder expectations, needs and aspirations.	HIGH	MEDIUM	Develop an effective communications and engagement plan; and ensure that it is properly	HIGH	LOW

			resourced and delivered.		
Overspending / under delivering / governance	HIGH	MEDIUM	Put strong project governance, financial management and reporting into place and regularly review and manage	HIGH	LOW
Project specific liabilities and risks, in H&S / CDM / contracts etc..	HIGH	HIGH	Put an effective Risk Management Plan in place and regularly review and manage	HIGH	LOW
Town centre business continuity / disruption	HIGH	HIGH	Pay heed to the opinions of key stakeholders in ensuring that all works are effectively sequenced and that disruption mitigation plans are put in place to proactively deal with any risks and concerns	HIGH	MEDIUM

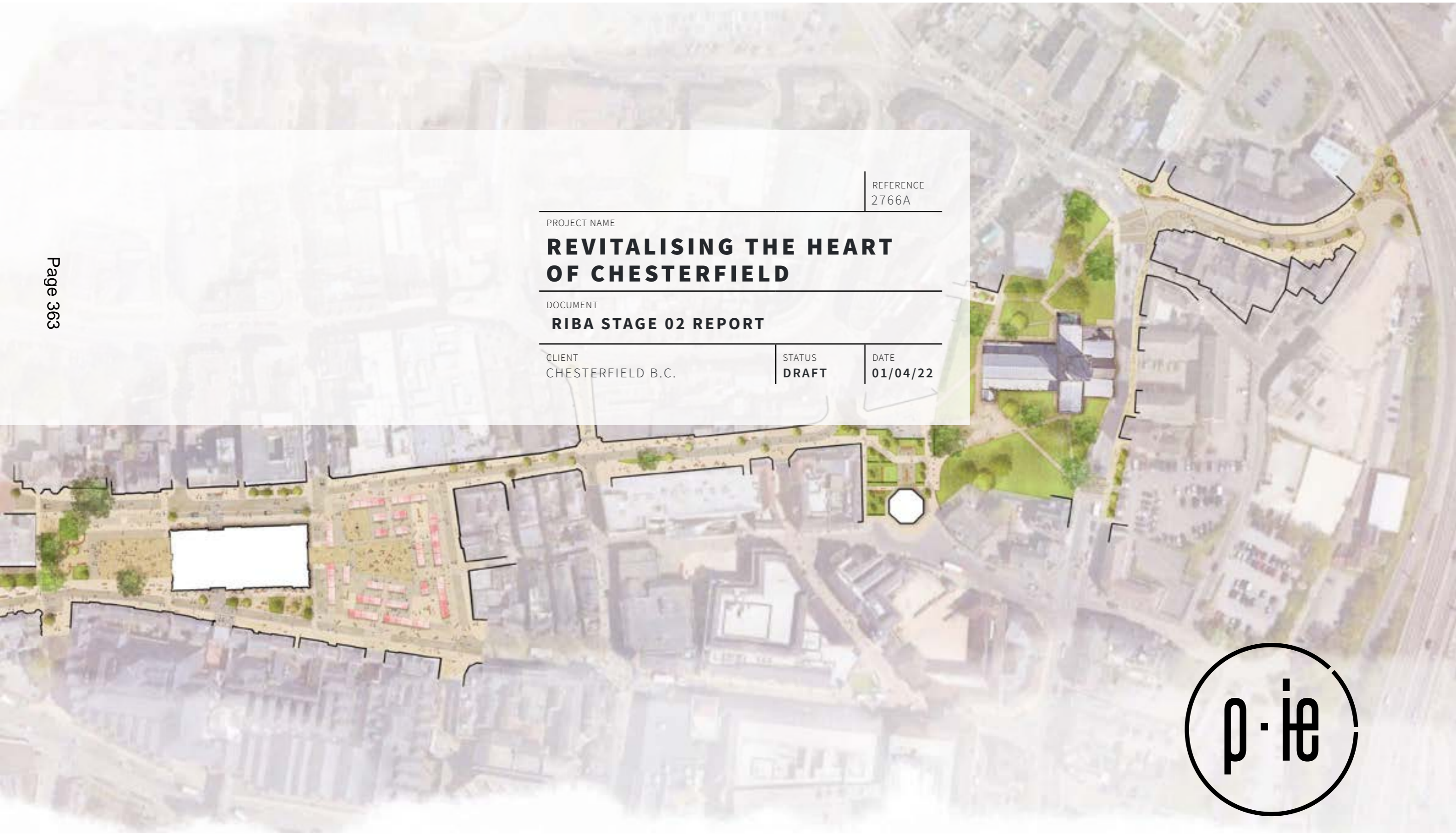
Decision information

Key decision number	1095
Wards affected	ALL

Document information

Report author	
<i>Neil Johnson, Service Director, Economic Growth & Stephen Wenlock, Joint Growth Unit Manager</i>	
Appendices to the report	
Appendix A	DRAFT RHOC Master Plan

Appendix B	RHOC Engagement and Recommendations Report
Appendix C	Governance Summary
Appendix D	draft Communication and Engagement Plan
Appendix E	Financial Detail
Appendix F	draft Equalities Impact Assessment
Appendix G	RHOC Consultation #1 Report
Appendix H	RHOC Consultation #2 Report
Appendix J	Data and Lighting



REFERENCE
2766A

PROJECT NAME

REVITALISING THE HEART OF CHESTERFIELD

DOCUMENT

RIBA STAGE 02 REPORT

CLIENT
CHESTERFIELD B.C.

STATUS
DRAFT

DATE
01/04/22



DOCUMENT CONTROL

FILE NAME

2766A-ID-001-02-CHESTERFIELD TOWN CENTRE TRANSFORMATION

PREPARED BY (INITIALS)

JTO

CHECKED BY (INITIALS)

GB



Contents

1 INTRODUCTION AND PLANNING CONTEXT	4	6.4 The Market Quarter- Celebrating Identity	44	input)	82
1.1 The Ambition	5	6.5 The Market Quarter - Urban Greening and Sustainability	45	7.6 Proposed Market Stall Layouts 3D arrangement	83
1.2 Scope of the Project	6	6.6 The Market Quarter - Social Dwell and Active Edges	46	7.7 New Square and Market Square - Overall Branding	84
2 HISTORICAL CONTEXT	7	6.7 The Market Quarter - Destination Events	47	8 CREATING A SAFE SPACE	85
2.1 Chesterfield's Historical Timeline	8	6.8 Market Square Proposals	48	8.1 Existing Vehicular Access Control Measures	86
2.2 Social and Cultural History: A Focus of Politics and Protest	11	6.9 Market Square Precedents	49	8.2 Allowing For Necessary Vehicular Access And Servicing	87
2.3 Historical Map Analysis	12	6.10 New Square Proposals	50	8.3 Proposed HVM Protection	88
2.4 Historical Map Comparison	13	6.11 New Square Precedents	51	8.4 Proposed HVM Protection - New Square	89
2.5 Heritage and Conservation	14	6.12 New Square Activation	52	8.5 Proposed HVM Protection - Market Square	90
3 UNDERSTANDING THE TOWN	15	6.13 New Square Activation	53	8.6 Proposed HVM Protection - Burlington Street and Church Lane	91
3.1 Town Centre Destinations	16	6.14 Low Pavement	54	8.7 Proposed HVM Protection - Vicar Lane and South Street	92
3.2 Building Occupancy Type - Market Squares	17	6.15 High Street Plan	55	9 MATERIALITY	93
3.3 Building Occupancy Type - Church, Rykneld Square and Corporation Street	18	6.16 Streetscene Precedents	56	9.1 Approach to Materials	94
3.4 Pedestrian and Cycle Routes	19	6.17 Pocket Square	57	9.2 Treatment of Existing Setts	95
3.5 Adopted/Unadopted Highways	20	6.18 Pocket Square Precedents	58	9.3 Re-use of Existing Setts - Understanding the Existing Condition	96
3.6 Archaeological Features	21	6.19 Burlington Street	59	9.4 Approach to Planting	97
3.7 Dwell Space and Active Streets	22	6.20 Burlington Street Precedents	60	9.5 Climate change and adaptation and considerations for the public realm	98
3.8 Greenspace and Tree Coverage	23	6.21 Church and Rykneld Square - Proposed Spatial Arrangement	61	9.6 Existing Trees and Planting - Market Square	99
3.9 Hard Materials Analysis - Market Square	24	6.22 Church and Rykneld Square Vision - Urban Greening and Sustainability	62	9.7 Species Selection - Street Trees to Predominantly Hard Areas	100
3.10 Hard Materials Analysis - Rykneld Square, Church and Corporation Street	25	6.23 Church and Rykneld Square Vision - Social Dwell	63	9.8 Existing Trees and Planting - Church Grounds	101
3.11 Furniture Typology Analysis - Market Square	26	6.24 Rykneld Square	64	9.9 Species Consideration - Church and Rykneld Square	102
3.12 Furniture Distribution Analysis - Market Square	28	6.25 Rykneld Square Precedents	65	9.10 Existing Trees and Planting - Corporation Street	103
3.13 Furniture Typology Analysis - Rykneld Square, Church and Corporation Street	29	6.26 St. Mary and All Saints Church	66	9.11 Approach to Landscape Maintenance	104
3.14 Furniture Distribution Analysis - Rykneld Square to Corporation Street	31	6.27 St. Mary and All Saints Church	67	10 FURTHER INFORMATION	105
4 OPPORTUNITIES AND CONSTRAINTS	32	6.28 Corporation Street Option 1 - reduction to a one-way street	68	10.1 Public Transport and Bus Links	106
4.1 Opportunities and Challenges- Market and New Squares	33	6.29 Corporation Street Option 2 - Partial Road Closure	69	10.2 Vehicular Movement	107
4.2 Opportunities and Challenges - Rykneld Square and St Mary and All Saints Church	34	6.30 Corporation Street Precedents	70	10.3 Public and Private Car Parks	108
4.3 Opportunities and Challenges - Corporation Street	35	6.31 Overall Vision - Embrace Heritage	71	10.4 Taxi Ranks and Drop Off	109
5 PRECEDENT STUDY AND SCALE COMPARISON	36	6.32 Overall Vision - Encourage Play	72	10.5 Utilities - New Square and Market Square	110
5.1 Market Square Scale Comparison - Old Market Square, Nottingham	37	6.33 Overall Vision - Wayfinding and Signage	73	10.6 Utilities - Rykneld Square and Church	111
5.2 Church and Rykneld Square Scale Comparison - Blackburn Cathedral	38	6.34 Overall Vision - Landmark Views	74	10.7 Utilities - Corporation Street	112
5.3 Corporation Street Scale Comparison - Fishergate, Preston	39	6.35 Overall Vision - A Safe Space	75	10.8 Below Ground constraints - New Square	113
6 VISION AND CONCEPT DESIGN	40	6.36 Overall Vision - Lighting	76	11 SUPPORTING DRAWINGS	114
6.1 Overall Vision Masterplan	41	7 THE MARKET	77	11.1 Overall General Arrangement	115
6.2 Proposed Character Areas	42	7.1 Existing Market Provision	78	11.2 Market Quarter	116
6.3 The Market Quarter - Proposed Spatial Arrangement	43	7.2 Existing Photos	79	11.3 Burlington Street	117
		7.3 Proposed Market Stall Design - Being developed with traders and subject to further consultation	80	11.4 Rykneld Square and the Church interface	118
		7.4 Proposed Permanent Market Stall Layout - Market Square (subject to continued trader input)	81	11.5 Corporation Street - One way scheme	119
		7.5 Possible Temporary Market Stall Layout - New Square (subject to continued trader		11.6 Corporation Street - Partial road closure	120



1.1 The Ambition



This vision document for Chesterfield's Market Squares, Rykneld Square, and Corporation Street together with adjacent streets, has been commissioned by Chesterfield Borough Council as part of their successful Levelling Up fund submission.

This document has been prepared by Planit-IE on behalf of Chesterfield Borough Council and represents concept ideas for the public realm regeneration of the town centre within the bid area. Funding was also secured to refurbish the existing Stephenson Memorial Hall, which is being progressed separately to this commission but is referenced in concept designs and considerations for Corporation Street.

The purpose of this document is to establish a concept masterplan framework for the Levelling Up project area as part of Chesterfield's Revitalising the Heart of Chesterfield ambitions. This will set quality and aesthetic standards aimed at regenerating the town centre, helping to drive footfall and connectivity, improving dwell times, and enabling activation.

The provision of a consolidated framework enables phased implementation and more effective consideration of potential investments or developments.

The following document provides a review of the town's heritage, a thorough analysis of the study area, and identifies key considerations and constraints. This knowledge has been used as a basis to develop the vision and concept design with particular detail, and consideration placed on Market Square, New Square, Rykneld Square, St. Mary's and All Saint's Church, and Corporation Street.

The masterplan above demonstrates the extent of the Revitalising the Heart of Chesterfield project and the scale of Chesterfield Borough Council's ambition to provide meaningful regeneration of the town centre for the benefit of its communities and visitors.

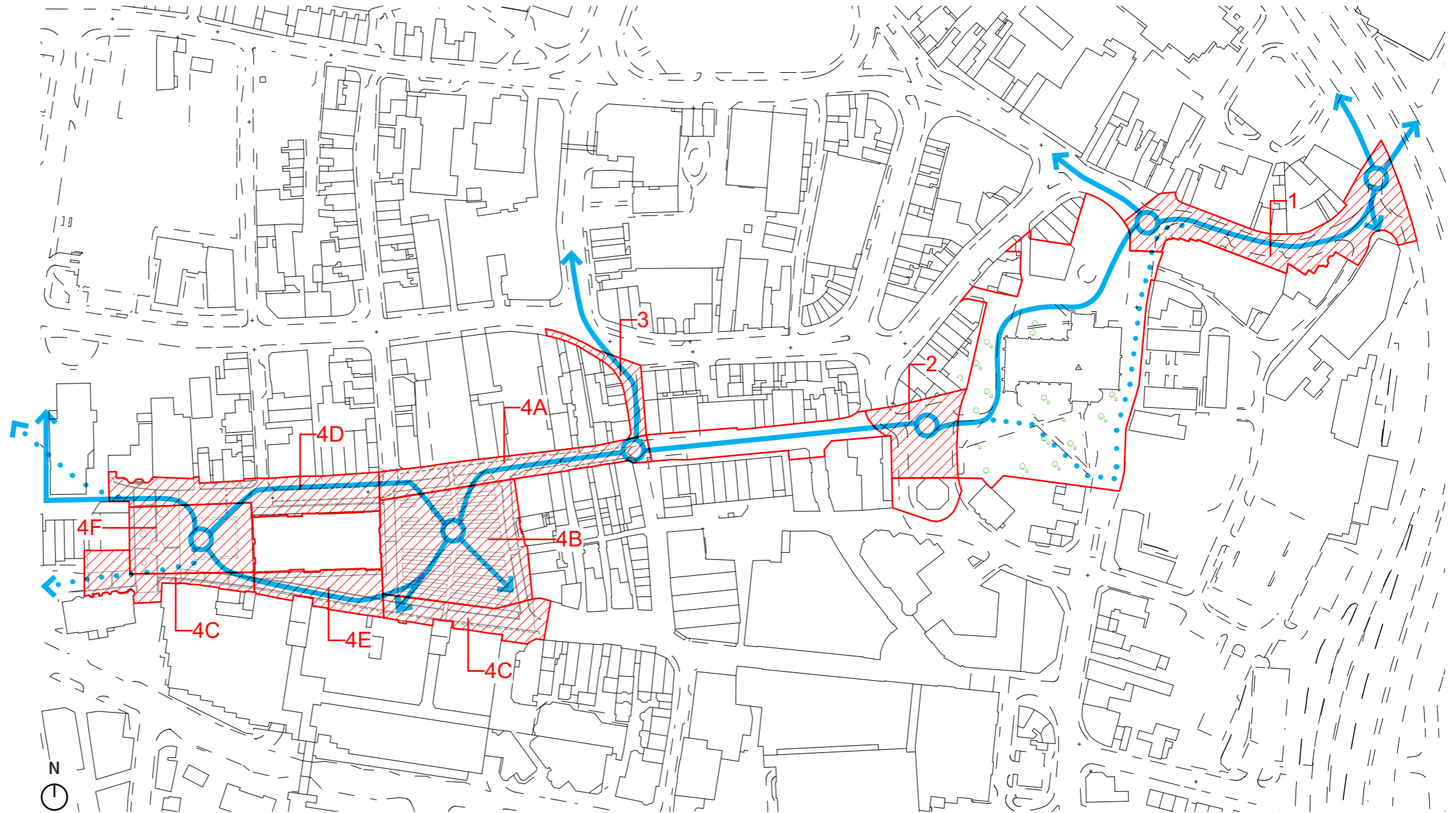
The adjacent plan demonstrates the phasing schedule as part of the Levelling Up funding, starting with Corporation Street as the first phase. It is important to note that the area of Packer's Row (phase 3) is included in the Levelling Up funding but is being delivered on-site as of February 2022.

1.2 Scope of the Project

The adjacent diagram represents the scoping plan that was submitted as part of the Levelling Up fund bid submission. This diagram, initially prepared by Whittam Cox Architects, identifies the areas highlighted for significant public realm works and the resultant improvements to town centre connectivity.

The project also includes the development of strategies around lighting and digital connectivity. These are currently being commissioned separately to this vision but will form an integral part of the final delivery design.

The scoping plan includes Packers Row. This street has been detailed to construction level and is due to commence on-site in Spring 2022, it will be the first phase of LUF delivery.



KEY

- Overall Boundary
- ▨ Development Zones
- Connectivity Links/Locations



2.1 Chesterfield's Historical Timeline

Chesterfield has historically been a settlement since **Roman times**, arriving around 70AD a fort named the Fort Of Castrafield was occupied by soldiers until around 117AD. The name Castrafield means 'standing walls in a field' and early English later changed this name to Chesterfield, which means Open Land By The Fort.

Archaeological excavations at Vicar Lane found post holes of two or three buildings situating the original **Roman fort** location, around 50 yards west of the St Mary's and All Saints Church. Signs of an annex to this fort from 14-150AD were also unearthed around Spa Lane demonstrate the historic occupation of the site.

The first signs of the Anglo Saxons can be found in the font of **St Mary's and All Saints Church** which is dated from around 850-1050AD

Chesterfield's **Medieval past** can be found in the remains of the burgage plots, alley ways, church path, and a market place surrounded by medieval strip fields. Markets have been held as early as 1156 on a site to the north of the Parish church, and in 1204 it was granted the right by King John to hold twice weekly market, and an eight day annual fair. It was around this time that the church received the dedication '**All Saints**'.

St Mary's and All Saints Church's building works **began in 1234** at the eastern side which is where the oldest pillars can be found. Over time, the church has faced difficulties such as the Reformation, 19th Century building works, and a fire in 1961.

Most of the streets in the town centre follow the lines designed when the town was laid out afresh to the west of the older centre around the parish church, following the grant of a Borough Charter in 1204. By the 13th century the pattern of present day boundaries, roads, and streets was established and the market was moved from its previous site to the present day site.



1800S PAINTING SHOWING THE VIEW TOWARDS TO THE PARISH CHURCH



1882 SEPTEMBER FAIR



1928 MARKET AERIAL VIEW

By the 17th century, Chesterfield grew but not as much as other places affected by the Industrial Revolution. The surrounding coal fields, however, were a source of income and growth in the early 18th century, and the Market Hall was built in 1857 along with most buildings around Corporation Street. Also built during this time was the Alpine Gardens at Rykneld Square adjacent to St Mary's and All Saints Church. The gardens established a path through the north side of the Churchyard, connecting the town centre to the railway station. The gardens were opened in 1909 and removed in 1932 to allow for the development of Rykneld Square as a thoroughfare.

The Stephenson Memorial Hall came into council ownership in 1889, and land was acquired at the east end of the building to enlarge the public hall and adapt it as a theatre. It opened in 1898 with a new stage and dressing rooms and became known as the Corporation Theatre, hosting a variety of plays, concerts, and local amateur productions.

In 1926 the theatre was leased to a cinema company until 1948.

By the 1920's many of the slums were cleared away from the town centre and more modern buildings were introduced. Manufacturing industries thrived on the edge of town but by late 20th century had declined. Service industries like tourism and retail became more important, such as the Pavement Shopping Centre in 1981 and Vicar Lane Shopping Centre in 2000.



1952 MARKET HALL



RYKNELD SQAURE 1910 SOURCE: ACHESTERFIELDBLOGGER.CO.UK



Alpine Gardens c1910

ALPINE GARDEN 1910 SOURCE: ACHESTERFIELDBLOGGER.CO.UK VIA CHESTERFIELD PHOTOGRAPHY SOCIETY

In 1940 all the church railings were removed and the metal used for the War Effort. The railings were replaced in 2013.

In 1974, after the re-organisation of local government, the control of Chesterfield's library, housed within the Stephenson Memorial Hall, passed to Derbyshire County Council. Subsequently, in 1992 the Stephenson Memorial Hall was chosen to be a museum for Chesterfield.

The Memorial Hall is currently divided into two, one part housing Chesterfield Museum, and the other the home to the Pomegranate Theatre.



HISTORIC VIEW OF ST MARY AND ALL SAINTS CHURCH DATE UNKNOWN SOURCE: ACHESTERFIELDBLOGGER.CO.UK

The current coat of arms was given to the borough on 10 November 1955. It contains regionally significant symbols. The Pomegranate theatre was named after the pomegranate tree on the shield. Adopted by Henry VIII as a badge on his marriage to Catherine of Aragon, its use is considered to be a symbol of loyalty to the crown.



ST MARY'S AND ALL SAINTS CHURCH DATE UNKNOWN



STEPHENSON MEMORIAL HALL - ENGLISH HERITAGE

2.2 Social and Cultural History: A Focus of Politics and Protest

Throughout its history Chesterfield's Market Square and New Square have been a focal point of civic pride, protest and celebration.

The central location, wide hard space, and open views allowed the squares to be used a focal point for people to gather and once hosted many passionate speeches and parades.

Royal milestones were celebrated by Chesterfield people. In 1887 Crowds gathered in the Market Place to celebrate the Queen's Golden Jubilee, an event that included a civic procession, a special tea for the elderly, and a firework display.

Through the development of this vision, these squares have potential to be a place of meeting once again as the iconic views and open space remain.

Page 373



ADELE PANKHURST VISIT 1910



MINER'S GALA 1902

LANDMARKS

The crooked spire of the parish church has long been a feature of the town leading to many references to it throughout history. The odd shape has been speculated with many stories over the years and fans of Chesterfield Football Club are called Spireites in its honour.



VE DAY 1945

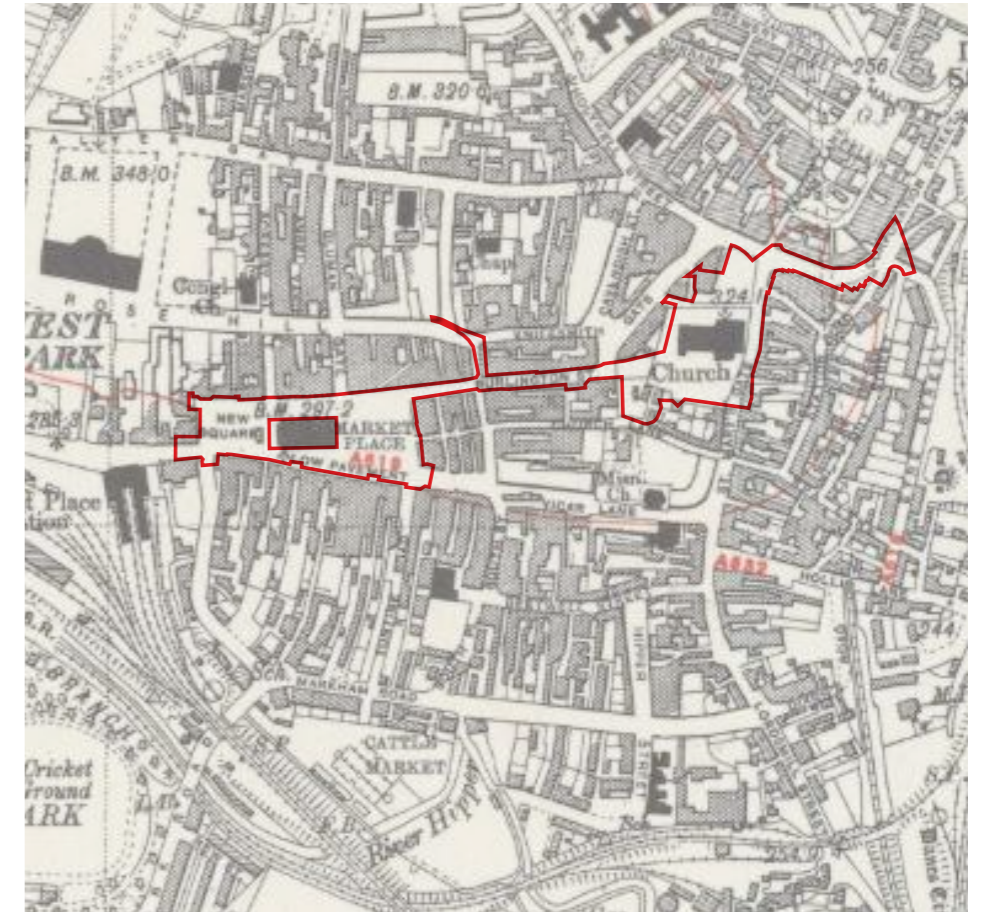
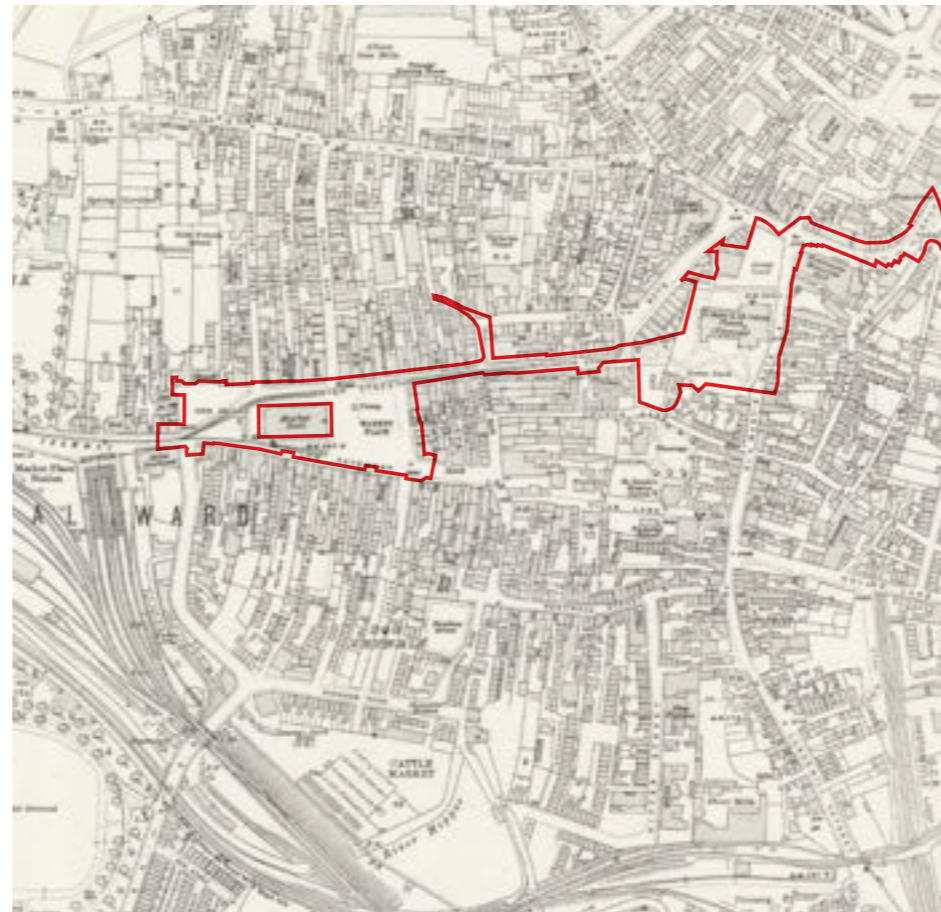
2.3 Historical Map Analysis

A growing town with the market at its core.

The adjacent historical maps illustrate Chesterfield's growth and development over the last 150 years, with its streetscape based upon its medieval origins.



Page 374



Key Features of Chesterfield in 1883

- Strong north to south urban grain focussed around New Square and Market Square, a significant open space at the heart of Chesterfield since the 1800s.
- Key routes of Gluman Gate, Low Pavement, Corporation Street, Burlington Street and High Street have long been established.
- Outside of the dense town centre much of the surrounding area was farmland which fed into its market-town status.
- River Hipper formed the southern boundary to the town and retained its naturalistic meandering form.
- The church was enclosed by surrounding buildings.
- Connections, north-south connections are stronger than east-west.

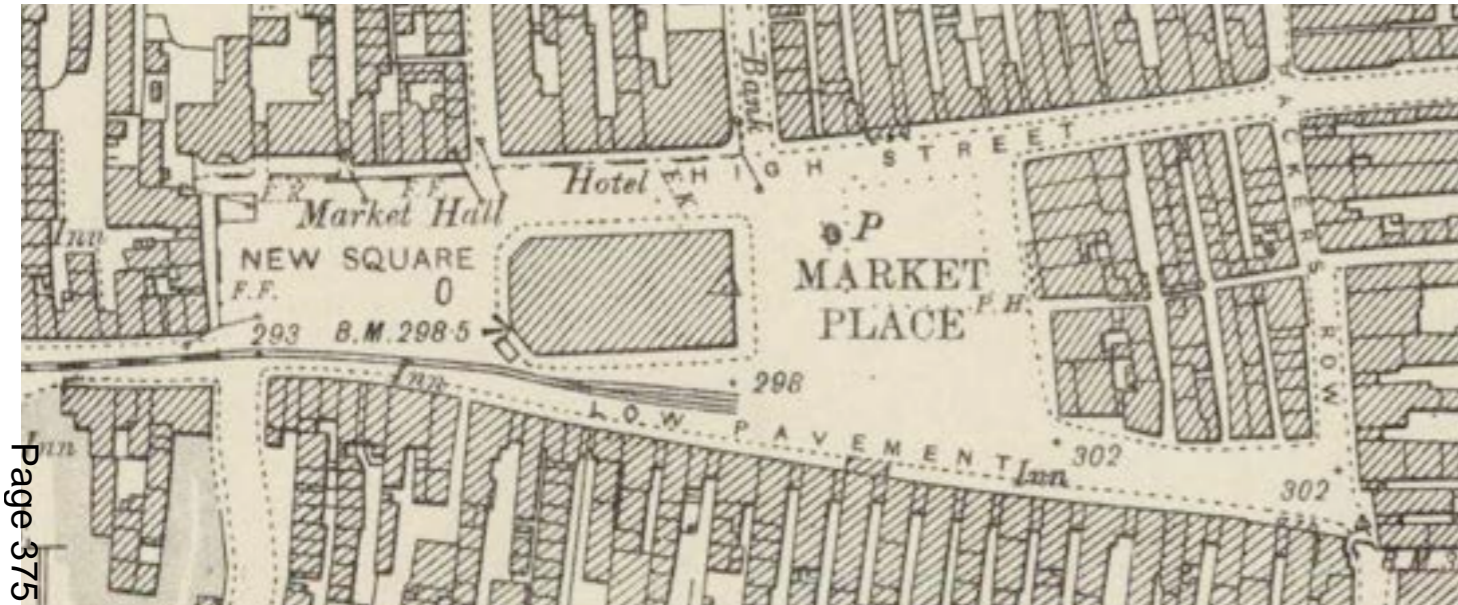
Key Features of Chesterfield in 1918

- Strong north to south urban grain focussed around New Square and Market Square expands into former surrounding farmland and gardens, and increases in density.
- The Market Hall, New Square and Market Square remain a central feature, but with New Square divided by the tramway.
- The tramway prevents further expansion of the urban grain to the southwest, but other key central routes have been introduced.
- The Alpine Garden, west of the church, forms a connection between the church and Market Place.

Key Features of Chesterfield in 1946

- The strong north to south urban grain focussed around New Square and Market Square has remained, though there are some areas where small gaps have appeared and the density reduced.
- The Market Hall, New Square and Market Square no longer contain the tramway route as this was removed, and New Square in particular is made bigger.
- New roads crossing east to west such as Rose Hill have appeared as reliance on cars increases.
- The Alpine Garden has been removed and replaced by a new thoroughfare, Rykneld Square.

2.4 Historical Map Comparison



Page 375



MARKET AREA KEY OBSERVATIONS

- Road lines, building geometry, and structure has largely remained the same around the Market Hall.
- Many buildings have been rebuilt and modernised but follow the historical urban grain.
- The outdoor market areas have remained virtually unchanged though the Market Hall has been extended into New Square.
- More road infrastructure has been added as more people became reliant on vehicles.
- The historical, tightly packed, linear grain of buildings have been replaced with more recent larger scale developments



CHURCH AREA KEY OBSERVATIONS

- The church was surrounded by buildings making it less connected to other areas of the town. The removal of buildings and addition of Rykneld Square improved connectivity making the grounds more accessible from the town centre.
- The layout of the church grounds has largely remained the same although there is now additional access and a memorial to the north of the church.
- Rykneld Square was once an Alpine Garden which was in existence between 1909 and 1932. It was removed to allow better vehicle access to the church for ceremonies and parades.



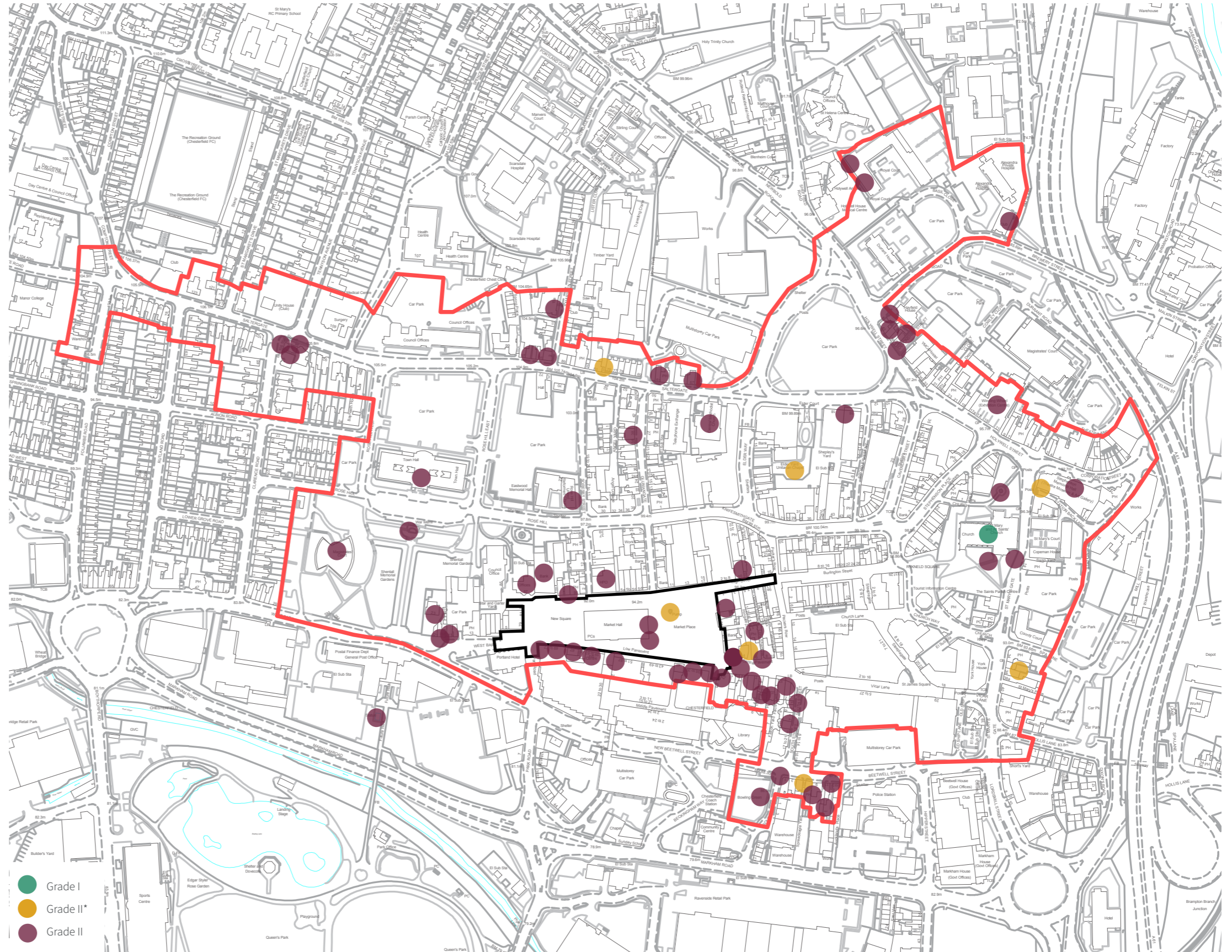
2.5 Heritage and Conservation

Chesterfield boasts a rich history with many listed buildings and features which led to the Town Centre's conservation status in November 1976.

- The Church of St Mary's and All Saints is the only Grade I listed building in the town centre conservation area. This iconic medieval church is known for its crooked spire, gothic and early English architecture, and is a key wayfinding landmark in the town.
- Chesterfield holds a handful of Grade II* listed buildings and features, such as, the Unitarian Chapel built in 1694, the railings outside of Pageants Insurance from the early 18th century, Royal Oak Inn from the 16th century, and property of 9 Beetwell Street which was recorded in 1479 as a gift to the local Parish Church.
- In the centre of Market Square is a Grade II* listed feature of special interest which is the Town Pump. A large, cast iron pump and basin from 1826 sat atop a octagonal stone plinth with "1776" inscription. This feature demonstrates how Market Square has long been key feature of Chesterfield's town centre as a source of water for residents and cattle on market day, and as a meeting point which can be seen throughout the years in many historical photographs.

There are many Grade II buildings and features throughout the remainder of the town centre conservation area, of which a large number are situated around New Square and Market Square, including the Market Hall itself.

The Grade II Stephenson Memorial Hall, built in 1879 by public subscription as a memorial to the railway pioneer George Stephenson, provides a striking gothic style addition to Corporation Street



OS MAP SHOWING CHESTERFIELD TOWN CENTRE CONSERVATION AREA WITH ITS KEY ASSETS



MARKET TOWN SQUARE PUMP

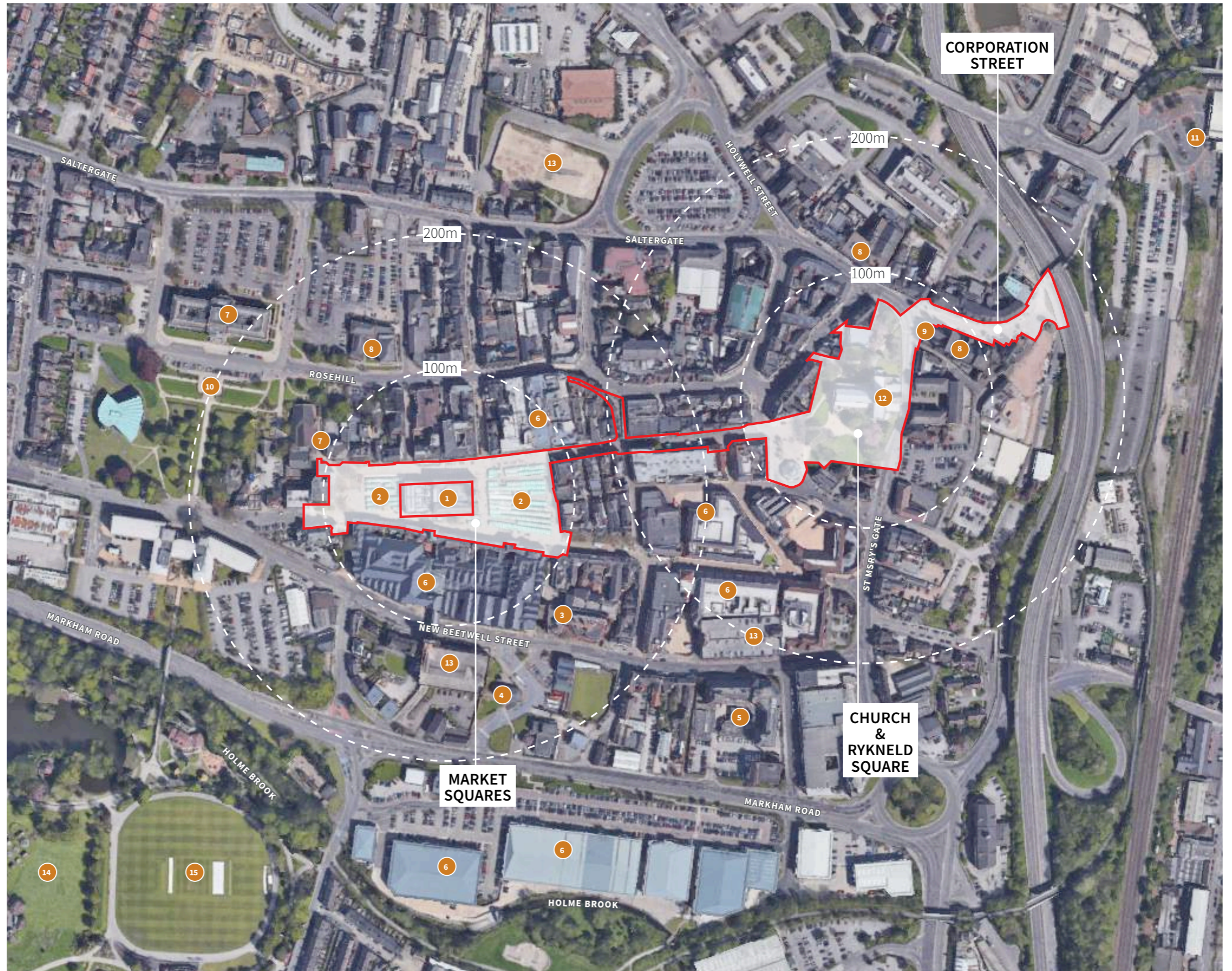


3.1 Town Centre Destinations

Chesterfield Market occupies a central well served location within the town, with the Parish Church of St. Mary's and All Saints providing a key visitor destination and orientation point to the east.

The dominant buildings of the Market Hall and Church provide both visual and physical bookends along Burlington Street, and establish two primary destinations within the town centre.

The project site occupies a dominant east to west circulation route from which the majority of other town centre destinations can be easily reached within a few minutes walk .



- | | |
|--|---------------------------|
| 1. Market Hall | 10. Shentall Gardens |
| 2. Outdoor Markets: New Square and Market Square | 11. Train Station |
| 3. Library | 12. Parish Church |
| 4. Coach Station | 13. Multi-Storey Car Park |
| 5. Police Station | 14. Queen's Park |
| 6. Retail areas | 15. Cricket Ground |
| 7. Chesterfield Town Hall | |
| 8. Theatre/cinema | |
| 9. Museum | |

DESIGN CONSIDERATIONS:

- Maintain visual connectivity between points of interest and town centre landmarks.
- Consider improvements to re-enforce connectivity between primary destinations.
- Develop a legible wayfinding strategy.
- Recognise the town's heritage and develop a strategy of interpretation.

3.2 Building Occupancy Type - Market Squares

The Market sits within a wider retail and services hub.

Chesterfield's Market Square and surrounding network of streets house a typical town centre array of retail and service industry shops, with a small number of offices, including the council headquarters, within close proximity.

Residential dwellings are largely outside of the immediate centre.

Page 379

DESIGN CONSIDERATIONS:

- Consider improvements that will encourage active use of the streetscape - pavement dining, spill out spaces. Especially to the streets adjacent to Market Square and New Square.
- Deliver an uncluttered frontage to key retail areas.



CHESTERFIELD FOOD AND BEVERAGE BUILDINGS



3.3 Building Occupancy Type - Church, Rykneld Square and Corporation Street

The Church marks the transition from retail to food and beverage, entertainment, and office uses

Burlington Street at its junction with Rykneld Square remains dominated by retail. Rykneld Square sees an increase in food and beverage, and entertainment uses. To the east of the church uses become more diverse with the inclusion of office and cultural venues, in particular the theatre and museum on Corporation Street.



Page 380

DESIGN CONSIDERATIONS:

- Consider improvements that will encourage active use of the streetscape - pavement dining, spill out spaces etc.
- Deliver an uncluttered frontage to key retail areas.



CORPORATION STREET THEATRE AND BARS

3.4 Pedestrian and Cycle Routes

The market is accessed via an interconnected network of key routes.

- Main pedestrian routes follow historical and established streets and roads, many of which are alongside vehicular routes.
- Secondary routes are those which are lesser used between narrow buildings, or desire lines across New Square and Market Square.
- There are no real dedicated cycle lanes, apart from one disjointed cycle lane along New Beetwell Street to the south of the site.

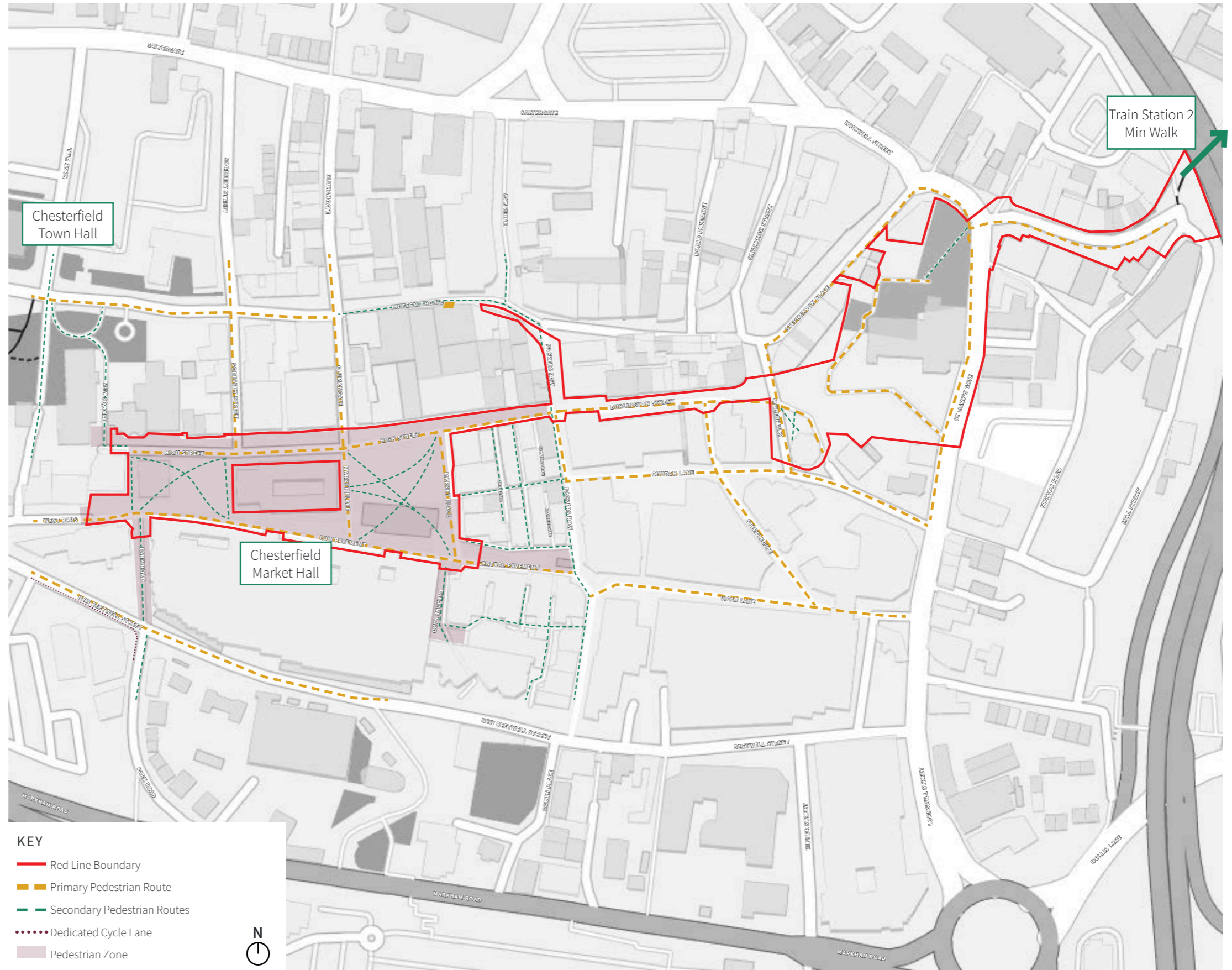
Page 381

DESIGN CONSIDERATIONS:

- Ensure that public realm design proposals reflect and acknowledge existing movement routes.
- Aim to increase pedestrian access and permeability, in particular through the market squares.
- Improve the arrival experience from the station via Corporation Street.
- Encourage green travel options.



HIGH STREET PRIMARY PEDESTRIAN ROUTE



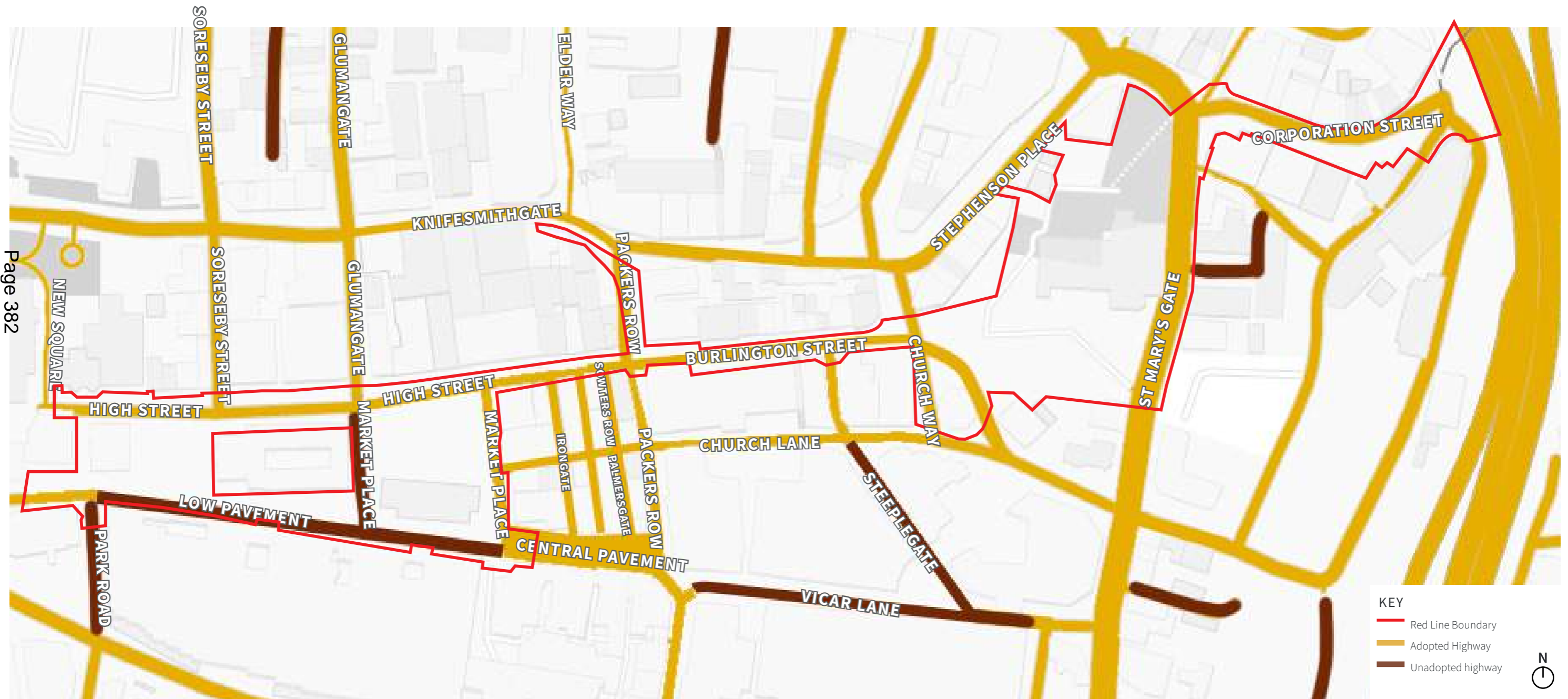
3.5 Adopted/Unadopted Highways

Whether a road is adopted or unadopted affects the materials, maintenance, and standard of design.

- The site mainly consists of adopted highways, however New Square, Market Square, and some of the surrounding streets are not currently within highways adoption.
- Any proposed works within the adopted highway will be need to consider future ownership and long term maintenance mechanisms of both hard and soft elements.
- All proposed public realm improvements within the adopted highway will require discussions with Derbyshire County Council highways, and lighting teams, and the completion of S278 / S38 agreements.

DESIGN CONSIDERATIONS:

- Ensure early engagement with the Highways Authority.
- Balance durability and functionality of materials, and understand maintenance obligations.
- Commence legal agreements in a timely manner.



3.6 Archaeological Features

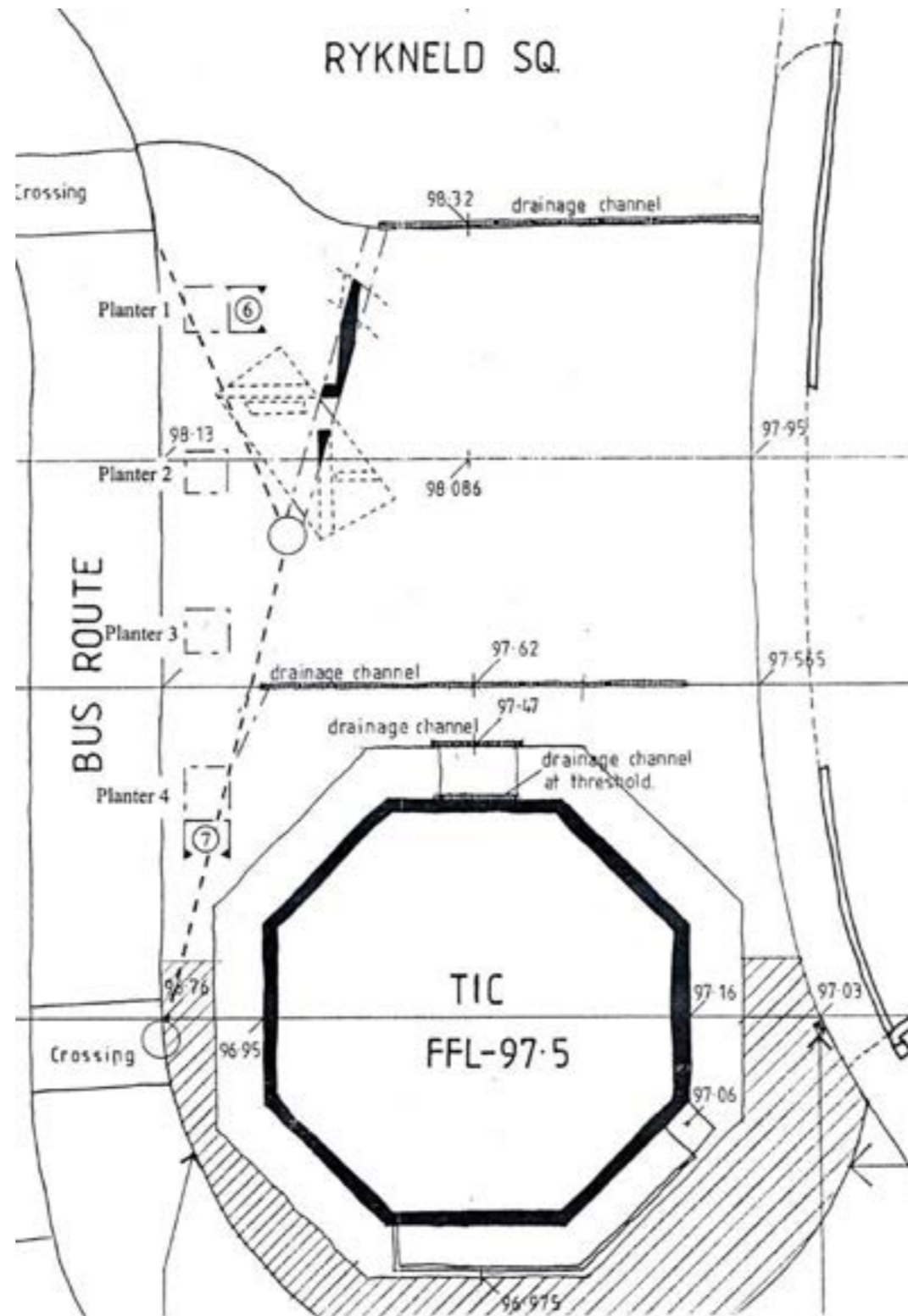
Rykneld Square has undergone two archaeological investigations providing a glimpse into the town's origins

- Archaeological explorations in Rykneld Square have revealed the town's Iron Age, Roman, and medieval history. The most recent excavations were undertaken in the 1990s during re-development. Once recorded, as per the adjacent images, the excavations were re-instated.
- The depths of the excavations are currently not known but it is understood that records pertaining to the digs are held in the HER Library in Matlock.
- There is less archaeological data west of the line of Packers Row, and there are no County records of previous archaeological investigations here right through to Market Square.
- Prior to undertaking the next stage of design a full archaeological desk top survey should be undertaken to establish the potential extent of archaeological remains. Following this, trial holes may be required to corroborate the desktop findings and establish any design and construction constraints.
- The presence of archaeology within Rykneld Square provides an opportunity to include of heritage interpretation within the public realm designs.

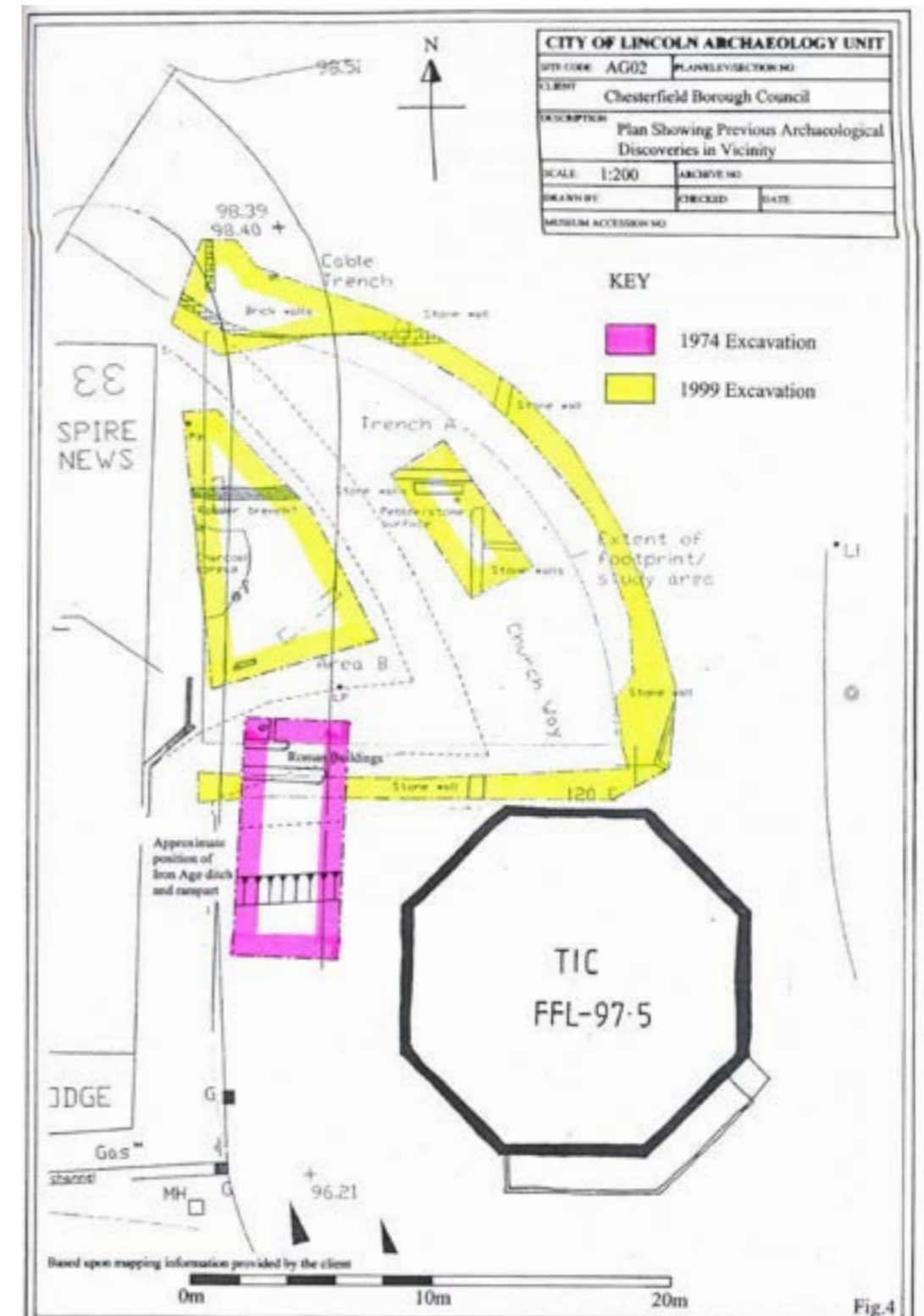
Page 383

DESIGN CONSIDERATIONS:

- Consider any archaeological constraints when undertaking detailed design and obtain advice on depths of archaeological planes.
- Acknowledge the town's origins though interpretation.
- Commission a desk top survey and undertake trial pit excavations if needed.



RYKNELD SQUARE PROPOSALS WITH EXCAVATION FEATURES SHOWN



ARCHEOLOGICAL PLANS SHOWING EXTENT OF 1974 AND 1999 EXCAVATIONS IN RYKNELD SQUARE

3.7 Dwell Space and Active Streets

Dwell space represents an area where time can be spent, usually seated. Active edges are edges or façades that encourage activity, for example seating outside a cafe.

- Few dwell spaces are available, especially on the east side of the market square.
- Current dwell spaces are basic and seating locations aren't necessarily located to optimise views, greenery, or sociability.
- Although Market Square is surrounded by shops and businesses, very few take the opportunity to use the space for spill out. Improvements to the public realm could further encourage active edges, establishing seating areas that are more enjoyable to experience.



ACTIVE EDGES OUTSIDE THE MARKET PUB



ACTIVE EDGE ON MARKET PLACE

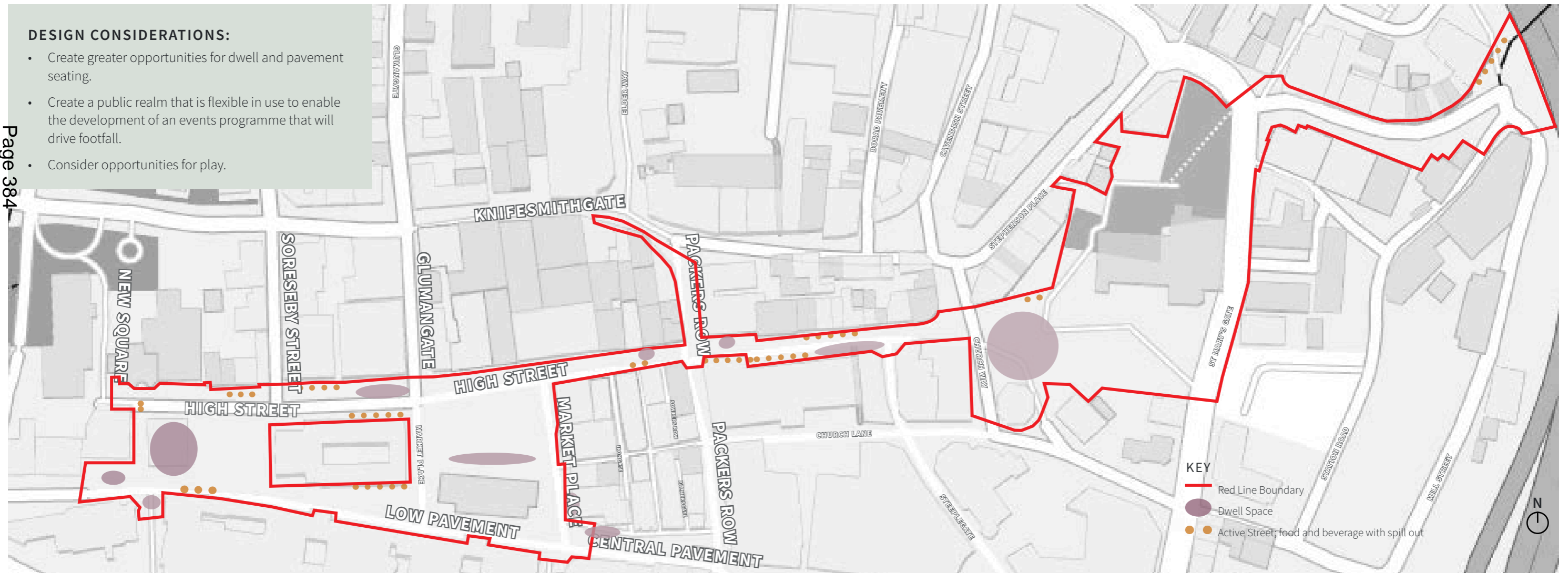


NEW SQUARE UNUSED DWELL SPACE

DESIGN CONSIDERATIONS:

- Create greater opportunities for dwell and pavement seating.
- Create a public realm that is flexible in use to enable the development of an events programme that will drive footfall.
- Consider opportunities for play.

Page 384



3.8 Greenspace and Tree Coverage

Greenspace and tree cover adds to the character, biodiversity, and appeal of an urban area.

- There is currently very little vegetation and green space within Chesterfield town centre, and almost all of the vegetation is situated to the west of the site.
- There are a few mature existing trees providing shelter and wind mitigation in New Square and along New Pavement.
- There are also a few neglected raised planters on West Bars and High Street.
- The church grounds provide the largest area of green space and tree coverage. Offering a range of tree species unlike the predominantly plane tree planting within the remainder of the town centre.

Page 385

While not in the site, Queen's Park is in close proximity, an 8 minute walk away.

Detailed tree surveys have been undertaken. Details of which are included later in this document.

Design considerations:

- Retain existing tree cover where possible and seek to supplement with new tree planting.
- Consider the removal of hard areas and replace with soft.
- Seek to improve town centre biodiversity and consider the implications of climate change.
- Develop long term management and maintenance processes.



MATURE EXISTING TREES IN NEW SQUARE

3.9 Hard Materials Analysis - Market Square

The mix of historic hard materials in the square adds to the character and identity of the space.

- Local Yorkstone flags and setts add character and texture.
- The layout of the Yorkstone is flush, yet the distribution of the flags, setts, and kerbs breaks up the space and indicates key routes and restricted vehicular access.
- Yorkstone banding highlights pedestrian routes and the location of the market stalls in Market Square.
- Newer concrete products highlight the current market trading area in New Square and also pick up an area of public realm with raised planters to the south west of the square.
- Concrete cube banding ties in with Yorkstone banding in New Square.
- The lightly coloured materials compliment the distinctive red brick market hall which sits centrally on the site.

Although the quality of the materials is generally high, through the use of local gritstone and Yorkstone, the market squares fail to establish a strong character. The squares are spatially very generous which can be overwhelming, especially on non-market days.

The use of concrete products in a prime heritage location should be questioned.

Patches of mortar are visible due to past repairs. The proposal should seek to re-use and re-purpose existing materials where possible, supplemented with new materials to provide 'highlights' or establish a renewed focus.

DESIGN CONSIDERATIONS:

- Reuse and repurpose existing materials where possible.
- New materials should enhance the cultural and heritage setting.
- Consideration should be given to local sourcing of materials where possible.



- KEY**
- Red Line Boundary
 - Yorkstone Flags
 - Yorkstone Setts
 - Yorkstone Flags with Yorkstone
 - Setts underneath Market Stalls
 - Concrete Setts
 - Concrete Cube Setts Banding
 - Yorkstone Setts Banding
 - Concrete Paving
 - Water Pump on Yorkstone Plinth



YORKSTONE FLAGS



YORKSTONE SETTS



CONCRETE PAVING



CONCRETE SETTS

3.10 Hard Materials Analysis - Rykneld Square, Church and Corporation Street

Burlington to Corporation Street fails to present a unified and consistent approach to public realm materials.

- Apart from the church environment, Burlington Street to Corporation Street is dominated by small module concrete paving.
- Existing materials create an underwhelming sense of place and fail to deliver an appropriate arrival when entering Corporation Street from the train station.
- Concrete paving within the bus running lanes to Church Lane has failed, resulting in an undulating surface.
- Yorkstone paving is used within the church grounds, an appropriate material for the setting of the Grade I listed building. Though some areas are worn and steps to St Mary's Gate require some attention.
- Rykneld Square is dominated by concrete block paving, and does not establish a suitable approach to the church, and fails to establish an attractive environment within which to dwell.



DESIGN CONSIDERATIONS:

- Develop a palette of materials fit for purpose for both use and location.
- Create a suitable setting to the Church.
- Create a welcoming arrival from the train station.
- Seek to reduce large expanses of paving.

KEY

- Red Line Boundary
- Yorkstone Flags
- Yorkstone Setts
- Macadam Surfacing
- Concrete Setts
- Concrete Paving



HERRINGBONE CONCRETE PAVERS ON BURLINGTON STREET



CIRCULATION YORKSTONE SLABS AT ST MARY AND ALL SAINTS CHURCH



YORKSTONE STEPS AT ST MARY AND ALL SAINTS CHURCH



HERRINGBONE CONCRETE PAVERS AT RYKNELD SQUARE



HERRINGBONE CONCRETE PAVERS AND TAR-MAC ON CORPORATION STREET

3.11 Furniture Typology Analysis - Market Square

Furnishings take on a traditional, historic style within Chesterfield's Market Quarter.

- Although there is a wide array of furniture types within the town centre, the market study area furniture has a more limited and traditional palette consisting of black metal with gold detailing.
- Furniture within this area comprises of bins, bollards, traffic signage columns, information signs and way-finding posts, hanging basket planters, and benches. In many instances this is creating a cluttered aesthetic to the street.
- Although seating provision is limited, there is a mix of those with backrests and without, meeting accessibility needs and provision for all. A wider variety of seating and dwell provision would be a positive addition to encourage a greater use of the area by a wider proportion of the public.
- Chesterfield Market has a long and interesting history, as explored earlier in the document, which could be conveyed in the future furniture palette.
- Building upon the existing range of furniture and hard materials, future items should work with the traditional styling and nature of the space, and be of a limited palette, perhaps with a contemporary twist. This could set the benchmark for the town centre creating a clear arrival and sense of place.



FURNITURE PHOTOGRAPH LOCATIONS PLAN

DESIGN CONSIDERATIONS:

- Rationalise furniture positioning to minimise street clutter whilst providing even distribution.
- Consider areas where dwell is being encouraged and provide the street furniture to support this.
- Potential introduction of more contemporary furniture types.



1 LIMITED AREAS OF RAISED PLANTING AND SEATING. DISUSED PHONE BOOTHS COULD BE RECONSIDERED



2 HERITAGE STYLED LIGHTING COLUMNS



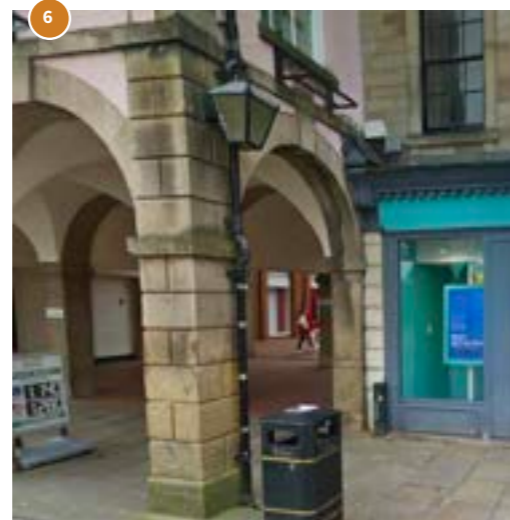
3 CONSIDER DISTRIBUTION AND CLUSTERING OF SEATING



4 HANGING BASKET PLANTERS CAN ENHANCE CIVIC PRIDE



5 SEATING TO WESTERN NEW SQUARE HAS NO FOCAL POINT. POSITIVE MIX OF BACKREST AND NON BACKREST PROVISION



6 FACADE LIGHTING REFLECTS STYLE OF FREE-STANDING LIGHTING COLUMNS



7 VIEWS OF HISTORIC WATER PUMP HEAVILY OBSTRUCTED



8 CHESTERFIELD INFORMATION SIGN/MAP



9 SEVERAL VEHICLE RESTRICTION SIGNS



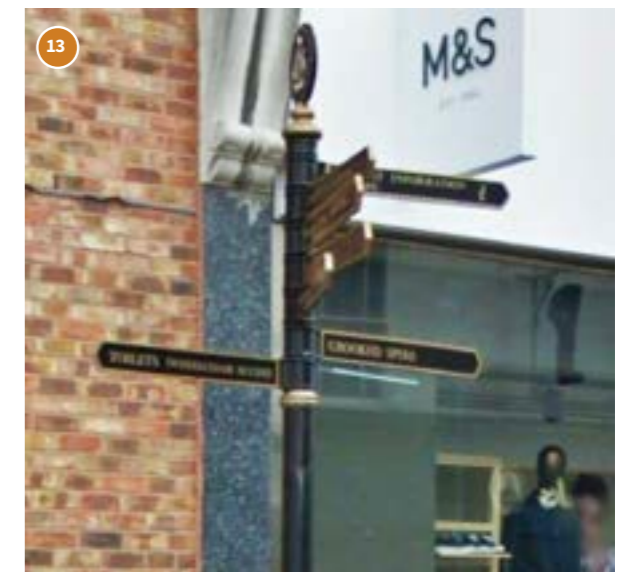
10 BRANDED BINS IN TRADITIONAL STYLE



11 LIMITED PLANTING; COULD BE IMPROVED AND EXPANDED UPON



12 TRADITIONAL DETAILING TO BASE OF SOME COLUMNS



13 TRADITIONAL STYLED WAYFINDING COLUMNS

3.12 Furniture Distribution Analysis - Market Square

Furniture distribution in places leads to a cluttered feel obstructing key façades.

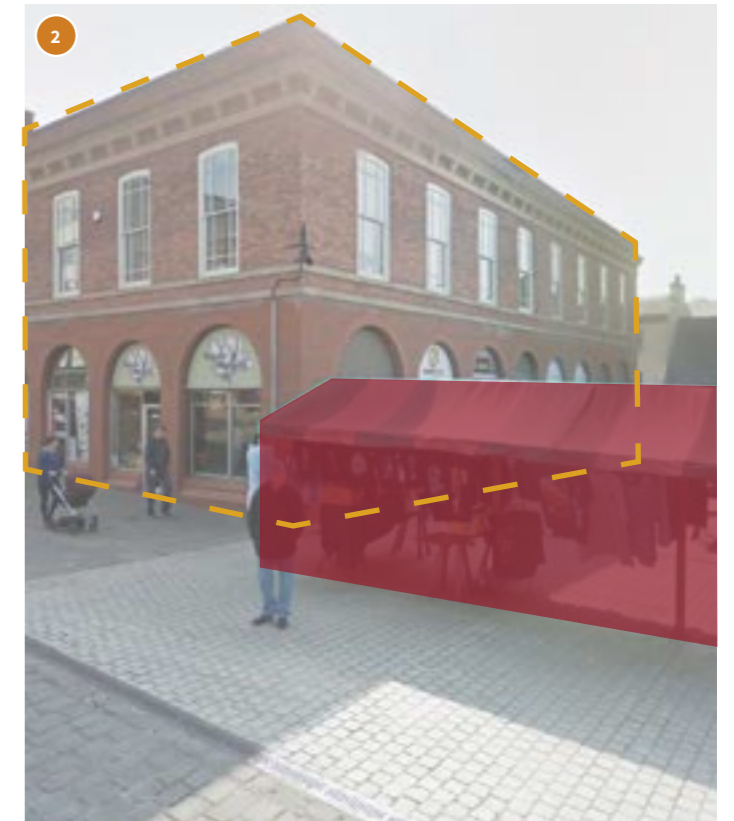
In places, furniture can lead to a cluttered approach obscuring views of key routes and historic façades. The over supply of permanent market stalls adds to this cluttered feel. A rationalisation of market stalls is being considered which should aim to frame views rather than obscure them.

A more open arrangement would still provide market and event functionality, with greater flexibility of use, as well as celebrating the historic setting of the square.

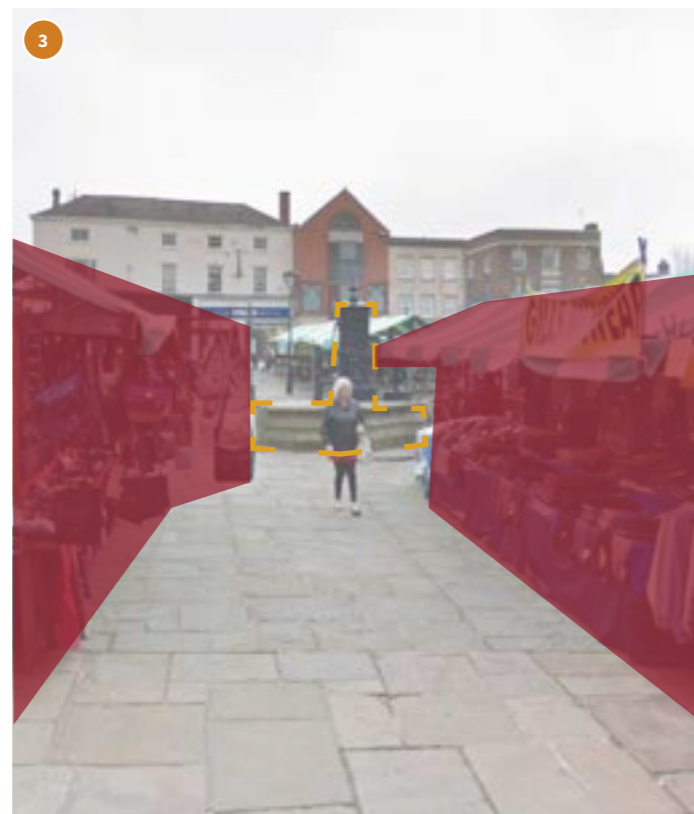
By addressing the key views and understanding the relationship between buildings, public realm and market uses, street furniture can be more appropriately positioned.



DISUSED PHONE BOX BLOCKS VIEW OF NEW SQUARE AND MARKET STALLS SCREEN HISTORIC FACADE. BOLLARDS CREATE THE DIVIDE BETWEEN THE HIGHWAY AND SEATING AREAS



MARKET STALLS SCREEN WESTERN FACADE



MARKET STALLS SCREEN WATER PUMP



MARKET STALLS SCREEN HISTORIC FACADE AND BADLY ALIGNED FURNITURE INCREASES DISCONNECT

KEY

- Historic Facade to be celebrated
- Market Stalls screening historic façades/key routes
- Furniture badly aligned/blocking key view/cluttering the street

3.13 Furniture Typology Analysis - Rykneld Square, Church and Corporation Street

Furnishings continue the heritage theme but can become cluttering.

- The heritage style street furniture extends into Rykneld Square and the church grounds.
- Furniture within Rykneld Square is located to the edges of the space looking inwards over the expanse of block paving. Whilst the seating is regularly distributed there are pockets where they are supplemented by other furniture types, creating a cluttered and somewhat confusing arrangement.
- Bollards proliferate the edge, with the bus route creating physical separation and establishing an uneasy edge to the square.

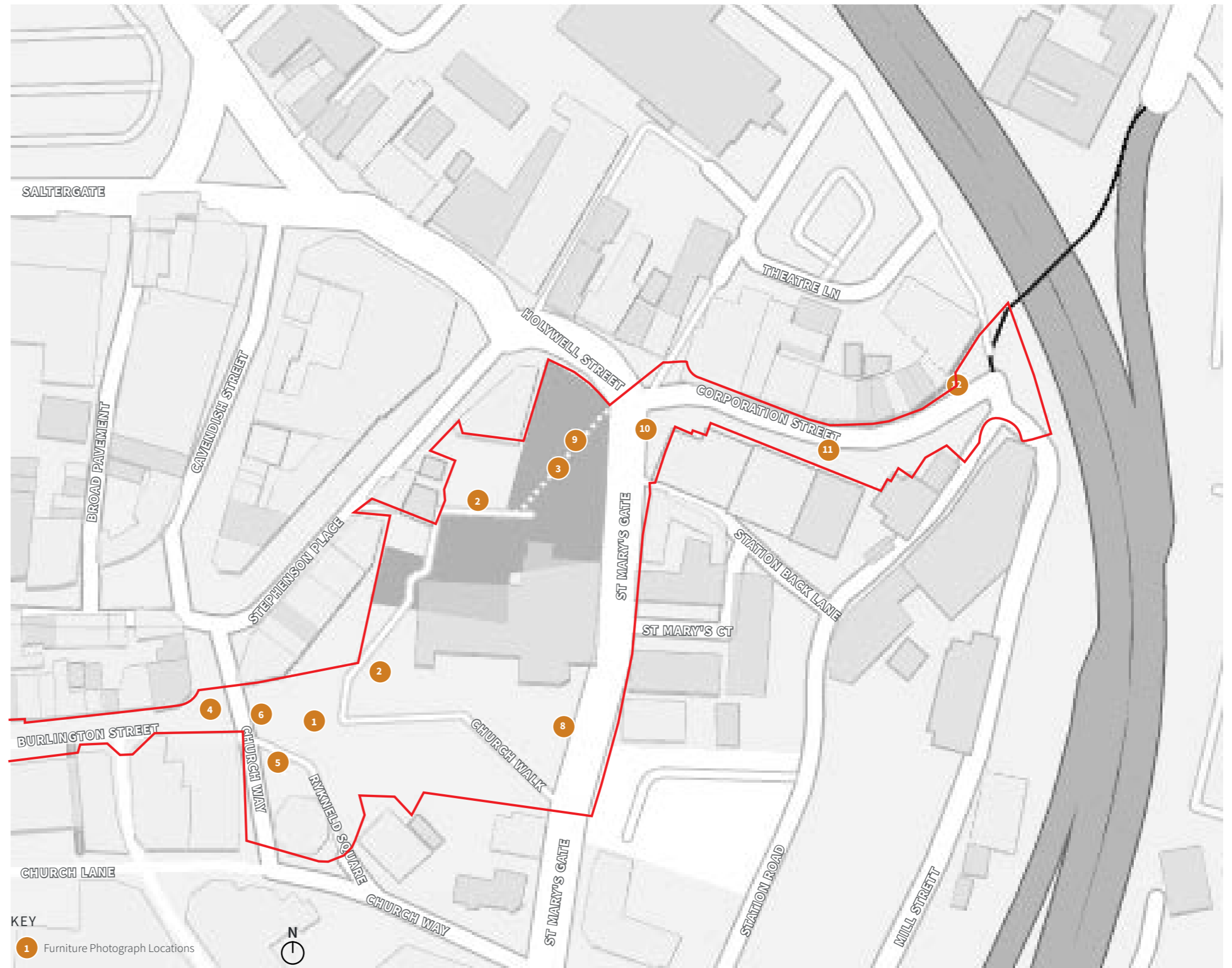
Page 391

The church grounds include clusters of seating and bins, here the benches are timber creating a softer, more gardenesque aesthetic. Seating areas are focused to the edges of the main routes to the front of the church.

- Corporation Street offers just a single seating opportunity towards the bottom of the road. The rest of the street is littered with metal bollards, guarding, and railings to control vehicular movements and protect pedestrians. A converted phone box currently houses a cash machine positioned to the top of the street, adjacent to the row of bars and food outlets.

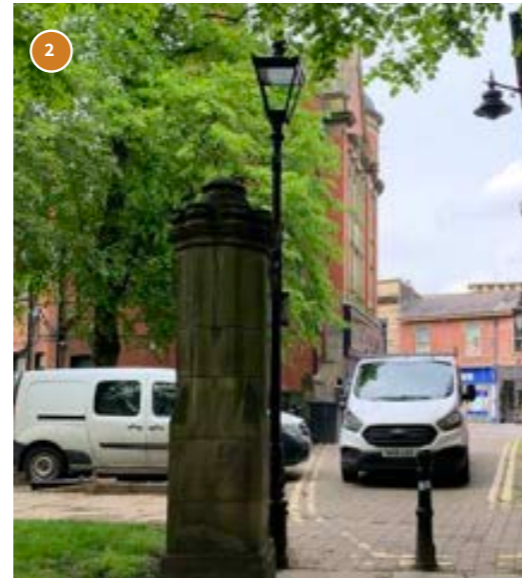
DESIGN CONSIDERATIONS:

- Rationalise furniture positioning to minimise street clutter whilst providing even distribution.
- Consider areas where dwell is being encouraged and provide the street furniture to support this.
- Reduce the need for protection measures on Corporation Street.





CLUTTERED SIGNAGE, FINGERPOSTS, BINS AND SEATING IN RYKNELD SQUARE



HISTORIC LIGHTING AT ST MARY'S AND ALL SAINTS CHURCH ENTRANCE



WAR MEMORIAL IN ST MARY'S AND ALL SAINTS CHURCH



SEVERAL VEHICLE RESTRICTION SIGNS



BOLLARDS PROTECTING RYKNELD SQUARE FROM VEHICLES



SEVERAL VEHICLE RESTRICTION SIGNS AND STOP SIGN



BINS OUTSIDE ST MARY'S AND ALL SAINTS CHURCH



CHURCH FENCE DETAILING ST MARY'S GATE



HISTORIC STYLE LIGHTING IN ST MARY AND ALL SAINTS CHURCH FOOTPATH



PROTECTION RAILING OUTSIDE THEATRE



VEHICLE RESTRICTION SIGNS & RAILINGS OUTSIDE THEATRE



BENCH FACING TREE ON CORPORATION STREET

3.14 Furniture Distribution Analysis - Rykneld Square to Corporation Street

Furniture distribution detracts from heritage views and quality of approach.

The over proliferation of street furniture to the edge of Rykneld Square has a negative impact on the church approach, this is exacerbated by streetside congregation of commercial bins. As the most popular tourist attraction in Chesterfield, the church should have a more appropriate and respectful setting.

Rykneld Square is defined by furniture, pushed to the edges this creates boundary lines with little offered to the centre of the square and a poor experience for those choosing to rest in the space.

vehicular control measures to St Mary's Gate and Corporation Street detract from the adjacent heritage buildings and features, whilst reducing connectivity to the church.

Page 393



MAIN APPROACH TO THE CHURCH IS FULL OF STREET CLUTTER AND BINS



POORLY POSITIONED BINS DETRACT FROM THE CHURCH APPROACH



ROADSIDE RAILINGS, LIGHTING AND POORLY PLACED SIGNAGE HIDES THE CHURCH ENTRANCE AND VIEWS OF THE MEMORIAL



STREET CLUTTER DETRACTS VIEWS AWAY FROM THE HERITAGE BUILDING AND LIGHTING

KEY

- - - Historic Facade to be celebrated
- Furniture badly aligned/blocking key view/cluttering the street



4.1 Opportunities and Challenges- Market and New Squares

Chesterfield's market and surrounding area benefits from a network of pedestrianised streets with several opportunities for improvement.

OPPORTUNITIES	CHALLENGES
The market stalls are both a great benefit and challenge. During market days the town centre has a vibrancy and that is lost on a non market or smaller market day. The permanent structures prevent permeability within the market squares and attracts anti social behaviour. Options to reconfigure the market stalls, and the balance of permanent versus temporary, should also consider movement routes, permeability, and the potential to establish flexible spaces to diversify the activities offered.	A town centre assessment has suggested that the main market and retail areas should be protected from the threat of a vehicle borne attack, in particular during busy market and event days. However, vehicles cannot be excluded from the town centre as market vehicles, servicing and emergency access must be maintained. A strategy for the management of vehicles and controlling access should be developed that considers a range of measures from bollards, to temporary barriers, and impact rated planters.
The refurbishment of the town squares provides a unique opportunity to enliven and reinvigorate Chesterfield which, combined with a reconfigured market provision, has great potential to drive up footfall, encourage visitors, and act as a catalyst for wider investment and regeneration.	The existing market stall arrangements create hidden areas which are attracting anti-social behaviours, reconfiguration of the market stalls should increase both visual and physical connectivity.
The site is easily accessible via train, car and bus, and there are taxi pick up and drop off and accessible parking bays, within the site boundary, to the northern side of the Market Hall. These should be retained within the public realm proposals.	The site falls from the north to south in both squares. Although this may be a constraint, there is also an opportunity to utilise the level change to emphasise key views, or locally manipulate the levels to create seating edges and flatter spaces.
There are several mature trees in good condition in the study area which add valuable greening and biodiversity to a predominantly hard space. There is an opportunity to increase street trees, where appropriate, alongside lower level planting. This could also consider sustainable urban drainage principles.	There is a network of underground utilities across the site which will dictate the placement of any future trees. Root barriers can help here, as where a proposed tree is close to existing utilities these can be used to protect them from root damage. Proposals should aim to minimise impacts on existing below ground utilities.
There is a general lack of play within the town centre, presenting a clear opportunity to improve town centre activities and encourage families into the area.	The existing uneven, cobbled surfacing has been identified as a significant barrier to movement around the town centre. However, this does add to the character of the squares and options for their re-use should be explored. A strategy for the re-use of existing materials should be developed alongside options for new materials.
Opportunities for green travel options, in particular cycling, are currently under provided. Public realm proposals should consider key movement routes and identify areas where cycle parking can be included.	The below ground toilets in New Square will present a challenge in regards to location of tree pits and relocation of underground services and lighting ducting.
Existing seating provision is well used but arrangements can feel cluttered and positioning is often to the edges of spaces. A site wide furniture strategy should be developed to ensure that the whole town centre has a coherent furniture and way finding palette.	
The existing surfacing relates to the history of the town and therefore should be retained/reworked into any future proposals where possible. The existing builds ups, stone quality, and area will directly affect how this can be incorporated.	

4.2 Opportunities and Challenges - Rykneld Square and St Mary and All Saints Church

Rykneld Square and the church grounds present opportunities to improve pedestrian connectivity and develop reinvigorated spaces to dwell.

OPPORTUNITIES	CHALLENGES
<p>Rykneld Square is a dedicated piece of public space that includes seating, established street trees, gentle site levels and an events space though it is currently falling below expectations. There are opportunities to build upon these positive existing features and enhance the use of the square for locals and visitors whilst providing an appropriate introduction to the adjacent church grounds and Grade I listed building.</p>	<p>There are several vehicular routes within close proximity which disrupt pedestrian movement, create a lack of safety and increase noise pollution. The bus route adjacent to Rykneld Square on Church Way creates a barrier to pedestrian movement and has caused the block paved surface to fail. Opportunities should be explored to reduce the impact of vehicles and the possible re-routing of the bus route. Discussions with Derbyshire Highways Authority and the bus companies should be undertaken to discuss possible solutions.</p>
<p>The site is easily accessible via car due to the ample parking and drop-off in the area, bus routes and proximity to the train station. The site is a key junction for pedestrian movement through the town from north to south through Rykneld Square, or east to west from the train station to the markets. These primary routes should be retained and enhanced.</p>	<p>Anti-social behaviour is a significant issue across the site, including within the Church grounds, due to a lack of adequate lighting, a prevalent night-time economy and low levels of natural surveillance. The development of lighting and CCTV strategies and improved public realm could increase natural surveillance and civic pride thus driving down anti-social behaviour.</p>
<p>There are many established trees within the church ground which also feature one of the few open lawned spaces in the town centre, proving popular in summer time. Rykneld Square presents an opportunity to expand upon these green elements for the public's enjoyment and to increase biodiversity and sustainability in the area.</p>	<p>There are underground utilities running throughout the site which will impact on the location of proposed new trees and structures. Root barriers can be used where new trees are placed to prevent damage to existing utilities. Where at all possible existing utilities should be retained in their current alignments.</p>
<p>While the site features street trees and there is available lawn space in the church's grounds there is a lack of diversity in vegetation which reduces the ability for birds to forage for food and insects to pollinate. This diversity can be improved through a softworks strategy aiming to increase biodiversity and variety through a mix of species.</p>	<p>Poorly located bin storage across the site blocks key views, increases the vermin population and reduces civic pride in the town centre - particularly in Rykneld Square. A robust waste strategy will need to be implemented to ensure that the public realm and streets are as free of overflowing and inappropriately placed bins as possible.</p>
<p>Throughout the site there is seating which provides opportunity to rest and socialise, however much of the seating is poorly located or in disrepair. A site wide furniture strategy for the whole town centre will create a coherent and appropriate palette.</p>	<p>Archaeological remains have been recorded within Rykneld Square. The full impact that this may have on the public realm proposals are unknown at this stage. Further information on possible constraints will be required to inform the design. This also presents a unique opportunity to convey the origins and heritage of Chesterfield within the design.</p>
<p>The site features many attractive existing historical and cultural features throughout such as historical lighting columns and details in railings. There is an opportunity to celebrate and highlight these features through complimentary materials and furniture palettes.</p>	

4.3 Opportunities and Challenges - Corporation Street

Corporation Street has great potential to provide a warm welcome to visitors and provide a high quality environment for existing uses.

OPPORTUNITIES	CHALLENGES
The Stephenson Memorial Hall will be undergoing a significant refurbishment, including adjustments to the arrival experience. This is a very imposing building which should be enhanced and supported by the public realm improvements to ensure that the theatre experience is positive. This includes consideration around the congregation of people in the street pre- and post-performance and the management of coach drop-off and collection.	There is a fundamental challenge in balancing the needs of the theatre and its visitors and the predominantly late night food and beverage outlets. The street design should aim to improve the public realm environment for both street functions.
Corporation Street has potential to become a key destination within Chesterfield. Existing architecture and feature heritage lighting hint at the area's potential. The street designs should aim to enhance the existing qualities and build upon the traditional, Victorian aesthetic in a contemporary manner.	Anti-social behavior at closing time can make the street feel unsafe and leads to street litter. Proposals should consider an improved lighting and CCTV scheme together with providing widened pavements to reduce conflict between pedestrians and vehicles.
The arrival experience from Chesterfield train station is poor, the public realm regeneration of Corporation Street should aim to create a legible, attractive and high quality arrival.	The theatre stage door on Corporation Street is used by artists, theatre staff and deliveries. Future proposals should consider access requirements including adequate delivery bays and level thresholds.
Signage and wayfinding should be integral to the proposals and should provide clarity of movement through the street to the wider town centre.	Accessible parking is very popular with theatergoers but the current provision is inadequate. Consideration should be given to both accessible parking bays and accessible drop-off and pick-up opportunities .
The public realm design should establish the identity of Chesterfield's cultural and entertainment quarter. Opportunities for public art should be identified.	Underground utilities will influence the positioning of street trees and free standing structures. Where possible existing utilities should not be disturbed. Root barriers can be used where new trees are placed to prevent damage to below ground utilities.
The inclusion of increased street greening will improve the character of the street as well as contributing towards the Council's sustainability and green ambitions. Opportunities to increase town centre ecology and biodiversity should be explored.	Corporation street is currently dominated by vehicular infrastructure, the proposals should aim to provide a balanced streetscape where pedestrians have greater opportunity to dwell and circulate and vehicles are reduced or even removed. Early discussions with Derbyshire Highways Authority will be required.
	Taxi management is currently problematic at closing time. Consideration should be given to improving the management and flow of drop-offs and pick-ups in the area. There is a potential to develop thoughts around a shared facility with the theatre, as peak times of use between the two functions are not the same.



5.1 Market Square Scale Comparison - Old Market Square, Nottingham

Old Market Square in Nottingham is one of the oldest public squares in the UK with an 800 year history as a market place. At 11,500m², it is the second largest in Britain after London's Trafalgar Square.

KEY OBSERVATIONS:

- The size of the market square is similar in size to Chesterfield.
- Features on the square, water feature and planting, provide interest on non-event or market days.

Page 399

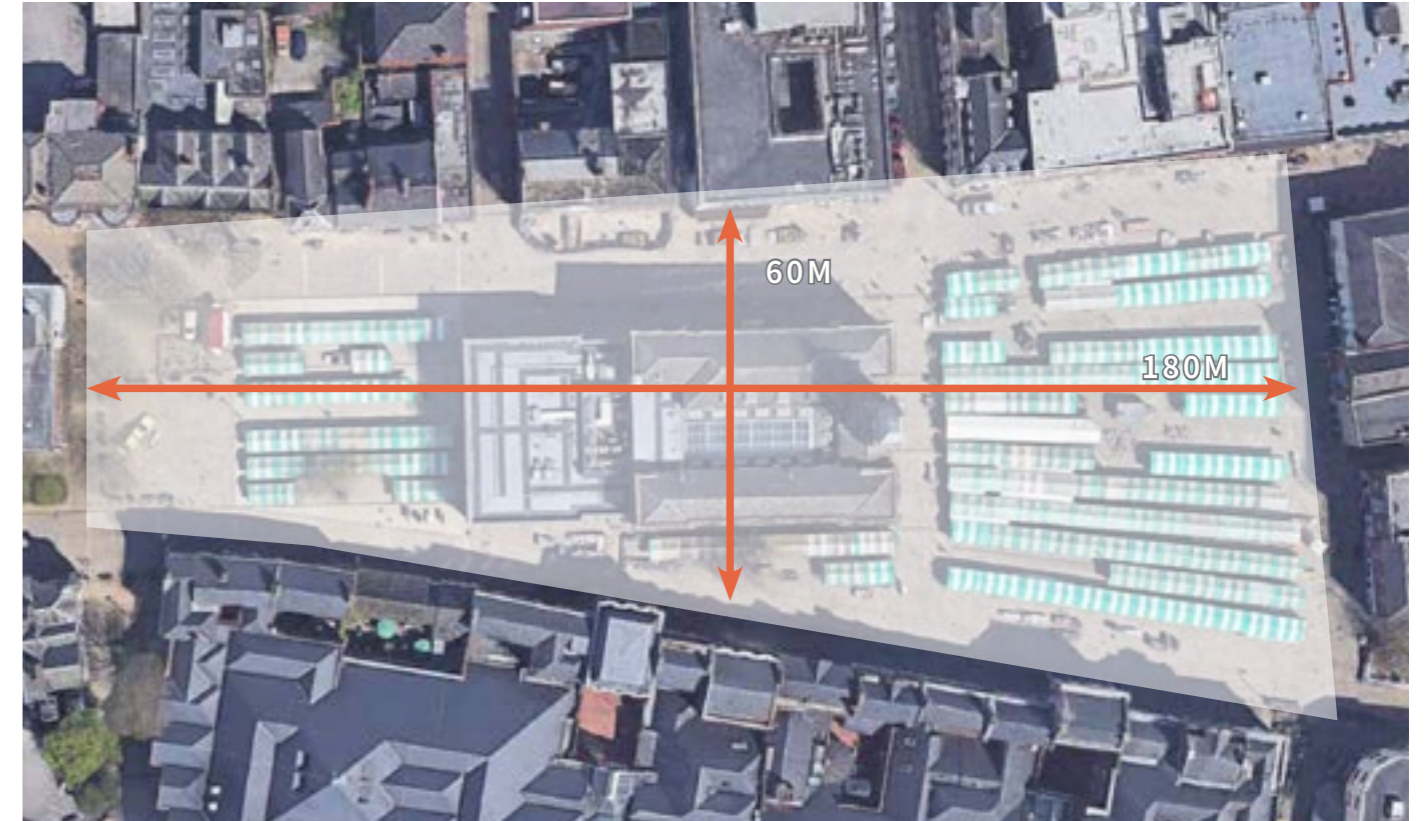
Large open space allows for markets and events to be held.

The Council building in Nottingham and the Market Hall in Chesterfield both provide focal points to the space.

Both Old Market Square and Chesterfield have markets at the heart of their history and in the community. Nottingham showcases how the space can be used as a place for markets as well as being an attractive public square.



CHESTERFIELD MARKET SQUARE



CHESTERFIELD MARKET AND NEW SQUARES WITH THE MARKET HALL SET CENTRALLY IN THE SPACE



NOTTINGHAM OLD MARKET SQUARE WITH WATER FEATURE, GREENED EDGE AND FLEXIBLE MARKET SQUARE



NOTTINGHAM OLD MARKET SQUARE

5.2 Church and Rykneld Square Scale Comparison - Blackburn Cathedral

Cathedral Gardens, within the grounds of Blackburn Cathedral (Grade I), provides a welcoming space where visitors can relax and enjoy being in a green space at the heart of the town centre.

KEY OBSERVATIONS:

- The gardens address key movement routes, especially with the adjacent public transport hubs, whilst creating an intimate atmosphere and an appropriate approach to the Cathedral.
- Balance of hard and soft materials ensures that the square is durable yet not overwhelmed by large expanses of paving.
- Seating areas are plentiful and evenly distributed. A flexible space next to the cathedral is used for cafe overspill and small events.
- Soft landscape areas include a range of lower growing shrubs, hedging, and statement trees improving the quality of the external environment whilst improving biodiversity and water management.



APPROACH TO THE CHURCH FROM RYKNELD SQUARE IS UNDERWHELMING



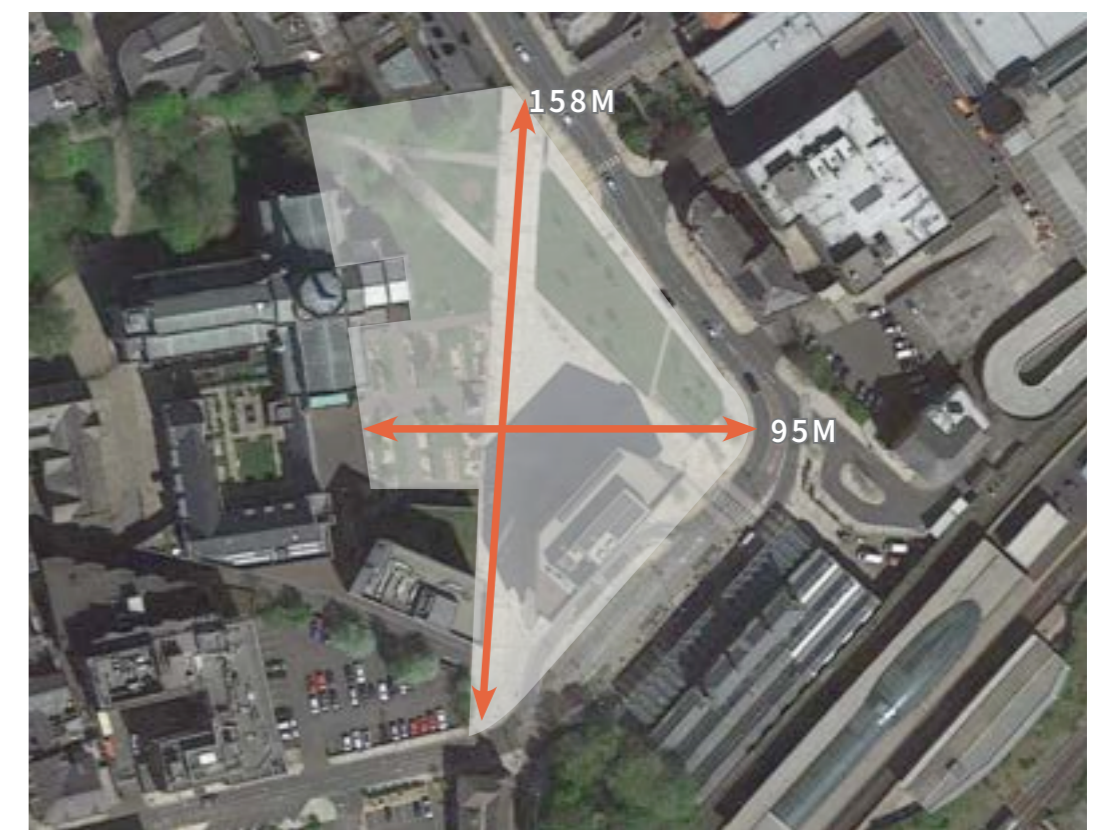
CHURCH & RYKNELD SQUARE



PRIMARY PEDESTRIAN ROUTES ARE INCORPORATED INTO THE DESIGN



FLEXIBLE SPACE SURROUNDED BY SEATING AND FLORAL GARDENS



CATHEDRAL GARDENS: BLACKBURN CATHEDRAL

5.3 Corporation Street Scale Comparison - Fishergate, Preston

The rebalancing of Fishergate has enlivened one of Preston's primary retail and entertainment streets whilst increasing street greening.

KEY OBSERVATIONS:

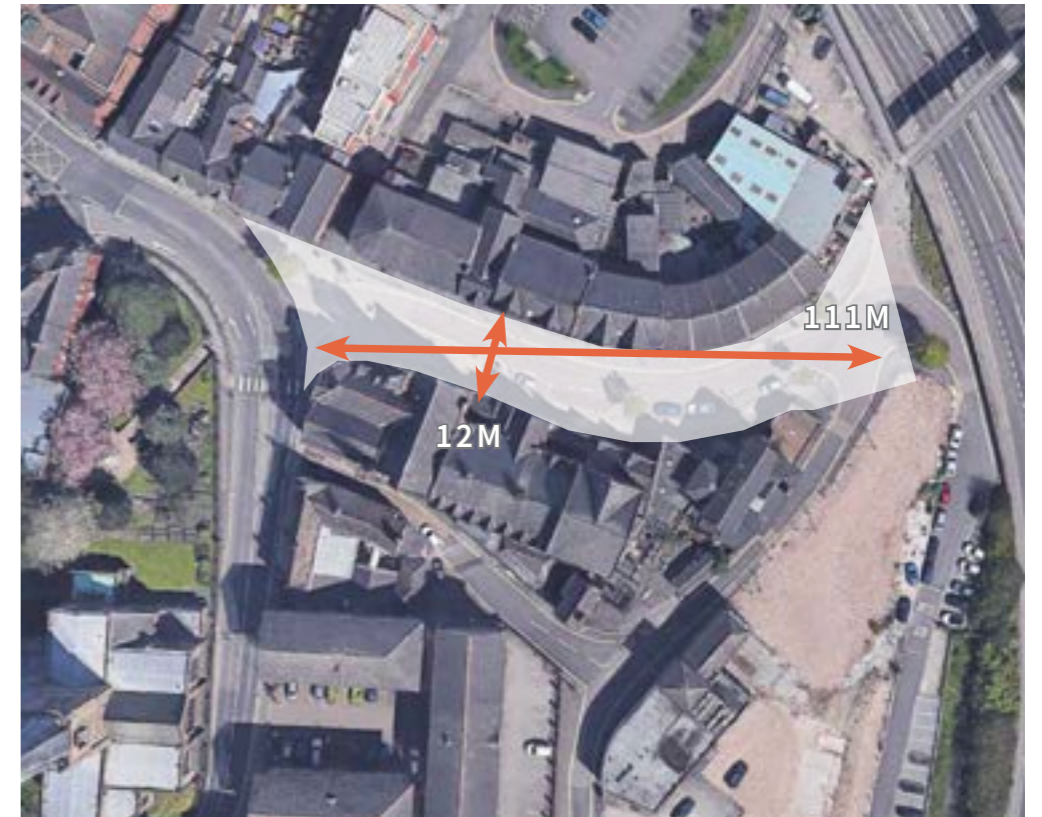
- Reduction in the width of running lane has enabled greater footpath widths and encourages pavement activation.
- New street trees provide valuable urban greening and biodiversity benefits.
- The introduction of a variety of hard materials in the carriageway calms the street and encourages drivers to moderate their behaviour as they become more aware of pedestrians.

Page 401

High quality materials improves the aesthetic of the street and increases long term durability.



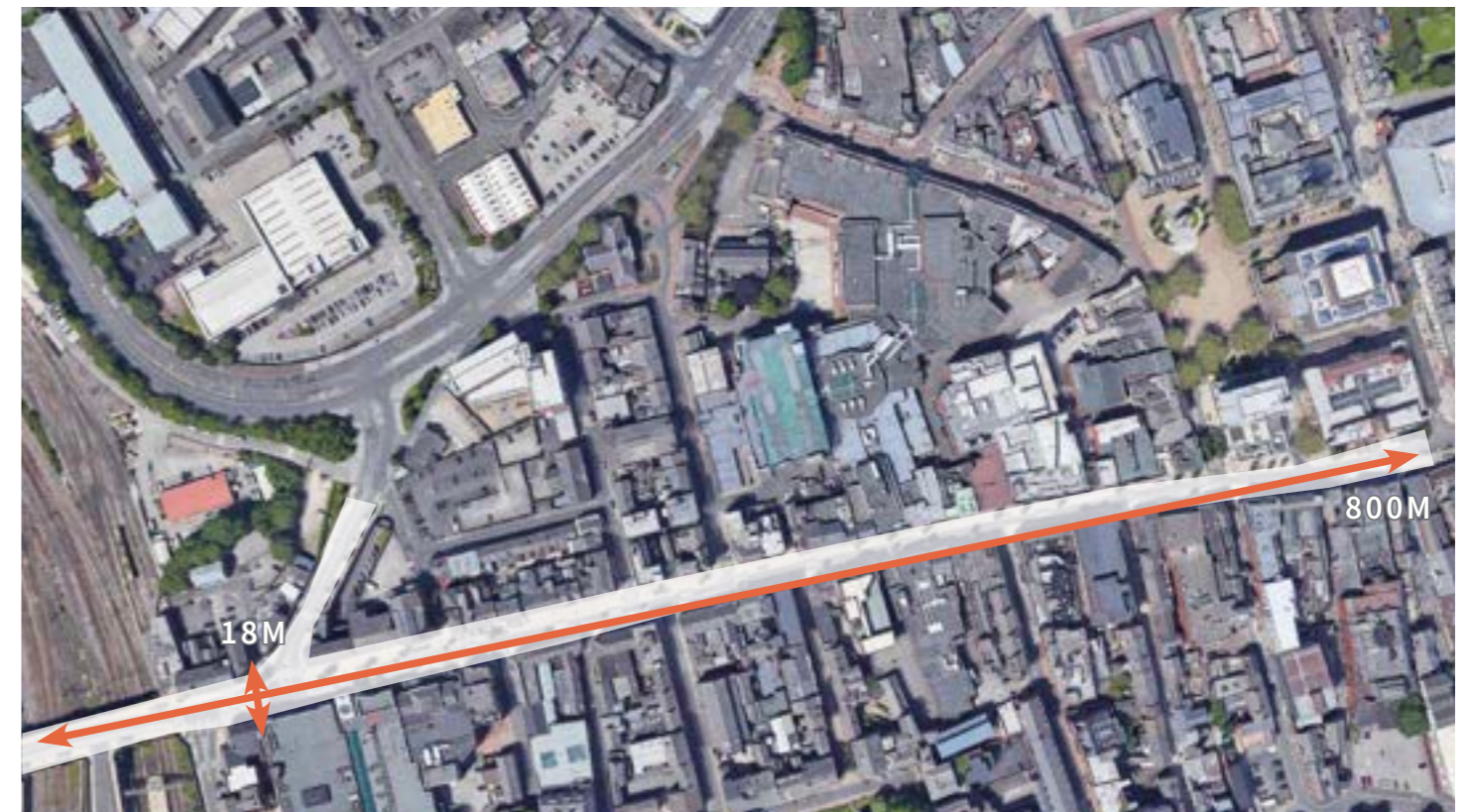
CORPORATION STREET AND THE STEPHENSON MEMORIAL HALL



CORPORATION STREET



REBALANCED STREET WHERE VEHICULAR DOMINANCE IS REDUCED AND ACTIVE SPACE AND STREET GREENING INCREASED



FISHERGATE PRESTON



6.1 Overall Vision Masterplan

The vision is to create an attractive and heritage sensitive public realm that supports Chesterfield as a destination retail, recreation and heritage hub.

The design of the public realm has several underlying concepts as depicted here. These have been translated into the developing design that is illustrated over the following pages.

Site wide strategies are explained further towards the end of this chapter.

Page 403



Celebrating Identity

Celebrating the identity of Chesterfield through enhancement of its market, church and cultural features.



Urban Greening & Sustainability

Planting street trees and adding greenery to the site to enhance aesthetics and help mitigate the effects of climate change.



Social Dwell

Provide a variety of seating opportunities to suit a wide range of users and encourage social dwell and relaxation.



Destination Events & Routes For Events

Design a landscape capable of hosting a wide array of attractive events for community cohesion and enjoyment.



Active Edges

Design a public realm to encourage spill out, from surrounding food and beverage establishments to activate the landscape.



Embrace Heritage

Chesterfield has had a recorded market since 1156 with the current Market Hall dating to 1857; something to be celebrated within any future design.



Encourage Play

Incorporate non prescriptive playful elements within the design to encourage children and adults alike to play and interact.



Wayfinding

Build upon existing signage to create a legible network of spaces and expand aesthetic design across Chesterfield.



Landmark Views

Maintain clear views to historic wayfinding landmarks such as, Church of St Mary and All Saints, and Chesterfield Market Hall.



A Safe Space

Incorporate Hostile Vehicle Mitigation within the landscape design to mitigate against potential terror threat.

6.2 Proposed Character Areas

Several character areas, united in materiality and style, yet each with their own identity and functions make up the Town Centre Transformation project.

The Market Quarter consists of the two market squares and adjacent streets. This establishes the heart of the town, the centre point of the retail area, and focus of activity. Whilst containing a number of characters, this area should have a consistency of design approach to provide a legible and holistic environment within which markets and events can be held.

The water pump, a focus of social gathering for centuries, in Market Square should be celebrated rather than hidden from view. Market stalls positioning should consider sight lines which could be used to frame this historical asset whilst creating informal seating and dwell space.

Rykneld Square, the parish church, and Corporation Street mark a change in character from retail uses towards cultural and food and beverage/entertainment venues. The creation of an appropriate setting for the church is a primary design consideration which requires Rykneld Square to be rethought as a fundamental element of the church's wider context.

Corporation Street is Chesterfield's gateway for those arriving by train and contains the town's theatre and museum. The existing arrival experience is poor, providing the opportunity to create a high quality welcome to Chesterfield's visitors.



6.3 The Market Quarter - Proposed Spatial Arrangement

A sympathetic and heritage conscious approach, consisting of three key spaces and working with existing materials and historical narrative.

Chesterfield's Market Square and New Square, at present, both host a similar array of underused market stalls. The redistribution of permanent and temporary stalls, focusing permanent provision within Market Square, will enable New Square and the pocket square to the south of the Market Hall to become their own destination spaces.

Existing materials are high quality and reflect the history of the space, therefore rather than an unsustainable and expensive removal and replacement, these materials can be reworked and reused. An injection of new stone will enliven the existing materials and redefine the focal areas, supplemented with carefully positioned tree planting and street furniture.

The site is predominately hard at present with a limited number of mature trees. An injection of tree planting, largely in hard surfacing, would aesthetically enhance the space, reduce the impact of urban heat gain, encourage dwell, and improve biodiversity.

The careful and even distribution of seating, together with the encouragement of cafe culture, will increase activity and encourage visitors to stop for a while. A rethink of furniture could be combined with art and play, encouraging increased dwell times, and creating a true destination space.

New Square; Market Square; High Street; Low Pavement and the new pocket square to the south of the Market Hall are explored in more depth within this chapter.



6.4 The Market Quarter- Celebrating Identity

The driving concept is to embrace the existing market and provide stall holders with a more efficient and higher quality trading environment, whilst improving the opportunities to diversify the market offer and deliver an exciting events calendar.

Chesterfield's market is an important asset for the town in terms of both retail experience and history. The vision seeks to see it retained and reinvigorated, with the new open space created used to host a variety of temporary stalls interchangeable with seasons, demand, and trends. In this way Chesterfield's market experience can thrive into the future.



POP UP SPECIALIST MARKETS COULD BE HOSTED IN BOTH SQUARES



FLEXIBLE OPEN HARD SPACE ALLOWS FOR TEMPORARY STALLS AND MARKET EVENTS



TRADITIONAL MARKET TRADING CAN CONTINUE TO FLOURISH



KEY

- Flexible open hard space allows for temporary market stalls, drive on facilities and events
- Permanent stalls retained for day to day traditional market use

6.5 The Market Quarter - Urban Greening and Sustainability

A vital part of the Town Centre Transformation vision is that of urban greening, planting street trees, and lower level shrubs to enhance aesthetics and help mitigate the effects of climate change.

There are several mature trees distributed across the site, however, their influence is limited and there is scope for a much greater area of canopy cover, supported by areas of ornamental planting.

The existing trees to the western side of New Square add a real depth to the area, and screen less advantageous façades whilst allowing clear views toward the Market Hall. The design sees this canopy cover expanded upon to create a dappled urban 'grove' where visitors can stop and rest on seating and playful furniture elements below.

A second grove of trees is proposed to the southern side of the Market Hall, creating a Pocket Park for relaxation beneath a cooling tree canopy whilst also providing wind protection to the market traders in Market Square.

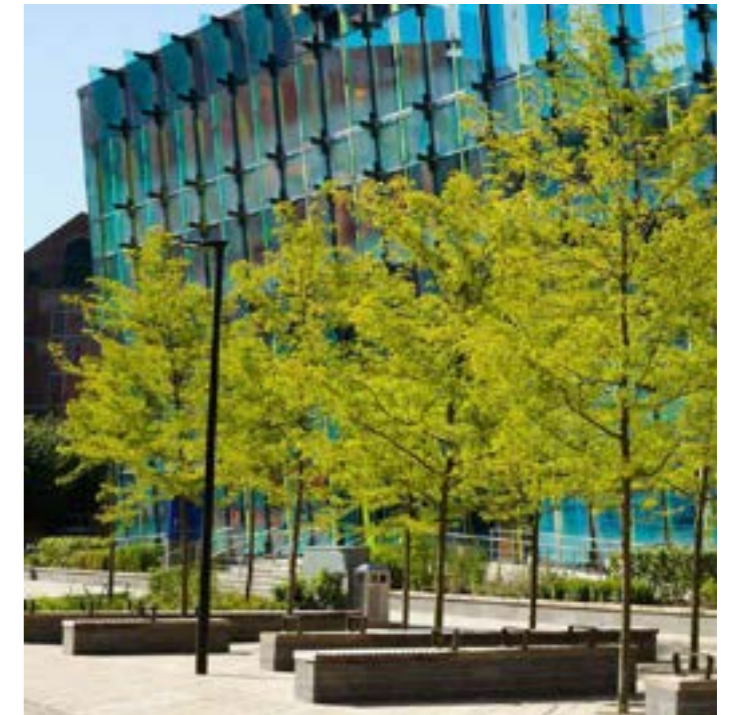
Several new street trees are proposed across the site. Each location has been thought through to relate to architecture, uses, pedestrian flows, key views, and operational requirements of the market. The future tree species must be carefully selected so as to provide greatest resilience to climate change, provide seasonal variation, and attractiveness as well as biodiversity.



URBAN GREENING ENCOURAGES DWELL



UNUSUAL SPECIES CAN CREATE AN ICONIC CANOPY



A GROVE OF DAPPLED CANOPIES CAN CREATE AN INVITING SEATING AREA



KEY

- Existing trees
- Proposed street trees
- Potential for ornamental planting below trees

6.6 The Market Quarter - Social Dwell and Active Edges

A variety of seating opportunities are suggested to suit a wide range of users and encourage dwell and relaxation.

By providing a variety of seating types and locations, all user groups can be catered for and encouraged to use and enjoy the space. In turn, this encouragement of dwell in the town centre will allow users to recharge, and carry on exploring and shopping, boosting the local economy.

Active edges should be encouraged to enliven the squares and streets, and attract new visitors and establishments.

Active edges enliven town centres and attract new users and businesses. Chesterfield's town centre has the potential to expand upon its current outdoor seating offer, both for food and beverage units, and for passers by in general.

Uplifting the public realm and adding street trees will provide a more inviting backdrop for people wanting to dine and drink within the area, and should encourage businesses to provide outdoor seating.



AN ARRAY OF BENCH LOCATIONS IN THE OPEN AND BELOW TREES TO OFFER VARIETY



BACKRESTS SHOULD BE INCORPORATED IN PLACES TO ENSURE COMFORT FOR ALL



ACTIVE EDGES NEED NOT JUST BE FOOD AND BEVERAGE UNITS, OTHER SHOPS CAN BE ENCOURAGED TO SPILL OUT INTO THE PUBLIC REALM



MARKET STALLS ACTIVE EDGES FOR CUSTOMER INTERACTION







PLAYFUL FURNITURE CAN ENCOURAGE DWELL, INTERACTION AND INFORMAL PLAY



Access and aesthetics are important and may need to be regulated by the council to ensure key pedestrian and essential vehicular servicing routes are kept undisrupted. Furniture styles and boundaries to seating areas, if any are proposed, should be small and in keeping with the wider landscape design.

As explored later in this chapter, branding is important for the future of the market, and these future branding colours could be conveyed over shop fronts and outdoor seating areas to create a truly coherent public realm and destination space.

KEY

-  Potential active edge
-  Market Hall has the potential for fully active façades
-  Potential 'playful' furniture element
-  Seating locations



6.7 The Market Quarter - Destination Events

The aspiration is to design a public realm capable of hosting a wide array of attractive events for community cohesion and enjoyment, driving increased footfall to the town centre.

With the removal of permanent market stalls from New Square, the area becomes a prime space for temporary events such as, music performances, travelling art exhibitions, children's events, an outdoor cinema, and community gatherings.

Partial removal of permanent stalls within the main Market Square would offer this space up to host seasonal temporary markets such as, Christmas, makers, specialist food, vintage, picnic-a-brac, and more.

This flexible open area adjacent to the main Market Hall could also provide valuable space for temporary seating in summer such as, deckchairs and beanbags, attracting a variety of users and encouraging people to stay longer in the town centre, further boosting the local economy.



SMALL MUSIC EVENTS COULD BE HELD IN NEW SQUARE



DAYTIME CHILDREN'S EVENTS COULD LIVEN UP NEW SQUARE



SEASONAL AND MAKERS MARKETS COULD BE HELD ACROSS BOTH SQUARES



KEY

- New Square - music and children's events as well as temporary installations and markets
- Market Square - flexible market space for seasonal and specialist stalls and temporary seating



6.8 Market Square Proposals

A historical, open, hard square and functioning market space, given a more flexible and permeable layout.



Line of new seating provision frames the square and offers dwell space. Also offering an element of vehicle protection combined with formalised Hostile Vehicle Mitigation (HVM) protection (ongoing)

Servicing, maintenance and emergency access route maintained along the front of the Market Hall via clear open flush hard space and drop bollards that meet HVM requirements (ongoing).

Views to the town water pump are opened up and a new area of seating established away from key pedestrian routes.

New flexible central space for market and event use surrounded by reconfigured market stalls. Bespoke stone paving slabs inlaid with artwork narrating Chesterfield's heritage. Including pop-up power supplies as needed

'Welcome mat' to the Market Hall entrance with new stone paving in warm buff tones.

Lifted and relaid Yorkstone flags paving band links into Church Lane pedestrianised historic shopping street.

New permanent market stalls with colourful canopies arranged above relaid Yorkstone setts (refer to chapter 7 for more information).

Fringe of existing reused Yorkstone slabs frame the Market Square and flows north and south to cross Low Pavement and High Street.

Benches frame the square and offer dwell space and an additional line of vehicle segregation.

6.9 Market Square Precedents

A place for day to day markets and seasonal events fringed by trees and seating where history is celebrated.



Page 411

THE WATER FOUNTAIN SHOULD BE FRAMED AND CELEBRATED



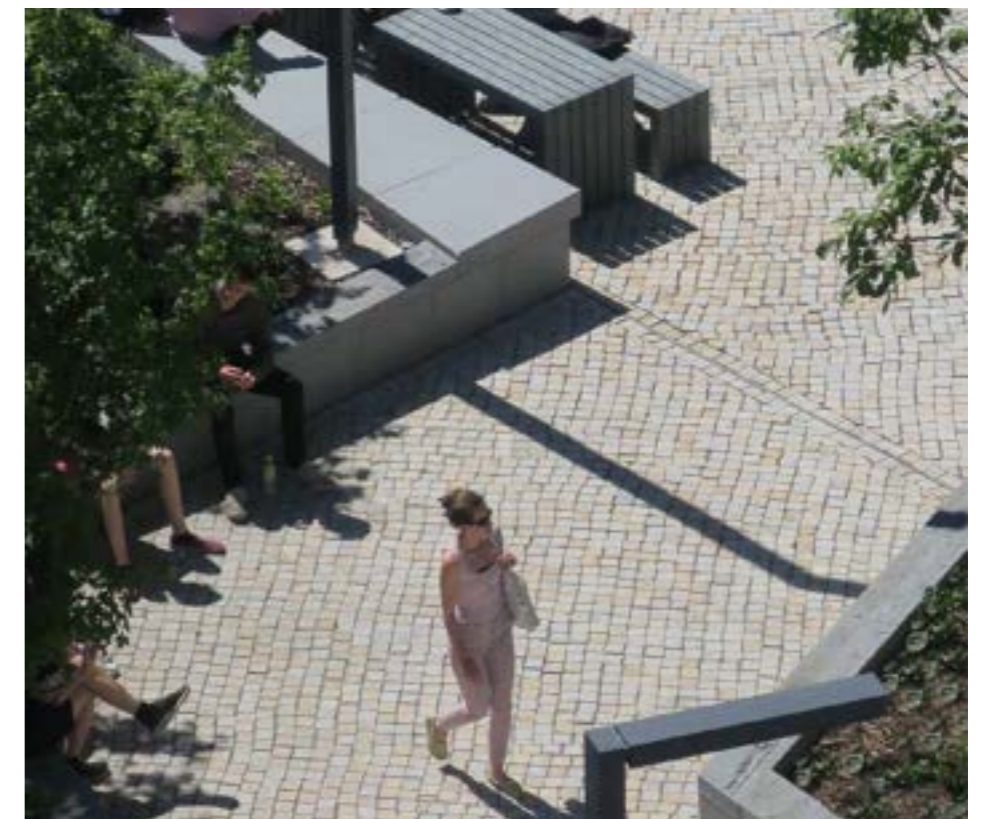
A FLEXIBLE OPEN HARD SQUARE WHERE SOME PERMANENT STALLS ARE REMOVED THAT CAN HOST A VARIETY OF EVENTS



ETCHINGS AND INLAY COULD CONVEY HISTORY AND LOCATION



PROVISION OF SEATING WILL ENCOURAGE DWELL



REUSE OF EXISTING MATERIALS ADDS CHARACTER AND TEXTURE

6.10 Market Square Activation

Market Square has the potential to host a range of events throughout the year from changing temporary market stalls to a food market and a 'Chesterfield by the Sea' event. In order to fully maximise the flexibility of the space suitable utility provisions will need to be installed.



Page 412

Temporary Market Stalls

- Temporary market stalls in the middle of the square provide the possibility for a variety of different pop up events such as vintage clothing fairs.
- Suitable space is needed for circulation around the temporary market stalls.
- Power provision should be considered and if this will be provided in the form of pop-up power, or brought on generators.
- Suitable access needs to be considered for the setup and installation of the stalls.



Temporary Marquee

- A temporary marquee in the middle of the square with circulation routes in and out will provide the opportunity for pop-up vendors to sell at the market.
- Circulation should be considered through and around the temporary marquee.
- Power should be considered and if this will be provided in the form of pop-up power or brought on generators.
- Suitable access needs to be considered for the setup and installation of the marquee.

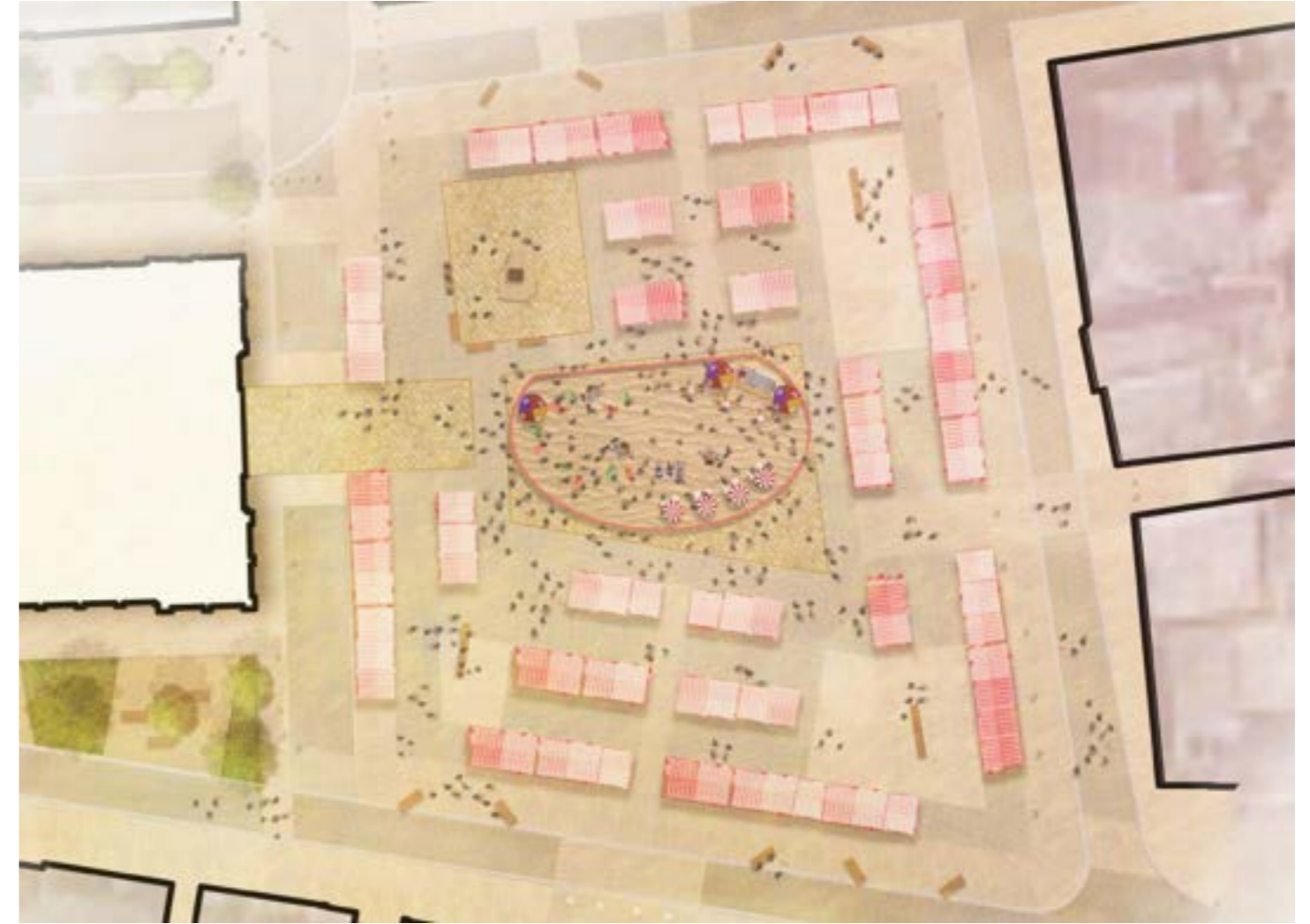
6.11 Market Square Activation

Page 413



Food Market

- A food market event with a variety of mobile food vendors could take place in the middle of the square.
- The provision of additional pop up seating would need to be considered for a food market in order to accommodate additional diners.
- Additional waste disposal must would be needed in order to accommodate visitors as well as food vendors.



Chesterfield by the Sea

- A seasonal beach themed activity could take place in the middle of the square including a large artificial beach. This would attract a variety of audiences from families in the daytime and summer holidays.
- Access for potential large vehicles needs to be considered to allow for the delivery of the sand. Access routes should also be considered for the delivery of additional play equipment.
- The provision of additional temporary seating needs to be considered in the form of deck chairs for the beach area.

6.12 New Square Proposals

A flexible events space, emerging from under a canopy of new and old trees with a contemporary seating and playful sculptural form.



Existing trees retained and given more breathing room for longevity via the removal of paving to their base, and introduction of low maintenance ornamental planting beds with plentiful seating opportunities.

Static and drop Hostile Vehicle Mitigation (HVM) bollard line, integrated with trees and street furniture (Ongoing: refer to chapter eight for more information).

Servicing, maintenance and emergency access route maintained along the front of the Market Hall via clear open flush hard space, and drop bollards that meet HVM requirements.

Reused Yorkstone paving and setts establish a surround to the new square and define the extents of the market.

Temporary market stalls and flexible space for events.

'Welcome mat' to the Market Hall entrance with feature paving inspired by tiling within the Assembly Rooms.

Fringe of Yorkstone slabs frame the Market Hall.

Proposed trees create a western grove.

Potential playful seating element rises and falls to become a slide, sun lounger, bench and table. As well as acting as a play and seating element, the winding bench will also act as an additional line of HVM for the square and could also have dates and information relating to Chesterfield's history.

6.13 New Square Precedents

A playful, green, attractive and modern square, capable of hosting events.

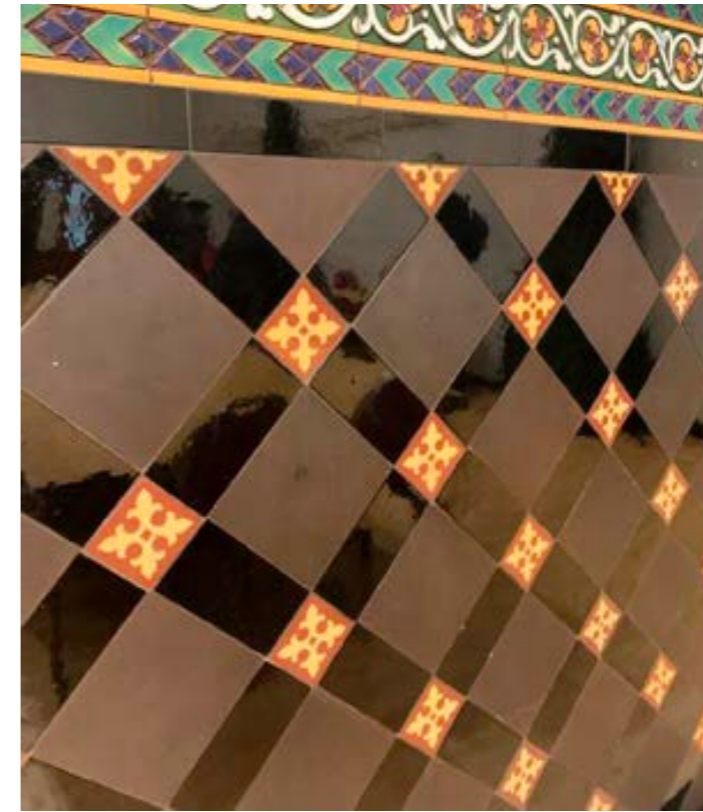
Page 415



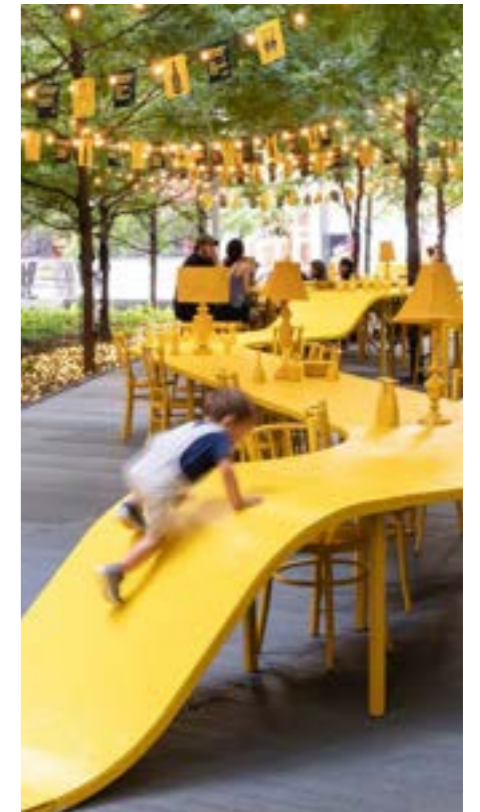
A FLEXIBLE SPACE FOR INFORMAL SEATING AND EVENTS



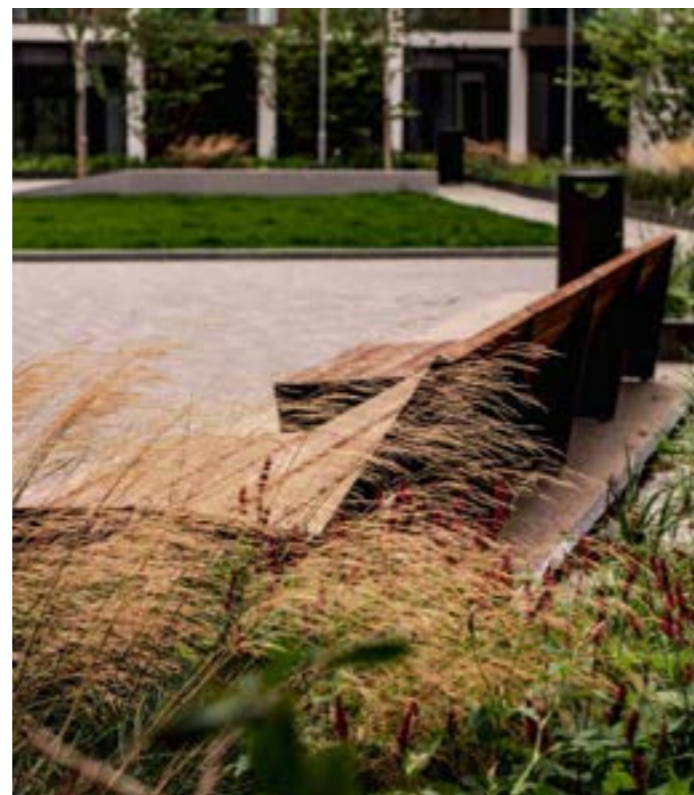
A FLEXIBLE OPEN HARD SQUARE ADJACENT TO THE MARKET HALL



INSPIRATIONS FOR PAVING COULD BE TAKEN FROM THE INTERIOR OF THE MARKET HALL



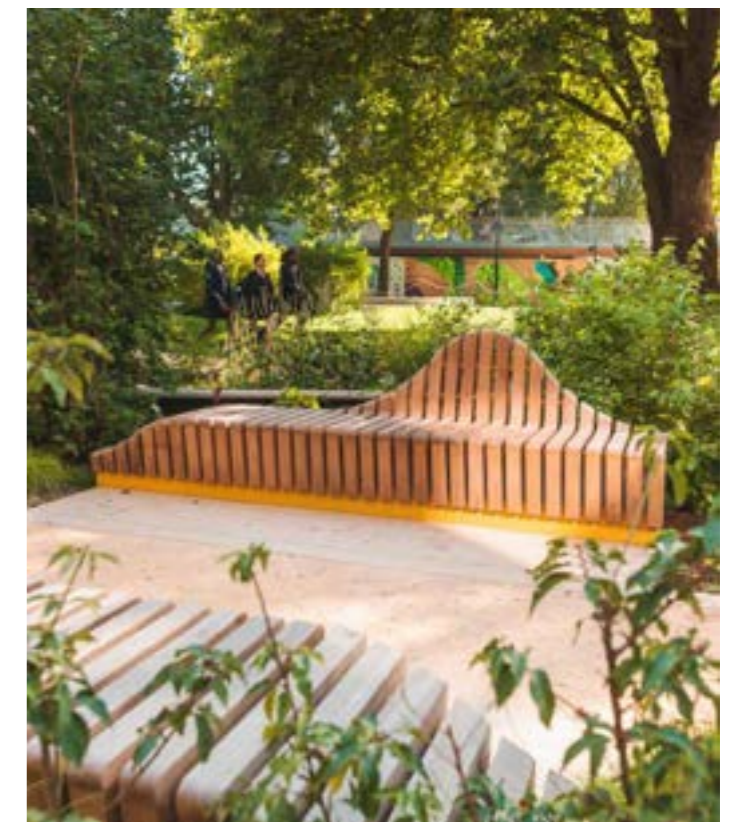
PLAY, ART AND SEATING COULD BE COMBINED



INTEGRATED SEATING WITHIN PLANTING



PLAY, ART AND SEATING COULD BE COMBINED IN A SINGULAR TWISTING FORM AROUND TREES



FEATURE SEATING WITHIN PLANTING OFFERS A CALMER ENVIRONMENT

6.14 New Square Activation

New Square has the potential to host a range of events throughout the year from the annual Christmas lights switch on to cinema nights and music events. In order to fully maximise the flexibility of the space suitable utility provisions will need to be installed.



Page 416

Cinema night

- Seated event within the square where seasonal films can be enjoyed supported by a food and beverage offer
- Placement of the screen should consider topography, weight loadings to the disused below ground toilet block and screen type (free standing v within a vehicle)
- Power provisions within the square should meet the needs of this type of event and WiFi coverage maximised in order to facilitate food stall trading
- The need for stand alone generators should be minimised



Big Wheel and fair

- Due to the size constraints, and limitations on weight loading to the south of the square, any feature wheel is likely to be located to the northern boundary. Installation of surface materials should consider the potential weight and installation requirements.
- Utility provisions should consider likely requirements of this and any possible supporting activities.

6.15 New Square Activation



Page 417

Music Event

- A wider variety of music events could be provided within New Square from a medium sized stage event to more intimate street music. Such events could be supported by a food and beverage offer
- Potential stage locations should be considered as the design develops to ensure suitable power provision is established without the need for generators
- WiFi coverage maximised in order to facilitate food stall trading



Christmas Lights switch-on

- Placement of a stage in front of the Market Hall should consider weight loadings if located close to below ground constraints.
- The square is likely to accommodate significant standing numbers. The placement of street furniture should not obstruct such an event.
- Utility provisions should consider likely requirements of this and any possible supporting activities.

6.16 Low Pavement

Low Pavement will create an attractive and welcoming gateway into the town centre from West Bars.



6.17 High Street Plan

Existing yorkstone paving and setts will be lifted, cleaned and relaid to create a clean new yet historic narrative with new trees and planting. Vehicular control measures will be formalised to provide added safety to town centre visitors.

Drop bollards allow for protection from hostile vehicles and allow for servicing along the length of the high street. The seating steps and proposed trees complete the HVM line.

Subject to ongoing discussions around HVM provision

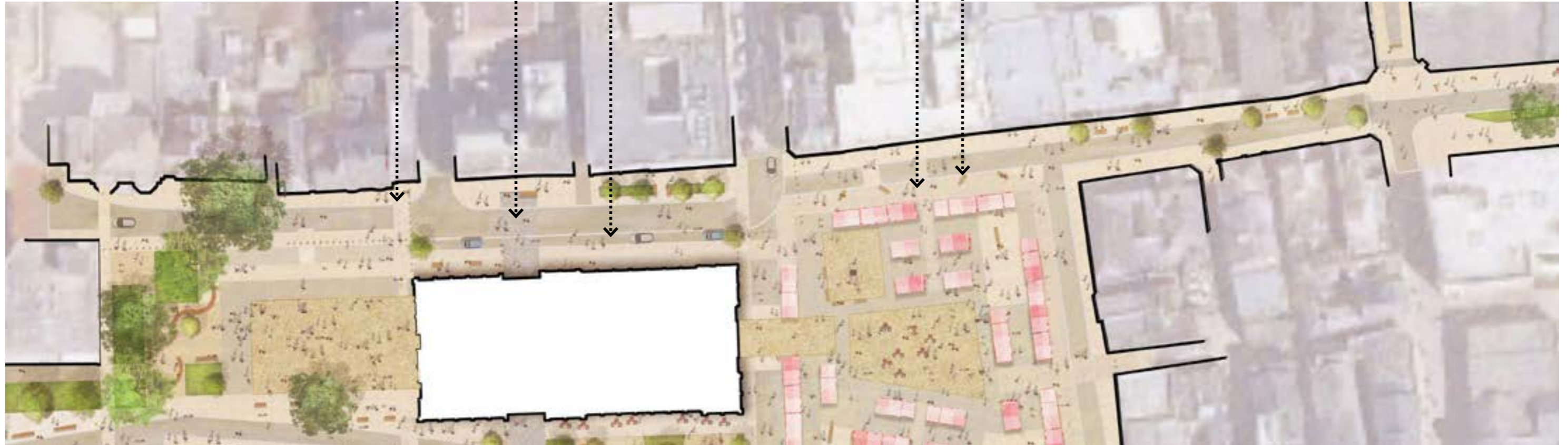
Page 419

'Welcome mat' to the Market Hall entrance with new stone setts in warm buff tones.

New trees planned to either end of servicing, accessible and taxi pick up and drop off bays to the northern side of the Market Hall. Locations allowed by underground servicing. Trees protected by solid stone double height kerb and form part of HVM strategy (ongoing).

Fringe of Yorkstone flags line the facade and cross the flush street as per the paved fringe to the Market Hall. Flush kerb retained in existing position with smaller Yorkstone setts to the carriageway as per existing. Setts lifted, cleaned and re-laid.

Proposed seating frames the square and provides a buffer between the high street and market encouraging dwell.

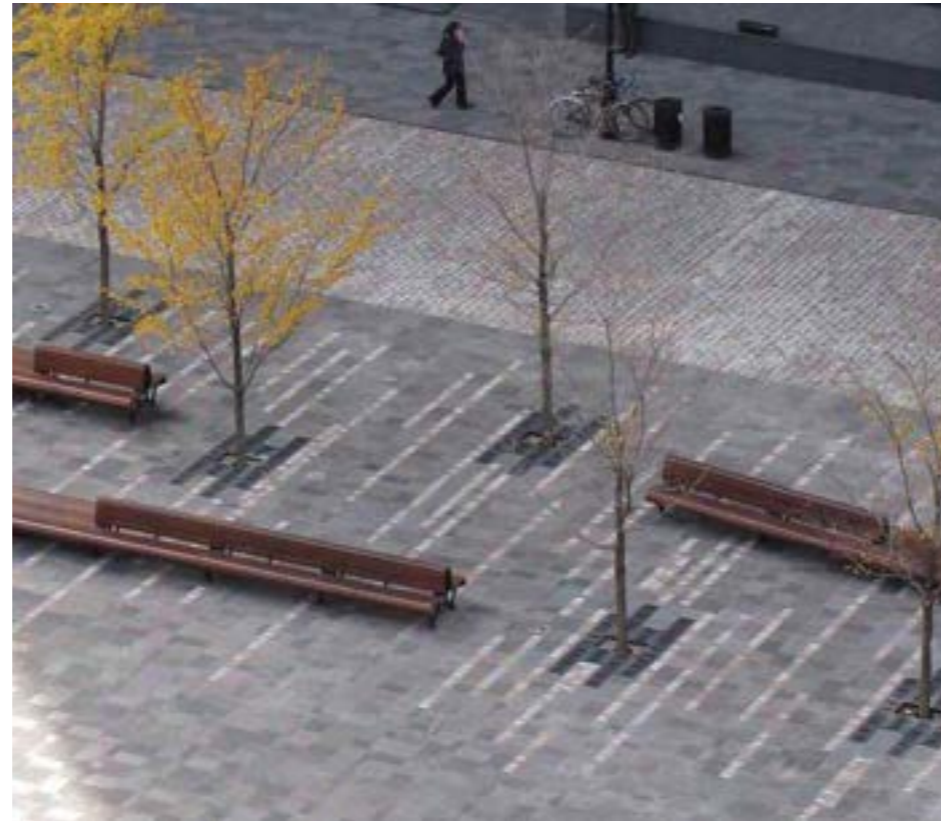


6.18 Streetscene Precedents

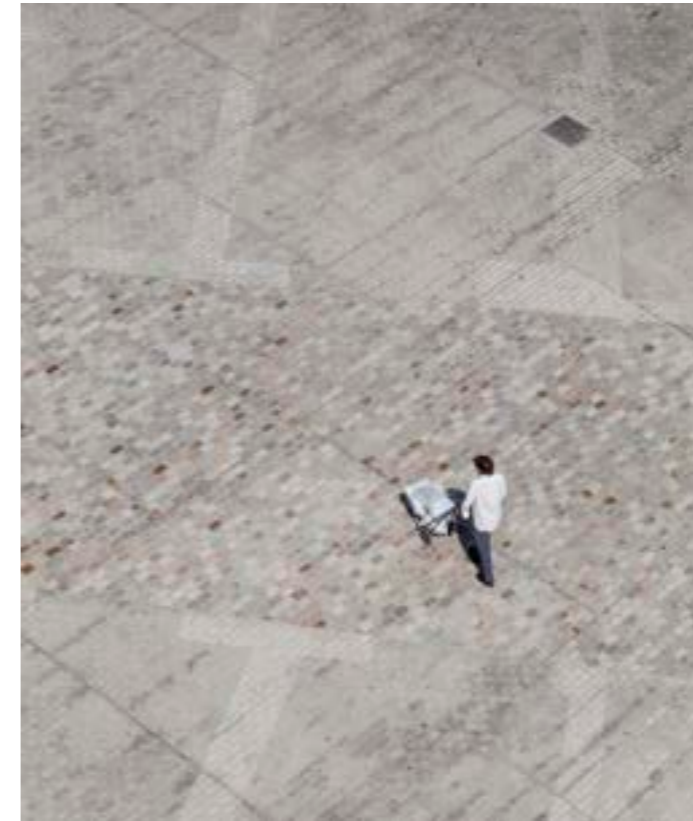
Balanced streets punctuated with street trees leading pedestrians from New Square to Market Square.



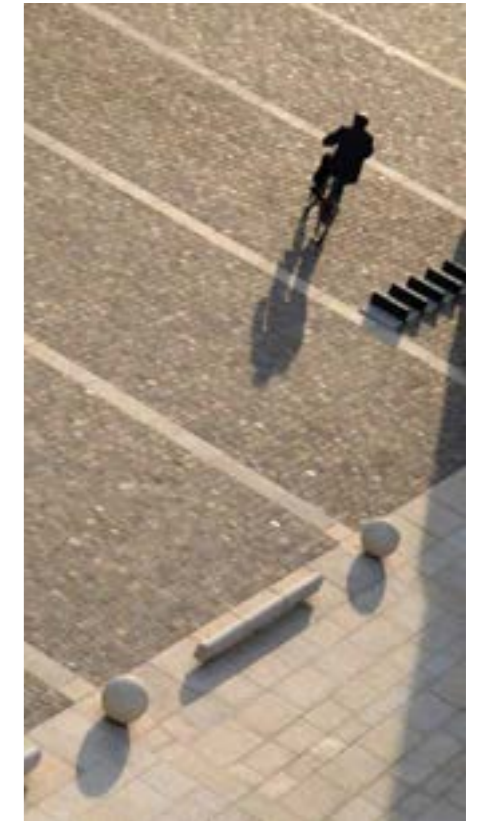
STREET TREES CAN ENCOURAGE DWELL ON ADJACENT SEATING



STREET TREES AND SEATING LINE ROUTE



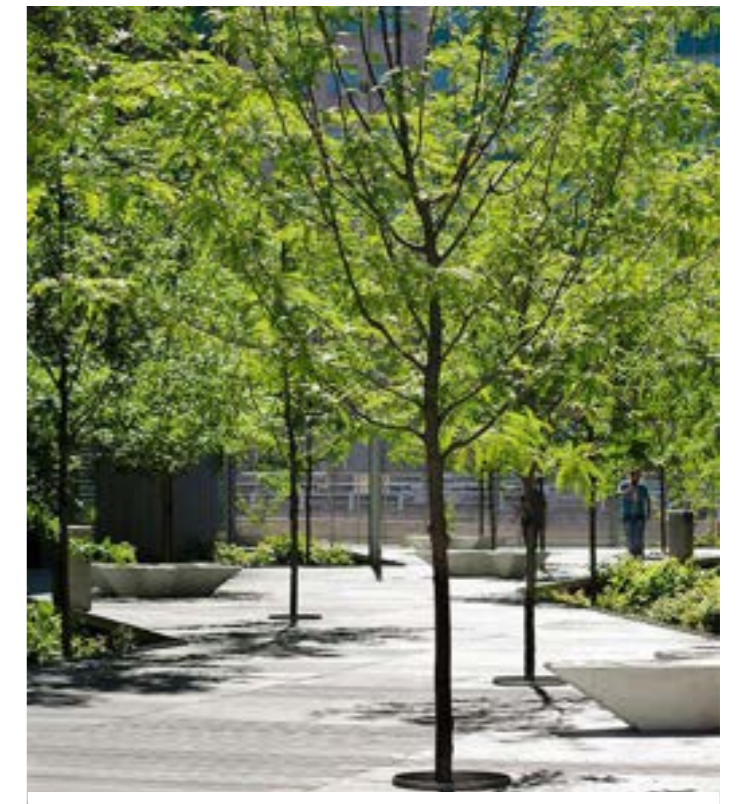
PAVING PATTERN DEFINES SERVICE VEHICLE CARRIAGEWAY RATHER THAN RAISED KERBS



USE PAVING BONDS TO DEFINE SPACES



AN ATTRACTIVE PUBLIC REALM WILL ENCOURAGE STREET ACTIVATION



SEATING BENEATH TREES WITH PLANTING TO THE LOW PAVEMENT POCKET SQUARE

6.19 Pocket Square

A space for dwell and relaxation beneath a dappled tree canopy in the bustling heart of Chesterfield.



6.20 Pocket Square Precedents

The proposed trees will be set within permeable self binding gravel and paving with a range of seating opportunities and spill out space.



SEATING AND POTENTIALLY ORNAMENTAL PLANTING AS WELL AS TREES



SELF BINDING GRAVEL COULD CREATE A FEATURE OF THE GROUND-PLANE AND ALLOW FOR TREE PLANTING



A MIX OF SEATING TYPES TO APPEAL TO ALL USER GROUPS



A FLEXIBLE SPACE TO ALLOW FOR SPILL OUT FROM THE MARKET HALL

6.21 Burlington Street

Existing concrete paving will be replaced with a more heritage palette of materials in keeping with the adjacent civic spaces. Vehicular control measures will be formalised to provide added safety to town centre visitors.

Yorkstone flags line the street on both sides, with smaller setts to the carriageway. Flush kerbs indicate the vehicular route for deliveries and emergency access.

Packers Row public realm improvements to be delivered in Spring 2022

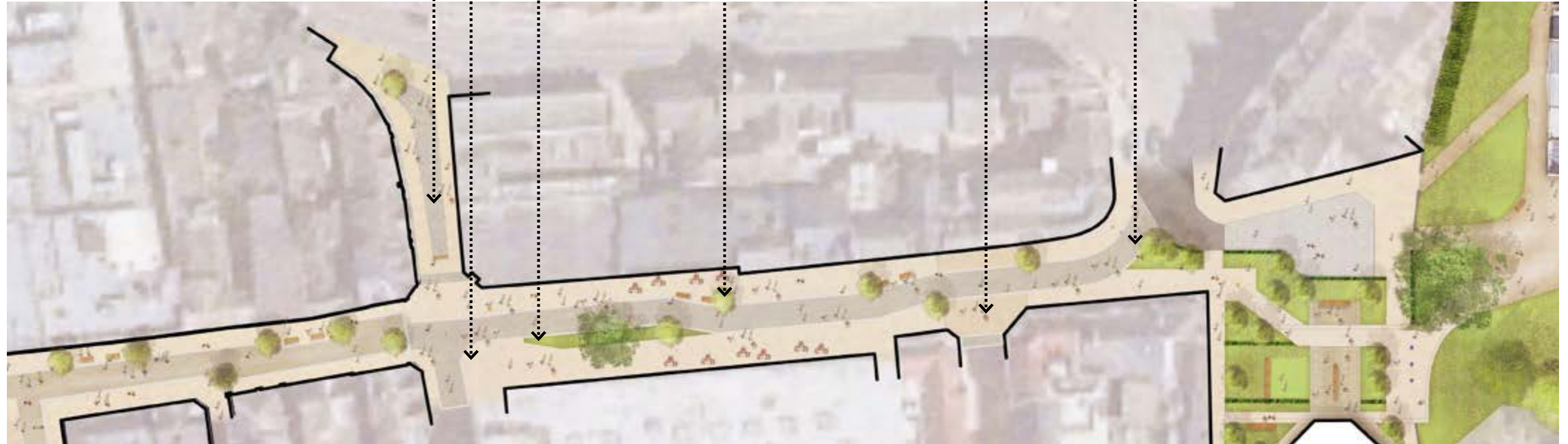
Planting to the base of the existing tree along the street with an adjacent additional tree.

New trees added to the widened footpath areas of the street along with improved seating and dwell areas. Potential to also include smaller play elements

Yorkstone paving in warm buff tones with bond running opposite to adjacent Yorkstone paving flags to highlight the linking retail street.

Drop bollards allow for protection from hostile vehicles and allow for servicing along the length of the street. Subject to ongoing discussions around HVM provision

Page 423



6.22 Burlington Street Precedents

A balanced street punctuated with street trees leading pedestrians from the Market Quarter to Rykneld Square and beyond



STREET TREES LINKING TWO SPACES



CLUTTER FREE PEDESTRIAN ROUTES



ARTWORK OPPORTUNITIES IN STREET FURNITURE



CAR FREE SPACE ALLOWING SPILL OUT AND DWELL

6.23 Church and Rykneld Square - Proposed Spatial Arrangement

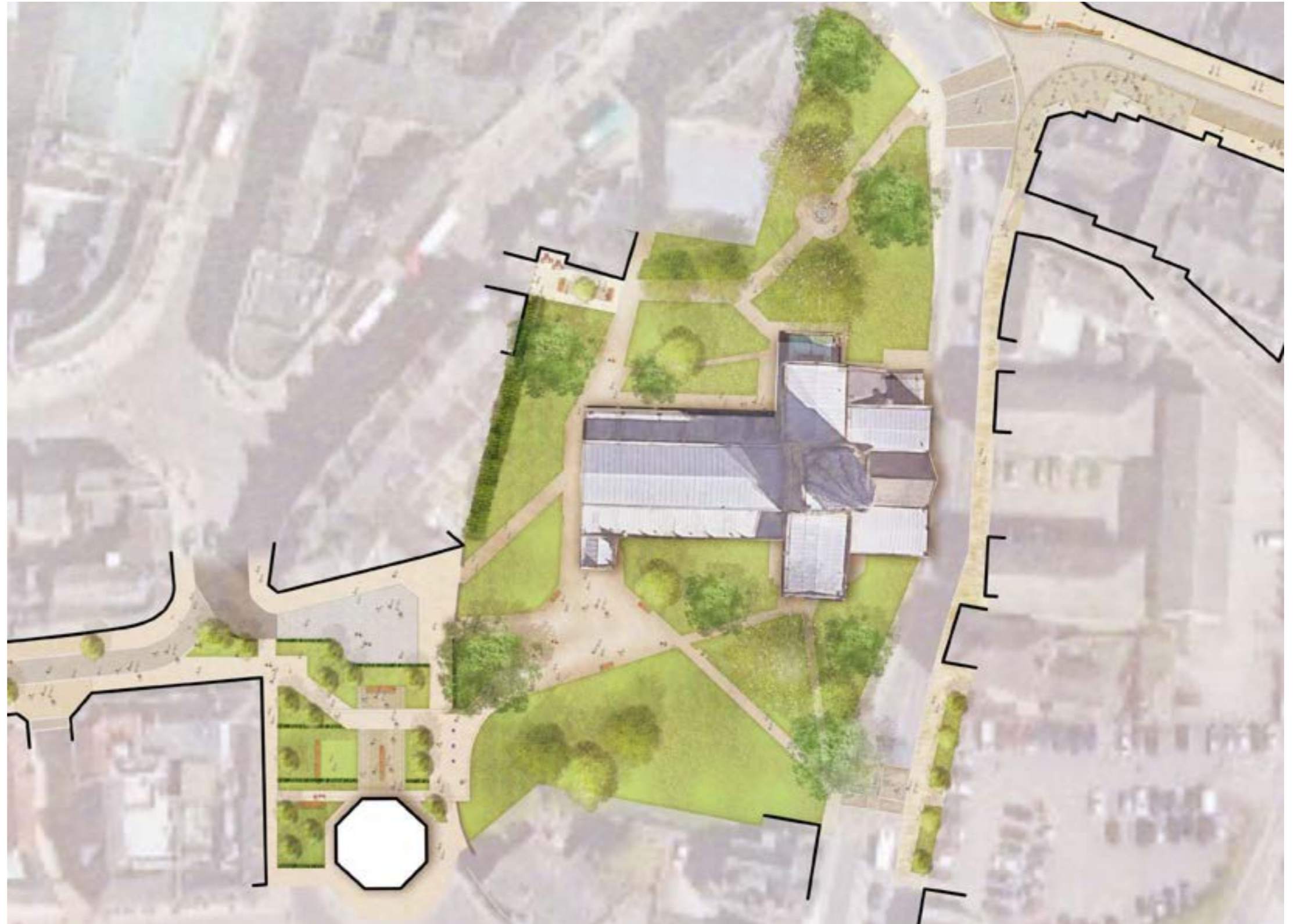
Drawing upon past uses, Rykneld Square has been redesigned to provide the church with an appropriate arrival experience.

Currently Rykneld Square is under used and undervalued, presenting a sea of block paving and clusters of street furniture. The processional entrances into the church grounds are blighted by bins and an uninspiring environment.

Movement from Burlington Street is segregated by the Church Way bus route and retail service access, the surface of which is failing under the sustained heavy vehicle use. This establishes a strong barrier to movement, combined with associated noise and air pollution. The proposals recommend the partial closure of Church Way and the re-routing of associated bus routes. Thus, creating increased space to establish a new garden area within Rykneld Square.

This envisioned space aims to improve connectivity with the church by encouraging pedestrians to move through the square to the main church entrance. Due to the existing clutter in the square this primary entrance is not visually dominant, and most pedestrians use secondary entrances. By re-enforcing the main entrance, pedestrians will need to walk through the gardens and away from service areas.

The church grounds themselves will have a much-improved interface with the square. It is envisaged that the church environment will be predominantly improved through the introduction of a renewed lighting scheme, tree works, and planting. Footpath routes around the church, particularly onto St Mary's Gate, need improvements to improve both legibility and access.



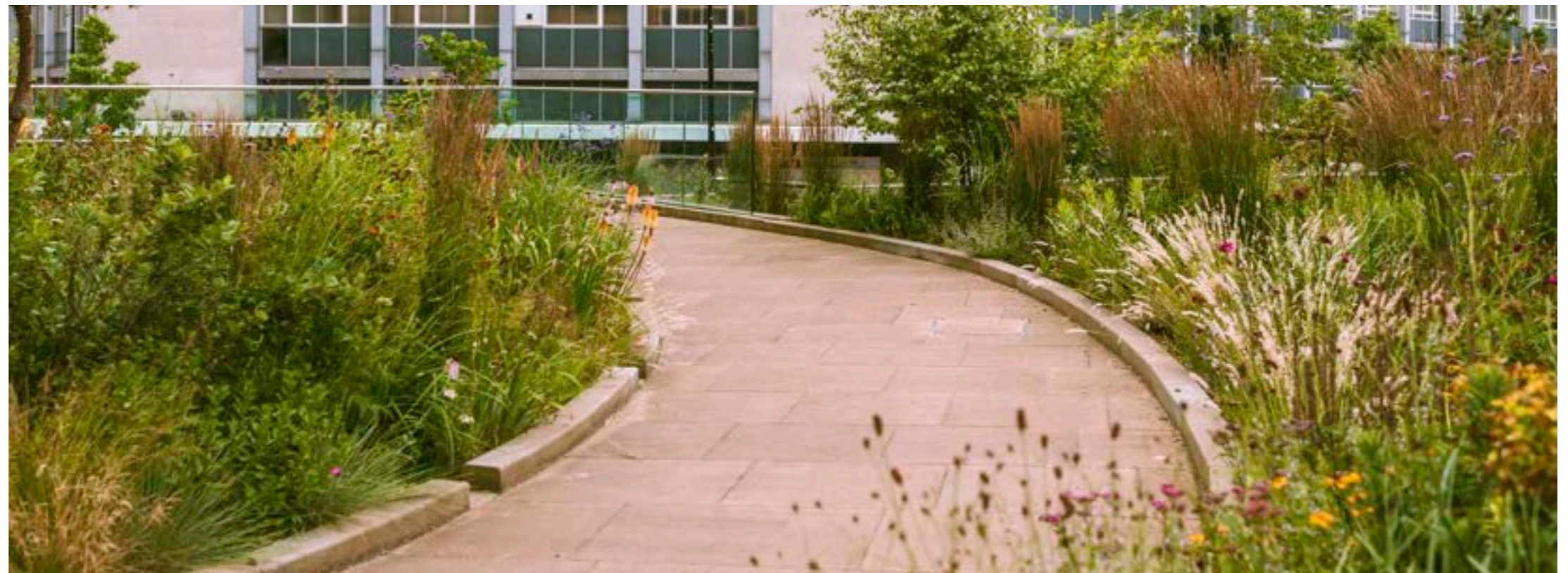
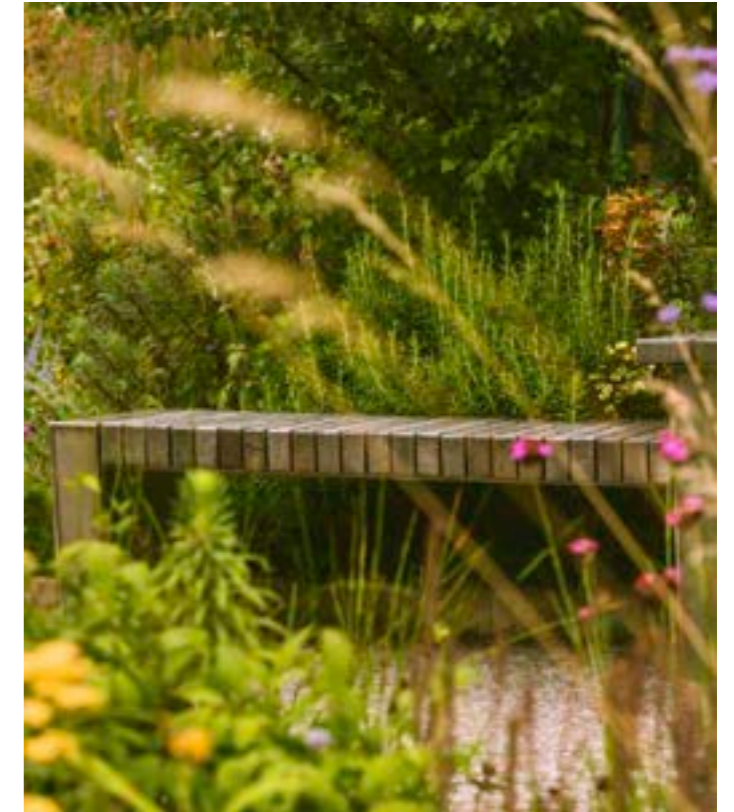
6.24 Church and Rykneld Square Vision - Urban Greening and Sustainability

The Church grounds, together with the creation of a new urban garden in Rykneld Square, provide a unique opportunity to improve biodiversity within the town centre.

The church grounds currently present the largest area of greening within the town centre and contains a number of mature evergreen and deciduous trees. However, it is encircled by highway infrastructure, tightly constructed buildings, and large expanses of hard surfacing creating a green 'island'. Up until recent times, Rykneld Square was a green space, seen as an extension of the church grounds, and at one time an alpine garden. The proposals for the square therefore aim to return the current hard space back to a verdant and calming garden where it can complement the church environment.

This enlarged area of green space enables opportunities to:

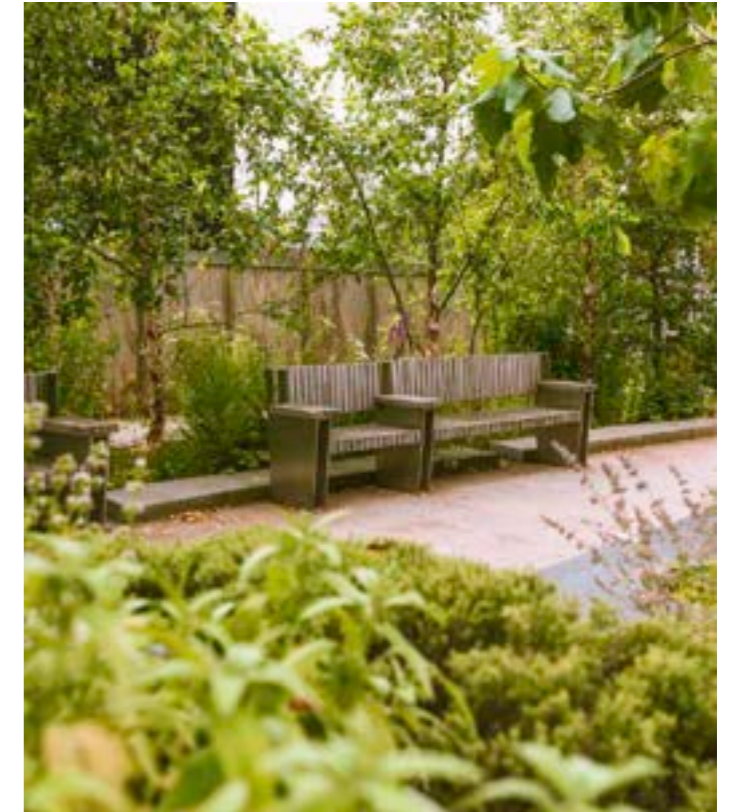
- Increase biodiversity through the implementation of a range of species and planting types.
- Introduce planting from ground level up to canopy level creating a layering effect.
- Provide enclosed lawn areas where visitors can dwell on a warm summers day.
- Include design elements designed to encourage utilisation by birds, mammals and insects.
- Introduce principles of sustainable urban drainage (SuDS) through the use of semi-permeable materials and encouraging drainage via the soil.
- Reuse reclaimed materials provide an opportunity to include local community groups in their long term maintenance.



6.25 Church and Rykneld Square Vision - Social Dwell

The enlarged area of green public realm will enable the calming atmosphere of the church grounds to extend into Rykneld Square, thus presenting increased opportunities to enjoy time in the outdoors.

The church grounds already contain several seats and benches within its main arrival area to the front of the church facing south. Their associated tearooms are within an adjacent building creating opportunities to offer outdoor dining within the grounds on sunny days. Rykneld Square will increase the opportunity to dwell through the inclusion of a variety of seating options and lawned areas. Unlike the church grounds, seating here will be within an enclosed and lush environment away from main pedestrian routes. Seating orientation considers key views and associations with the church interface.



6.26 Rykneld Square

A redesigned Rykneld Square will provide attractive gardens within the town centre and a welcoming approach to the Grade I Parish Church.



Signage and totems to aid wayfinding.

Vehicle drop-off area reduced and pedestrian movement prioritised to create an arrival space for church events.

Linear hedges to enhance insect and bird foraging.

Quiet dwell space surrounded by planting.

Planting beds with species tolerant of wet and dry conditions to manage local climate changes.

Historical references in central paved space to demonstrate local character and identity.

Berry and flower bearing trees to provide foraging opportunities for wildlife.

Bespoke seating in a central dwell space to act as focal meeting point in the garden setting.

Central lawn space for play and lounging in good weather.

High quality, comfortable and accessible seating to provide dwell opportunists.

6.27 Rykneld Square Precedents



6.28 St. Mary and All Saints Church

Improvements to the church environments will re-enforce the character of the churchyard and create safer and more attractive routes.



Route to the memorial improved to allow access and ceremonial events.

Bespoke seating for meeting and social dwell.

Improved lighting throughout the area to reduce antisocial behaviour and illuminate historical features.

Existing lawns improved and enhanced with seasonal bulbs to provide springtime colour and pollinator foraging opportunities.

Primary entrance enhanced.

6.29 St. Mary and All Saints Church



6.30 Corporation Street Option 1 - reduction to a one-way street

Rebalancing the street will place greater emphasis on the pedestrian experience and support the adjacent uses.



Signage/totem to improve wayfinding and act as a gateway feature.

Attractive arrival space from the station.

Note: Aspirations for a new bridge link from the station may impact on the design and functional requirements of this space

Increase street greening.

Street increased to one way route.

Improved drop off and delivery bays.

Widened footpaths to improve pedestrian movement and on street activity.

Paving featuring local and cultural references.

Page 432

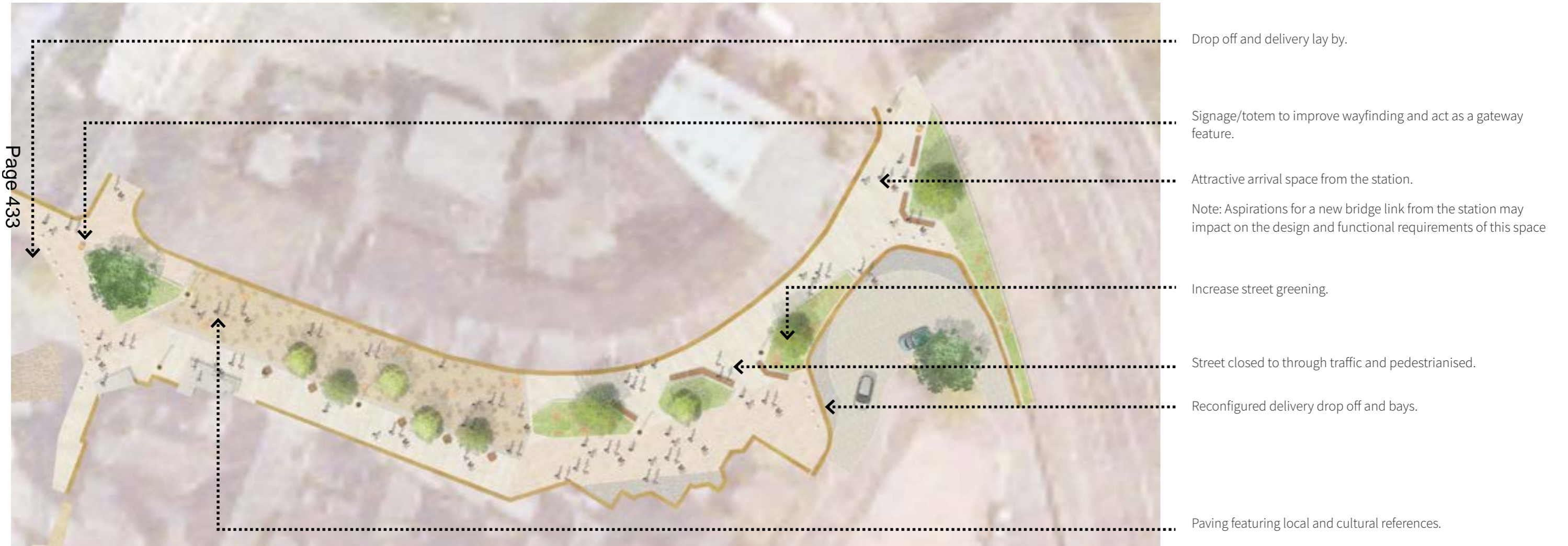


POTENTIAL FEATURE PAVING INSPIRED BY THE STAINED GLASS WINDOWS WITHIN STEPHENSON MEMORIAL HALL



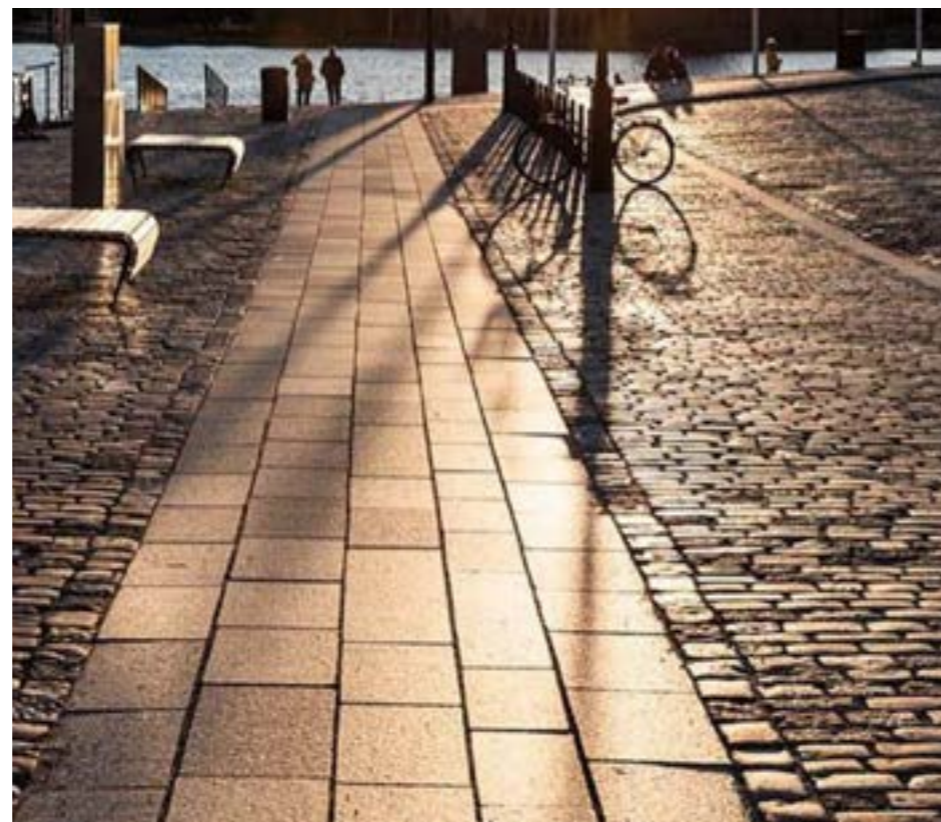
6.31 Corporation Street Option 2 - Partial Road Closure

Removing traffic from Corporation street enables the creation of a new piece of gateway public realm and a warm welcome to visitors.



FEATURE PAVING DESIGN EXPLORATIONS

6.32 Corporation Street Precedents



6.33 Overall Vision - Embrace Heritage

Chesterfield has had a recorded market since 1156 with the current market hall dating to 1857; something to be celebrated.

Chesterfield boasts a rich history with many listed buildings and features which led to the granting of the Town Centre's Conservation Status in 1976.

Within the market site itself there are several Grade II listed buildings along Low Pavement and the Market Hall. Some of the historic traditionally styled lamps are also Grade II listed.

The Water Pump which sits at the north west corner of Market Square is grade II* listed, with inscriptions from 1776 and 1826. This Town Pump has always been a key feature of Chesterfield used as a source of water for residents and cattle on market day, and featuring in many historical photographs of social gatherings.

The Water Pump is currently largely hidden from view, screened from the High Street and Market Hall by many of the permanent market stalls and with no real respect given to its heritage. The proposed design sees the pump celebrated as a key focal point, at the heart of a stepped seating area with market stalls pushed back to give it breathing space.

Chesterfield's Parish Church, St Mary and All Saints, is Grade I listed and an iconic landmark, forming an important orientation point and providing the climax to many long views through the town centre. The wider church environment does not fully celebrate the building or provide the appropriate welcome to visitors, an important consideration for the towns leading tourist attraction.

Archaeological excavations in Rykneld Square have revealed the town's Roman and Anglo-Saxon origins though there is no recognition of this within the square.

There are many ways the important heritage of the town can be celebrated in the public realm design, through inlays in seating, paving, and signage. Strategies that extend through the town would provide a cohesive approach to heritage.



A HERITAGE PLINTH COULD BE INCORPORATED TO NARRATE CHESTERFIELD'S PAST



DATES, TEXT AND IMAGERY CAN BE CUT INTO PAVING AND STEPS



METAL AND STONE INLAYS OFFER POTENTIAL FOR ATTRACTIVE SIGNAGE IN SEATING AND STEPS

- KEY
- Potential to incorporate heritage into seating
 - Historic Water Pump should be celebrated
 - Paving could incorporate heritage details



6.34 Overall Vision - Encourage Play

Part of the town centre vision is to create informal playful spaces that encourage children and adults alike to play and interact.

The playful elements are not intended to be prescriptive play as such, but more an iconic furniture element that incorporates the potential for play whilst also providing a comfortable dwell space for a wide variety of users.

New Square's western side is well suited to incorporate such an element, below its existing tree canopy, with additional planting then filtering out as the trees meet the open hard 'square'.

By manipulating height and form a simple linear bench can become a slide and balance beam for example, as well as a relaxing seating element with backrests or just one to quickly perch on.

New Square itself is also well suited to host artistic temporary play installations and children's events to foster a strong sense of community, and encourage all ages to use the town centre. Examples of such temporary playful attractions are an urban beach, ping pong, deckchairs, children's climbing walls, giant chess, and jenga among many others.

Incidental play elements can be included throughout the town centre to foster engagement with the public realm.



SEATING AND ART COULD BE COMBINED WITH A PLAYFUL ELEMENT



QUAYSIDE SEASIDE IN NEWCASTLE - A TEMPORARY PLAYFUL SUMMER ATTRACTION



STREETS WITH INFREQUENT USE CAN INCORPORATE PLAY AND DWELL ELEMENTS



VISITING ATTRACTIONS CAN BOOST VISITOR NUMBERS



INCIDENTAL PLAY ELEMENTS CAN FIT INTO SMALL SPACES AND INCREASE PLAY COVERAGE THROUGH THE TOWN CENTRE



MEANWHILE USE AND ACTIVITIES CAN PROVIDE VALUABLE OPPORTUNITIES FOR PLAY



6.35 Overall Vision - Wayfinding and Signage

Effective and attractive signage is necessary to create a legible network of spaces in an aesthetic that could be expanded town wide.

Chesterfield town centre benefits from several existing way finding totems. Although legible and useful, these are limited in number and often don't stand out to the passer by as there is a fair amount of street clutter, as explored in the earlier analysis chapter of this document.

An initial part of the scheme could be to rationalise existing furniture and signage, and have an overhaul of the vertical street scape elements to create a stripped back united whole. Any new and existing wayfinding elements should aesthetically tie into other furniture such as seating and bins.

Another method of wayfinding is that of stone and metal inlays which can be incorporated within paving, seating, and steps to highlight names and directional arrows towards key locations and landmarks.

Feature totems should be used to highlight key entry and arrival points, such as the market and Corporation Street.



EXISTING WAY FINDING TOTEMS



POTENTIAL FOR MORE STYLISED TOTEMS IN FITTING WITH NEW FURNITURE



METAL AND STONE INLAYS OFFER POTENTIAL FOR ATTRACTIVE SIGNAGE IN STEPS AND PAVING



STREET FURNITURE AS AN OPPORTUNITY FOR WAYFINDING



SIGNAGE AS AN EDUCATION TOOL



LIGHTING AND WAYFINDING COMBINED



6.36 Overall Vision - Landmark Views

The design should maintain clear views to historic wayfinding landmarks such as the Church of St Mary and All Saints, and Chesterfield Market Hall.

The existing permanent market stalls partially screen the historic prominent facade of Chesterfield's Market Hall. By reducing the number of permanent stalls and their proximity to the Hall, the building can be seen and celebrated more fully.

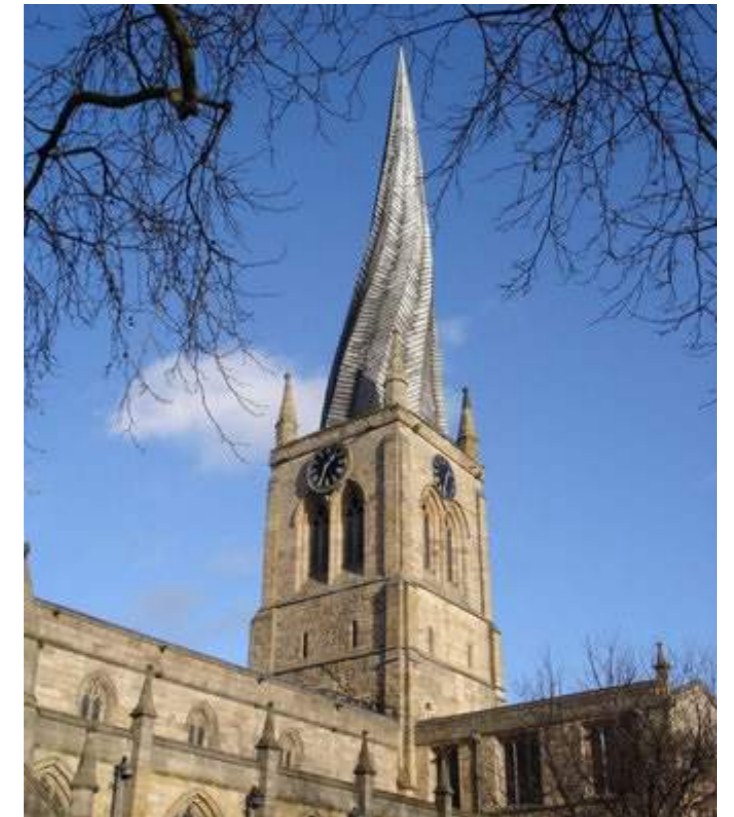
The proposed landscape allows for a more permeable façade to the Hall, allowing and encouraging spill out from businesses into the public realm.

Chesterfield's famous 'crooked spire' of the Church of St Mary and All Saints is an important landmark and wayfinding tool. From the central market area the spire acts as a key pedestrian visual tool leading one towards the train station. The placement of street trees and furniture along High Street should maintain this view.

Rykneld Square acts as a welcome space to the church. The redesign of this public space considers protects the primary view of the church.



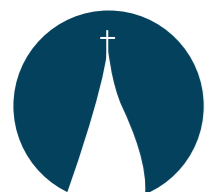
CHESTERFIELD MARKET HALL'S HISTORIC FACADE



CHURCH OF ST MARY AND ALL SAINTS 'CROOKED SPIRE'



- KEY**
- ▭ Historic façades of the Market Hall to be kept clear
 - ➔ Key view



6.37 Overall Vision - A Safe Space

Hostile Vehicle Mitigation will be incorporated within the landscape design to mitigate against potential terror threat.

To mitigate the threat of a vehicle borne terrorist attack, a phenomenon that sadly has been on the rise, it is recommended that Hostile Vehicle Mitigation (HVM) is integrated within Chesterfield Town Centre's public realm.

Static HVM is generally more secure than manual barriers which require staffing and automated ones which require maintenance. Static HVM can be incorporated into the public realm in the form of planters, mature trees, street furniture, bollards, and sculptural forms. In these ways HVM can become an attractive and functional permanent part of the landscape, preventing vehicular ingress, whilst allowing clear pedestrian flows and encouraging dwell where seating and artworks are used.

The best form of HVM is total exclusion of vehicles from an area, however, vehicular access is required to Market Square, New Square and the surrounding network of streets in order for them to function as markets, shops, host events, and allow for emergency service access. Therefore measures must be taken to partially obscure access with permanent measures, with telescopic bollards to take up the spaces where permanent HVM is not appropriate. In this way the Town Centre can be secured from unwanted, potentially dangerous vehicles yet still allow access for authorised use. If needed, additional temporary vehicular barriers can be added at times of heightened threat or events.

The proposed HVM strategy is explored in more depth in chapter eight of this document and is subject to ongoing review and refinement with Chesterfield borough Council, the police and the CTSA.



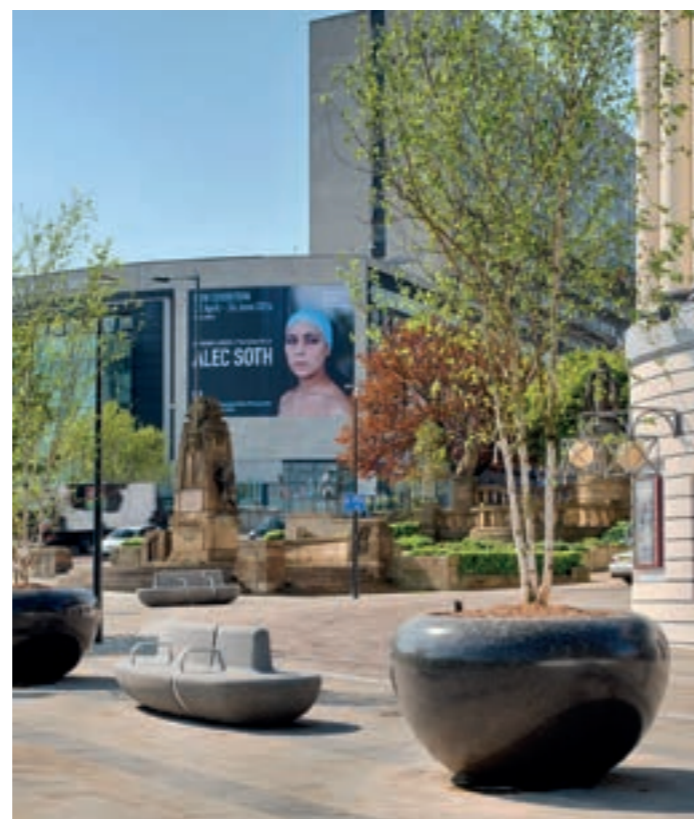
SOLID STONE SEATING CAN DOUBLE AS HOSTILE VEHICLE MITIGATION



SEATING AND TREES CAN DOUBLE UP AS VEHICULAR BARRIERS



MATURE TREES CAN ALSO FUNCTION AS BOLLARDS



LARGE PLANTERS CONTAINING TREES



BOLLARDS CONCEALED IN HEDGING



BOLLARDS AT BLACKBURN CATHEDRAL



6.38 Overall Vision - Lighting

Alongside improvements to the public realm, the Town Centre Transformation scheme includes the development of lighting and data strategies. These are being commissioned separately but will form an integral element to the town centre improvement works

A concept strategy developed by Arup Lighting identified a number of lighting opportunities ranging from functional street illumination, through to feature projections and architectural colour washing.

A carefully crafted lighting scheme can greatly enhance the usability of the public realm, whilst also assisting with security and acting as a deterrent to anti social behaviour.

Chesterfield Borough Council also have great ambitions to increase the digital connectivity and data based knowledge of the town centre, supporting the 5G roll out, and assisting with the monitoring and understanding of how the town centre is used and the quality of the environment it provides.

2 Lighting Intervention summary



EXTRACT FROM ARUP DOCUMENT 'CHESTERFIELD LUF LIGHTING MASTERPLAN' JUNE 2021



MARKET LIGHTING FOCUSES ON THE STALLS AND NOT THE BUILDING



CHURCH GROUNDS ARE UNDER LIT, WITH POOLS OF LIGHT AND DARK



CHURCH ARCHITECTURAL LIGHTING ADDS INTEREST BUT COULD BE IMPROVED



7.1 Existing Market Provision

Chesterfield has been a market town since 1204 when it obtained its Royal Charter from King John, giving permission to hold a market twice a week. The market is therefore steeped in centuries of heritage and social history. The opportunity to revitalise the existing market provision marks the next chapter in the town's market heritage

Discussions are ongoing with the market traders to agree an amended market stall layout that aims to balance the number of permanent market stalls against more temporary provisions and opportunities to host a wider events and activities programme.

Market Square has been identified as retaining both permanent and temporary stalls whilst New Square will house a temporary provision, predominantly to accommodate traders on a Thursday.

This exercise also aims to maximise pedestrian permeability through the squares, driving footfall past stall holders, and reducing anti social behaviours by creating a more open, visible and permeable environment.

Drawings contained within this chapter are representative of where discussions currently stand and are NOT necessarily the final designs or configurations.



7.2 Existing Photos



MARKET SQUARE SHOWING EXTENT OF MARKET STALLS AND LACK OF VISUAL AND PHYSICAL PERMEABILITY



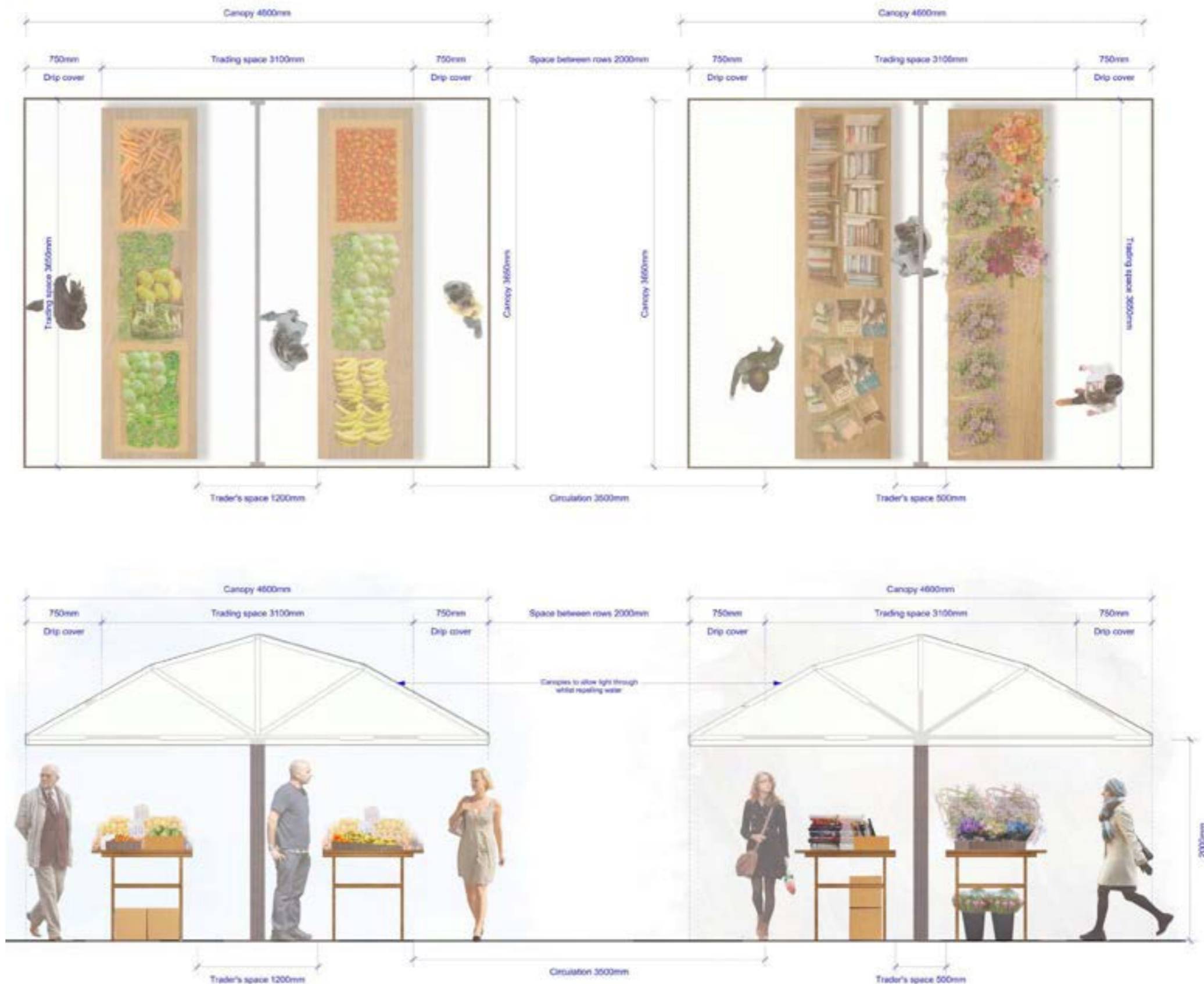
NEW SQUARE SHOWING EXTENT OF MARKET STALLS AND CURRENTLY UNDER USE EXTENT OF OPEN SPACE

Page 49

7.3 Proposed Market Stall Design - Being developed with traders and subject to further consultation

The proposed new market stalls will offer a greater trading area, a wider canopy to provide improved weather protection, and will be spaced more generously to allow for improved pedestrian movement

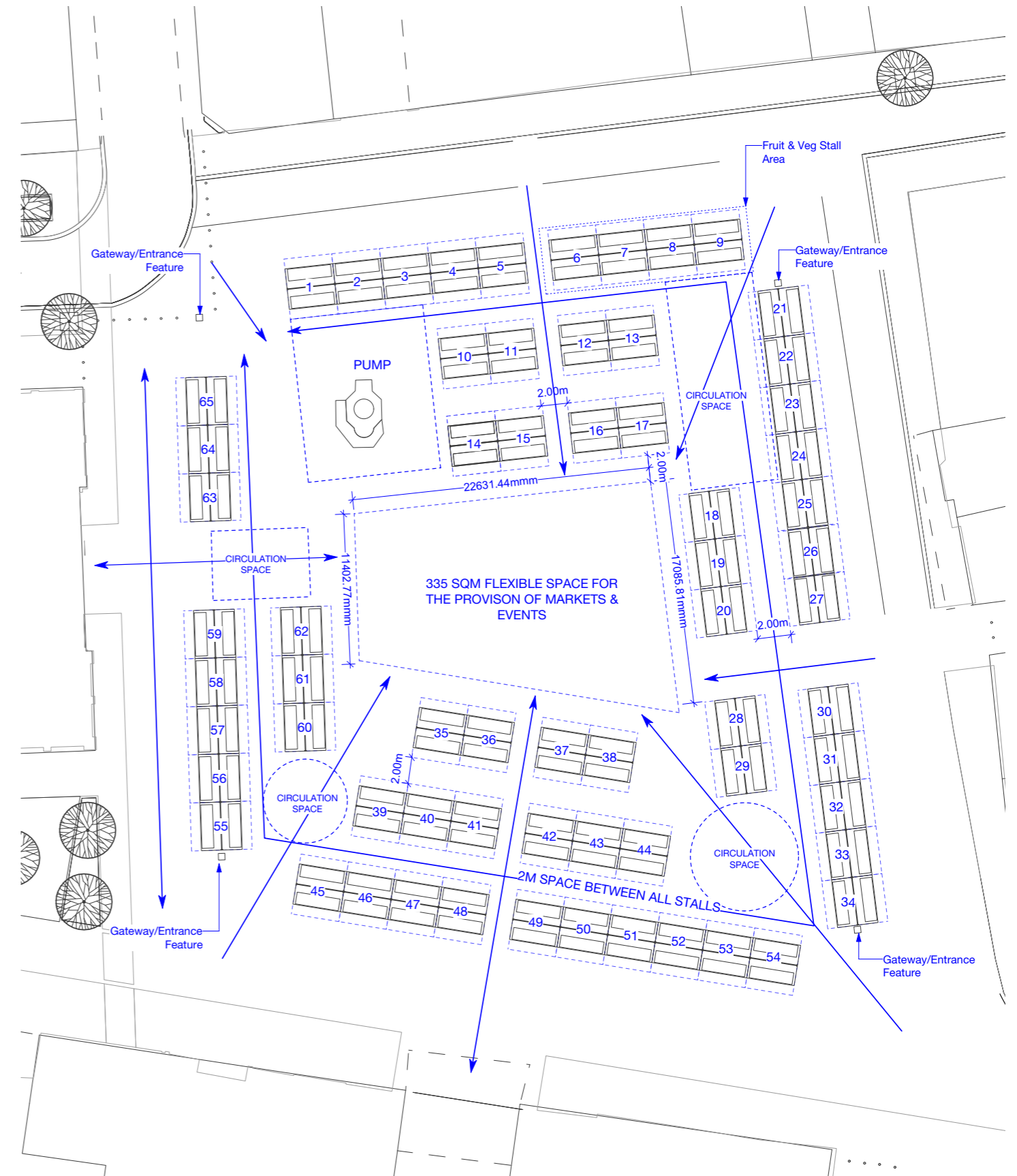
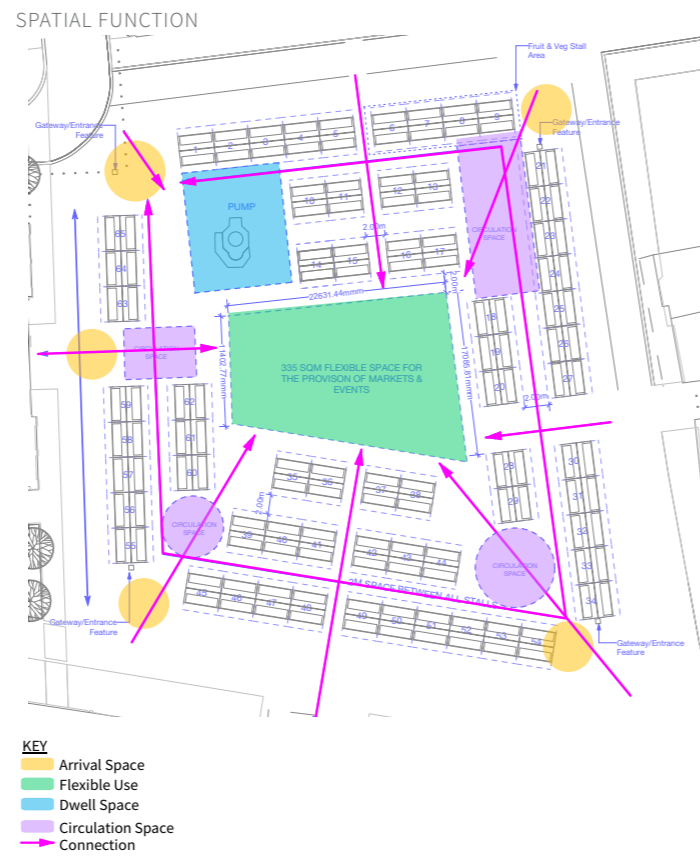
This stall design is currently undergoing review and testing by the market traders. Prior to acceptance a mock-up will be installed on-site for review and comment. This design shown here is therefore provisional.



7.4 Proposed Permanent Market Stall Layout - Market Square (subject to continued trader input)

The market stalls are aligned around a central flexible space. Permeability is improved via the introduction of both corner and central routes thus maximising trader interfaces with the public. This permeability also improves natural surveillance and aims to discourage anti social behaviour.

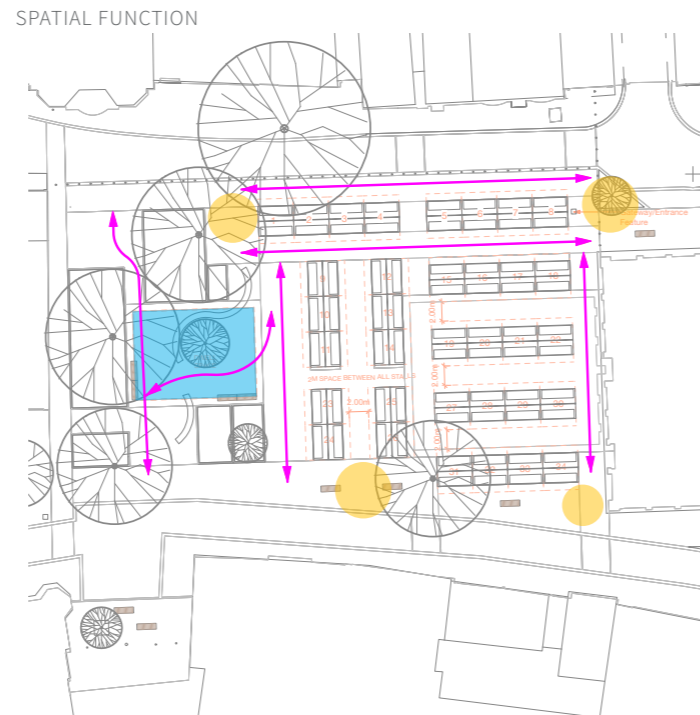
Page 445



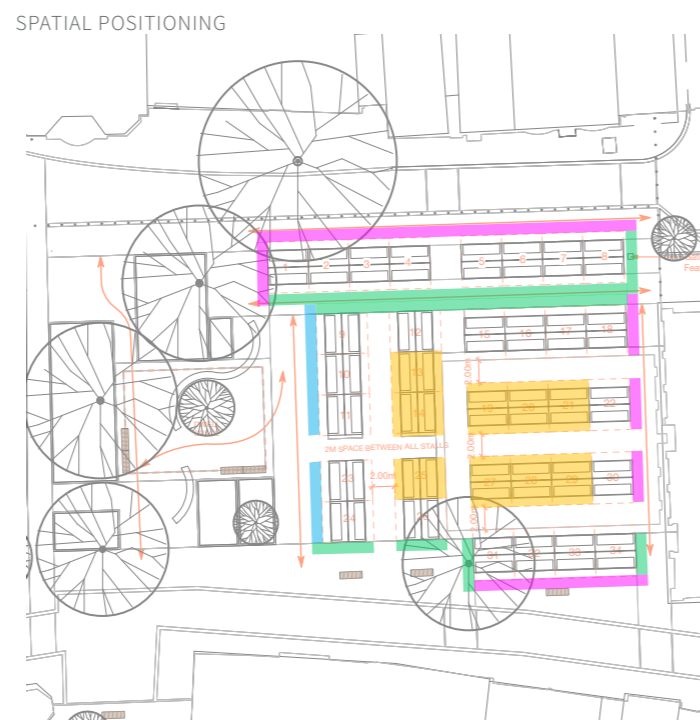
7.5 Possible Temporary Market Stall Layout - New Square (subject to continued trader input)

In order to ascertain a capacity, temporary stall provision has been calculated on the use of stalls the same size as Market Square. In reality the size of stalls used are likely to vary subject to the nature of the event being held.

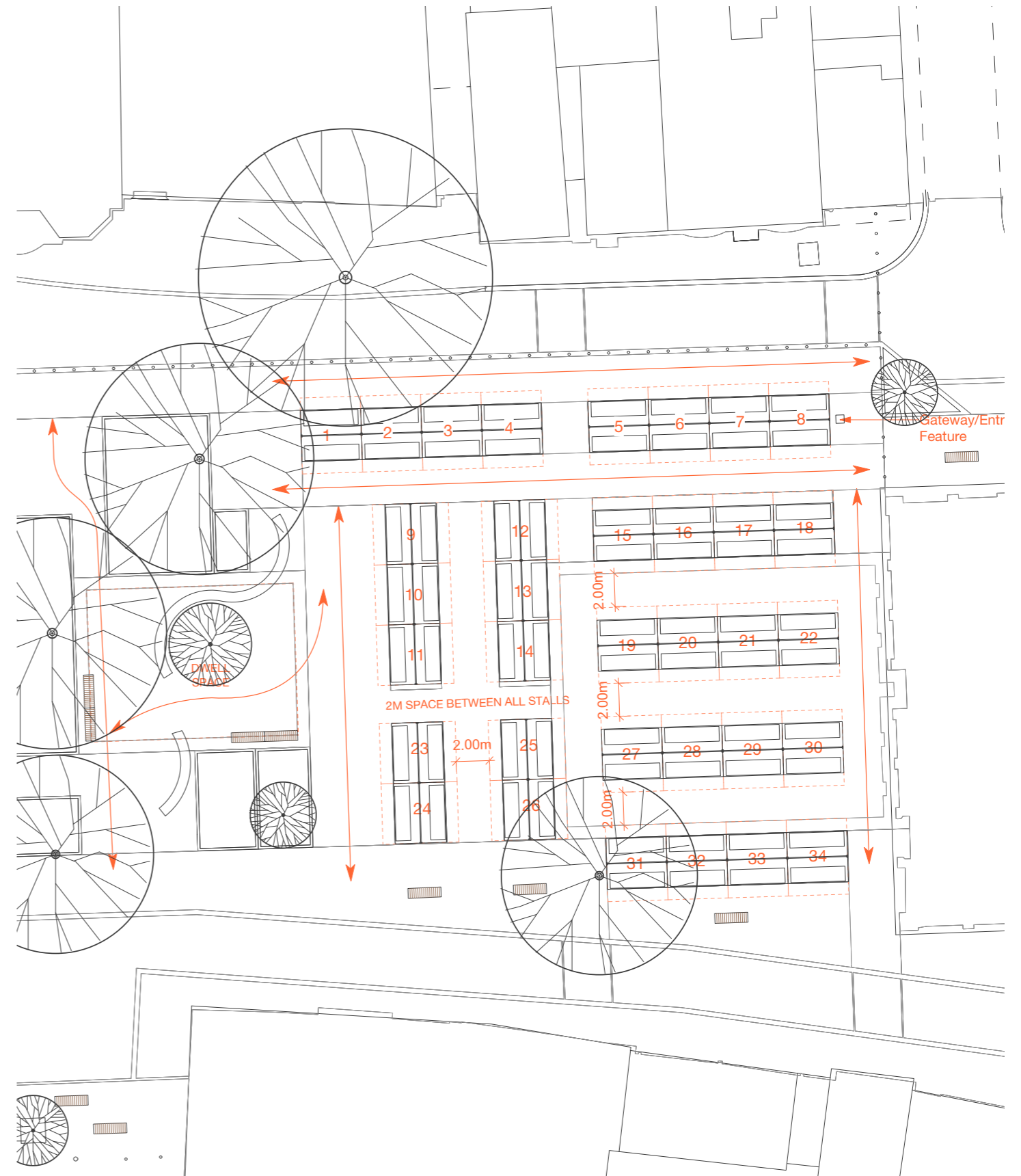
The stalls in New Square are to accommodate overflow traders from Market Square on busy market days and to accommodate specialist markets. When not in use the square can be used for a variety of activities.



- KEY**
- Arrival Space
 - Flexible Use
 - Dwell Space
 - Circulation Space
 - Connection

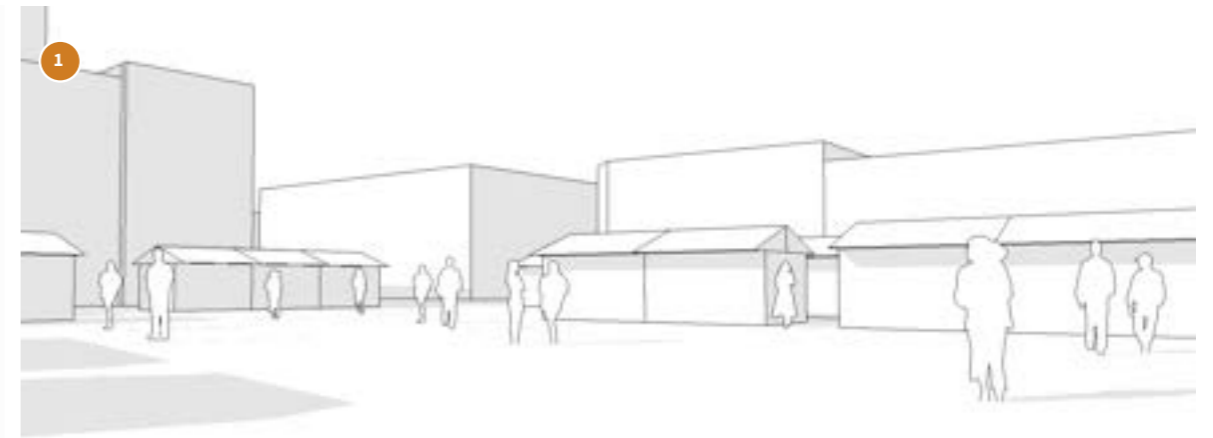
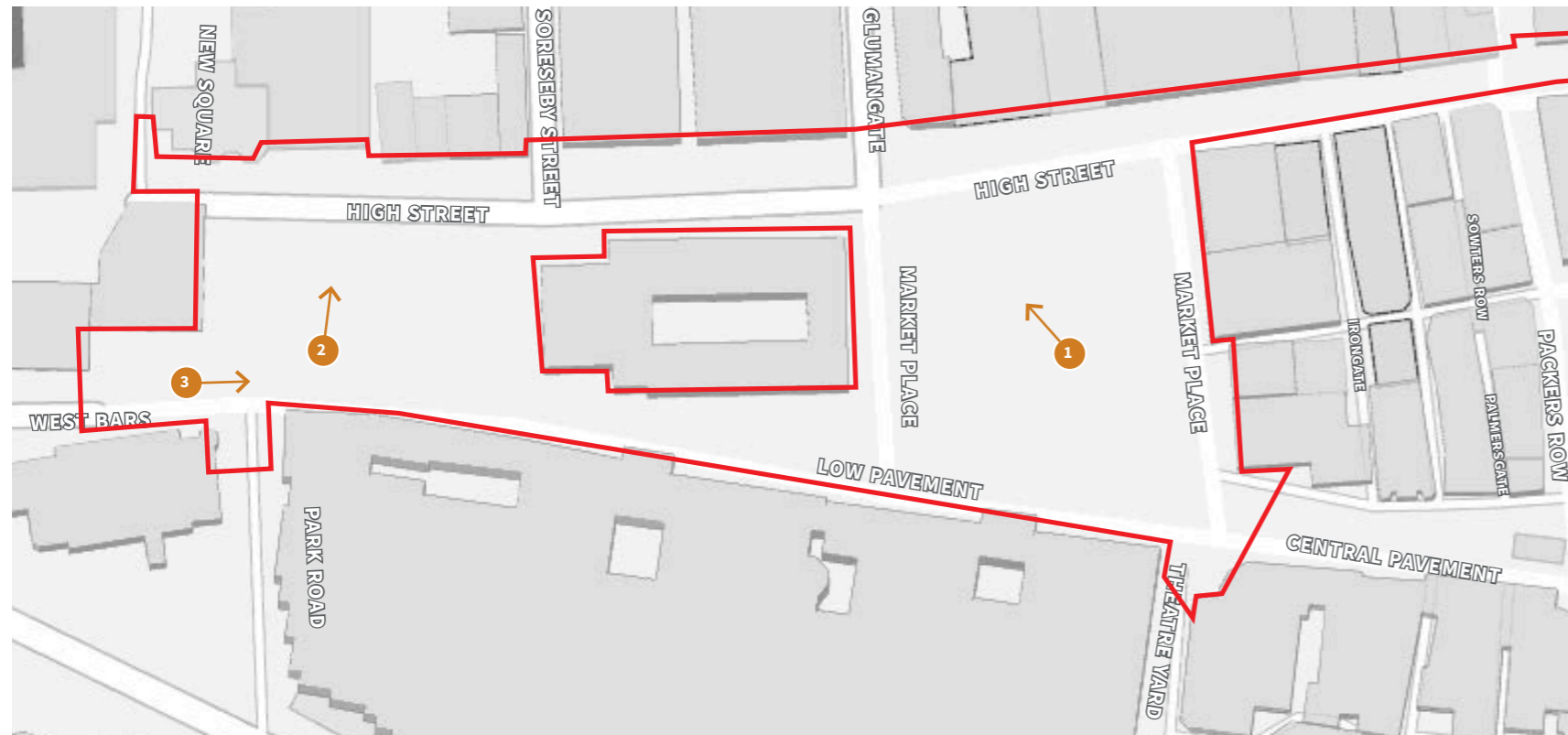
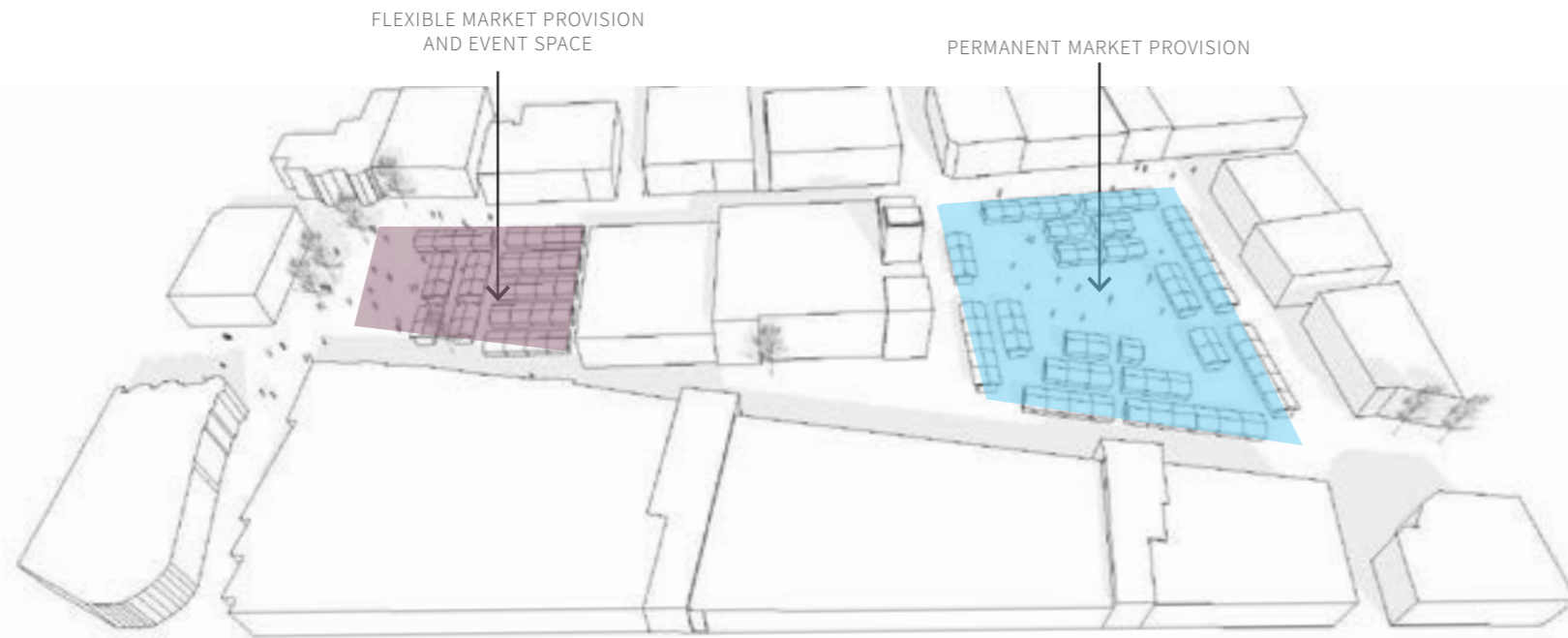


- KEY**
- Outward Facing Stalls
 - Inward Facing Inner Spaces
 - Stalls On Entry Routes
 - Internal Only Stalls

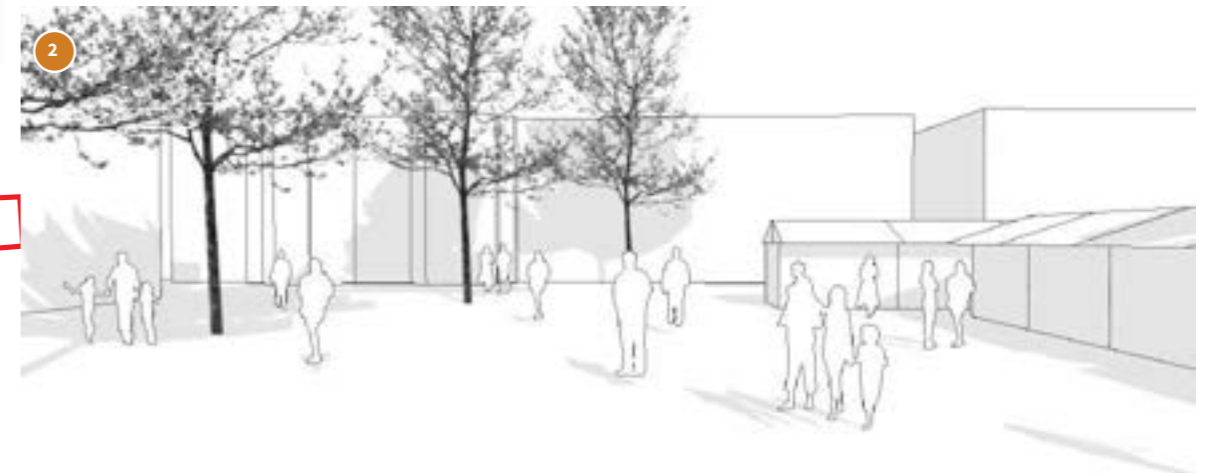


7.6 Proposed Market Stall Layouts 3D arrangement

Page 447



VIEW FROM MARKET SQUARE CENTRAL AREA TOWARDS THE PUMP



VIEW FROM LOW PAVEMENT INTO THE FLEXIBLE SPACE IN NEW SQUARE (MARKET MODE)



VIEW ALONG LOW PAVEMENT TO THE MARKET HALL WITH MARKET EVENT IN NEW SQUARE

7.7 New Square and Market Square - Overall Branding

In this technological age, a vibrant brand is the cornerstone to creating an attractive, successful and thriving market.

The adjacent images are all examples of successful UK markets where good branding has elevated their appeal to a wider audience. A strong, simple logo that can be used across all social media platforms and be continued into on-site branding and colour selection is essential to their success, subtly advertising these destinations.

Chesterfield Market is currently lacking a brand. There is a wealth of potential to create an iconic logo and branding for the market and wider town which could allow the market to become a true destination venue like those opposite.

The re-vamping of the market stalls provides the perfect opportunity to tie this new brand into the colouring of the canopies, perhaps with each stall holder choosing their colour of cover from a small selected hue palette. The logo could then be placed on the stalls as well as the entrances to the Market hall itself.

This same logo can then be carried across all social media platforms and attractive imagery be used to promote the permanent and temporary stalls, as well as future events, to a wide audience, drawing a new, younger crowd to the town centre.



ALTRINCHAM MARKET HAS TRANSFORMED THIS ONCE FORGOTTEN TOWN



HATCH - A POPULAR TEMPORARY FOOD MARKET IN CENTRAL MANCHESTER



BOROUGH MARKET - A WORLD FAMOUS HISTORIC LONDON ATTRACTION



POP BRIXTON - A POPULAR TEMPORARY FOOD MARKET AND PARTY VENUE IN SOUTH LONDON



EDINBURGH FARMERS MARKET - A WEEKLY FARMERS MARKET WITH FOOD AND DRINK



MAKIE MAYOR - A THRIVING CENTRAL MANCHESTER FOOD MARKET AND EVENING VENUE



8.1 Existing Vehicular Access Control Measures

By amending existing secure lines and adding new furniture and planting, an effective secure line around the town centre can be created.

Although there are a wide range of bollards and street furniture around the town centre, this isn't necessarily best placed to offer effective Hostile Vehicle Mitigation (HVM) as can be seen in the adjacent diagram.

Many streets are left with no protection and some barriers are ineffective at stopping hostile vehicle entry, such as, the Vicar Lane bollards that are greater than 1.2m apart, with gaps to the side.

Where the arrows are shown on the plan these routes need reviewing to restrict vehicular movement and protect pedestrians in the network of shopping streets.

An individual barrier design is necessary for each of these entry routes, as explored over the following pages. Although each point will have a bespoke design to suit its dimensions, uses and existing utilities location, for example, the varying entrances to the town centre should be united in their design language and materiality.

In order to fully protect the town centre measures beyond the red line need to be considered and an assessment of all entry point undertaken.



Page 450

KEY

- Site Boundary
- Pedestrianised shopping streets and squares in need of protection
- Existing or already proposed HVM via bollards and/or furniture
- Existing HVM via raised planters
- Existing bollards that are ineffective as HVM
- ➔ Routes that currently allow unrestricted access into the site (if one way and time restricted regulations are ignored)



1 BOLLARDS AND STREET FURNITURE BLOCK OFF VEHICULAR ACCESS ALONG PARK STREET



2 BOLLARDS AND SEATING PROVIDE HVM TO THE WESTERN ONLY SIDE OF NEW SQUARE



3 BOLLARDS PROTECT THE MARKET HALL BUT THERE IS OPEN ACCESS ALONG ITS EASTERN SIDE

8.2 Allowing For Necessary Vehicular Access And Servicing

Although the central Chesterfield area is in need of protection, a level of vehicular access will need to be maintained for functionality.

The existing one way loop down Glumangate and back up Soreseby Street will need to be maintained at all times to allow for servicing the Market Hall, accessible car parking bays, and taxi pick up and drop off. This loop also leads to the two way access to and from the car park and servicing yard at the western side of New Square.

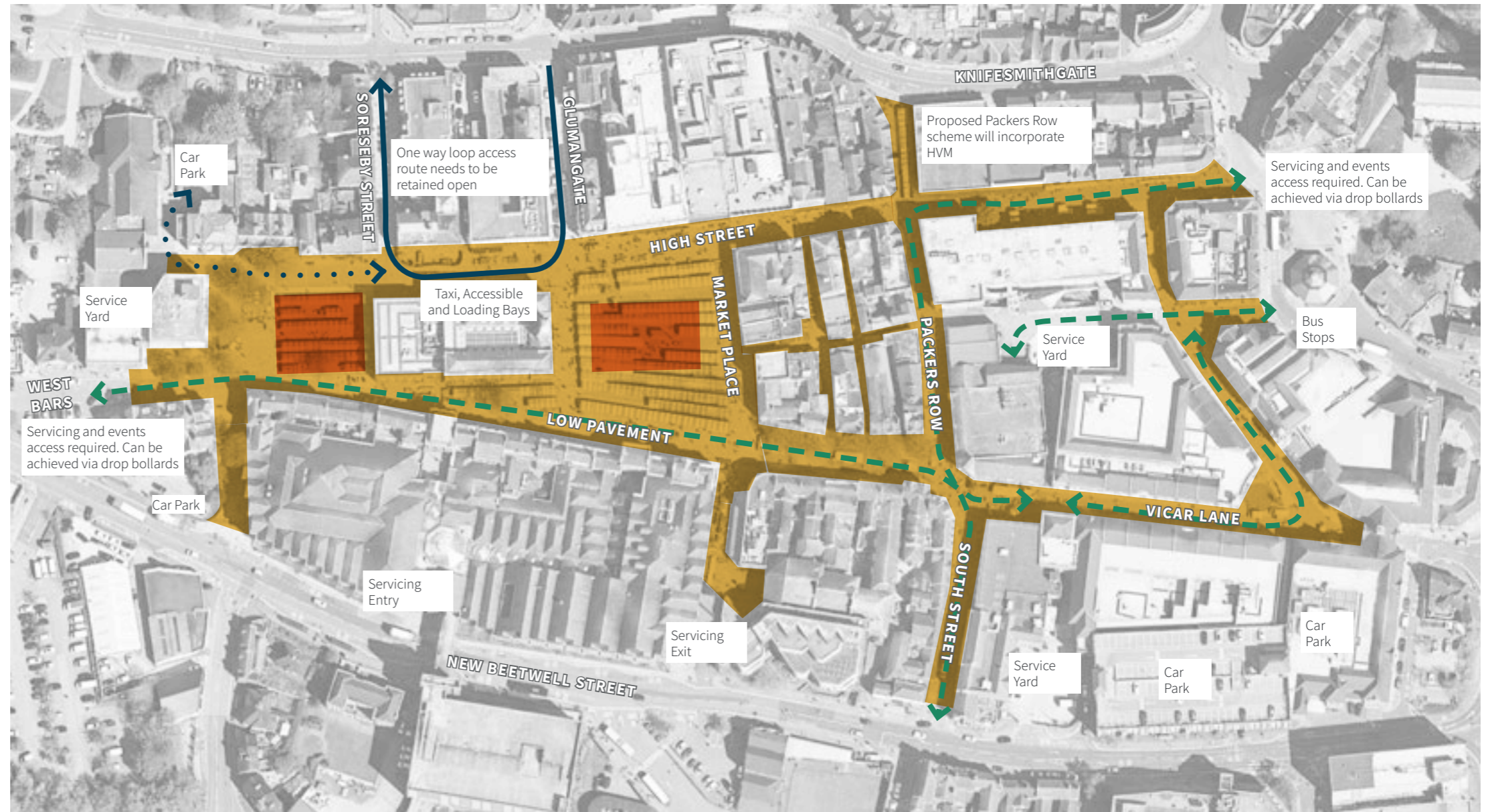
At present this access loop is only restricted via signage and, if needed, you could drive into the two squares and along High Street and Low Pavement. In order to restrict this vehicular movement to the allowed routes, a series of HVM approved drop and standard bollards are proposed. The line of the bollards will be at 1.2m clear spacings in line with police recommendations and located at pinch points between buildings and toughened furniture elements to minimise the number needed.

The same approach, along with protected trees, planting and toughened furniture will define the wider access routes to ensure that only approved service vehicles can enter the area in yellow at certain times of the day, for example, early morning deliveries.

When events are due to be held, access can be gained to these host areas via drop bollards.

The town centre security strategy is still evolving and decisions around the different types of HVM protection, including temporary versus permanent, should be resolved at the next design stage.

Options for the HVM approaches for the various access points are explored over the following pages.



KEY

- Site Boundary
- Pedestrianised shopping streets and squares in need of protection
- Areas for potential events - drop bollards will allow restricted access
- One way loop needing to be maintained at all times
- Car Park and serving route needing to be maintained - apart from when events are on
- Servicing routes needing to be maintained at some regulated times - can be restricted via HVM drop bollards



8.3 Proposed HVM Protection

The proposed types and locations of HVM to protect Chesterfield's market and surrounding area are illustrated adjacent and below.

- 1 Bollard line to protect New Square with drop bollards to allow access adjacent to Market Hall for controlled events access.
- 2 Bollard line with drop bollards to allow day to day access to car park and service yard.
- 3 HVM line created via bollards, substantial furniture elements and tree protected by large kerb. Drop bollards to allow for controlled events access into Market Square.
- 4 HVM incorporated in proposed Packers Row scheme.
- 5 Drop bollards, protected tree and toughened furniture proposed as protective line.
- 6 Drop bollards, protected tree and toughened furniture proposed as protective line.
- 7 Existing too far apart bollards removed and replace via HVM appropriate drop bollards.
- 8 Drop bollards, protected tree and toughened furniture proposed as protective line.
- 9 Park Road entrance already protected via bollards and raised planters.
- 10 Bollard line with drop bollards to allow day to day restricted servicing access.
- 11 Potential bollard or restricted access line to Rykneld Square



Some of the above proposed HVM lines are explained in more detail over the following pages. All are subject to further design development, greater understanding of the security risk and the appropriate mitigation measures.

KEY

- Site Boundary
- Pedestrianised shopping streets and squares in need of protection
- Areas for potential events - drop bollards will allow restricted access
- ⋯ Approximate line of HVM



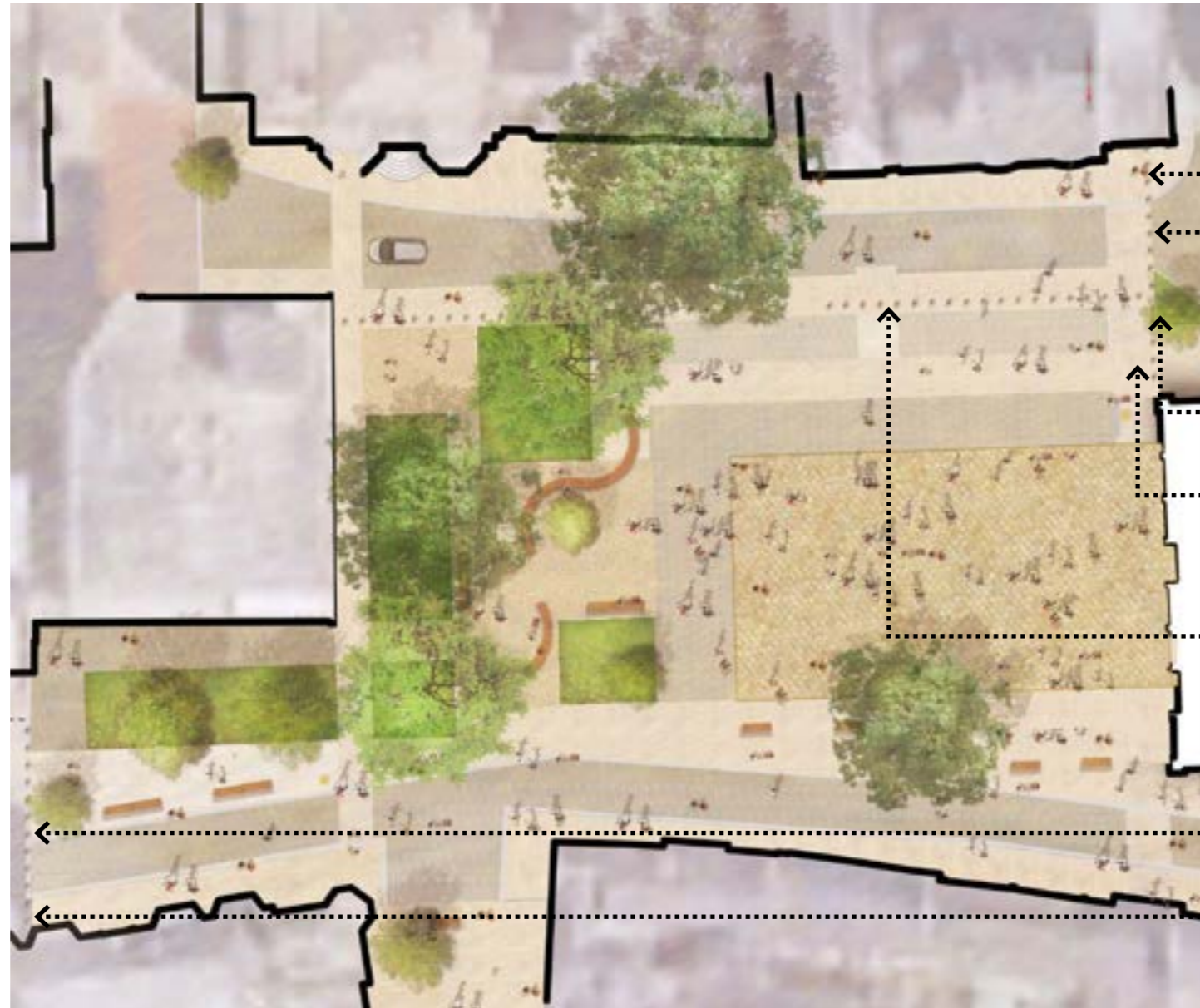
8.4 Proposed HVM Protection - New Square

New Square will serve as an extension to the main market area, as well as a playful, flexible, open space, protected via bollards, trees and street furniture whilst still allowing for required access.

New Square is required to fulfil a number of roles from, temporary market, to event space, civic square and play space. In event mode the space could hold hundreds of visitors, its these events that increase the risk of an attack and require considerations around HVM protection.

Current proposals for the square include raised planters and bollards, both static and drop, to allow for servicing, emergency access and for vehicles to enter the space when organising events.

The northern edge of New Square is currently subject to frequent illegal parking, the reduction in width to the vehicular route combined with edge protection measures should resolve this issue.



- ← Permanent bollards across flush pavement area.
- ← Drop bollards to allow day to day access to car park and service yard to the west of New Square. These will also allow access into New Square for events programming when combined with adjacent drop bollards. When there is an event on these will be up to protect the full extent of New Square.
- ↑ Semi-mature tree in natural stone kerb acts as HVM.
- ↑ Permanent bollards across flush pavement area.
- ↑ Drop bollards to allow access into New Square for events programming when combined with adjacent drop bollards.
- ↑ Potential permanent bollard line to protect New Square, requirement is subject to further review.
- ← Permanent bollards across flush pavement area.
- ← Drop bollards to allow for restricted day to day servicing access and to allow for events programming.



HVM BOLLARDS CAN BE BRANDED OR OF A HERITAGE STYLE IF DESIRED



RAISED METAL SIDES TO PLANTING BEDS CAN ALLOW THEM TO ACT AS HVM

8.5 Proposed HVM Protection - Market Square

Market Square will remain as the beating heart of Chesterfield's town centre and is therefore in need of protection from hostile vehicles.

The eastern end of Market Square will be protected via mitigation measures to the eastern entry points. Therefore the eastern side of the square has the ability to be more open, with much of the existing clutter of bollards and posts removed and potentially repurposed elsewhere.

The north western side of the square is in need of protection though as this is where vehicles will have constant access via the one way servicing and access route to be retained. Here a barrier of static and drop bollards will meet with street furniture and protected trees to form an attractive, permeable yet functioning HVM line.

Whilst not HVM rated, benches will form an additional, secondary line of protection to the north and south sides of the square.



- Permanent bollards across flush pavement area.
- Drop bollards to allow access along Market Street for restricted day to day servicing.
- Feature totem could also provide protection.
- Drop bollards to allow access into Market Square for servicing, emergencies, and events programming.
- Permanent bollards across flush pavement area.
- Semi-mature tree in sturdy natural stone kerb acts as HVM.



TREES AND BENCHES WILL PROVIDE AN ADDITIONAL LAYER OF PROTECTION AND DEMARCATVE VEHICULAR RUNNING ROUTES



TREES WITHIN VEHICULAR AREAS WILL HAVE HIGH KERB PROTECTION

8.6 Proposed HVM Protection - Burlington Street and Church Lane

At present these streets are totally open, the below proposals seek to introduce HVM as attractive usable gateways into the town centre. Operational logistics of these bollards will need to be the subject of a town centre access management plan.



Page 455

The HVM proposals for Burlington Street currently include introducing a mature tree to green the street whilst still allowing clear views to the crooked spire.

This trunk will perform as a bollard with a static one to its pavement side, and drop ones to the centre of the street to allow for controlled servicing access.

A solid stone bench will provide seating whilst also acting as HVM.

The full solution could be installed as a single wide band to protect and enliven the street whilst still allowing for ease of pedestrian movement.

EXISTING VIEW ALONG BURLINGTON STREET FROM CHURCH WAY



EXISTING VIEW ALONG BURLINGTON STREET FROM CHURCH WAY WITH HVM INCORPORATED



EXISTING VIEW ALONG CHURCH LANE FROM CHURCH WAY

Church lane has the potential to become a bustling shopping street, with The Burlington Pub spilling out into it. This outdoor seating area has been incorporated in the proposal below.

A semi-mature tree, drop bollards and solid stone seating could form an attractive, usable HVM barrier across the Lane as a gateway into the town centre, in the same materials as Burlington Street.



EXISTING VIEW ALONG CHURCH LANE FROM CHURCH WAY WITH HVM INCORPORATED

8.7 Proposed HVM Protection - Vicar Lane and South Street

South Street is fully open at present and the Vicar Lane bollards are ineffective against a determines attack. The proposals introduce greenery as attractive protection measure.



EXISTING VIEW ALONG SOUTH STREET FROM NEW BEETWELL STREET

South Street has cafés and shops that could spill out into the street more if vehicular movement was reduced via drop bollards to its entrance.

A planter with raised sides could act as HVM whilst still allowing room for the trees roots to penetrate into the ground below. This would then tie into the design of those to the market area and green the street.

Static bollards, in the same style as the drop ones, could ensure the street is fully protected at the pavements.



PROPOSED VIEW ALONG SOUTH STREET FROM NEW BEETWELL STREET WITH HVM INCORPORATED



EXISTING VIEW ALONG VICAR LANE FROM ST MARY'S GATE

The existing bollards at the Vicar Lane entrance to the shopping area are spaced too widely to restrict vehicular movement and therefore provide only a visual deterrent. The proposals seek to replace them with a reduced number or drop bollards at the pinch point below the archway, opening up the pavement space.

Fastigate trees could be added as an attractive additional barrier to vehicle movement, whilst greening and framing the shopping centre entrance arch.



EXISTING VIEW ALONG VICAR LANE FROM ST MARY'S GATE WITH HVM INCORPORATED



9.1 Approach to Materials

The approach to hard material selection is that of a blend between old and new, where existing materials are reclaimed and re-used and supplemented with new elements to improve legibility and access, thus creating greater definition and a sense of place and identity.

NEW AND MARKET SQUARES:

The existing materials provide a warm tone and unifying element, linking a variety of architectural styles, facade treatments and adjacent uses. It also pushes the extents of Market Square and New Square beyond the extents of its use, running from one building facade to another reinforcing the sense of generous scale and space.

Whilst the existing materiality is wholly appropriate to the setting, it does have a tendency to appear monotonous, displaying a single tone and little variation in unit size other than the two dominant units. This vision recommends the retention and re-use of the existing natural stone where possible, but also suggests the introduction of different materials together with a wider range of unit size and pattern to define areas and uses without harsh boundaries. This will add a layer of texture and interest which will be supplemented by a range of street furniture and additional greening.

RYKNELD SQUARE AND CORPORATION STREET:

To the east of the heritage core the materiality changes to a blend of natural stone paving, small unit concrete blocks and macadam, with the concrete block becoming the dominant surface. With the loss of the stone cobbles comes a reduction in legibility and character, creating public spaces that have no sense of place. Proposals seek to re-introduce areas of natural stone whilst also introducing new materials such as clay to provide added texture, tone and colour.

DESIGN CONSIDERATIONS:

The emerging public realm hardworks selection is based around a number of design drivers:

- Drawing on the historical and present day materials pallet of the surrounding area and site.
- Creating a cohesive public realm that expands and enhances the quality of the existing area.
- Ensuring that hard material selection and arrangement meets the needs of all users.
- Ensuring materials are of an appropriate scale and character for the site's use.
- Material selection must also consider durability and longevity criteria ensuring that each material is fit for purpose, easily sourced, has manageable maintenance regimes, meets all applicable B.S and E.N safety/quality standards and considers sustainability credentials.

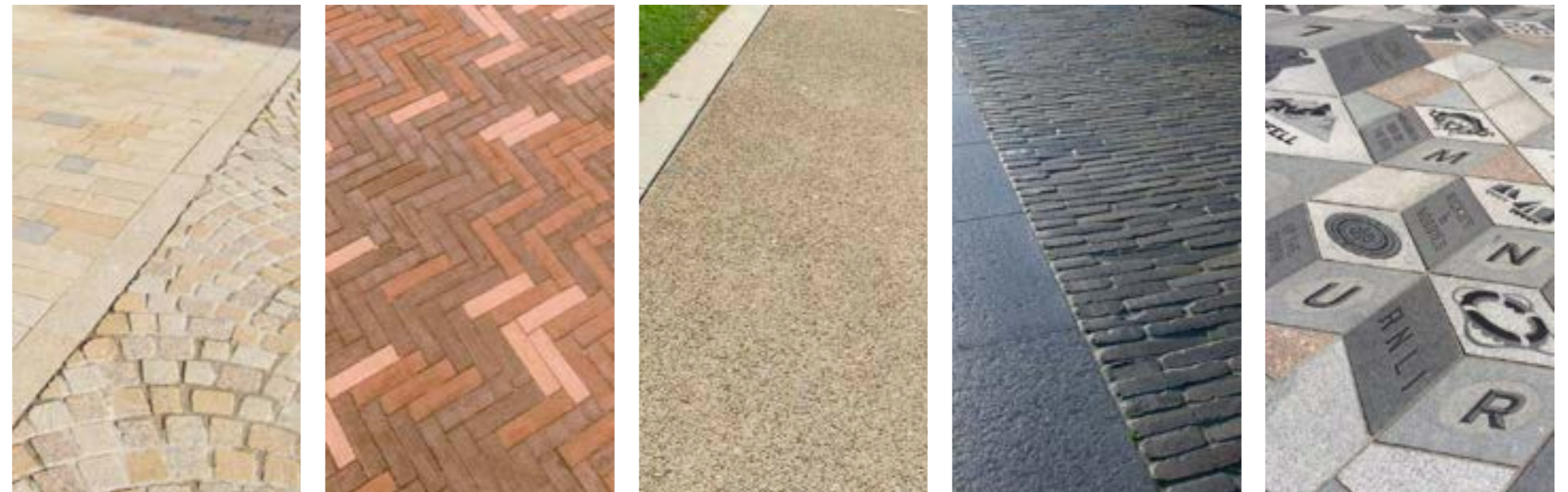
EXISTING COLOUR PALETTE



PROPOSED COLOUR PALETTE



PROPOSED COLOUR PALETTE MATERIALS INSPIRATION



9.2 Treatment of Existing Setts

There are a number of options available for the treatment of the existing setts and cobbles located within the New Square and Market Square environments.

Option 1: Grinding in-situ to re-level the surface finish and adding texture to reduce slipping

Before the methodology for grinding the existing setts is finalised, an in-situ test should be undertaken to see if the grinding process can take place without lifting the paving material.

This is likely to be the most cost effective method of re-texturing the material but the following factors need to be assessed:

- Quality of the finish achieved if planed in-situ rather than off-site. A sample panel of off-site ground setts should be produced for comparison.
- The quality of the bedding and mortar materials of the existing installation. If the existing bedding is unstable the grinding process is likely to have a detrimental effect. If so, an option to lift and re-set the paving prior to grinding could be explored, but would be more costly.
- Levels of noise and disturbance.
- Amount of dust generated.
- Grinding around obstructions, such as channels and manhole covers, lamp posts etc.
- Interface with other materials on-site such as Yorkstone flags and kerbs

Within the study area the laying of the cobbles appears to be relatively unstable and therefore grinding in-situ may not be appropriate without the initial re-setting of the units.

Option 2: Grinding or splitting off-site to remove 'loafed' surface and re-texture prior to re-laying on-site

A sample panel (see sample image opposite) should be created using the planed Yorkstone setts to give an idea of what the refurbished material will look like. This should be undertaken prior to making a decision on which option to follow. For larger setts there could be an option to split the stones and re-lay with cut faces upward.

In the adjacent images the following has taken place:

- Lifted from the street.
- Planed off-site at a stone supplier's factory (Hardscape).
- Re-laid rigidly with 5mm joint.

Option 3: Lift and re-set the cobbles, re-point and clean as needed

Re-pointing will stabilise the surface but will not remove the uneven surface or 'loafing' that has developed on the majority of the cobbled areas. Consideration should therefore be given to the location of any retained and untreated setts.



SETTS BEING GROUND IN-SITU IN A GERMAN TOWN; OPTION ONE



SAWN SETTS RE-LAID NEXT TO UNTREATED COBBLES IN LIVERPOOL; OPTION TWO



OPTION TWO



OPTION THREE

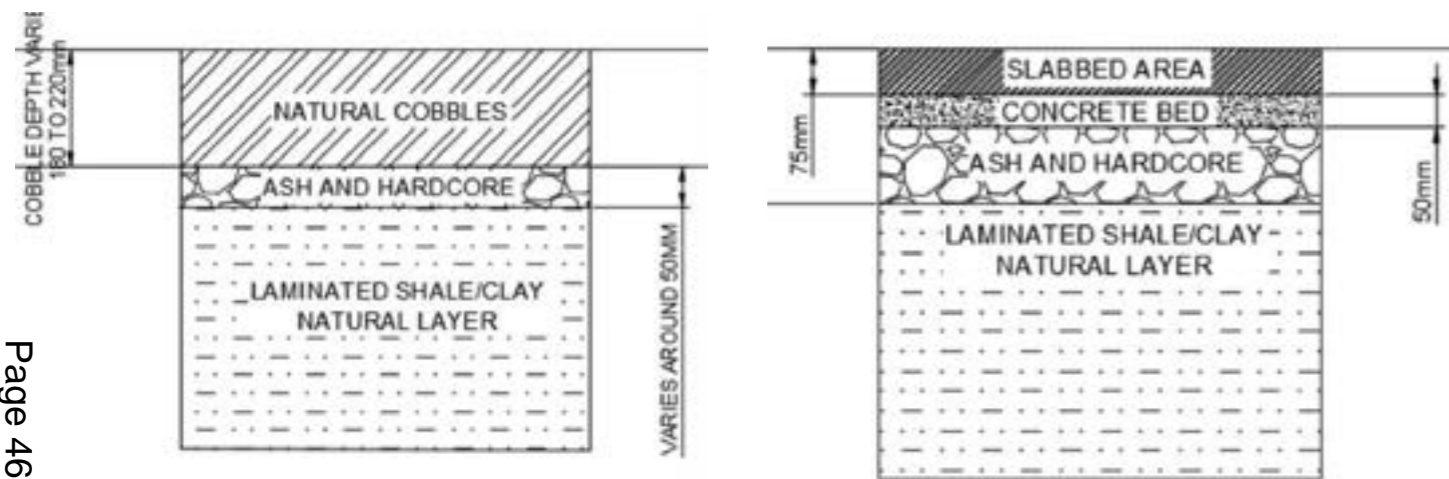
9.3 Re-use of Existing Setts - Understanding the Existing Condition

In order to fully understand the potential to reuse the existing cobbles it is essential to understand the existing laying conditions, the depths of the unit sizes, and the ability to successfully lift the material without excessive breakages. Chesterfield Borough Council have undertaken initial ground investigations to establish the existing situation.

Trial pit (information extracted from CBC Property and Technical services report)

A trial pit was excavated within an area containing both Yorkstone paving and stone cobbles. The cobbles were partly bedded on a varied depth of concrete above a ash/hardcore layer. A smaller area of cobbles were bedded on a thin ash layer on top of the natural clay/shale layer. The excavated cobbles varied in depth from 120mm to 220mm but were mostly around 180mm.

The slab that was lifted was of a uniform depth of 75mm with slightly chamfered edges. There were bedded on a 75mm of concrete layer on top of hardcore and the natural shale which showed signs of lamination.



Page 460



EXCAVATED AREA



SAWN COBBLES EXPOSE THE RANGE OF COLOUR VARIATION PRESENT ON-SITE

Consideration is being given to the best method of constructing the new paving systems and the pros and cons of each system are outlined below. Currently a rigidly laid system is favoured but the hybrid option may be a viable cost effective and more carbon friendly alternative.

FLEXIBLE LAYING

Pros

- Cost effective.
- Can be lifted and relaid easily, particularly useful in areas that may need excavating to access utilities.
- Allows for the paving material to be reused in the future.

Cons

- Careful cleaning and maintenance required in order to avoid removing jointing material.
- Less robust than rigidly laid alternative.
- Lack of jointing material can emphasise rounding of the top surface.
- Periodically joints may need topping up.
- Lack of jointing material means paving can not turn corners.

RIGID LAYING

Pros

- Highly robust surface.
- Minimal maintenance required.
- Features a joint to reduce effect of tumbled corners.
- Joint allows paving to turn corners and follow curves.

Cons

- Expensive to install.
- Difficult to lift if required.
- Paving material cannot be lifted and reused in the future.

HYBRID

- **May be possible to use Rigid construction and Flexible in other areas, such as areas where there is likely to be future change and no vehicular traffic but this comes with maintenance considerations.**

9.4 Approach to Planting

The site area contains a handful of existing street trees. Proposals suggest the addition of a number of new trees to provide greening, shade, and ecological benefits at the heart of the town. These trees are located throughout the project area where site constraints allow.

Following the Governments commitment to the Paris Climate Agreement, Chesterfield Borough Council have developed a Climate Change Action Plan aimed at reducing CO2 output with a view to the UK meeting NetZero by 2050. Part of this action plan includes identifying opportunities for carbon capture or sequestration. The inclusion of increased numbers of urban trees will support this target whilst also:

- Increasing biodiversity.
- Providing shade and shelter.
- Contributing towards improved health and wellbeing outcomes.
- Adding to the verdant aesthetic of the town centre and promoting seasonal change.
- Combating the heat island effect.

This vision therefore proposes to retain existing trees where possible and install a number of others throughout the study area, where utilities and other constraints permit, and where possible encourage the introduction of SuDS principles to manage surface water drainage.

Existing trees within public areas are mature and generally in good health. The vast majority are London Planes (*Platanus x acerifolia*) with a couple of smaller birch trees. The Planes would benefit from pollarding, as is the norm for this species, and the reduction of hard surfacing under the canopy, especially around the trunk. The church grounds provide a wider variety of tree species with increased visual and ecological benefits.

Shrub planting should be introduced within the study area, subject to a long term commitment to maintenance, where it can be used to define character areas, increase ecological values and provide seasonality. When used in conjunction with SuDS principles, shrub and herbaceous planting can create an interesting and characterful addition to predominantly hard existing spaces. If designed correctly these areas can be attractive and low maintenance, though no planting is ever truly maintenance free.

The following key drivers have been developed for the approach to planting:

- Semi mature trees should be used as street trees to anchor views.
- Trees should demonstrate a range of form and seasonal interest, and be of an appropriate scale and character for the site.
- Planting should contribute to the ecological value of the proposals including pollinators, semi native varieties, and those that attract insects or provide habitat.
- Planting should include species that are safe to be included within a public environment.
- Planting species chosen should be easy to maintain.



POLLINATOR FRIENDLY SPECIES TO BOOST BIODIVERSITY



TEXTURE AND COLOUR TO IMPROVE THE TOWN AESTHETIC



PROVIDING SHADE AND COMBATING THE URBAN HEAT ISLAND EFFECT



NEW STREET TREES DRAWING VIEWS IN ALTRINCHAM



PLANTING TO SEATING AREAS IN BRUNSWICK STREET, MANCHESTER



SUDS SCHEME AT GREY TO GREEN, SHEFFIELD

PROPOSED COLOUR PALETTE



9.5 Climate change and adaptation and considerations for the public realm

Chesterfield Borough Council has stated ambitions to achieve carbon neutrality by 2030 and has declared a Climate Emergency. Considerations around a sustainable and climate secure future have been embedded throughout the proposals.

At the current trajectory climate change is predicted to increase temperatures to a peak of 6 degrees higher than the present rate with rainfall increasing by a third in winter periods, reducing by a third in summer and sea levels rising. These changes will have a direct impact on the health and neighbourhoods of individuals, as well as internationally.

In response Chesterfield Council declared a Climate Emergency and created a Climate Change Action Plan which was adopted in 2020, which has set several key targets as part of the Action Plan to mitigate and adapt to the affects of climate change. Key policies of the Action Plan include:

- Sustainability and climate change mitigation integrated into the growth strategy.
- Climate change impact assessments for key council decision reports.
- Collaboration with county wide forums on climate change and all Derbyshire authorities.
- Arrangement of formal governance arrangements to use section 106 and Community Infrastructure Levy to fund sustainable community-based initiatives.
- Sustainable procurement conditions implemented for suppliers.
- Lobbying of central government to tackle climate change.
- Employment of a dedicated climate change officer.
- Training of elected members on the impact of climate change to inform decisions.
- Identifaction of climate change mitigation and adoption projects to implement.
- A 'pathway to becoming carbon neutral council' and 'carbon neutral borough' with new policies to support.

In conjunction with Chesterfield's Climate Change Action Plan the following proposals can be found within the concept design:

- Canopies over stalls to provide shade and shelter.
- Traffic reduction to reduce pollution levels.
- Increase in green infrastructure including street trees for shading and carbon sequestration.
- Sustainable urban drainage.
- Use of lighting that considers ecological impacts as well as LED fittings for power efficiency and solar for power reduction.
- Implementation of data strategy – KPI's (key performance indicators) to be identified.
- The re-use of existing materials where possible to reduce the carbon impact of new materials transported or manufactured for the proposals.



TREE CANOPIES COOLING THE URBAN HEAT ISLAND & PROVIDING SHADE



RAINGARDENS ADJACENT TO ROADS TO CATCH ANF FILTER RUN-OFF



MARKET STALLS WITH OVERHEAD COVERAGE TO PROTECT AGAINST WEATHER



EFFICIENT & ECOLOGICALLY CONSIDERATE LIGHTING

9.6 Existing Trees and Planting - Market Square

A tree survey of the existing trees within the Market Quarter was carried out by Chesterfield Borough Council Arboriculturalists in January 2022.

This report provides a fully detailed physiological and structural inspection of all the existing trees, noting their size, condition and age. The report also makes a number of recommendations in relation to ongoing management.

The trees are not protected by TPO but are within the Town Centre Conservation Area.

Of the 14 trees surveyed all bar one are London Planes, the remaining one being a Norway Maple.

The general quality of the trees has been extracted from the report and is shown below:

From our observations it is immediately noticeable that all the trees are subject to an ongoing pollarding regime. This is very common with London Planes in the urban setting, with the city of London as a prime example. From the extent of the regrowth the trees have fallen outside the normal cycle and repollarding is overdue. The pollarding appears to be primarily as a means of containing the trees growth in respect to proximity to the surrounding buildings. This is apparent when looking at trees 9333 to 9340 as they are visibly one sided with most of the developed canopy structure furthest from the buildings. Overall it is noticeable that there is very little stem and canopy damage. The trees appear (within their restricted growing environment) to be in an acceptable condition. There is though, little in the way of buttress development in all but three of the trees and this is likely due to the confined growing conditions and ground level and the restrictive nature of pollard management.



9.7 Species Selection - Street Trees to Predominantly Hard Areas

When considering species selection, particularly trees, consideration should be given to a number of factors:

- Space available - both above and below ground.
- Seasonality.
- Ground conditions.
- Climate - in particular wind.
- Ultimate height and spread of the tree when mature.
- Ecological and environmental benefits (pollinator species, CO2 sequestration).
- Potential impact of climate change.
- Access requirements that may affect the canopy spread.

POTENTIAL LARGER TREE SPECIES



PLATANUS ORIENTALIS DIGITATA



LIQUIDAMBAR STYRACIFLUA WORPLESDON



QUERCUS PALUSTRIS

POTENTIAL MEDIUM TREE SPECIES



PYRUS CALLIERIANA CHANTICLEER



CRATAEGUS SPECIES (IN VARIETY)



AMELANCHIER ARBOREA ROBIN HILL

Existing trees within Chesterfield are surviving well despite being surrounded by hard materials. This would suggest the ground conditions are conducive to tree growth.

A number of species would be suitable for implementing within the town centre depending on location and the factors listed above.

9.8 Existing Trees and Planting - Church Grounds

A tree survey of St Mary and All Saints Church was carried out by Chesterfield Borough Council Arboriculturalists in October 2021.

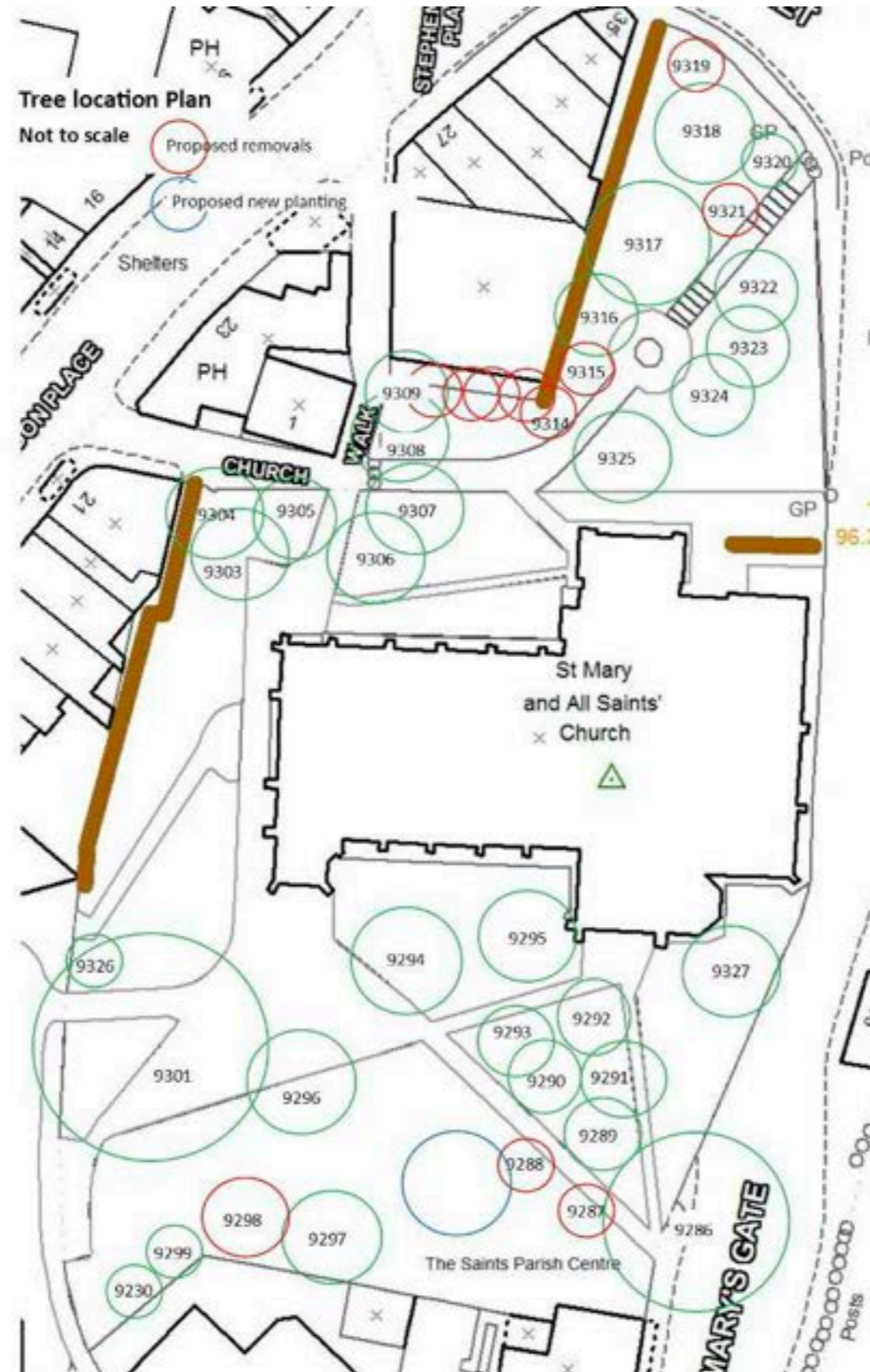
This report provides a fully detailed physiological and structural inspection of all the existing trees, noting their size, condition and age. The report also makes a number of recommendations in relation to management and removals.

Of the 36 trees surveyed 7 individuals have been identified for removal together with a group of holly to the boundary.

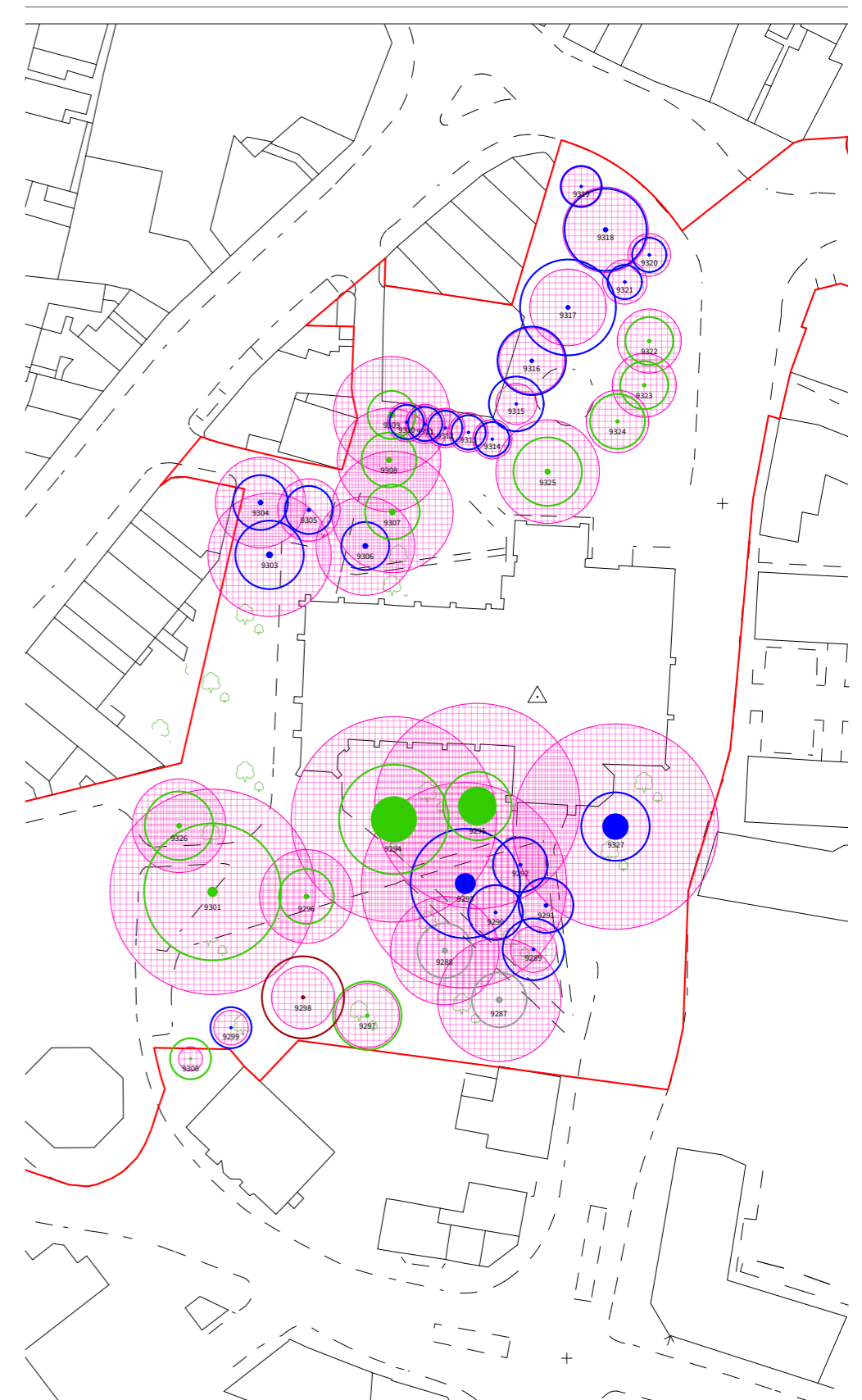
The general quality of the trees has been extracted from the report and is shown below:

The tree species on-site have been largely grouped together around the churchyard and are mostly even aged. This would suggest, for example, the Cherry trees 9289 -9283 were all planted together at the same time. So to the London Plane trees at the entrances from St.Mary's Gate and Rykneld Square are likely to have been planted at the same time although much earlier than other trees in the churchyard. From historic images we have been able to view, it is evident that there have been changes to the layout of the churchyard, especially with regards to removal and siting of headstones and footpaths. This may explain why the trees have been planted as they have. It is also noticeable that there is a limited palette of species, namely Lime, Holly, Cherry and Plane with other individual trees such as Indian Bean tree and Hornbeam.

Page 465



TREE LOCATION PLAN EXTRACTED FROM CBC TREE SURVEY REPORT



TREE SURVEY SHOWING ASSOCIATED ROOT PROTECTION AREAS

9.9 Species Consideration - Church and Rykneld Square

When considering species selection, for the church environment and Rykneld Square a greater focus can be given to diversity of species, form and biodiversity qualities.

Rykneld Square considerations:

- Tree species with multi stem form and well as clear stem.
- Species that offer high biodiversity and carbon capture qualities.
- Consideration should be given to any archaeological restrictions.
- Consider seasonal qualities and, due to proximity of the church, photo opportunities.
- Utilise hedging to create enclosure.

Church environment considerations:

- Species with a strong association to church yards such as yew.
- Feature species that can act as visual focal points and increase both the visual qualities and biodiversity of the church grounds.

Diversify the existing church ground species mix.



MULTI STEM SPECIES CAN CREATE INTIMACY AND ENCLOSURE



CONSIDER SPECIES WITH STRONG SEASONAL INTEREST



COLOURFUL BARK AND STEMS CAN ADD WINTER INTEREST



MIXES OF PLANTING WILL INCREASE BIODIVERSITY



HEDGING CAN CREATE ENCLOSURE AND ADD STRUCTURE TO THE DESIGN



LAYERING OF DIFFERENT SPECIES ADDS INTEREST

History behind churchyard yew trees

Yew trees were planted in churchyards to prevent archers from procuring suitable branches for making bows and having good weapons to oppose the King's men.

Yew trees for making bows were planted in churchyards where they would not be eaten by, and poison, grazing animals.

There was another reason for Christians to view yews as holy: The heart of the tree is red, while its sap is white. These colours symbolise the blood and body of Christ. As a hardy evergreen tree able to survive on infertile soil, the yew also suggested rebirth and resurrection.

9.10 Existing Trees and Planting - Corporation Street

A tree survey of the existing trees on Corporation Street was carried out by Chesterfield Borough Council Arboriculturalists in February 2022.

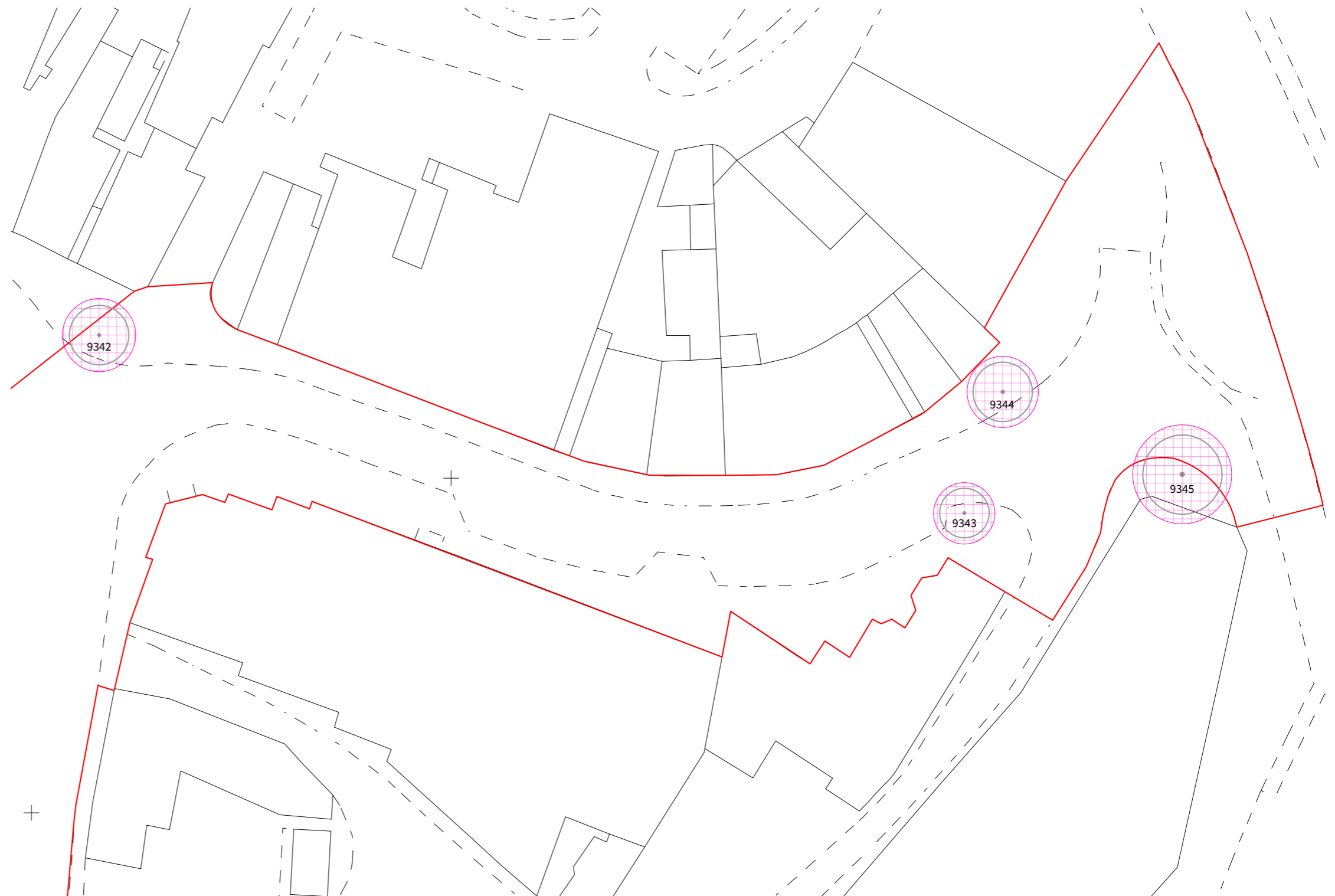
This report provides a fully detailed physiological and structural inspection of all the existing trees, noting their size, condition and age. The report also makes a number of recommendations in relation to ongoing management.

The trees are not protected by TPO but are within the town centre conservation area.

Of the 4 trees surveyed all are Norway Maples.

The general quality of the trees has been extracted from the report and is shown below:

Trees 9342 and 9345 are both typical of their species, with 9345 growing too close to the street light and therefore in need of some remedial pruning in the future. Tree 9343 is one sided with poor form and is restricted by the tree grille while tree 9344 has damage to it's tree grille and has lighting and signage attached to the trunk. This tree also has a one sided canopy due to poor pruning because of it's close proximity to the building next to it.



TREE SURVEY SHOWING ASSOCIATED ROOT PROTECTION AREAS

9.11 Approach to Landscape Maintenance

The success of any planting scheme lies within the quality of the maintenance and a long term commitment to the continued upkeep and tending of planted spaces.

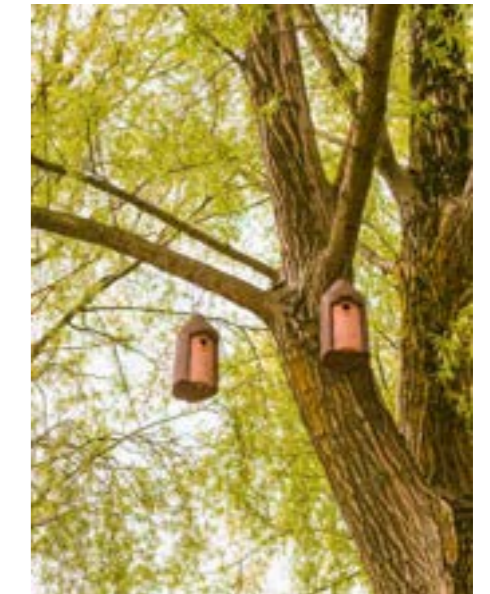
With increasing pressures on Local Authority maintenance budgets, the time devoted to the upkeep of public green spaces is often very limited, covering only the basic maintenance operations and ensuring the health and safety of the public. Even the simplest of planting schemes requires maintenance, no landscape is ever maintenance free.

In developing the future approach to planting, the required management and maintenance needs to be fully understood and budgets secured into the longer term to ensure that the vision behind the planting can be fully realised.

Local Authorities are increasingly looking to partnering arrangements with a third party to assist with the maintenance responsibilities as part of a wider remit or mission statement, whilst also providing the opportunity for local communities to get involved and establish a collective responsibility for the upkeep of green spaces.

Wildlife, and health and wellbeing charities, realising the benefits of urban greening, may be interested in engaging with the council to develop the opportunities provided within the TCT scheme. Wildlife organisations are actively encouraging the inclusion urban wildlife attractors such as bird and bat boxes, top apiaries, and pollinator planting. Health and wellbeing charities recognise the therapeutic values from working collectively within a green environment, supporting the local health care system via social prescribing activities.

Such collaborations may wish to be considered as the project progresses, thus ensuring the long term guardianship of urban green spaces.

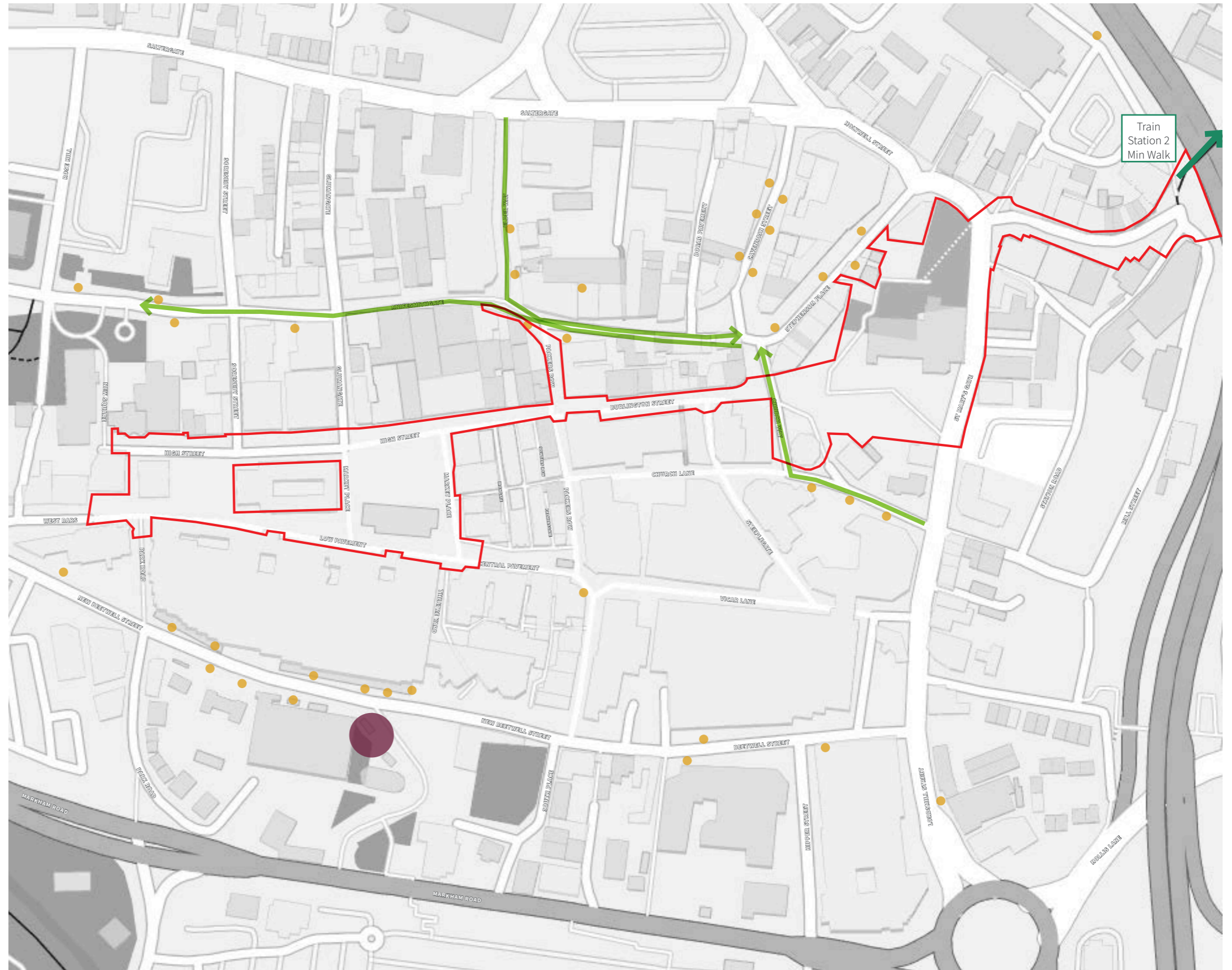




10.1 Public Transport and Bus Links

The site is well served by bus routes and it is a short walk to the train and coach stations.

- From the Market Hall Chesterfield Train Station is a ten minute walk away to the north east, on the far side of the Parish Church. The iconic crooked spire provides clear wayfinding direction from the market towards the station.
- Chesterfield Coach Station is immediately south of the Market Square.
- The market and central retail quarter is well served via several bus routes and stops in close proximity.
- The bus route on Church Lane acts as a barrier to movement between Burlington Street, Rykneld Square and the Church.



Page 470

- Red Line Boundary
- Bus Stops
- Coach Station
- Shared Bus and Cycle Route



CHESTERFIELD COACH STATION





10.2 Vehicular Movement

Restricted vehicular access creates a pedestrian priority zone.

- Vehicles are discouraged from the retail quarter and market itself via a network of one way streets and the area within the red line boundary being restricted to delivery and or buses only.
- These restrictions allow for necessary servicing, events and emergencies whilst creating a pedestrian priority area where people feel safe to occupy.
- Physical delineation between vehicular running routes and pavement spaces within these pedestrian priority areas is highly visible.

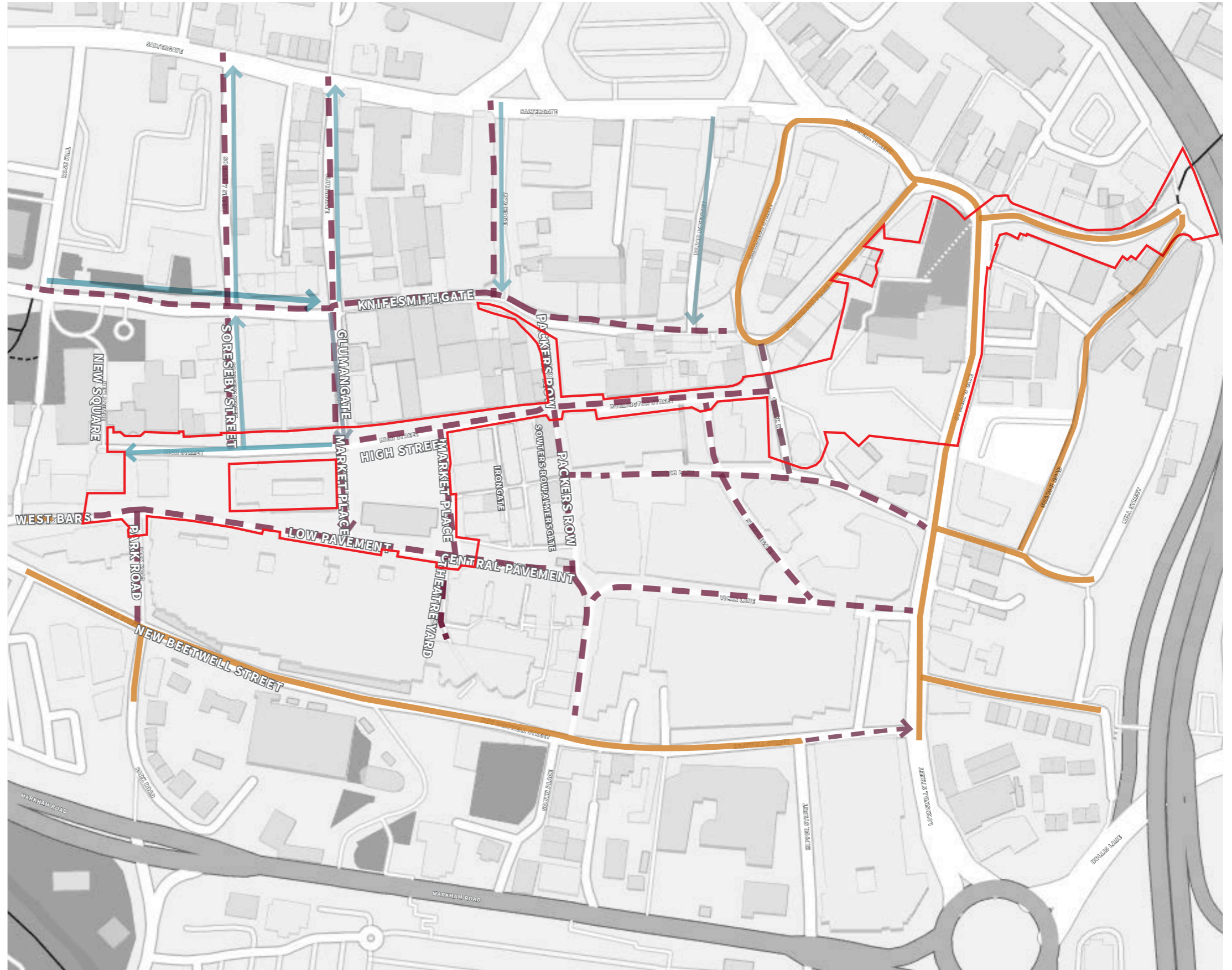
Page 471

KEY

-  Red Line Boundary
-  One Way Routes
-  Restricted Access To Cars
-  Unrestricted Two Way Route



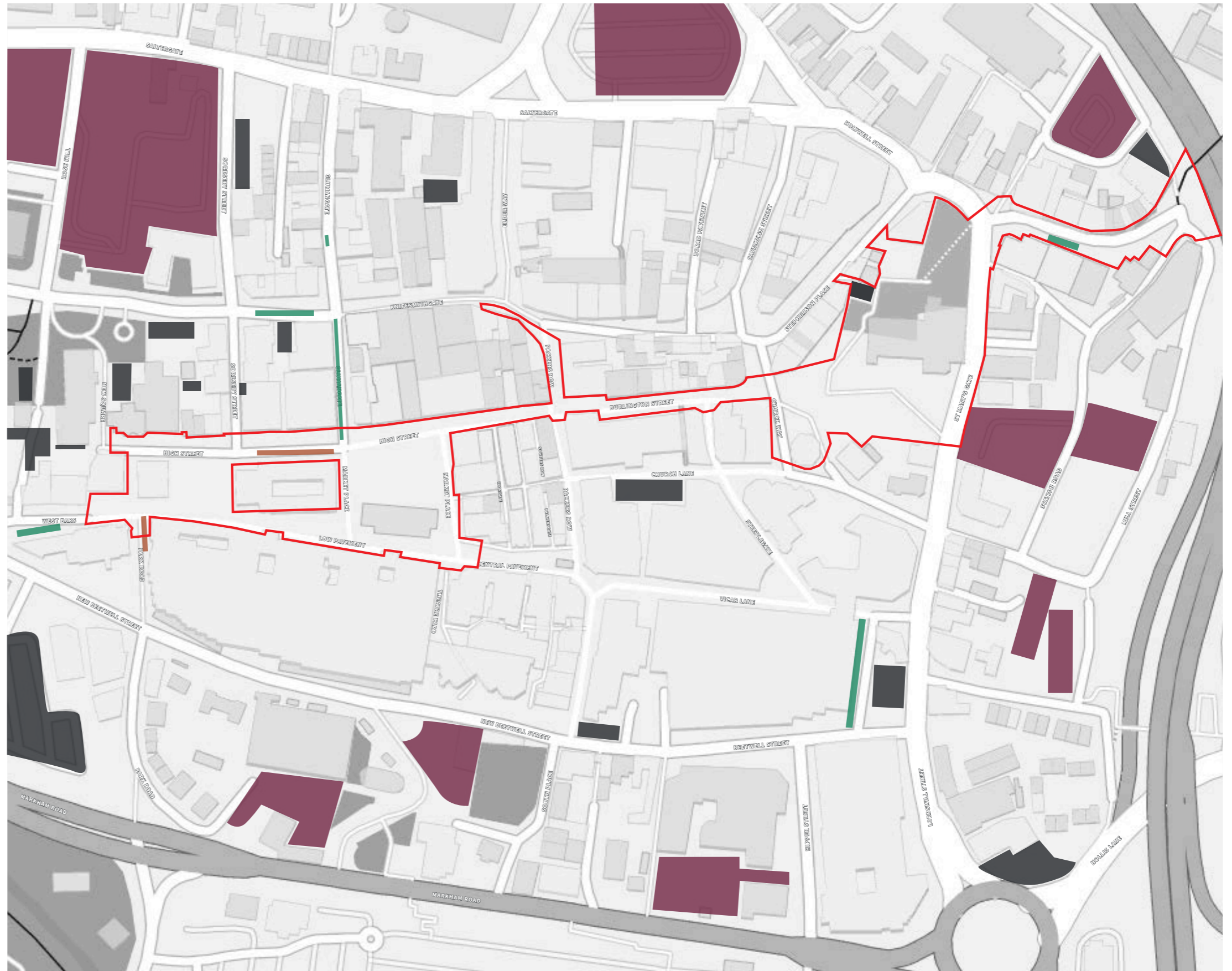
KNIFESMITHGATE BIKE AND BUS ACCESS ONLY



10.3 Public and Private Car Parks

Car parking and drop off around the site enables access to the various town centre amenities and retail opportunities.

- There are very few parking and drop off areas inside the red line boundary itself thanks to the pedestrian zone, but there are several adjacent accessible drop-off zones.
- There are ample car parking opportunities less than ten minutes walk away from the town centre pedestrian zone.



- KEY
- Red Line Boundary
 - Public Car Parks
 - Private Car Parks
 - Accessible Parking



LOADING BAYS OUTSIDE MARKET HALL

10.4 Taxi Ranks and Drop Off

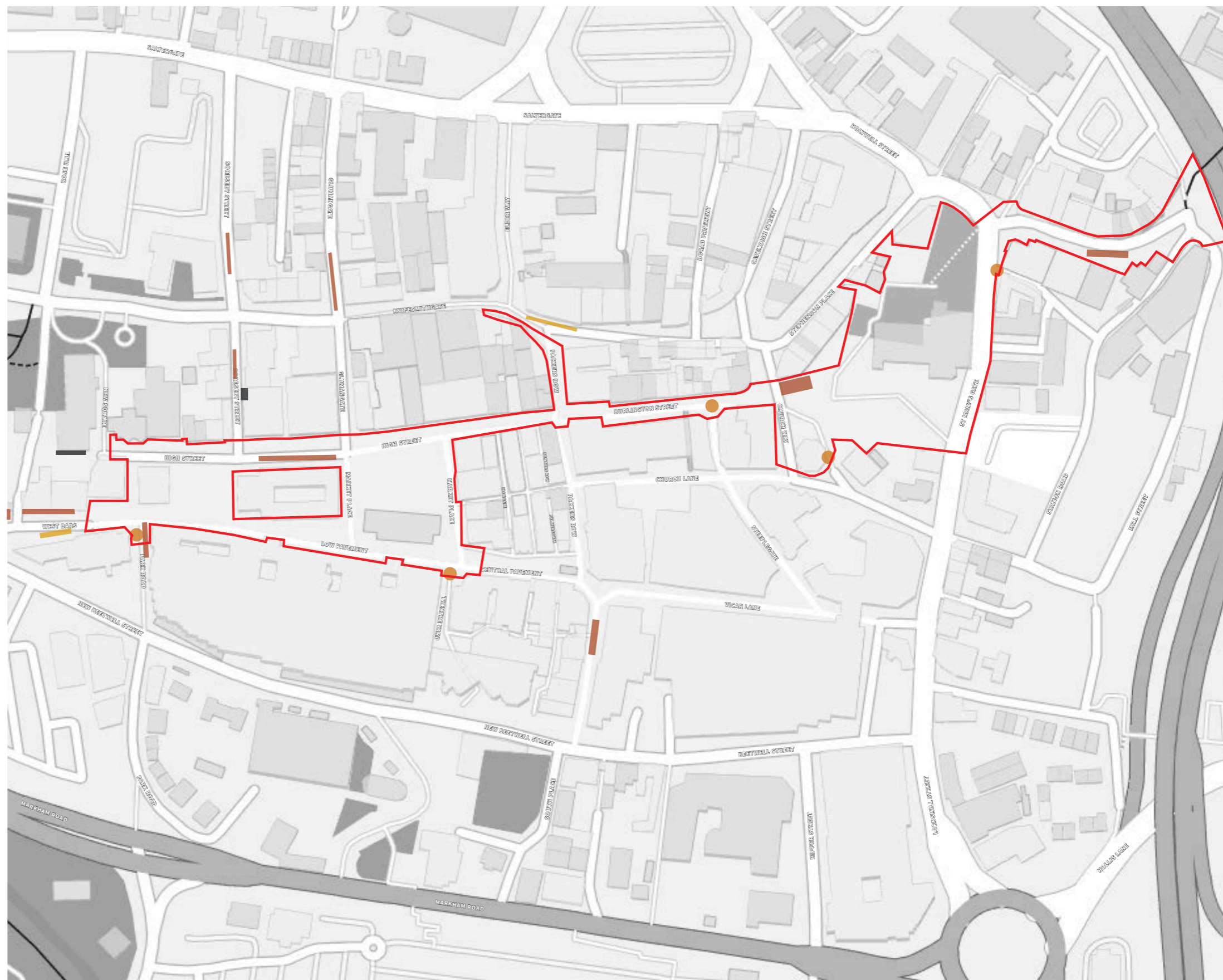
The study area includes many loading/drop off areas both within the red line and on adjacent streets. There is very little cycle parking.

- Loading is accommodated on many of the streets leading into the site and along the northern edge of the Market Hall itself which is well used by market traders.
- There is only one area containing two bike racks to the south of the site, leaving few opportunities for green transport.
- Taxi ranks are distributed around the study area within a short walk of the town centre.

Page 473

KEY

- Red Line Boundary
- Drop-Off/Loading
- Taxi Ranks
- Bike Rack



LOADING BAYS OUTSIDE MARKET HALL

10.5 Utilities - New Square and Market Square

Underground utilities should be considered when designing the public realm.

- Existing and proposed below ground utilities should be considered when designing the public realm. Where at all possible, proposals should seek to avoid the need to divert or lower existing services.
- Proposals should also consider the placement of trees, structures and furniture requiring substantial foundations to avoid clashes or compromising the existing network.
- Public realm proposals should consider the need for additional below ground provisions to ensure that the public realm can support a range of uses and maintain flexibility. The use of temporary supplies to support events should be avoided.
- The below ground utilities are primarily found to the edges of New Square and Market Square, however, some power ducts extend into New Square, presumably to serve the existing market stalls. Further investigations may be needed to accommodate any additional trees in this area.



EVENING LIGHTING INFRASTRUCTURE IN MARKET SQUARE

SURVEY BY GREENHATCH GROUP ON 18-03-22

10.6 Utilities - Rykneld Square and Church

- The below ground services along Burlington Street run centrally along the carriageway, with some free space toward the southern pedestrian route. To accommodate street trees and furniture in this area careful consideration of the underground services will need to be taken into account. There are few trees proposed along the street, and raised planting at the eastern entrance of the site will allow planting without disturbing services.

Page 475

In Rykneld Square and the Church grounds the underground services follow the pedestrian footpaths to the edges of site, and also loop through the centre of the site. Whilst the underground services are not as plentiful as elsewhere in the market quarter consideration of the electric ductings will need to be factored into the placement of landscape features. There are also some unknown ducting pipes identified in the survey which will need to be investigated further.



FOOTPATH LIGHTING INFRASTRUCTURE IN ALL SAINT'S & ST. MARY'S



SURVEY BY GREENHATCH GROUP ON 18-03-22

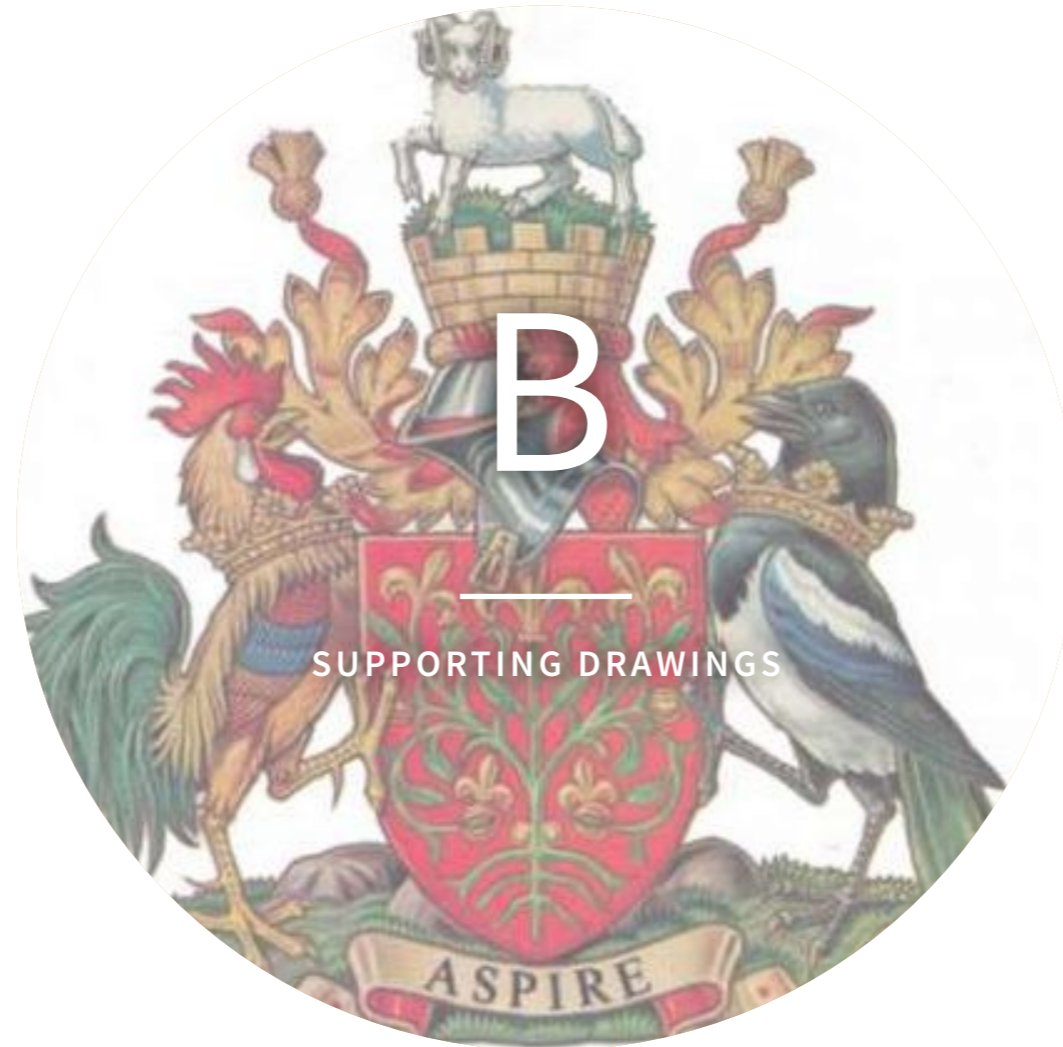
10.7 Utilities - Corporation Street

- Corporation Street has many below ground services which run down the central carriageway and especially congregate at the western end of the site at St. Mary's Way. Due to fire tender access routes and the character of the street as a busy through route, Corporation street will need to be evaluated in its placement of trees and furniture, and consider above ground features to reduce the impact on below ground services.



CCTV INFRASTRUCTURE IN RYKNELD SQUARE

SURVEY BY GREENHATCH GROUP ON 18-03-22



11.5 Corporation Street - One way scheme

Page 483



- NOTES:**
1. Do not scale from this drawing.
 2. Always work to noted dimensions.
 3. All dimensions are in millimetres unless otherwise stated.
 4. All setting out, levels and dimensions to be agreed on site.
 5. The dimensions of all materials must be checked on site before being laid out.
 6. This drawing must be read with the relevant specification clauses and detail drawings.
 7. Order of construction and setting out to be agreed on site.

KEY

MARKINGS

- EXISTING FORMER FLOOR SLABS AND RILL**
- Existing Formed concrete floor slab and rill
- Dimensions: 100mm thick concrete, 100mm deep rill
- Construction method: cast in situ concrete
- NEW FORMER FLOOR**
- New Formed concrete floor slab
- Dimensions: 100mm thick concrete
- Construction method: cast in situ concrete
- NEW FORMER FLOOR MARKET SQUARE**
- New Formed concrete floor slab
- Dimensions: 100mm thick concrete
- Construction method: cast in situ concrete
- EXISTING CONCRETE RILL**
- Existing Formed concrete rill
- Dimensions: 100mm deep rill
- Construction method: cast in situ concrete
- EXISTING CONCRETE SLABS, TILES AND RILL**
- Existing Formed concrete slabs, tiles and rill
- Dimensions: 100mm thick concrete, 100mm deep rill
- Construction method: cast in situ concrete
- NEW BRICK WALL**
- New Brick wall
- Dimensions: 215mm thick brick
- Construction method: brickwork
- FLAT PAVING**
- Flat Paving
- Dimensions: 50mm thick paving
- Construction method: laid paving
- FLAT PAVING**
- Flat Paving
- Dimensions: 50mm thick paving
- Construction method: laid paving
- RESPONSEFAST SAND PAVING**
- Responsefast Sand Paving
- Dimensions: 50mm thick paving
- Construction method: laid paving
- EXISTING CONCRETE FLOOR FORMER FLOOR**
- Existing Formed concrete floor former floor
- Dimensions: 100mm thick concrete
- Construction method: cast in situ concrete
- NEW CONCRETE**
- New Concrete
- Dimensions: 100mm thick concrete
- Construction method: cast in situ concrete
- EXISTING FLOOR SURFACING**
- Existing Floor Surfacing
- Dimensions: 100mm thick surfacing
- Construction method: laid surfacing
- CORPORATION STREET SPECIAL PAVEMENTS**
- Corporation Street Special Pavements
- Dimensions: 100mm thick pavement
- Construction method: laid pavement

VEGETATION

- EXISTING TREES**
- Existing Trees
- Dimensions: 100mm diameter
- Construction method: existing trees
- NEW TREES**
- New Trees
- Dimensions: 100mm diameter
- Construction method: new trees
- WALK WITH TREES**
- Walk with Trees
- Dimensions: 100mm diameter
- Construction method: new trees
- DRYLAND PLANTING**
- Dryland Planting
- Dimensions: 100mm diameter
- Construction method: new trees
- LAWN**
- Lawn
- Dimensions: 100mm diameter
- Construction method: new trees
- PLANTING BED**
- Planting Bed
- Dimensions: 100mm diameter
- Construction method: new trees

FURNITURE

- RESPONSE PLAYFUL SEATING**
- Response Playful Seating
- Dimensions: 100mm diameter
- Construction method: new trees
- TIMBER SLATED SEATING**
- Timber Slated Seating
- Dimensions: 100mm diameter
- Construction method: new trees
- WAYFINDING TOTEM**
- Wayfinding Totem
- Dimensions: 100mm diameter
- Construction method: new trees
- ACCESS CONTROL BOLLARD**
- Access Control Bollard
- Dimensions: 100mm diameter
- Construction method: new trees
- CORPORATION STREET FEATURE LIGHTING COLUMN**
- Corporation Street Feature Lighting Column
- Dimensions: 100mm diameter
- Construction method: new trees
- CHURCH ENTRANCE GATE POST TOTEM**
- Church Entrance Gate Post Totem
- Dimensions: 100mm diameter
- Construction method: new trees

Revision	Date	Description	Drawn/Checked
01	14-01-22	For Information	JTO GB
02	14-01-22	For Information	JTO GB

Client: Chesterfield Council

Project: Chesterfield LUF

Reg No: Corporation Street - GA Option 1

Date	Created By	Approved By
14-01-22	JTO	GB

Scale: 1:250 A2 Information

File No: 2766-PLA-XX-DR-L-4002 S1 PO2

11.6 Corporation Street - Partial road closure



NOTES:

1. Do not scale from this drawing.
2. Always work to noted dimensions.
3. All dimensions are in millimetres unless otherwise stated.
4. All setting out, levels and dimensions to be agreed on site.
5. The dimensions of all materials must be checked on site before being laid out.
6. This drawing must be read with the relevant specification clauses and detail drawings.
7. Order of construction and setting out to be agreed on site.

KEY

ANALOGUES

- NEW TRANSFORMER FLARE UNDER AND RELAY**
- NEW TRANSFORMER FLARE**
- NEW TRANSFORMER FLARE UNDER SQUARE**
- NEW TRANSFORMER RELAY**
- NEW TRANSFORMER SIGNAL, TUMBLER AND RELAY**
- NEW SIGNAL SIGNAL**
- NEW TRANSFORMER FLARE UNDER SQUARE**
- NEW TRANSFORMER FLARE**
- NEW TRANSFORMER FLARE UNDER SQUARE**
- NEW TRANSFORMER RELAY**
- NEW TRANSFORMER SIGNAL, TUMBLER AND RELAY**
- NEW SIGNAL SIGNAL**
- NEW TRANSFORMER FLARE UNDER SQUARE**
- NEW TRANSFORMER FLARE**
- NEW TRANSFORMER FLARE UNDER SQUARE**
- NEW TRANSFORMER RELAY**
- NEW TRANSFORMER SIGNAL, TUMBLER AND RELAY**
- NEW SIGNAL SIGNAL**

SOFT FURNITURE

- BE SPOKE PLAYFUL SEATING**
- TIMBER SLATED SEATING**
- WAYFINDING TOTEM**
- ACCESS CONTROL BOLLARD**
- CORPORATION STREET FEATURE LIGHTING COLUMN**
- CHURCH ENTRANCE GATE POST TOTEM**

SYMBOLS

- EXISTING TREES**
- NEW TRANSFORMER FLARE**
- NEW TRANSFORMER FLARE UNDER SQUARE**
- NEW TRANSFORMER RELAY**
- NEW TRANSFORMER SIGNAL, TUMBLER AND RELAY**
- NEW SIGNAL SIGNAL**
- NEW TRANSFORMER FLARE UNDER SQUARE**
- NEW TRANSFORMER FLARE**
- NEW TRANSFORMER FLARE UNDER SQUARE**
- NEW TRANSFORMER RELAY**
- NEW TRANSFORMER SIGNAL, TUMBLER AND RELAY**
- NEW SIGNAL SIGNAL**
- NEW TRANSFORMER FLARE UNDER SQUARE**
- NEW TRANSFORMER FLARE**
- NEW TRANSFORMER FLARE UNDER SQUARE**
- NEW TRANSFORMER RELAY**
- NEW TRANSFORMER SIGNAL, TUMBLER AND RELAY**
- NEW SIGNAL SIGNAL**

REVISIONS

No.	Date	Description	By	Checked
1	14-01-22	JTD	GR	

PLANIT I.E. Limited

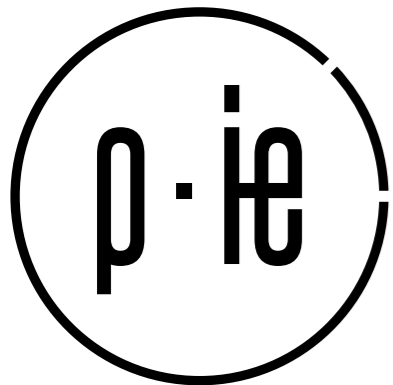
INCORPORATED IN GREAT BRITAIN

14-01-22 JTD GR

Scale: 1:250 A2 Information

2766-PLA-XX-DR-1-4003 S1 P02

Page 484



MANCHESTER

2 Back Grafton Street
Altrincham,
WA14 1DY
+44 (0)161 928 9281

LONDON

Waterside, 44-48 Wharf Road
London,
N1 7UX
+44 (0)207 253 5678

LIVERPOOL

Tempest 5.3, 12 Tithebarn Street,
Liverpool,
L2 2DT
+44 (0)151 363 1230

STANDISH

Standish Gatehouse, Stonehouse,
Gloucestershire,
GL10 3BZ
+44 (0)145 360 7080

LEEDS

No.1 Aire Street, Leeds Station
Leeds,
LS1 4PR
+44 (0)113 824 6413

This page is intentionally left blank

Vision Master Plan and Revitalising the Heart of Chesterfield

Engagement and Recommendations

2nd January 2022

Purpose of Engagement

The engagement purpose is to involve key groups in the development of the Vision Master Plan; to better understand current issues and to critique the design response to those issues with the continuous aim of creating the most effective approach to Revitalising the Heart of Chesterfield. A secondary aspect to the engagement is to keep various groups of people informed of the work of Chesterfield Borough Council in respect to the town centre and the current state of progress with improvements to Chesterfield town centre.

There have been three main stakeholder groups who the Council has aimed to engage with. The public as users (and non users) of Chesterfield market and the town centre are an important stakeholder group, along with the traders for whom the market is their livelihood, and the businesses who trade across the town centre, for whom the market provides a catalyst to footfall.

The engagement process has been conducted through a series of meetings and two formal consultation exercises all of which occurred during some form of COVID-19 restriction including 'Lockdown', which has necessitated the use of digital platforms to run meetings or consultations, whilst also keeping people safe during the process.

During the engagement, plans or reports have been progressively shared that represent the most up-to-date status of the information available at that stage with the intention of being able to move to the next stage.

The most difficult issue to resolve during the process has been to establish a consensus of opinion on the optimal re-layout of the market itself.

Engagement Timeline

Dec 2020 – January 2022

1. 15th December 2020 – 'virtual' Markets Consultative Committee introduction to the project
2. December 2020 – Jan 2021 – 'virtual' Public, Traders & businesses engagement exercise (opinion surveys)
3. 2nd March 2021 – 'virtual' Markets Consultative Committee – presentation of engagement findings and design principles
4. 28th April 2021, 'virtual' officer / trader workshop – an attempt to resolve layout
5. 12th May 2021, 'virtual' officer / trader workshop – a second attempt to resolve layout
6. 25th May 2021 – 'virtual' Markets Consultative Committee – update on RHOC process
7. 10th June 2021 – Day 1 of staffed Trader Consultation – proposing a design to see if that helped resolve issues and find areas of commonality / outstanding issues
8. 11th June 2021 – Day 2 of staffed Trader Consultation – proposing a design to see if that helped resolve issues and find areas of commonality / outstanding issues
9. 20th July 2021 – Cabinet decide to consult the Public, Traders and Businesses on the concept proposals to gain broad feedback
10. 2nd August 2021 – 'virtual' Consultation starts

11. 3rd September 2021 – Letter received from a Trader advising of 1000+ signatures on a paper petition against proposals and requesting a meeting with Cllr. Gilby and Huw Bowen
12. 12th September 2021 – ‘virtual’ Consultation closes
13. 14th September 2021 – officer meeting with ‘trader group’ who were led by the author of the letter
14. 17th September 2021 – officer meeting with NMTF (National Market Traders Federation) to discuss the market design situation and ways to resolve it, learning from other market places in the UK
15. 6th October 2021 – follow-up officer meeting with ‘trader group’ on the market place with CBC Carpenters to create a brief of ‘ideal stall’
16. 10th October 2021 – CBC receives a ‘separate’ e-petition with 110 signatures
17. 13th October 2021 – Full council, three questions raised by traders on the proposals for the market
18. 15th October 2021 – Consultation reports and Annex completed by CBC Policy Team
19. 17th November – Markets Consultative Committee – presentation of CBC’s ‘Ideal Stall’ design proposal in response to trader-based design brief – which received a high degree of support from the traders present
20. 12th January 2022 – [planned at time of writing] trader / officer market layout workshop with NMTF

Plus – ‘trader-designed’ market layouts received from Bryan Towndrow during the consultation period and Nick Ibbotson on the 17th September 2021

Summary of Main Findings

More detailed information can be found at [appendix – opinion survey / August consultation report](#)

Over 80% of people, including market traders responding to the August 2021 consultation agree that revitalising the market is important to the town centre

Public Realm

- The look and feel of the ‘market place’ shown in the draft Vision Master Plan documents is likely to increase the frequency of visit of almost 51% of people who saw the proposals, with 26% saying that they would be less likely to visit as a result (*73% of market traders would be less likely to come*).
- The history and character of the town is important, and people are concerned that this is not lost in developing the town.
- The provision of new / more seating is welcome. This would be likely to improve dwell time as well as making the public realm a place to meet as well as shop, though there is a *strong* concern about the link between more seating and rise in ASB. Roughly 63% of people responding to the August consultation said that the provision of seating and space to relax would make them more likely to visit Chesterfield town centre.
- Uneven surfaces are problematic and need resolving – again with respect to maintain historic character.
- More greenery is desirable.

Market and Town Centre Offer

- People like the stalls, the traders, the people and the history of Chesterfield, but the existing offer is not sufficient draw for a significant number of people, and they want to see new businesses attracted to the town centre for the future of the town(increase in offer).

- Independent shops, national chain shops, the outdoor market, cafés and services are the primary reasons people give for visiting Chesterfield town centre.
- People of all age ranges have said they would be strongly interested in attending 'Farmers', 'Craft', 'Locally-Made', 'Street Food', 'International Cuisine' and 'Christmas' markets as well as live music 'gigs'.
- 78% of people responding to the August consultation, including market traders, said they would be more likely to visit Chesterfield if live music, family entertainment and specialist or branded markets were available more frequently on the outdoor market, but about 10% of people are deterred by the thought of loud music.
- 68% of people would like to see an 'International mix of Street Food' as part of the market.
- 73% of people would like to go to 'Major Events' in Chesterfield town centre (outdoor theatre for instance).
- 65% of people would be more likely to visit the market if there was an event on in Chesterfield town centre.
- The public, traders and businesses perceive that the promotion of Chesterfield as a place to shop or visit, including signage, as well as the current range of events and speciality markets is 'average'.
- The 'undesirables' that gather in the town centre and anti social behaviour including drinking and fighting in the marketplace is a significant detractor for people thinking about or visiting the town centre, and these aspects hinder Chesterfield's ability to grow footfall and dwell time.
- Of the general public, almost 60% of people would visit Chesterfield for activities and events during the day at the weekend, with 30% of people likely to midweek. In the evening at the weekend, 20% would be likely to visit and 14% on a mid-week evening.

Market Stalls

- Draft Vision Master Plan proposals for the market stalls are not supported by a significant proportion of the traders, as they are considered too small to trade from with insufficient weather protection for the stock, the traders or market customers.
- Traders want better electrical supply, improved lighting and weather protection. Improved access to power will increase the amenity of the stalls and make it possible for new traders to trade at the market – those who might need refrigeration to trade for example.
- Traders and the public like the existing wooden stalls, they are strong and resist the wind.
- Traders and the general public believe that the presentation (look and feel) of the market needs to be improved having become tired and shabby.
- Traders like the existing tables / boards, and consider their strength and sturdiness essential to trading, but the trestles that support them are wider than the boards and this makes movement around them unnecessarily difficult.
- Pop up stalls are not desirable to regular traders.

Market Layout

- Draft Vision Master Plan proposals for the market layout are not supported by a significant proportion of the traders, they believe the event space is oversized, in the wrong place and 'cramps' the market space, that the potential removal of stalls from New Square and around the Market Hall is un-desirable and will lower town footfall from those places. Additionally the traders believe that 100 smaller stalls is not sufficient to cater for the current Thursday 'Flea Market'.
- Traders significantly dislike a back-to-back trading layout.
- A layout that consolidates the traders to one space on days when the market is not full would be more inviting and less confusing for customers.

- In the August 2021 consultation 68% of people said they would be more likely to visit Chesterfield if the outdoor market was held in one location where the stalls would be easy to find and more enjoyable to explore, with better protection from the weather.
- A new layout needs to improve accessibility through the removal of the tapered aisles between stalls which produce 'pinch points' that reduce accessibility.
- The current internal/middle/central stalls do not trade well – and are not popular – probably due to reduced visibility caused by other stalls being in the way and a lack of effective sightlines.
- The location and size of the space for events needs to be balanced with the needs of the market and those of events, taking into account the frequency and type of events, and the need to effectively drive footfall – 67% of people responding to the August consultation said they like the idea of having events and space to relax next to the market.

The majority of respondents to the August consultation were between 25 and 64 years old, with about 5% being younger than 25.

It is evident from the protests, petitions and questions to Council around the end of the consultation period in September 2021, that the market trading cohort will strongly represent itself if it believes that it's needs are not being sufficiently taken into account as designs for the market are developed. Of the traders who responded to the August consultation, 73% said that they would be less likely to visit Chesterfield with the proposals looking like the draft vision master plan.

Recommendations to develop the Vision Master Plan and to support delivery of the Revitalising the Heart of Chesterfield project, based on the feedback received during the consultation period and with reference to the engagement process as a whole.

There are many aspects of the revitalisation concepts proposed through the draft Vision Master Plan that received cross-stakeholder support, however, whilst the 'look and feel' of the draft Vision Master Plan proposals for the centre of Chesterfield have strong support, proceeding with the plans for the market elements as drafted for consultation would be in conflict with the needs that the traders expressed during the exercise. It is possible to design in detail many parts of the draft Vision Master Plan as per the concepts that went to consultation, whilst also revising others to addresses concerns raised. This can forge a stronger Vision Master Plan by adapting it in the light of the engagement findings to be more effective for Chesterfield.

These recommendations are intended as a guide.

Recommendation 1; In line with the support received during the consultation process, take the following Public Realm elements of the draft Vision Master Plan through a detailed design process as per the consultation plan:

1. Paving Upgrade
2. Street furniture and features except seating
3. Lighting
4. Trees and soft landscaping
5. WiFi
6. Utilities upgrade

Recommendation 2; In view of the high level of support, but also concern about increased Anti-Social Behaviour, take the following Public Realm elements through a detailed design process with extra focus on reducing potential ASB and undesirable activity.

1. Seating areas

2. Playful aspects

In addition, the council will work with partners to seek to collectively and constructively reduce issues associated with ASB.

Recommendation 3; Referencing the support received during the consultation process for adjustments to the customer-facing aspects of the market proposals, take the following Market elements through a further design process with traders to ensure best fit between trader needs and the town centre adaptations required in the present day to support more people choosing Chesterfield, visiting more often and staying in the town for longer.

1. Market stall re-design
2. Market stall and 'events' spatial layout, including an assessment of the layouts proposed to the Council as mentioned above.

Recommendation 4; That following the findings of the engagement process, the council will draw up a schedule of speciality markets and events / activities to support the animation of the town centre and will work with partners to effectively promote this offer.

This page is intentionally left blank

Revitalising the Heart of Chesterfield, Levelling Up Fund Board - LUF Board Governance and Terms of Reference Summary

Purpose and Objectives of the Group	Tasks	Powers
<ul style="list-style-type: none"> Responsible for oversight of the Revitalising the Heart of Chesterfield and Stephenson Memorial Hall to ensure the programme achieves the aims defined in the full application business case, as detailed in the PID To ensure key stakeholders are brought together to progress the LUF funded proposals, and drive progress needed up to, and beyond the submission decision date in November 2021 To receive reports, updates and recommendations primarily relating to financial, programme, risks and other matters from the RHOC LUF and SMH Project boards <p>To decide on any matters referred to this group by UK Government, RHOC LUF or SMH Project Team or other bodies</p>	<ul style="list-style-type: none"> To approve LUF programme goals, risk management and project delivery matters Review Terms of Reference for ‘LUF’ Project Board Meetings Budget, Risk and programme responsibility for the RHOC strategic projects proposed within the LUF submission Decide on recommendations proposed to the LUF Board within reports from the LUF Project Boards - Revitalising the Heart of Chesterfield and Stephenson Memorial Hall project elements 	<ul style="list-style-type: none"> Receive delegated powers from CBC Cabinet to approve engagement and communications plans and to take decisions on the results of related consultations to shape and adjust the Revitalising the Heart of Chesterfield project. Approve reports and/or recommendations from LUF Project Board Meetings, set out in a Board Report Sign off Terms of Reference for LUF Project Board Meetings Scrutinise LUF Projects Programme, Budget and Expenditure, and request further reports from or action by the LUF Project Boards / Teams

Page 4/33

Project Board Membership (draft)	Regular Board Attendees (Non-Project Board Members)	Chair of the Project Board (draft)	Meetings	Board Report Guidelines
<ul style="list-style-type: none"> Cllr Tricia Gilby Cllr Dean Collins Cllr. Kate Sarvent Huw Bowen Ade McCormack Neil Johnson Stephen Wenlock 	<ul style="list-style-type: none"> Paul Stainforth CBC Andy Bond CBC Ian Waller CBC Lynda Sharp CBC 	<ul style="list-style-type: none"> Cllr Tricia Gilby CBC 	<p>Frequency: Monthly Duration: 1 to 1.5hrs Draft agendas: Circulated at least 2 days before meeting and finalised 1 day prior. Meeting minutes or notes: Recorded and circulated, within 2 days of the meeting for agreement</p>	<p>Board Reports: Format as per Cabinet report template Circulation: Alongside the agenda, at least 2 days before meeting.</p>
Reporting	Review of the Group	Decision Making & Voting	Monitoring	Agenda
<p>The RHOC LUF Project Board and Stephenson Memorial Hall Project board will report to the LUF Board.</p>	<p>This will be carried out every 6 months</p>	<p>Majority vote required to carry a recommendation or decision. The Chair has the casting vote</p>	<p>Monitoring of the RHOC LUF Project Board and the Stephenson Memorial Hall Project Board will be carried out by the LUF Board</p>	<p>The suggested agenda items will include the following:</p> <ol style="list-style-type: none"> Apologies Minutes of the Last Meeting LUF projects Highlight Reports inc.; Programme Project Risk Register Key Issues Change Control Finance Log AOB

Purpose and Objectives of the Group	Tasks	Powers
<ul style="list-style-type: none"> Responsible for the RHOC project programme producing a result, which can achieve the aims defined in the full application business case, as detailed in the PID To bring together key stakeholders to progress the RHOC proposals, which will drive progress needed up to, and beyond the submission decision date in November 2021 To receive reports, updates and the like, predominantly relating to significant financial issues To decide on any issues referred to this group by the Central Government, Overarching LUF/RHOC Project Manager, RHOC Project Team or other bodies To approve the position and forecast on the RHOC LUF Bid Submission element 	<ul style="list-style-type: none"> To progress and agree RHOC programme goals and project delivery, initially up to November 2021 To provide appropriate guidance and support to the LUF Board, to assist with the development and implementation of the RHOC LUF proposals, both for the pre and post LUF decision-making process Review Terms of Reference for RHOC Project Team Meetings Budget and programme responsibility for the RHOC strategic projects proposed within the LUF submission Keep the CBC Cabinet Portfolio and LUF Board up to date with progress and issues Make recommendations to CBC Cabinet Portfolio and LUF Board on what delivery actions should be pursued 	<ul style="list-style-type: none"> Sign off reports and/or recommendations from RHOC Project Team Meetings, set out in a Board Report Sign off Terms of Reference for RHOC Project Team Meetings Sign off Consultant Briefs, Scopes and Final Commissions on the project - All recommendations to be clearly set out in the RHOC Project Board Report Sign off Business Cases, Communication Plans, Engagement Plans, Delivery Strategies, Consultation Plans Report all signed-off information to CBC Cabinet Portfolio, LUF Board Monitor RHOC Programme Monitor RHOC Budget and Expenditure

Project Board Membership	Regular Board Attendees (Non-Project Board Members)	Chair of the Project Board	Meetings	Board Report Guidelines
<ul style="list-style-type: none"> Cllr Dean Collins. CBC Cllr. Kate Sarvent CBC Ade McCormack CBC Neil Johnson CBC Ian Waller CBC Lynda Sharp CBC Stephen Wenlock CBC Paul Stainforth CBC Andy Bond CBC 	<ul style="list-style-type: none"> Mark Collins BPM Andrew Brooks BPM Helen Fox CBC Mandy Atkinson CBC Matt Lancaster BPM Police/Emergency Services 	<ul style="list-style-type: none"> Stephen Wenlock CBC 	<p>Frequency: Monthly, Duration: 1 to 1.5hrs Draft agendas: Circulated at least 2 days before meeting and finalised 1 day prior. Meeting minutes or notes: Recorded and circulated, within 2 days of the meeting for agreement</p>	<p>Board Reports: Max 3 sides of A4, with appendices being unlimited. Circulation: Alongside the agenda, at least 2 days before meeting.</p>
Reporting	Review of the Group	Decision Making & Voting	Monitoring	Agenda
<p>The RHOC Project Board will report to the LUF Board</p> <p>RHOC Project Team will report into the RHOC LUF Project Board</p>	<p>This will be carried out every 6 months</p>	<p>To test whether the approach below is a valid one, at the first Project Board meeting.</p> <p>4 votes in favour required to carry a recommendation or decision</p>	<p>Monitoring of the RHOC Project Board will be carried out by the Overarching LUF Board</p>	<p>The suggested agenda items will include the following:</p> <ol style="list-style-type: none"> Apologies Minutes of the Last Meeting RHOC Highlight Report, inc; Programme Project Risk Register Key Issues Change Control Finance Log AOB

SUBJECT RHOC TCT VISION MASTER PLAN - COMMUNICATION & ENGAGEMENT PLAN

The purpose of this note is to set out proposals for stakeholder communication and engagement for the Revitalising the Heart of Chesterfield town centre transformation Vision Master Plan (the draft Vision Master Plan)

The consultation exercise follows previous consultation and engagement exercises undertaken in the town to formulate and test the former Vision Master Plan (of 2021), but nothing has been carried out since, other than continued engagement with a small group of market traders in line with the recommendations of the Engagement Report covering the period from December 2020 – January 2022.

The objective of the strategy is to set out the options and opportunities for meaningful engagement and feedback around the layout and function of the proposals contained with the draft Vision Master Plan. The feedback will help inform detailed design and project delivery planning from August 2022 onwards when the next stage of design work is planned to start.

Project Team

The project is directly overseen by the RHOC LUF Project Board, which along with sponsor Neil Johnson, directs the development of the project including the consultation exercise. Neil regularly brings the project in front of the chief executive for further governance and there-on to the Leader of the Council, Councillor Dean Collins and Councillor Kate Sarvent who have relevant portfolios and an interest in supporting Chesterfield town centre.

1. Stakeholder Mapping

There are three key groups the consultation must try to successfully engage at this stage: key stakeholders, local businesses and members of the public/ town centre users.

2. Stakeholders

Key Stakeholders

Stakeholders that have a specific role in the town through a professional or social role will be proactively approached to provide comments on the draft Vision Master Plan. This will include but not limited to: elected members, market traders, the Parish Church, representatives of local groups such as disability groups, local heritage group(s), town centre event organisers, Civic Society, Local Planning Authority and Derbyshire County Council.

Local Retailer/ Businesses

Local retailers and businesses are important stakeholders and are also have strategic interest in town centre footfall drivers and should want to support the best economic uplift for local businesses through diverse and secondary spending from people attending town centre events and cultural activities

Where contact details are available an email will be sent to retailers that includes some background to the project and a link to the virtual consultation and survey to enable more detailed feedback to be given. Our town centre engagement officer will also be active in making businesses aware of the opportunity through face-to-face visits.

Public/ Town Centre Users

Successfully reaching and engaging with members of the public and town centre users is critical for the consultation exercise and in helping to shape the future plans for the town and the wider public realm and how it could serve the community better.

3. Methods of Engagement

Due to the uncertain ongoing impact of the COVID-19 pandemic, it is expected that the most accessible consultation will need to be undertaken both online through the following media, as well as located in a well-signed physical exhibition in the town centre:

Project website - a mobile friendly dedicated project landing page hosted on www.chesterfield.gov.uk will be the main point of contact and will include brief explanatory text, images and link to the virtual consultation room.

Virtual consultation room – this will enable visitors to view the plans and accompanying written statements to help provide more detailed information on plans where applicable.

Snap questionnaire - to record feedback.

Social media – awareness raising and to help further the reach, and link back to the virtual consultation and questionnaire.

Whilst an online approach to consultation is the most efficient format, it is recognised that not all residents will have internet / smartphone access. We will also provide wider accessibility i.e. a public exhibition of the proposals in an accessible venue (unmanned), such as Market Hall or Town Hall with the opportunity to provide written responses to the questionnaire, if a digital response can not be given.

4. Communication

CBC will issue press releases to inform the wider public about the consultation opportunity. Social media links via CBC will be made available to stakeholders for wider sharing. Signs will be affixed to market stalls.

5. Programme

It is intended that the consultation exercise will run from 24th May to the 8th July 2022 inclusive. This timeframe should mean that significant number of stakeholders have the opportunity to respond; providing vital & meaningful feedback on the draft Vision Master Plan.

It is anticipated that the analysis of the information will take around 3 – 4 weeks at which point the data will be presented to Neil Johnson and the Project Board for review.

Financial Details

Cost Assembly and Assurance

1. In June 2021, CBC successfully submitted a levelling up bid to UK Government requesting £19,982,028 for two projects; one in respect of George Stevenson Memorial Hall £11,000,000 (SMH / Project A) and the other to transform Chesterfield town centre £8,982,028.00 (Project B).
2. At the time of the bid, the costs for the SMH project were defined as the project had reached RIBA Stage 3 design stage and had costs assembled in respect to that level of design detail
3. At the time of the bid, the town centre transformation project was defined by concept plans that drew upon the Revitalising the Heart of Chesterfield design work (RIBA 2) and the public realm project delivered at Elderway and contracted for Packers Row (RIBA 5) to describe a set of Public Realm interventions across the bid area, which were divided into 6 distinct areas (Projects B1 – B6).
4. The costs to deliver the interventions proposed for the 6 projects were the basis of the amount of funding requested from the government.
5. The assembly of cost included a 10% contingency figure of £1,000,000 and an additional figure of £925,000 to mitigate the risk of construction price inflation
6. The costs are listed in the schedule summary below and were calculated the following way:-
 - a. Figures calculated by a member of the Royal Institute of Chartered Surveyors (RICS) using industry best practice and the current RICS approved methods.
 - b. Using contracted construction prices from works built at Elderway (2021) and contracted for Packer’s Row (2022) for natural stone paving, lighting, street furniture, Highways S.278 and inspection costs and data infrastructure.
 - c. Informed by the work of Arup in respect to the lighting strategy, AECOM in respect to Corporation Street and Addooco in respect to data infrastructure and Planit-IE in respect to the Public Realm. Planit-IE also designed the draft vision masterplan for the marketplace, and have been retained to complete the whole TCT area design to RIBA Stage 2 (concept design).
 - d. Benchmarked against other similar projects across the UK
 - e. To supplement benchmarking cost data, key components and elements of the proposed works were market tested. Specialist sub-contractors and suppliers were engaged and quotations requested in order that real-time cost advice was considered on alternative design solutions, materials and construction methods.

Cost Summary

	Total Cost	Works	Fees	Risk	Inflation
Town Centre Works					
Corporation Street	2,320,549.95	1,566,668.88	235,000.33	270,250.38	248,630.35
St Marys Gate	68,777.37	46,433.55	6,965.03	8,009.79	7,369.00
Chesterfield Parish Church	92,734.97	62,608.00	9,391.20	10,799.88	9,935.89
Rykneld Square	1,062,375.89	717,240.00	107,586.00	123,723.90	113,825.99
Market Square	1,649,854.98	1,113,863.74	167,079.56	192,141.50	176,770.18
Pocket Square	423,014.13	285,588.80	42,838.32	49,264.07	45,322.94
New Square	1,655,777.79	1,117,862.40	167,679.36	192,831.26	177,404.76
Market Place	466,324.42	314,828.80	47,224.32	54,307.97	49,963.33
High Street	365,436.92	246,716.80	37,007.52	42,558.65	39,153.96
Low Pavement East	282,281.17	190,576.00	28,586.40	32,874.36	30,244.41
Low Pavement West	229,901.20	155,212.80	23,281.92	26,774.21	24,632.27
Provisional Sums					
Packers Row	300,000.00	247,000.00	37,000.00	16,000.00	-
Burlington Street	200,000.00	200,000.00	included	included	included
Lighting	500,000.00	425,000.00	75,000.00	included	included
Data	500,000.00	500,000.00	included	included	included
Wayfinding	75,000.00	75,000.00	included	included	included
Terrorism Prevention Measures	90,000.00	78,000.00	12,000.00	included	included
	10,282,028.79	7,342,599.77	996,639.96	1,019,535.97	923,253.08

An example of the cost build-up detail in the above figures follows:

Item	Description	Qty	Unit	Rate	Sub Total	Total
3.0	Rykneld Square					£ 1,062,375.89
3.1	Site preparation; removal of existing surface	1,300	m2	£ 1.50	£ 1,950.00	
3.2	Stone slab paving; random lengths, 75mm thick; including works to kerbs and drainage	1,165	m2	£ 300.00	£ 349,500.00	
3.3	Sub-base to paving	1,165	m2	£ 75.00	£ 87,375.00	
3.4	Raised planters	1	item	£ 10,000.00	£ 10,000.00	
3.5	Architectural & street lighting	1	item	£ 20,000.00	£ 20,000.00	
3.6	Semi mature trees; including tree pit, root barrier etc.	10	nr	£ 3,500.00	£ 35,000.00	
3.7	Soft landscaping	135	m2	£ 55.00	£ 7,425.00	
3.8	Street furniture	1	item	£ 10,000.00	£ 10,000.00	
3.9	Phasing & traffic management	10	%	£ 521,250.00	£ 521,250.00	
3.10	Preliminaries @ 18%				£ 93,825.00	
3.11	Overheads & profit @ 7.5%				£ 50,040.00	
3.12	Professional Fees, Surveys etc. @ 15%				£ 107,586.00	
3.13	Design Development @ 15%				£ 123,723.90	
3.14	Construction Risk				included	
3.15	Inflation @ 12%				£ 113,825.99	

Managing Cost Fluctuation

1. The costs assembled to underpin the bid as per the above statement are in great detail covering every aspect of the bid and Chesterfield's known intention for the town centre, however as the project develops it is possible that the costs will fluctuate - mainly - to reflect changes in design detail, site information and at the return of priced tenders for the implementation works
2. The design is at an early concept stage for the most part of the area with a detailed cost plan in place, which enables the Council to bring the design into detail in continual reference to the cost plan through a series of cost reviews to guide the design development within the budget available
3. An initial RIBA Stage 2 Cost Estimate has been prepared based on an appraisal of the design information within the RIBA stage 2 design. The total of this cost estimate is **£10,544,625** which compares to the Levelling Up Fund budget of **£10,282,029**, representing an increase of **£262,596**, equating to **2.55%**.
4. Recent tender returns for similar projects in the local area to provide benchmark cost data to prepare the estimate. The cost estimate therefore reflects the full impact of current market conditions including:
 - a. Inflationary increases due to the buoyant construction market and in particular the highways and infrastructure sector
 - b. Increased energy prices and the effect on the cost of the manufacture of materials
 - c. Increased transportation costs
 - d. Labour wage increases
 - e. Impact of the removal of the red diesel rebate from April 2022 onwards
5. Although inflationary pressures are expected to ease later this year, in accordance with industry best practice, the estimate has been prepared to reflect "present day" pricing levels, which will be adjusted as the project moves forward. In addition to this, a number of significant risks have now been priced within the cost estimate including, for example, ground conditions, and works to existing drainage installations etc.
6. The constituents of the Public Realm improvement have established broad aspiration objectives, but not in detail, so the project team are able to calibrate the scope and limits of what the budget will achieve, without a requirement to meet specific expectations detailed ahead of cost information – other than the outcome objectives
7. Project detail is not sufficiently advanced to undertake a value engineering exercise. However the plan at an appropriate point is to identify a schedule of value engineering opportunities to aid mitigation of cost overruns. In addition to this, periodic reviews of inflation will be specifically undertaken to monitor changing market conditions.
8. The nature of public realm improvements (as opposed to buildings with inter-dependant structural elements) means that they are scalable in the face of cost changes – so that specific design outcomes can be met in the context of an increase in delivery cost. For example, it is possible to have an avenue of new trees even if a cost rise means that less trees are planted and the avenue is spaced out. It is possible to alter a wide variety of paving elements to decrease the budget requirement, whilst not cutting down on re-paved area
9. As the design detail follows cost detail on this project, the council can be agile in tailoring the design to the budget available, however the biggest financial risk to the project is the possible price increases over the budget that will be found when the project is given a market test prior to the commission of a construction contract. The construction price inflation, risk figures and contingency allowances in the cost plan, as well as the approach

above will help the Council to limit the potential impact of cost rises at the point of Tender. The return of tender prices and their assessment will form a major financial control point for the project.

10. A Quantitative risk assessment is being carried out to give a more accurate assessment of the cost of the project specific risk profile than a percentage, however the budget that supported the application to the Levelling Up fund included a £1.9m allowance to provide contingency and for construction price inflation above of the benchmarked construction prices that make the cost plan.
11. Site investigation works including a ground-penetrating radar survey and invasive exploration of the cobble construction layers and make up have been carried out to inform design decisions at a very early stage, which will limit the need for adjustment at a later point and save costs

Chesterfield Borough Council Equality Impact Assessment - Full Assessment Form

<i>Title of the policy, project, service, function, or strategy:</i>		Chesterfield Town Centre Transformation; Levelling-Up Fund and RHOC Vision Master Plan
<i>Service Area:</i>	Economic Growth	
<i>Section:</i>	Joint Growth Unit	
<i>Lead Officer:</i>	Stephen Wenlock	
<i>Date of assessment:</i>	19/01/2022	
<i>Is the policy, project, service, function or strategy:</i>		
Existing		
Changed		
New / Proposed X		

Page 501

Section 1 – Clear aims and objectives

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

To receive £8,982,028.00 of 'Levelling-up Fund' (LUF) capital grant funding from the UK Government to revitalise Chesterfield town centre. To align key projects Revitalising the Heart of Chesterfield project (RHOC) and town centre Levelling-Up Funded project to create a broader 'Town Centre Transformation' project badged as 'Revitalising the Heart of Chesterfield' as this name is already in public use.

This project, (together with a related project to redevelop George Stephenson Memorial Hall (not considered as part of this EIA), will not only transform the experience for those visiting the town centre, it will help sustain the economic future for the wider borough. A vibrant town centre is important for attracting the investment that brings jobs to our places, and the difference those jobs will make for communities across the area as we recover from Covid-19 and level up the prospects for our people.

Often, the most impactful infrastructure projects are those that help bring pride to a local area, for example regenerating a town centre. As the borough recovers from the unprecedented economic impacts of Covid-19, it is more important than ever to prioritise investment that not only brings economic benefits, but also helps bind communities together.

Without investment, we are likely to see a continuing decline in the vibrancy of our place as it would stay reliant on an unsustainable retail-driven approach that fails to reflect the shift in expectations of modern town centres and the experiences people seek

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

Eg. specific sections of the community, employees

The Revitalising the Heart of Chesterfield project is intended to directly benefit all people who visit, shop, work or otherwise spend time in Chesterfield town centre, and by extension all organisations, who benefit from any consequential increase in the number of people in the town centre and the length of time they stay, as a result of the delivery of the project.

3. What outcomes do you want to achieve?

- An effective engagement methodology and process to effectively bring the public, businesses and other stakeholder groups into the project so they can input their needs and help the council shape the Revitalising the Heart of Chesterfield project as it is delivered
- A project that is delivered on time, to budget and is well supported by the public, businesses and local stakeholder groups because it is effective for them and they have helped shape the process
- Physical, inclusive, change in Chesterfield town centre that will transform it for the future in line with the Levelling Up Fund bid documents and the Council's objectives.

Section 2 – What is the impact?

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

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

Section 3 – Recommendations and monitoring

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

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

Yes

Please explain the reasons for this decision:

This is a major project to improve the quality of the environment in Chesterfield town centre for all visitors, businesses, shoppers and residents, as well as improving the town's offer and supporting its vitality.

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:	Stephen Wenlock
	Date:	20.01.2022
Reviewed by Policy Service	Name:	
	Date:	21.01.2022
Final version of the EIA sent to Policy Service	<input type="checkbox"/>	
Decision information sent to Policy Service	<input type="checkbox"/>	

QUARTERBRIDGE

CREATING SPACE TO BE.

Page 505



REVITALISING THE HEART OF CHESTERFIELD - FEEDBACK FROM ENGAGEMENT

SUMMARY OF ENGAGEMENT RESPONSES:

Surveys were undertaken for the Public, Market Traders and Local Businesses, to understand their thoughts on the existing Outdoor Market and aspirations for future use. Below is a summary table, with more detailed analysis of each group's responses contained in this Addendum.

	PUBLIC	TRADERS	LOCAL BUSINESSES
AVERAGE TOWN CENTRE PERCEPTION SCORE *	51%	60%	49%
MOST RECURRING WORDS	Shops / Seating	Traders / Parking	Shops / Events
'MOST IMPORTANT' ASPECT FOR THE FUTURE	Attracting new businesses to the town centre	Increasing promotion of outdoor market on social media	Having a good range of independent shops in the town centre
% SUPPORT FOR CHANGING THE SQUARE LAYOUT	72%	46% (42% Not Sure)	89%
APPETITE FOR EVENTS	Strong Positive- in particular Farmers Markets and Christmas Markets	Positive- in particular Christmas Market, Vintage Markets and Farmers Markets	Strong Positive- in particular Food Festivals, Live Music and Farmers Markets

*Perception Score generated across 13 metrics, with scores being given from 1 - 10, where 1 = extremely poor and 10 = extremely good.
100% is extremely good.

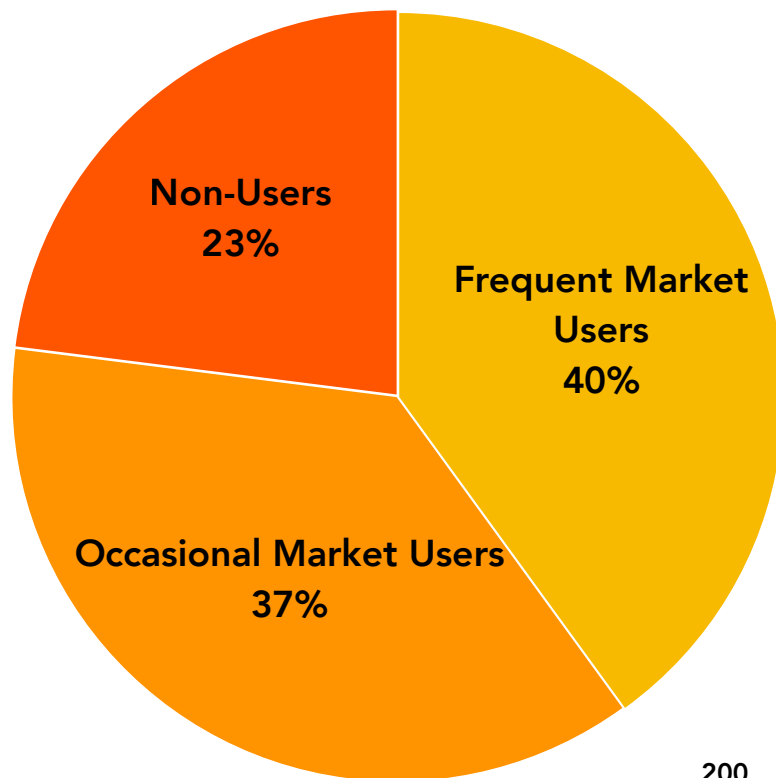
SECTION 1: PUBLIC SURVEY RESULTS

SURVEY RESPONDENTS AND OVERVIEW:

**634
SURVEY
RESPONSES**

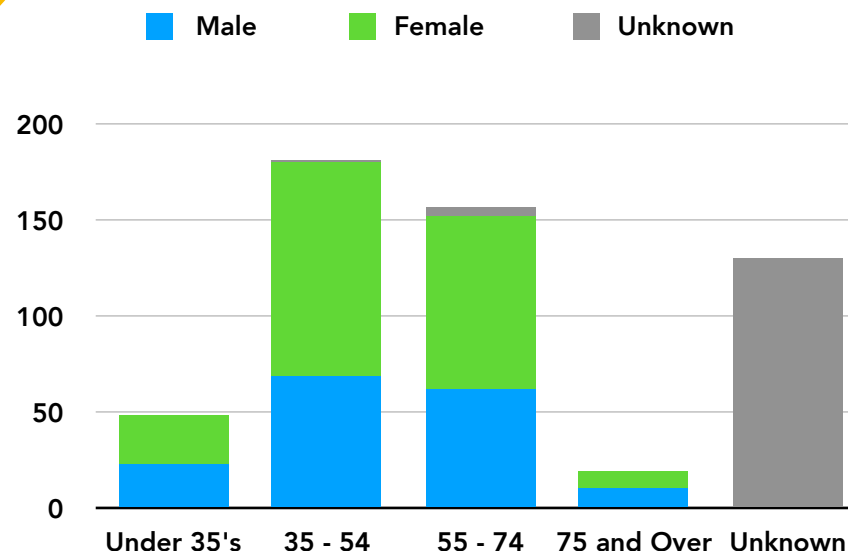
**65% VISITED
TOWN CENTRE
ONCE A
MONTH OR
MORE OFTEN**

**THE MAIN RESPONDENT GROUP WAS 35 - 54
YEAR OLD WOMEN, ALTHOUGH RESPONSES
WERE RECEIVED FROM A WIDE RANGE OF
DEMOGRAPHICS AND MIX OF USER GROUPS**



**MODAL TIMES
SPEND IN
TOWN CENTRE
WAS 1 - 2
HOURS**

**SHOPPING IS
THE MAIN
PURPOSE FOR
TOWN CENTRE
VISITS**



Page 508

WHAT DO YOU THINK ABOUT THE LAYOUT OF THE OUTDOOR MARKET?

Key Recurring themes were:

- Seating
- Anti-Social Behaviour
- Cramped walkways
- Sparsely filled markets in two locations is confusing
- Uneven surfaces
- Using space for mixed-uses including entertainment, cafe culture and social seating space.

The following are randomly selected quotes from public feedback:

"Boring layout Lack of attractive seating areas. No shrubbery. No atmosphere"

"At present the look of the market doesn't tempt people to stay long. The best market is the flea market on Thursdays."

"More seating availability More recycling bins Use more of the space around the markets to make the markets seem less cluttered"

"Think there needs to be more seating so it becomes more of a destination in its self rather than just somewhere to browse on your way to other shops / bars etc"

"It needs to have more greenery around it and a little more space for people to pass between stalls"

"There's very little seating especially for families with younger children. Surfaces are extremely uneven making it impossible for wheelchairs and difficult for push chairs"

"I always thought the new square area would benefit from being more open with the ability to hold events with a larger available space. Even the installation of a small built in amphitheater for community performances. With cafes and pubs in that area a European style area could be created with outdoor seating for those businesses."

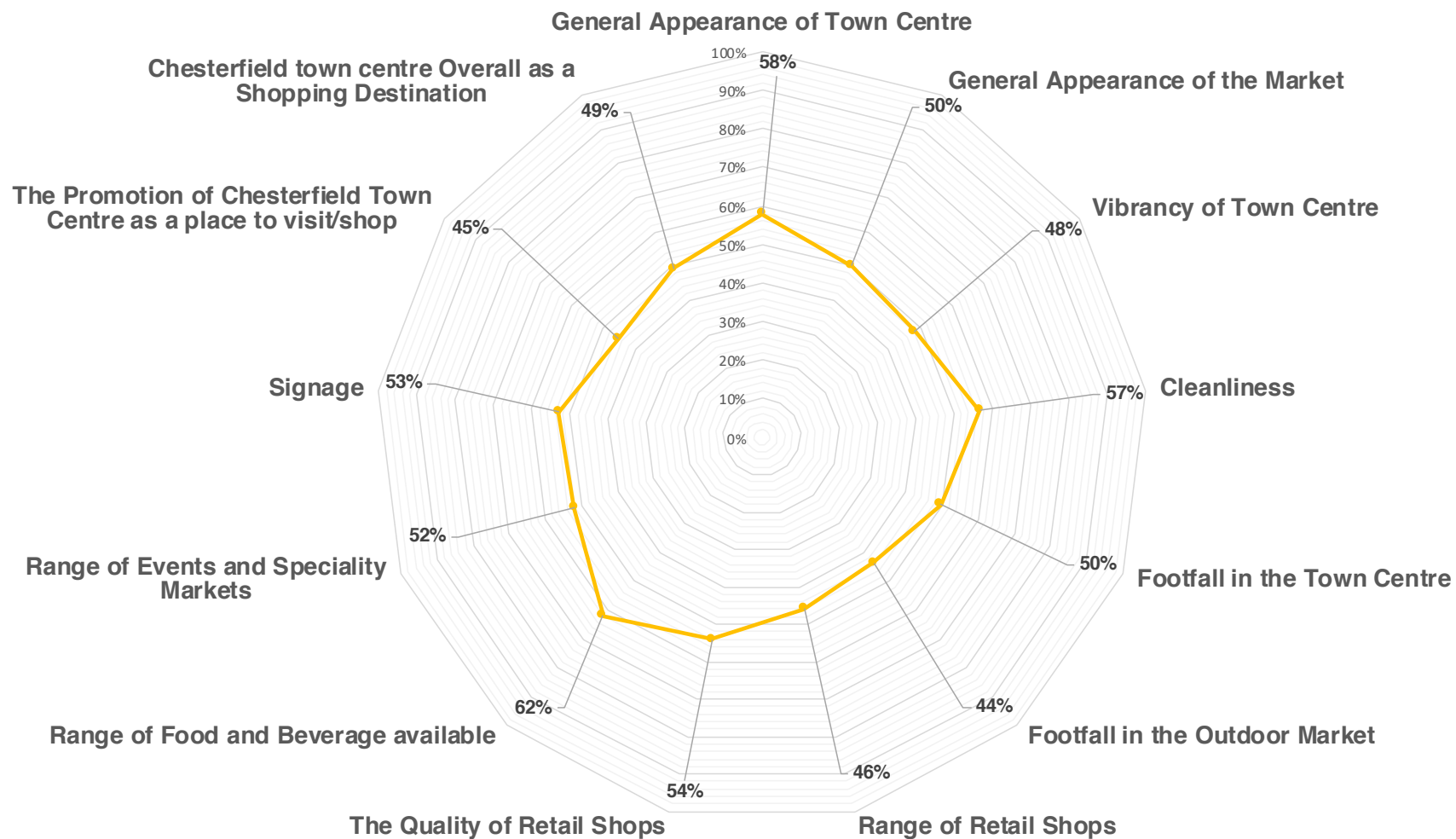
"I like the cobbles and historic features but these need to be well maintained and kept cleaner. These are part of the selling point of the market, even if not that practical"

"The space is vast and if not all the markets are used encourage local food/drink companies to spill their seating out into the market or use pop ups to create space/ seating"

"If the seating and landscaping were improved, it would make the market even more accessible to people who are less mobile (who require to sit periodically). In addition, it could become more of a hub to meet up, grab some local street food, and support local retailers. Rather than sitting in a chain coffee shop."

"It needs to be updated, most definitely, but also to keep the longstanding famous market. It needs to be sympathetically improved."

OVERALL PERCEPTION OF THE TOWN CENTRE AND OUTDOOR MARKET:



Ratings where 1% = extremely poor and 100% = extremely good calculated as an average across all respondents.

ASPIRATION FOR EVENTS (INCLUDING BREAKDOWN BY AGE):

What kind of events would you be interested in attending?	All Responses	Under 35's	35 - 54	55 - 74	75 and Over
Live Music Gigs	62%	76%	67%	60%	50%
Comedy Events	39%	60%	53%	30%	20%
Pop-Up Theatres	49%	54%	58%	45%	30%
Pop-Up Cinemas	35%	54%	45%	32%	20%
Farmer's Markets	87%	76%	90%	89%	80%
Craft Markets	78%	64%	81%	81%	60%
Locally-made Markets	82%	78%	84%	85%	75%
Vintage Markets	61%	46%	68%	63%	60%
Young Person's Markets	30%	52%	39%	23%	25%
International Food and Cuisines Market	69%	70%	75%	68%	40%
Vegan Markets	23%	36%	30%	18%	10%
Sporting Events	23%	36%	31%	19%	20%
Gin Festivals	39%	50%	47%	36%	5%
Beer Festivals	48%	60%	61%	42%	5%
Christmas Markets	87%	94%	92%	86%	85%
Food Festivals	73%	82%	81%	72%	55%
Record Fairs	27%	28%	35%	24%	15%
Street Food Markets	63%	68%	72%	58%	45%

Page 512

FUTURE PRIORITIES

Respondents were asked to rank the following options from 'Very Important' to 'Not at all Important'. All of these development priorities were deemed to be fairly, or very important across all of the respondents, although they have been ranked here.

Priority Rating		Very Important	Fairly Important	Not Very Important	Not At All Important
1	Attracting new businesses to the town centre	84%	14%	1%	1%
2	Having a good range of independent shops in the town centre	85%	12%	2%	1%
3	Hosting more pop up and speciality markets	65%	29%	4%	2%
4	Expanding the market offer	61%	29%	7%	3%
5	Increasing promotion of the outdoor market on social media	62%	26%	8%	4%
6	Holding Large Scale Events	55%	35%	7%	3%
7	Holding Small-Scale Community Events	50%	39%	9%	2%
8	Increasing the range of modern street food on the market	50%	30%	15%	5%

Page 513

2. TRADER SURVEY RESULTS

RESULTS OVERVIEW

**74
SURVEY
RESPONSES**

**31%
ACCEPT
CARD**

**82% ARE
SOLE
TRADERS**

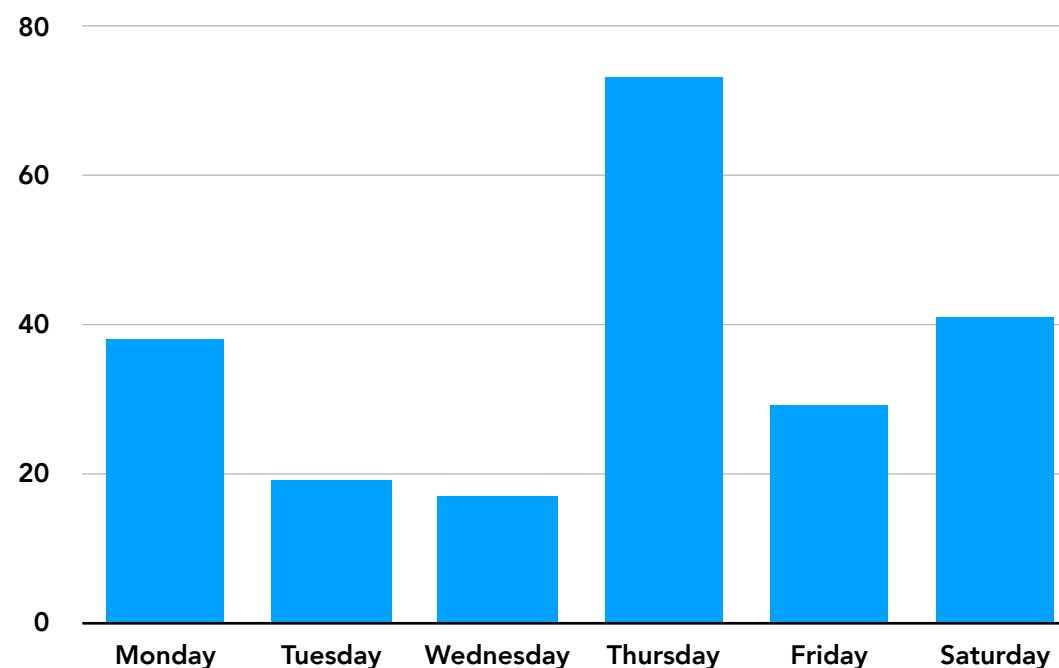
**18% - MARKET HALL
74% - REGULAR TRADERS
8% - CASUAL TRADERS**

**22% SELL ONLINE
40% PROMOTE ON FACEBOOK
16% PROMOTE ON INSTAGRAM**

**63%
CONFIDENCE IN
THE FUTURE OF
THEIR BUSINESS
IN CHESTERFIELD**

**56%
CONFIDENCE IN
THE FUTURE OF
OTHER BUSINESSES
IN CHESTERFIELD**

What days do you trade?



KEY ISSUES RAISED

The main concerns raised by traders were:

- Anti-Social Behaviour at night and during the day putting off customers
- Cleanliness of the Market
- A 'Scruffy' Appearance
- Desire for more and better signage and marketing.

The following are randomly selected comments raised by traders:

"Covid hasn't helped Stalls age in very poor state of repairs. Canvas roofing filthy. Boards/trestles dropping to bits/ wet through and usually covered in bird droppings. Disgusting!!!"

"Free or reduced parking. Better signage and advertising fill the empty shops and units with interesting independent businesses"

"It's looking a little dated and an upgrade may improve footfall"

"It's a friendly market with a good atmosphere on a Thursday. More variety of street food would be nice"

"The market needs a roof over it. The surface is unsafe, a visible security presence Improve seating on and around market square. Not enough toilet facilities. Large flower tubs. They look very nice."

"Somewhere to pause and enjoy food and drink with seating, tables eating from imaginative/traditional food vans would look great on the little market and could also house talents/events."

"Perhaps the satellite traders scattered around other streets in the town could be encouraged to consolidate and trade in the main square. This would fill the market and reduce the need to walk some distance(especially for older people)"

"More stalls, more events, more music, more open shops, free parking, less rough sleepers, more advertising for town centre more variety (not all charity shops) more information on free buses"

"Keep the market traditional. Don't go to pop up stands. Chesterfield is unique with current stalls. Just needs tidying up, cleaning regularly around and under the stalls. As a outdoor market trader I feel that the way the market is run is quite welcoming and friendly"

"Give the public something they can't buy online, that human touch."

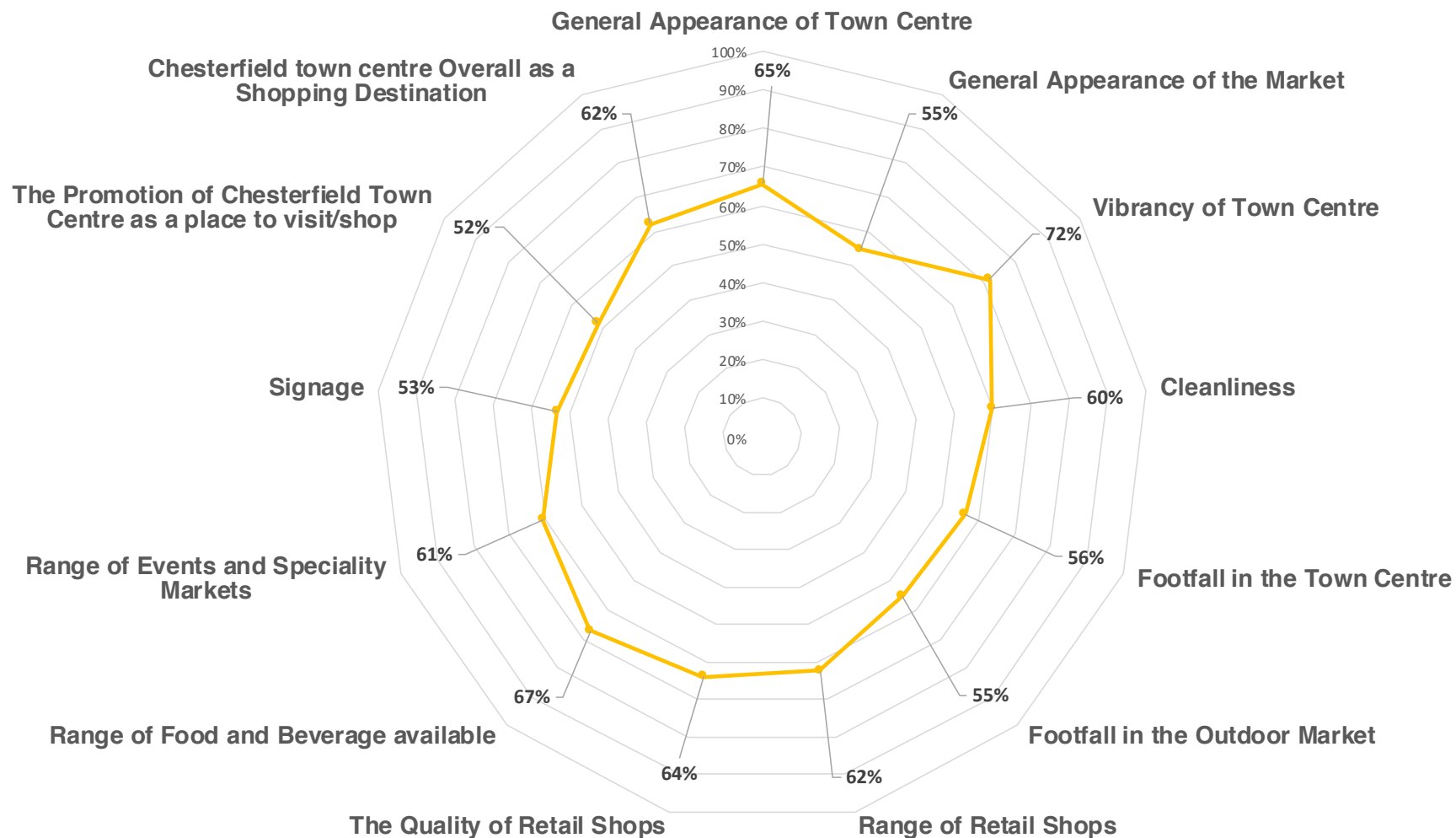
"Our business is growing well (or was before covid 19) So I am optimistic that this trend will resume next year. I fear for some other businesses that perhaps were not so fortunate."

"Improve covered walkways protecting customers from the bad weather."

"No matter what anybody does to help, the town centre is doomed because of the high charge of car parking"

"Market appearance looks shabby not traditional, covers need replacing ASAP. Deals need promotive regularly, vans need to be off market by 9am same time has shops open not 10am"

TRADER'S PERCEPTION OF THE TOWN CENTRE AND OUTDOOR MARKET:



Ratings where 1% = extremely poor and 100% = extremely good calculated as an average across all respondents.

FUTURE PRIORITIES

The Traders were asked to rank the same future priorities from Not at All Important to Very Important as members of the public did. For market traders the greatest priority was expanding the promotion of the Market on social media, with increasing the range of modern street food as the lowest priority, although 73% believed it was important.

Public Priority Rating	Trader Priority Rating		Very Important	Fairly Important	Not Very Important	Not At All Important
1	3	Attracting new businesses to the town centre	70%	26%	3%	1%
2	2	Having a good range of independent shops in the town centre	78%	19%	2%	1%
3	7	Hosting more pop up and speciality markets	43%	43%	12%	2%
4	5	Expanding the market offer	68%	25%	6%	1%
5	1	Increasing promotion of the outdoor market on social media	79%	20%	0%	1%
6	4	Holding Large Scale Events	74%	21%	4%	1%
7	6	Holding Small-Scale Community Events	53%	38%	8%	1%
8	8	Increasing the range of modern street food on the market	33%	40%	26%	1%

Page 518

3. LOCAL BUSINESS SURVEY RESULTS

SUMMARY OF RESPONSES:

**26
SURVEY
RESPONSES**

**85%
HAVE A
WEBSITE**

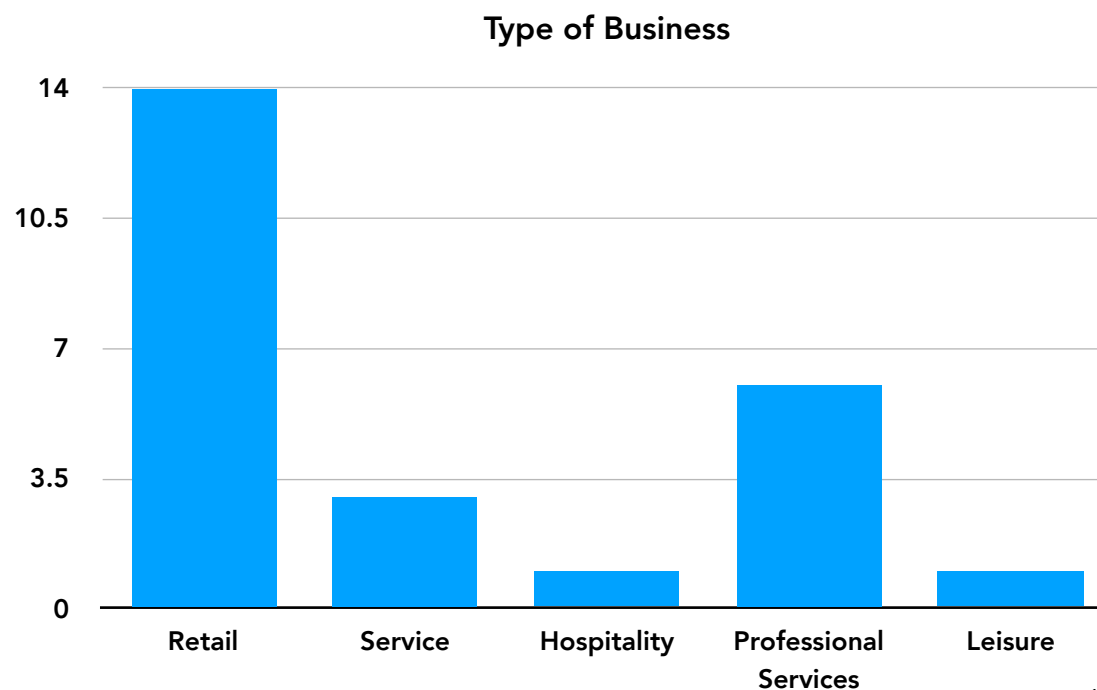
**89% SUPPORT
CHANGING
THE LAYOUT
OF THE
MARKET**

**ON AVERAGE
RESPONDENTS HAD BEEN
TRADING FOR 9 YEARS,
A RANGE OF 1 - 40 YEARS**

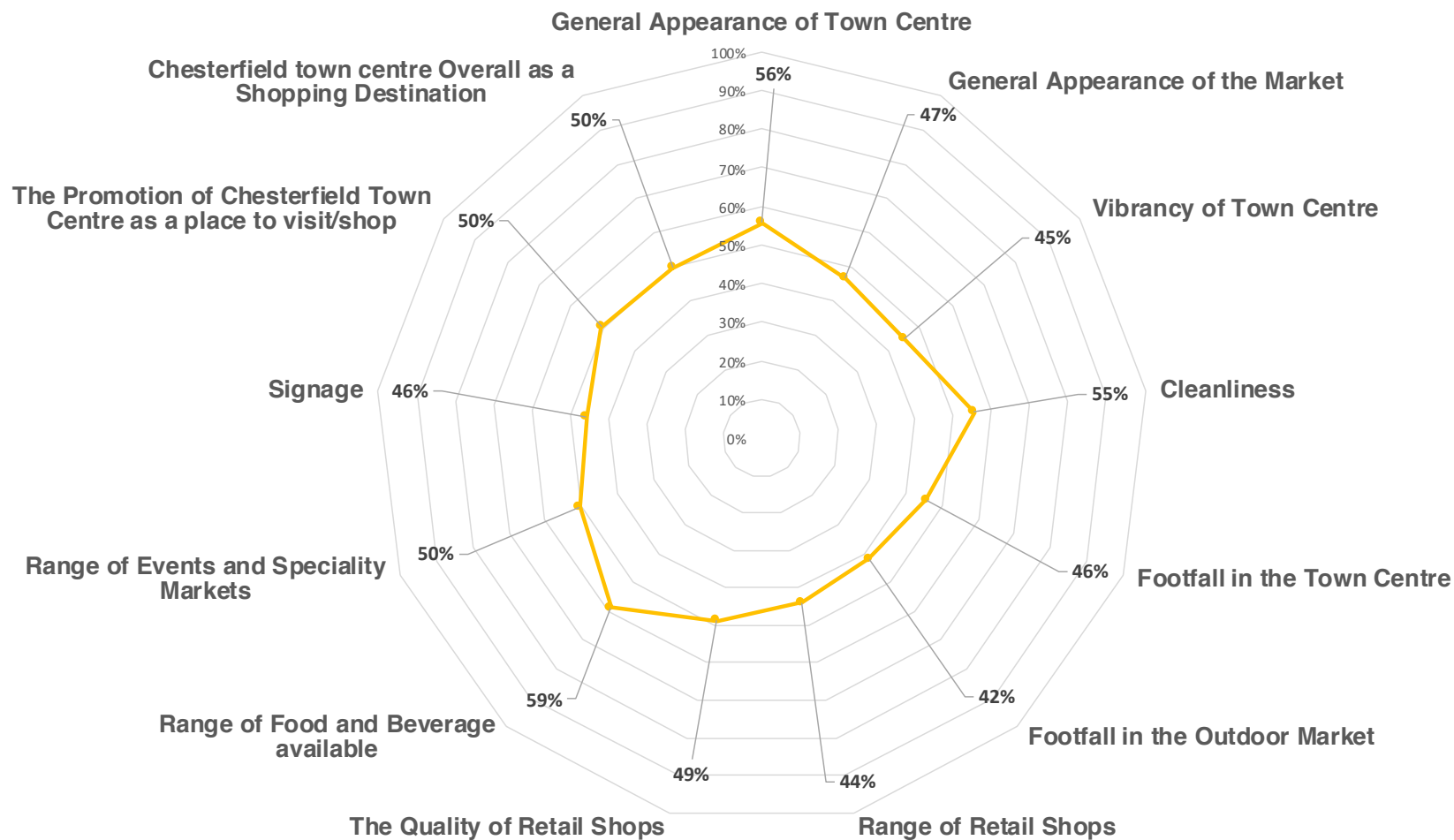
**54% SELL ONLINE
100% PROMOTE ON FACEBOOK
88% PROMOTE ON INSTAGRAM**

**57%
CONFIDENCE IN
THE FUTURE OF
THEIR BUSINESS
IN CHESTERFIELD**

**51%
CONFIDENCE IN
THE FUTURE OF
OTHER BUSINESSES
IN CHESTERFIELD**



LOCAL BUSINESS' PERCEPTION OF THE TOWN CENTRE AND OUTDOOR MARKET:



Ratings where 1% = extremely poor and 100% = extremely good calculated as an average across all respondents.

FUTURE PRIORITIES

Local Businesses were asked to rank the same future priorities from Not at All Important to Very Important as members of the public and Market Traders. Having a good range of independent shops in the town centre was the highest ranked priority, closely followed by attracting new businesses to the town centre.

Public Priority Rating	Trader Priority Rating	Local Business Priority Rating		Very Important	Fairly Important	Not Very Important	Not At All Important
1	3	2	Attracting new businesses to the town centre	96%	0%	4%	0%
2	2	1	Having a good range of independent shops in the town centre	96%	4%	0%	0%
3	7	3	Hosting more pop up and speciality markets	73%	27%	0%	0%
4	5	8	Expanding the market offer	54%	23%	23%	0%
5	1	6	Increasing promotion of the outdoor market on social media	65%	31%	4%	0%
6	4	4	Holding Large Scale Events	73%	23%	4%	0%
7	6	7	Holding Small-Scale Community Events	58%	35%	7%	0%
8	8	5	Increasing the range of modern street food on the market	77%	15%	8%	0%

Page 522

WHAT ARE THE BEST THINGS ABOUT THE OUTDOOR MARKET IN RELATION TO YOUR BUSINESS?

"We are busier on market days"

"Special events bring additional footfall into the town which has a positive impact on trade."

"The flea market on a Thursday and the record fairs, bring more custom to town and to us as we sell similar products"

"Tourism. The market brings people in to Chesterfield but it needs to offer a better retail experience to keep them shopping in Chesterfield"

"The market has very little impact on my business other than it being a key element of the area - and once these elements begin to fall away the effects radiate and area as a whole is affected in terms of both attractiveness, a place to live and work and peoples opinions on the area from outside of Chesterfield"

"The outdoor market has no affect on my business."

"Flea market attracts passing trade. Events and additional market in New Square increases footfall."

"Brings visitors into the area"

"We have regulars that come for the market and then us"

"Can not think of anything, I am really sorry"

"Nothing currently"

"Nothing as there is no cross over and the flea market offers no value to the town or its local traders, unless seeking very low end / charity shop items. The market drags the towns appearance and demographic of clients down."

"The outdoor market is part of the 'golden triangle' of independent shops, good market offer and multiple retailers that make Chesterfield a strong retail destination. The market gives Chesterfield a point of interest, boosts footfall on certain days such as the

flea market on Thursday and provides a good reason to visit Chesterfield"

"It creates additional footfall"

"Nothing"

"An alternative place/novelty to shop"

"It's a well known part of the town"

"The outdoor market I don't really use and it has no relation to my business, so I wouldn't really be qualified to give an opinion on this matter."

DO YOU HAVE ANY SUGGESTIONS ABOUT THE LAYOUT OF THE OUTDOOR MARKET AND OTHER POTENTIAL IMPROVEMENTS?

"Empty market stalls looks terrible - keep enough market stalls for traders but remove the rest and use the space better"

"Too spread out"

"More seating maybe with tables, planters, to create a welcoming courtyard feel - somewhere people can sit to eat and enjoy the area"

"Again just to make it more inviting - if there were an improved food offering (a burger bar does not constitute a good offering) then some outdoor seating would be useful..."

"I think it needs to be more user friendly and have something maybe at the heart which draws you in, some thing different which would make you want to venture in the centre of the market that way giving more exposure to the market traders."

"Current layout leaves stalls in the centre of the square either isolated or empty. Stalls need rearranging with around the edge of the square with a central area left clear for

improved public space for meeting and socialising along with permanent planting features and trees to soften the overall effect. It would also help create crossing points for people as opposed to just walking around the perimeter of the square. The area should be partially levelled and stepped down from the northern edge of the square to offer an area of greater accessibility"

"Needs to look more attractive and quirky, it needs to look unique and have something special to offer"

"Some stalls could be removed to give the impression of fuller occupancy and maybe a less rigid row structure may help"

"I think consolidating the market onto the two market places would give a fuller look and more opportunity to browse different stalls. I think seating around the edge of the market in addition to the seating in the centre would give more room for socialising ."

"I think it could be improved similar to the Peace Gardens in Sheffield. A nicer environment to sit and visit"

"Events such as a vintage Christmas market and perhaps a beach in the Summer in a similar way to Nottingham would add extra fun to the town..."

"Full undercover outdoor area so it's attractive to traders and customers in all weathers."

"Invite better class of creative business to trade, have events where the stalls are replaced by wood cabins and charge a higher rate, if the standard is raised more people would want to come"

"More events and evening entertainment"

"Power and lighting. Adding landscaping"

"Space where some of the eateries in the area could use for outdoor seating, possible with potential to cover as well for protection again weather"

Revitalising the Heart of Chesterfield – Masterplan Consultation Report

September 2021

Contents

1	Summary	1
2	Introduction.....	1
3	Questionnaire results.....	2
4	Prize draw	30
5	Social Media.....	30
6	Equality monitoring.....	31

1. Summary

Questionnaire format: *Paper/Web*
 Responses: *Total: 584*
 Date range: *2nd August 2021 - 12th September 2021*

2. Introduction

The masterplan consultation is a follow-up to the phase one consultation of the Revitalising the Heart of Chesterfield Project. The Revitalising the Heart of Chesterfield (RHOC) scheme will revamp the outdoor market to include better lighting and power; improved access and stall configuration; general paving repairs; and new flexible trading areas as well as the repair of all existing stall structures.

This consultation on the masterplan for the scheme took place during August and September to gather feedback about proposals and help develop the scheme further.

Results are broken down into general public, local business and market traders to provide context to the responses.

3. Questionnaire results

Q1. What do you generally visit the town centre for?

Respondents were given a list of options and asked to indicate all that apply. The reasons for visiting have been ordered by the most popular option indicated by all respondents.

Q1: What do you generally visit the town centre for?								
	All respondents		Market traders		Local businesses		General public	
	No.	%	No.	%	No.	%	No.	%
Shopping / browsing in independent shops	399	72.4%	14	51.9%	18	58.1%	367	74.4%
Shopping / browsing in national chain shops	396	71.9%	15	55.6%	13	41.9%	368	74.6%
Shopping / browsing at the outdoor market	335	60.8%	15	55.6%	16	51.6%	304	61.7%
Visiting a cafe	332	60.3%	5	18.5%	12	38.7%	315	63.9%
For a service e.g. bank, solicitor, post office	330	59.9%	12	44.4%	15	48.4%	303	61.5%
Visiting a pub / bar	238	43.2%	7	25.9%	10	32.3%	221	44.8%
Meeting friends / family	229	41.6%	8	29.6%	8	25.8%	213	43.2%
Visiting a restaurant	198	35.9%	5	18.5%	6	19.4%	187	37.9%
Shopping / browsing in a charity shop	188	34.1%	9	33.3%	6	19.4%	173	35.1%
Shopping / browsing in the Market Hall	179	32.5%	10	37.0%	5	16.1%	164	33.3%
For beauty and personal care e.g. hairdresser	128	23.2%	5	18.5%	5	16.1%	118	23.9%
Work / business	99	18.0%	22	81.5%	16	51.6%	61	12.4%
Visiting a night club	33	6.0%	0	0.0%	1	3.2%	32	6.5%
For leisure e.g. gym	11	2.0%	0	0.0%	1	3.2%	10	2.0%
Study	9	1.6%	0	0.0%	0	0.0%	9	1.8%
Staying at a hotel/accommodation	2	0.4%	0	0.0%	0	0.0%	2	0.4%
TOTAL	551		27		31		493	

Q1: What do you generally visit the town centre for? (all respondents)	
Shopping / browsing in independent shops	72.4%
Shopping / browsing in national chain shops	71.9%
Shopping / browsing at the outdoor market	60.8%
Visiting a cafe	60.3%
For a service	59.9%
Visiting a pub / bar	43.2%
Meeting friends / family	41.6%
Visiting a restaurant	35.9%
Shopping / browsing in a charity shop	34.1%
Shopping / browsing in the Market Hall	32.5%
For beauty and personal care e.g.hairdresser	23.2%
Work / business	18.0%
Visiting a night club	6.0%
For leisure e.g. gym	2.0%
Study	1.6%
Staying at a hotel/accommodation	0.4%

Q1a: Any other reasons? (What do you generally visit the town centre for?)

Thirty-nine comments were made in relation to 'other reasons'. The comments can be read in full at appendix A.

Q1a: Any other reasons? Summary of themes in comments made.	
Theme	Number of comments
Visiting / working at the library	11
Working in town	3
Visiting / working on the flea market	3
Attending special events	3
Medical appointments	3
Walking / exercise	2
Shopping	3
Other comments	11

(Please note that comments may include more than one 'theme', and where this is the case, they have been themed based on the opening comment throughout this report.)

Q1b: Why don't you visit the town centre?

Fifty-two comments were made in response to this question. The comments can be read in full at appendix A.

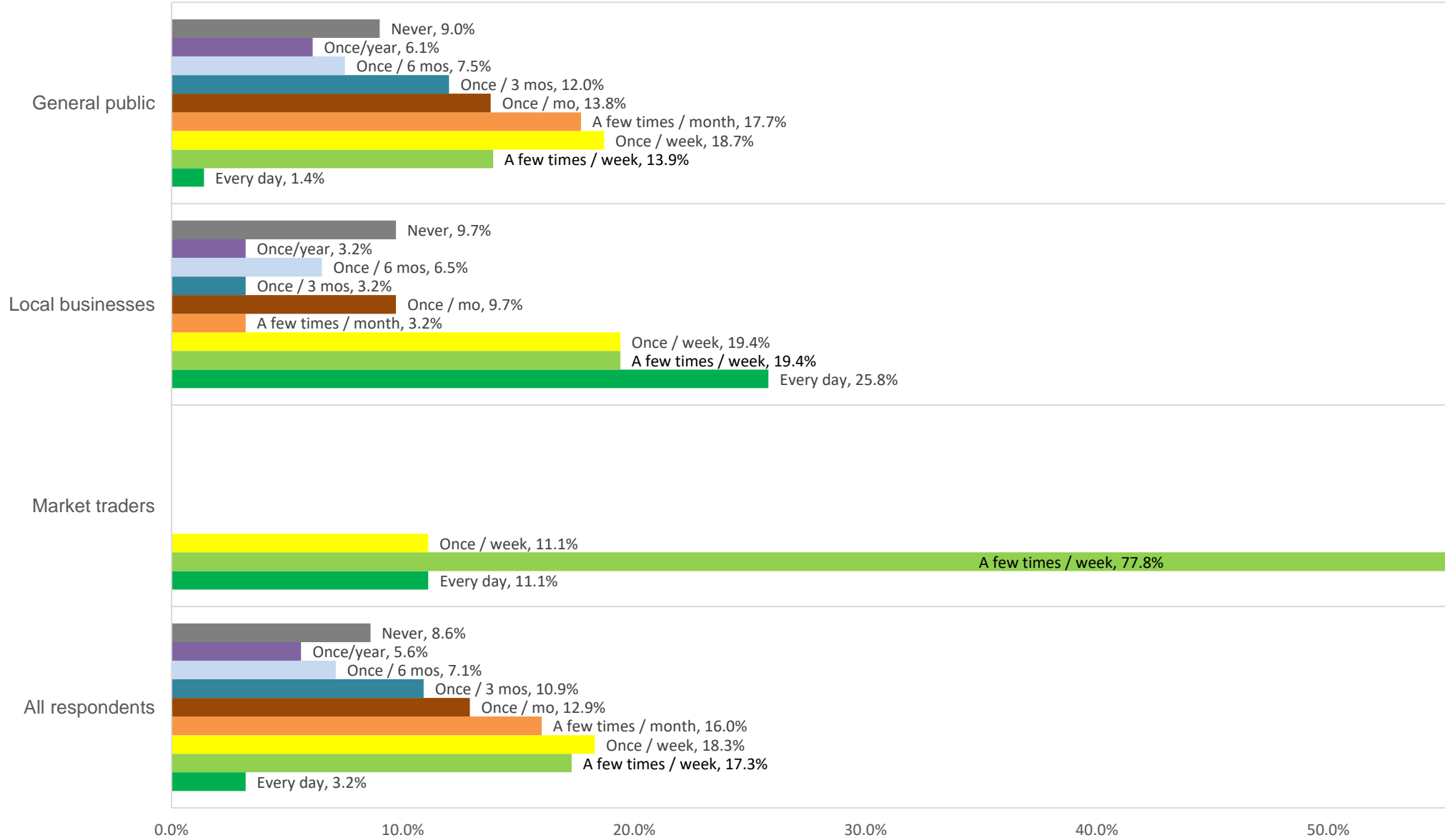
Q1b: Why don't you visit the town centre? Summary of themes in comments made.	
Theme	Number of comments
Negative comments regarding parking	14
Negative comments regarding nothing of interest in town / no reason to visit	21
Negative comments regarding Anti-social Behaviour and safety concerns	8
Other comments	11

Q2. How often do you currently visit the outdoor market in Chesterfield?

Respondents were given a list of options and asked to indicate one. Results have been broken down by respondent group – general public, market trader and local businesses.

Q2: How often do you currently visit the outdoor market in Chesterfield?								
	All respondents		Market traders		Local businesses		General public	
	No.	%	No.	%	No.	%	No.	%
Every day	18	3.2%	3	11.1%	8	25.8%	7	1.4%
A few times a week	98	17.3%	21	77.8%	6	19.4%	71	13.9%
About once a week	104	18.3%	3	11.1%	6	19.4%	95	18.7%
A few times a month	91	16.0%	0	0.0%	1	3.2%	90	17.7%
Once a month	73	12.9%	0	0.0%	3	9.7%	70	13.8%
About once every three months	62	10.9%	0	0.0%	1	3.2%	61	12.0%
About once every six months	40	7.1%	0	0.0%	2	6.5%	38	7.5%
Once a year	32	5.6%	0	0.0%	1	3.2%	31	6.1%
Never	49	8.6%	0	0.0%	3	9.7%	46	9.0%
TOTAL	567		27		31		509	

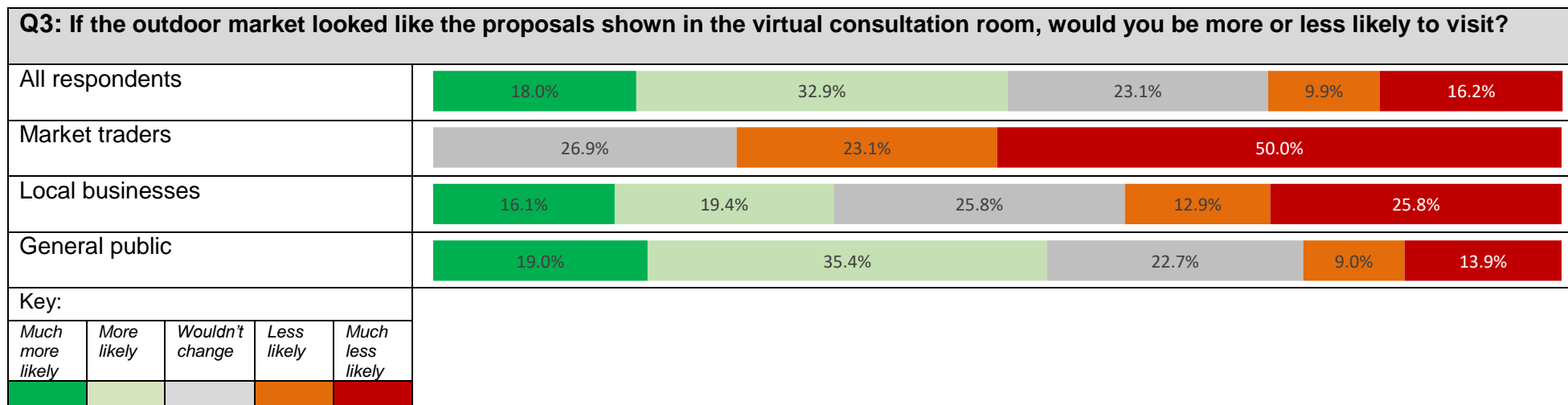
Q2: How often do you currently visit the outdoor market in Chesterfield?



Q3. If the outdoor market looked like the proposals shown in the virtual consultation room, would you be more or less likely to visit?

Respondents were given a list of options and asked to indicate one. Results have been broken down by respondent group – general public, market trader and local businesses.

Q3: If the outdoor market looked like the proposals shown in the virtual consultation room, would you be more or less likely to visit?								
	All respondents		Market traders		Local businesses		General public	
	No.	%	No.	%	No.	%	No.	%
Much more likely	102	18.0%	0	0.0%	5	16.1%	97	19.0%
More likely	187	32.9%	0	0.0%	6	19.4%	181	35.4%
Wouldn't change	131	23.1%	7	26.9%	8	25.8%	116	22.7%
Less likely	56	9.9%	6	23.1%	4	12.9%	46	9.0%
Much less likely	92	16.2%	13	50.0%	8	25.8%	71	13.9%
TOTAL	568		26		31		511	



Q3a: Additional comments - If the outdoor market looked like the proposals shown in the virtual consultation room, would you be more or less likely to visit?

One hundred and thirty-nine comments were made in response to this question. The comments can be read in full at appendix A.

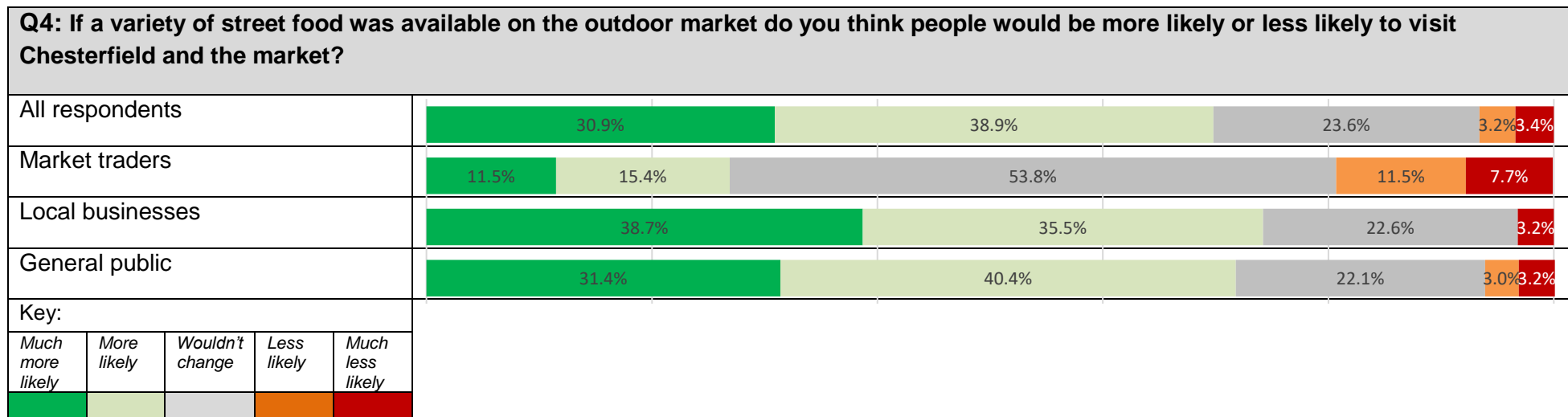
Q3a: Additional comments - If the outdoor market looked like the proposals shown in the virtual consultation room, would you be more or less likely to visit? Summary of themes in comments made.	
Theme	Number of comments
Positive comments regarding if there was an increased variety and offer then would be more likely to visit	14
Negative comments regarding variety and offer, still unlikely to visit	6
Negative comments regarding losing the towns character / history	14
Positive comments regarding keeping the towns character / history	4
General dissatisfaction with the proposal	18
Positive comments regarding if there was an increased number of traders / stalls then would be more likely to visit	3
Negative comments regarding if a decreased number of traders / stalls then would be less likely to visit	9
Comments regarding need for better accessibility	9
Concerns regarding the proposed market stalls	7
Positive comments / general satisfaction with the proposals	6
Comments regarding entertainment / events being a good idea	5
Comments regarding the need to encourage traders / make pitches more affordable	5
Comments regarding parking needing to be improved	4
Negative comments regarding anti-social behaviour	4
Negative comments regarding the proposed layout	4
Positive comments regarding the single market idea	2
Comments regarding less traffic would be safer	2

Comments suggesting the market is kept as it is	2
Other comments	14

Q4. If a variety of street food was available on the outdoor market do you think people would be more likely or less likely to visit Chesterfield and the market?

Respondents were given a list of options and asked to indicate one. Results have been broken down by respondent group – general public, market trader and local businesses.

Q4: If a variety of street food was available on the outdoor market do you think people would be more likely or less likely to visit Chesterfield and the market?								
	All respondents		Market traders		Local businesses		General public	
	No.	%	No.	%	No.	%	No.	%
Much more likely	173	30.9%	3	11.5%	12	38.7%	158	31.4%
More likely	218	38.9%	4	15.4%	11	35.5%	203	40.4%
Wouldn't change	132	23.6%	14	53.8%	7	22.6%	111	22.1%
Less likely	18	3.2%	3	11.5%	0	0.0%	15	3.0%
Much less likely	19	3.4%	2	7.7%	1	3.2%	16	3.2%
TOTAL	560		26		31		503	



Q4a. Additional comments - If a variety of street food was available on the outdoor market do you think people would be more likely or less likely to visit Chesterfield and the market?

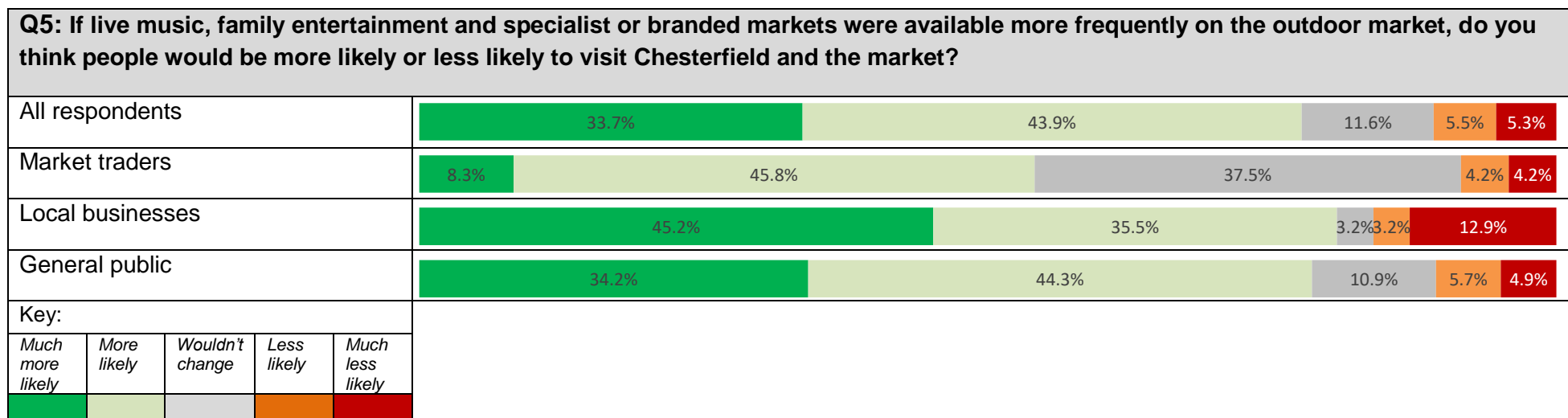
Seventy-four comments were made in response to this question. The comments can be read in full at appendix A.

Q4a: Additional comments - If a variety of street food was available on the outdoor market do you think people would be more likely or less likely to visit Chesterfield and the market? Summary of themes in comments made.	
Theme	Number of comments
Comments regarding the need for a good variety and choice of foods	13
Comments generally supporting the proposal	11
Comments regarding there being sufficient places to eat already	10
Comments regarding increased litter concerns as a result of more street food	6
Comments expressing dissatisfaction with the proposal	6
Comments regarding pricing needing to be proportionate and fair	5
Comments regarding parking concerns	3
Concerns regarding food hygiene issues and adherence to regulations	3
Concerns regarding the impact on existing businesses (cafes etc)	2
Comments regarding street food not being that important – the market is more so	2
Other comments	10

Q5. If live music, family entertainment and specialist or branded markets were available more frequently on the outdoor market, do you think people would be more likely or less likely to visit Chesterfield and the market?

Respondents were given a list of options and asked to indicate one. Results have been broken down by respondent group – general public, market trader and local businesses.

Q5: If live music, family entertainment and specialist or branded markets were available more frequently on the outdoor market, do you think people would be more likely or less likely to visit Chesterfield and the market?								
	All respondents		Market traders		Local businesses		General public	
	No.	%	No.	%	No.	%	No.	%
Much more likely	191	33.7%	2	8.3%	14	45.2%	175	34.2%
More likely	249	43.9%	11	45.8%	11	35.5%	227	44.3%
Wouldn't change	66	11.6%	9	37.5%	1	3.2%	56	10.9%
Less likely	31	5.5%	1	4.2%	1	3.2%	29	5.7%
Much less likely	30	5.3%	1	4.2%	4	12.9%	25	4.9%
TOTAL	567		24		31		512	



Q5a: Additional Comments - If live music, family entertainment and specialist or branded markets were available more frequently on the outdoor market, do you think people would be more likely or less likely to visit Chesterfield and the market?

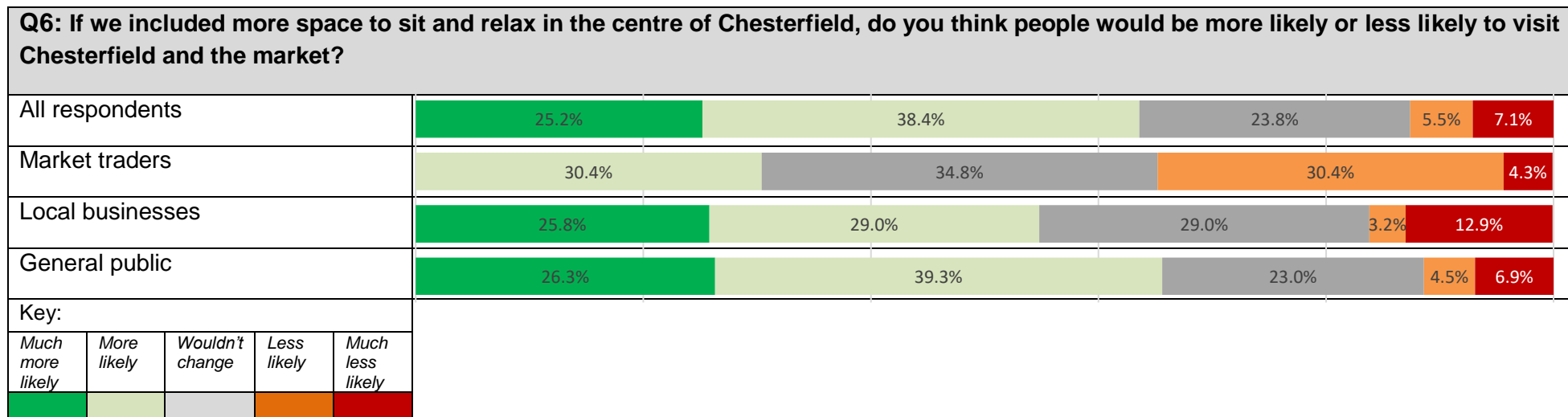
Seventy-eight comments were made in response to this question. The comments can be read in full at appendix A.

Q5a: Additional Comments - If live music, family entertainment and specialist or branded markets were available more frequently on the outdoor market, do you think people would be more likely or less likely to visit Chesterfield and the market? Summary of themes in comments made.	
Theme	Number of comments
Comments expressing general dissatisfaction with the proposal	12
Supportive comments regarding speciality / themed markets	10
Comments regarding the need for a good variety and quality of entertainment being needed	8
Supportive comments regarding the proposal	7
Concerns raised regarding increased noise levels	6
Comments regarding timing and regularity of events need to be considered to make it a success	5
Concerns regarding anti-social behaviour	4
Concerns raised regarding the regular market not being 'lost'	4
Concerns regarding parking	3
Concerns raised that these types of events already being held	2
Street performers should be encouraged to perform in town	2
Concerns raised regarding the risk of losing the towns history / character / tradition	2
Other comments	11

Q6. If we included more space to sit and relax in the centre of Chesterfield, do you think people would be more likely or less likely to visit Chesterfield and the market?

Respondents were given a list of options and asked to indicate one. Results have been broken down by respondent group – general public, market trader and local businesses.

Q6: If we included more space to sit and relax in the centre of Chesterfield, do you think people would be more likely or less likely to visit Chesterfield and the market?								
	All respondents		Market traders		Local businesses		General public	
	No.	%	No.	%	No.	%	No.	%
Much more likely	142	25.2%	0	0.0%	8	25.8%	134	26.3%
More likely	216	38.4%	7	30.4%	9	29.0%	200	39.3%
Wouldn't change	134	23.8%	8	34.8%	9	29.0%	117	23.0%
Less likely	31	5.5%	7	30.4%	1	3.2%	23	4.5%
Much less likely	40	7.1%	1	4.3%	4	12.9%	35	6.9%
TOTAL	563		23		31		509	



Q6a. Additional Comments - If we included more space to sit and relax in the centre of Chesterfield, do you think people would be more likely or less likely to visit Chesterfield and the market?

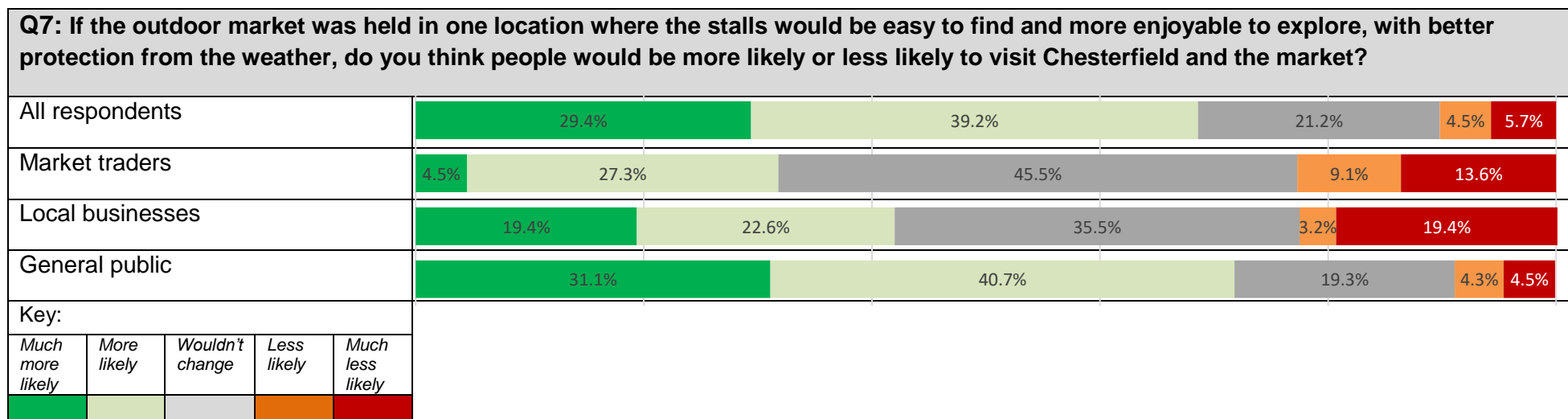
One hundred and thirteen comments were made in response to this question. The comments can be read in full at appendix A.

Q6a: Additional Comments - If we included more space to sit and relax in the centre of Chesterfield, do you think people would be more likely or less likely to visit Chesterfield and the market? Summary of themes in comments made.	
Theme	Number of comments
Concerns raised regarding increased anti-social behaviour	57
Supportive comments regarding additional seating	11
Comments regarding there being sufficient seating already	8
Comments made regarding the need for more outdoor café / bar seating	5
Comments regarding weather dependency and the need for covered outdoor seating	4
Comments expressing general dissatisfaction with the proposal	4
Comments regarding there being a lack of seating presently	3
Concerns raised regarding more seating resulting in a decreased space for stalls	3
Comments regarding the need for cleanliness to be maintained	2
Concerns raised regarding accessibility issues	2
Concerns regarding parking	2
Concerns regarding safety	2
Concerns regarding the history / character / tradition of the town being lost	2
Other comments	8

Q7. If the outdoor market was held in one location where the stalls would be easy to find and more enjoyable to explore, with better protection from the weather, do you think people would be more likely or less likely to visit Chesterfield and the market??

Respondents were given a list of options and asked to indicate one. Results have been broken down by respondent group – general public, market trader and local businesses.

Q7: If the outdoor market was held in one location where the stalls would be easy to find and more enjoyable to explore, with better protection from the weather, do you think people would be more likely or less likely to visit Chesterfield and the market?								
	All respondents		Market traders		Local businesses		General public	
	No.	%	No.	%	No.	%	No.	%
Much more likely	165	29.4%	1	4.5%	6	19.4%	158	31.1%
More likely	220	39.2%	6	27.3%	7	22.6%	207	40.7%
Wouldn't change	119	21.2%	10	45.5%	11	35.5%	98	19.3%
Less likely	25	4.5%	2	9.1%	1	3.2%	22	4.3%
Much less likely	32	5.7%	3	13.6%	6	19.4%	23	4.5%
TOTAL	561		22		31		508	



Q7a. Additional Comments - If the outdoor market was held in one location where the stalls would be easy to find and more enjoyable to explore, with better protection from the weather, do you think people would be more likely or less likely to visit Chesterfield and the market?

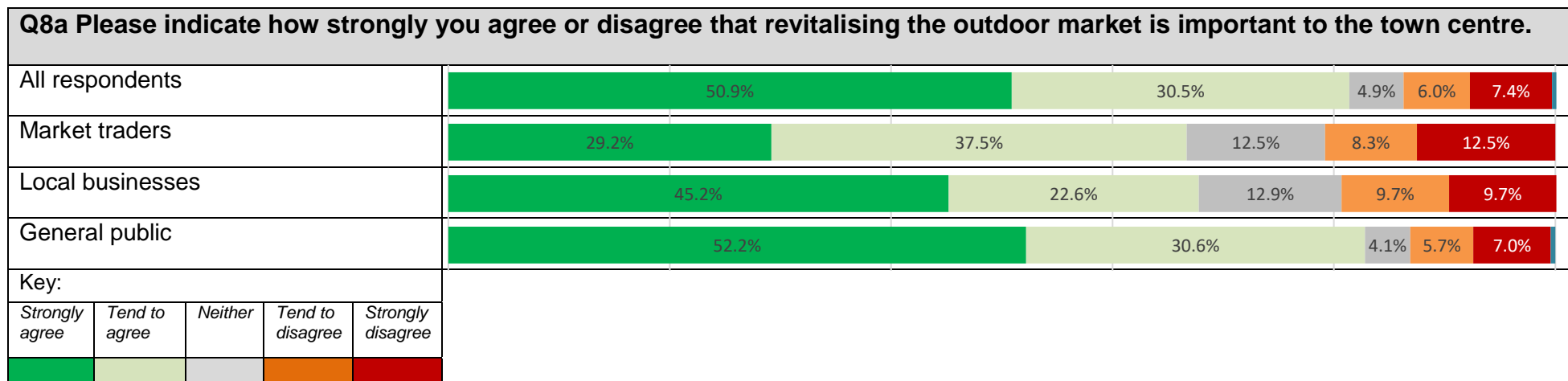
One hundred and four comments were made in response to this question. The comments can be read in full at appendix A.

Q7a: Additional Comments - If the outdoor market was held in one location where the stalls would be easy to find and more enjoyable to explore, with better protection from the weather, do you think people would be more likely or less likely to visit Chesterfield and the market? Summary of themes in comments made.	
Theme	Number of comments
Comments regarding the need for more market stalls to attract visitors	14
Comments supporting keeping the existing two markets	14
Supporting comments regarding holding the market in one location	10
Concerns raised regarding losing the towns history / character / tradition	8
Concerns raised regarding footfall being concentrated in one area and other parts of the town suffering as a result	7
Comments expressing general dissatisfaction	6
Concerns raised that the proposal would result in there being less stalls	4
Concerns raised that the market would become too cramped	4
Concerns raised regarding the lack of weather protection for the markets	4
Concerns raised regarding the negative impact on traders	4
Issues raised regarding the wording of the question	3
Comments expressing general satisfaction	2
Other comments	20

Q8. Please indicate how strongly you agree or disagree that revitalising the outdoor market is important to the town centre.

Respondents were given a list of options and asked to indicate one. Results have been broken down by respondent group – general public, market trader and local businesses.

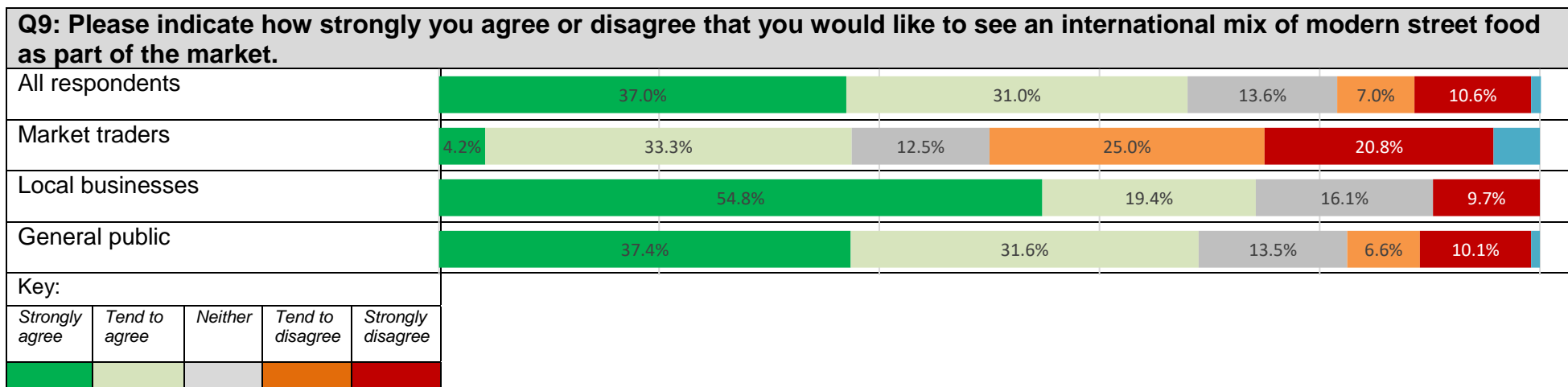
Q8 Please indicate how strongly you agree or disagree that revitalising the outdoor market is important to the town centre.								
	All respondents		Market traders		Local businesses		General public	
	No.	%	No.	%	No.	%	No.	%
Strongly agree	289	50.9%	7	29.2%	14	45.2%	268	52.2%
Tend to agree	173	30.5%	9	37.5%	7	22.6%	157	30.6%
Neither	28	4.9%	3	12.5%	4	12.9%	21	4.1%
Tend to disagree	34	6.0%	2	8.3%	3	9.7%	29	5.7%
Strongly disagree	42	7.4%	3	12.5%	3	9.7%	36	7.0%
Don't know	2	0.4%	0	0.0%	0	0.0%	2	0.4%
TOTAL	568		24		31		513	



Q9. Please indicate how strongly you agree or disagree that you would like to see an international mix of modern street food as part of the market.

Respondents were given a list of options and asked to indicate one. Results have been broken down by respondent group – general public, market trader and local businesses.

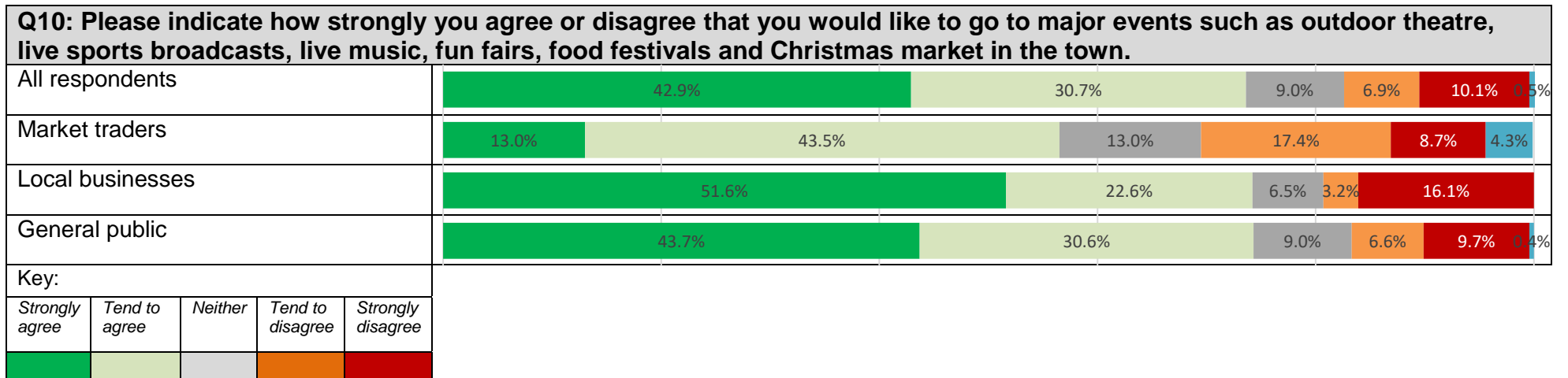
Q9: Please indicate how strongly you agree or disagree that you would like to see an international mix of modern street food as part of the market.								
	All respondents		Market traders		Local businesses		General public	
	No.	%	No.	%	No.	%	No.	%
Strongly agree	210	37.0%	1	4.2%	17	54.8%	192	37.4%
Tend to agree	176	31.0%	8	33.3%	6	19.4%	162	31.6%
Neither	77	13.6%	3	12.5%	5	16.1%	69	13.5%
Tend to disagree	40	7.0%	6	25.0%	0	0.0%	34	6.6%
Strongly disagree	60	10.6%	5	20.8%	3	9.7%	52	10.1%
Don't know	5	0.9%	1	4.2%	0	0.0%	4	0.8%
TOTAL	568		24		31		513	



Q10. Please indicate how strongly you agree or disagree that you would like to go to major events such as outdoor theatre, live sports broadcasts, live music, fun fairs, food festivals and Christmas market in the town.

Respondents were given a list of options and asked to indicate one. Results have been broken down by respondent group – general public, market trader and local businesses.

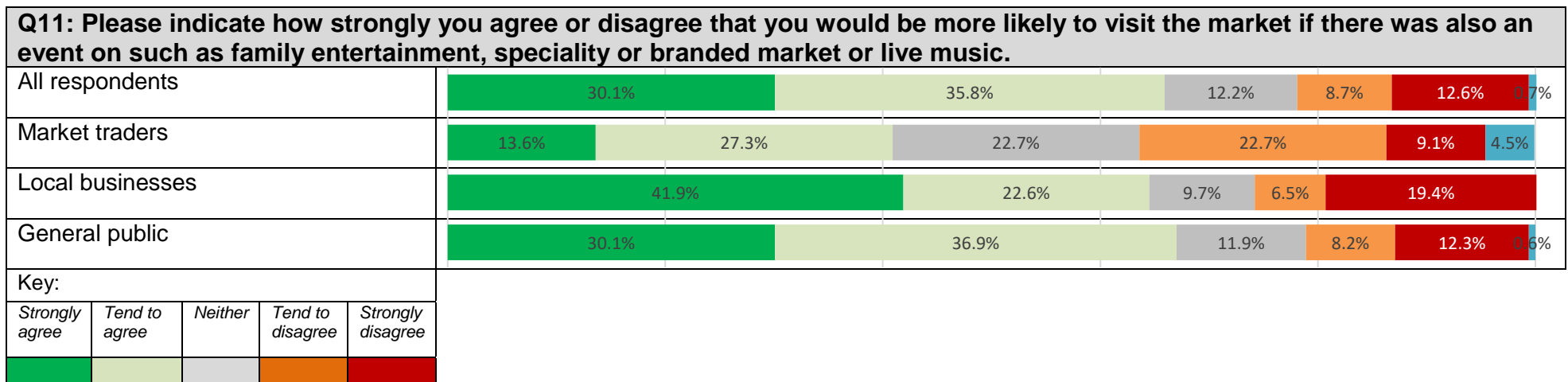
Q10: Please indicate how strongly you agree or disagree that you would like to go to major events such as outdoor theatre, live sports broadcasts, live music, fun fairs, food festivals and Christmas market in the town.								
	All respondents		Market traders		Local businesses		General public	
	No.	%	No.	%	No.	%	No.	%
Strongly agree	243	42.9%	3	13.0%	16	51.6%	224	43.7%
Tend to agree	174	30.7%	10	43.5%	7	22.6%	157	30.6%
Neither	51	9.0%	3	13.0%	2	6.5%	46	9.0%
Tend to disagree	39	6.9%	4	17.4%	1	3.2%	34	6.6%
Strongly disagree	57	10.1%	2	8.7%	5	16.1%	50	9.7%
Don't know	3	0.5%	1	4.3%	0	0.0%	2	0.4%
TOTAL	567		23		31		513	



Q11. Please indicate how strongly you agree or disagree that you would be more likely to visit the market if there was also an event on such as family entertainment, speciality or branded market or live music.

Respondents were given a list of options and asked to indicate one. Results have been broken down by respondent group – general public, market trader and local businesses.

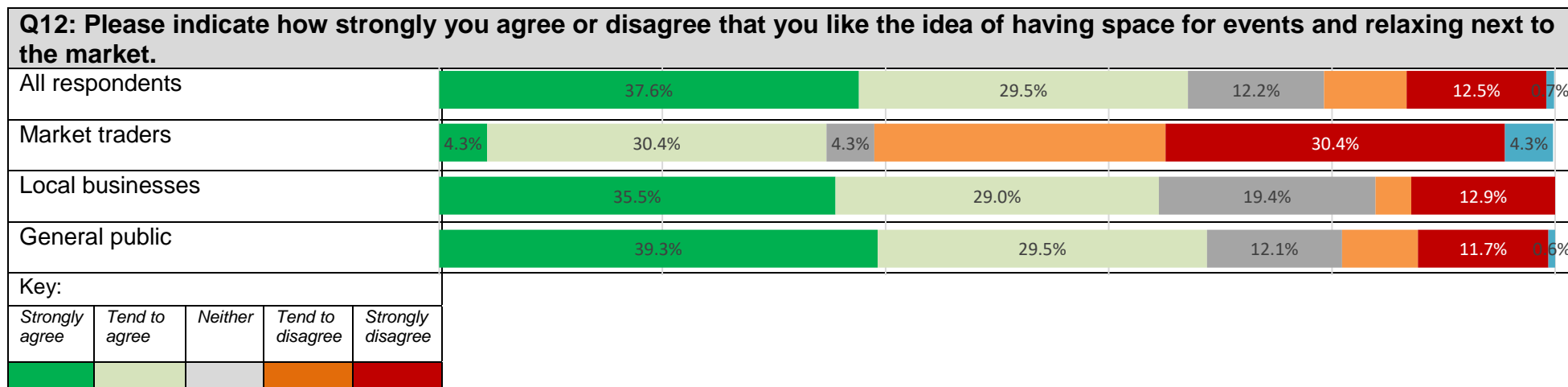
Q11: Please indicate how strongly you agree or disagree that you would be more likely to visit the market if there was also an event on such as family entertainment, speciality or branded market or live music.								
	All respondents		Market traders		Local businesses		General public	
	No.	%	No.	%	No.	%	No.	%
Strongly agree	170	30.1%	3	13.6%	13	41.9%	154	30.1%
Tend to agree	202	35.8%	6	27.3%	7	22.6%	189	36.9%
Neither	69	12.2%	5	22.7%	3	9.7%	61	11.9%
Tend to disagree	49	8.7%	5	22.7%	2	6.5%	42	8.2%
Strongly disagree	71	12.6%	2	9.1%	6	19.4%	63	12.3%
Don't know	4	0.7%	1	4.5%	0	0.0%	3	0.6%
TOTAL	565		22		31		512	



Q12. Please indicate how strongly you agree or disagree that you like the idea of having space for events and relaxing next to the market.

Respondents were given a list of options and asked to indicate one. Results have been broken down by respondent group – general public, market trader and local businesses.

Q12: Please indicate how strongly you agree or disagree that you like the idea of having space for events and relaxing next to the market.								
	All respondents		Market traders		Local businesses		General public	
	No.	%	No.	%	No.	%	No.	%
Strongly agree	213	37.6%	1	4.3%	11	35.5%	201	39.3%
Tend to agree	167	29.5%	7	30.4%	9	29.0%	151	29.5%
Neither	69	12.2%	1	4.3%	6	19.4%	62	12.1%
Tend to disagree	42	7.4%	6	26.1%	1	3.2%	35	6.8%
Strongly disagree	71	12.5%	7	30.4%	4	12.9%	60	11.7%
Don't know	4	0.7%	1	4.3%	0	0.0%	3	0.6%
TOTAL	566		23		31		512	



Q8 to Q12: Additional comments - Please indicate how strongly you agree or disagree with the following:

120 comments were made in response to this question. The comments can be read in full at appendix A.

Q8 to Q12: Additional comments - Please indicate how strongly you agree or disagree with the following. Summary of themes in comments made.	
Theme	Number of comments
Concerns raised regarding losing the history / character / tradition of the town	13
Concerns raised regarding parking	8
Concerns raised regarding anti-social behaviour	8
Positive suggestions for markets / events	8
Concerns raised regarding the impact on traders and the need to listen to their views	8
Comments expressing dissatisfaction	7
Comments expressing satisfaction	6
Comments suggesting that a good variety of market stalls and shops is key	5
Concerns regarding how to attract traders to the market	4
Comments regarding the need for rents to be reduced	4
Concerns regarding accessibility	3
General comments regarding events / entertainment	3
General comments regarding the proposed layout	3
Positive comments regarding water features	3
General comments regarding proposed seating	2
Other comments	32

Q13. When would you be most likely to visit Chesterfield town centre for events and activities?

Respondents were given a list of options and asked to indicate all that apply. Results have been broken down by respondent group – general public, market trader and local businesses.

Q13: When would you be most likely to visit Chesterfield town centre for events and activities?								
	All respondents		Market traders		Local businesses		General public	
	No.	%	No.	%	No.	%	No.	%
In the daytime on weekdays	181	32.1%	12	54.5%	11	35.5%	158	31.0%
In the evening on weekdays	79	14.0%	4	18.2%	2	6.5%	73	14.3%
In the daytime at the weekend	320	56.8%	12	54.5%	17	54.8%	291	57.1%
In the evening at the weekend	114	20.2%	3	13.6%	6	19.4%	105	20.6%
I'm not likely to visit	72	12.8%	4	18.2%	7	22.6%	61	12.0%
Q13: When would you be most likely to visit Chesterfield town centre for events and activities?								
All respondents								
Market traders								
Local businesses								
General public								
Key:	<i>Daytime weekday</i>	<i>Evening weekday</i>	<i>Daytime weekend</i>	<i>Evening weekend</i>	<i>Not likely to visit</i>			

Q13. Additional comments - When would you be most likely to visit Chesterfield town centre for events and activities?

Fifty three comments were made in response to this question. They have been summarised into themes below. The comments can be read in full at appendix A.

Q13. Additional comments - When would you be most likely to visit Chesterfield town centre for events and activities? Summary of themes in comments made.	
Theme	Number of comments
Comments expressing only interested in the shops / market, not events	8
Negative comments regarding holding events in the town centre	7
Concerns regarding parking	6
Concerns regarding anti-social behaviour	6
Comments expressing general dissatisfaction	5
Comments regarding it being dependent upon the event	4
Comments regarding the timing of events being key	4
Concerns regarding police / security / safety	3
Other comments	11

Q14. What do you like about the proposals?

443 comments were made in response to this question. The comments can be read in full at appendix A.

Q14. What do you like about the proposals? Summary of themes in comments made.	
Theme	Number of comments
Positive satisfaction comments	87
Negative dissatisfaction comments	71
Positive comments regarding the market being in one area	30
Positive comments regarding the proposed planting / green space	23
Positive comments regarding events / events space	15
Positive comments regarding the improved layout / space	15
Positive comments regarding street food	15
Positive comments regarding the variety and number of stalls	8
Negative comments regarding the variety and number of stalls	4
Concerns raised regarding the need to retain character / history / tradition of the town	10
Positive comments regarding improved seating	9
Concerns regarding rents for market traders	9
Concerns regarding parking	8
Concerns regarding anti-social behaviour	7
Comments regarding the need for stalls to be updated	7
Comments regarding the need for good weatherproof stalls	7
Comments regarding the need for accessibility	6
Positive comments regarding entertainment proposals	6
Positive comments regarding aesthetics	2
Concerns raised regarding empty stalls / properties	2
Positive comments regarding reduced traffic	2
Comments regarding the need to listen to traders	2
Comments regarding there not being enough information	2
Other comments	107

Q15. Is there anything you don't like about the proposals?

398 comments were made in response to this question. The comments can be read in full at appendix A.

Q15: Is there anything you don't like about the proposals? Summary of themes in comments made.	
Theme	Number of comments
Positive satisfaction comments	77
Negative dissatisfaction comments	64
Concerns raised regarding the loss of tradition and history for the town	41
Concerns raised regarding the reduction of stalls	25
Concerns raised regarding the future impact on trade	22
Concerns regarding anti-social behaviour	19
Concerns raised regarding accessibility	17
Concerns raised regarding the cost of parking	13
Concerns raised regarding the proposed layout of market	10
Negative comments regarding the proposed colour of the stall canopies	9
Negative comments regarding the creation of entertainment / events space	9
Comments regarding there being insufficient cycling routes	8
Concerns raised regarding the market stall coverings / weather protection	8
Comments that the proposals are too modern	8
Comments regarding the new stalls being too small	7
Comments regarding the plans being unclear and therefore it is difficult to comment	6
Concerns raised regarding the stalls being too close	6
Concerns raised regarding arboriculture	5
Concerns raised regarding proposed seating	5
Negative comments regarding the street food proposal	3
Concerns raised regarding vehicle access / vehicles on the market	3
Other comments	34

Q16. Is there anything else you would like to see in the town that is not currently included in the proposals?

324 comments were made in response to this question. The comments can be read in full at appendix A.

Q16: Is there anything else you would like to see in the town that is not currently included in the proposals? Summary of themes in comments made.	
Theme	Number of comments
Suggestions regarding free/cheap parking, loading and charging vehicles	35
Suggestions regarding in increased variety and number of stalls / traders / shops	24
Comments regarding more security / police presence / street lighting	21
Comments regarding the need for more / improved toilets	19
Suggestions for markets / shops	15
Concerns raised regarding accessibility	15
Concerns raised regarding anti-social behaviour	13
Suggestions regarding food / drink offer, cafes and bars with seating	12
Concerns regarding empty shops and buildings in the town centre	11
Suggestions regarding reducing rents	10
Comments regarding cleaning, hygiene and general maintenance	10
Suggestions for entertainment and arts	8
Suggestions for more provisions for children / family friendly area	8
Suggestions for improving biodiversity in the town centre	8
Comments regarding cycling provision	8
Suggestions regarding more seating	7
Positive comments regarding the introduction of water features	7
Comments regarding weather friendly stalls/coverings	7
Suggestions regarding more recycling / bins in the town centre	7
Suggestions regarding digital connectivity	6
General compliments about the proposals	6
Comments suggesting that no changes are needed/wanted	5
Suggestions regarding public transport	4
Concerns raised regarding consultation	3
Comments regarding the history / character of the town centre	3
Suggestions regarding signage	3

Comments regarding the proposed layout of market stalls	3
Suggestions to make the town centre more dog friendly	2
Comments regarding traffic and pedestrian zones	2
Other comments	39

Q17. Please use this space for any other feedback, ideas or suggestions

212 comments were made in response to this question. The comments can be read in full at appendix A.

Q17: Please use this space for any other feedback, ideas or suggestions. Summary of themes in comments made.	
Theme	Number of comments
Concerns raised regarding anti-social behaviour	6
Concerns regarding parking	13
Comments regarding cycling in the town centre	3
Concerns raised regarding the tradition / heritage / history of the town	9
Suggestions regarding arboriculture / green space	4
Concerns regarding accessibility	12
Negative comments regarding the cost of visiting the town	2
Concerns raised regarding waste / recycling / litter	4
Concerns raised regarding security / police presence in town	5
Suggestions regarding advertising	2
Comments regarding don't make any changes / leave it alone / keep it as it is	9
Comments about the consultation	12
Supportive comments regarding having the market in one place / together	4
Market ideas / suggestions	5
Comments regarding the look of market / layout	4
Supportive comments regarding entertainment for children / water jets	2
Comments regarding stall design	3
Concerns regarding rents / business rates / impact on local businesses	11
Comments regarding entertainment	3
Comments regarding cover for stalls	2
Suggestions regarding the need to attract traders	5
General comments regarding dissatisfaction / objections	22
General satisfaction comments	18

Other comments	52
----------------	----

Q18. Are you:

Q18. Are you					
	No	%			
A market trader	27	4.7%			
A local business	31	5.4%			
A member of the public	514	89.9%			
Total	572	100%	Market trader	Local business	Member of the public

Prize draw

338 respondents took part in the prize draw to win £50 of Love to Shop vouchers.

5. Social Media

Summary of social media comments/engagement/impressions etc

Social media platform	Impressions
Facebook	56,300
Twitter	10,869

LinkedIn	1,279
Instagram	243

6. Equality monitoring

Page 557

What is your gender?	
Male	37.6%
Female	60.1%
Prefer not to say	2.3%

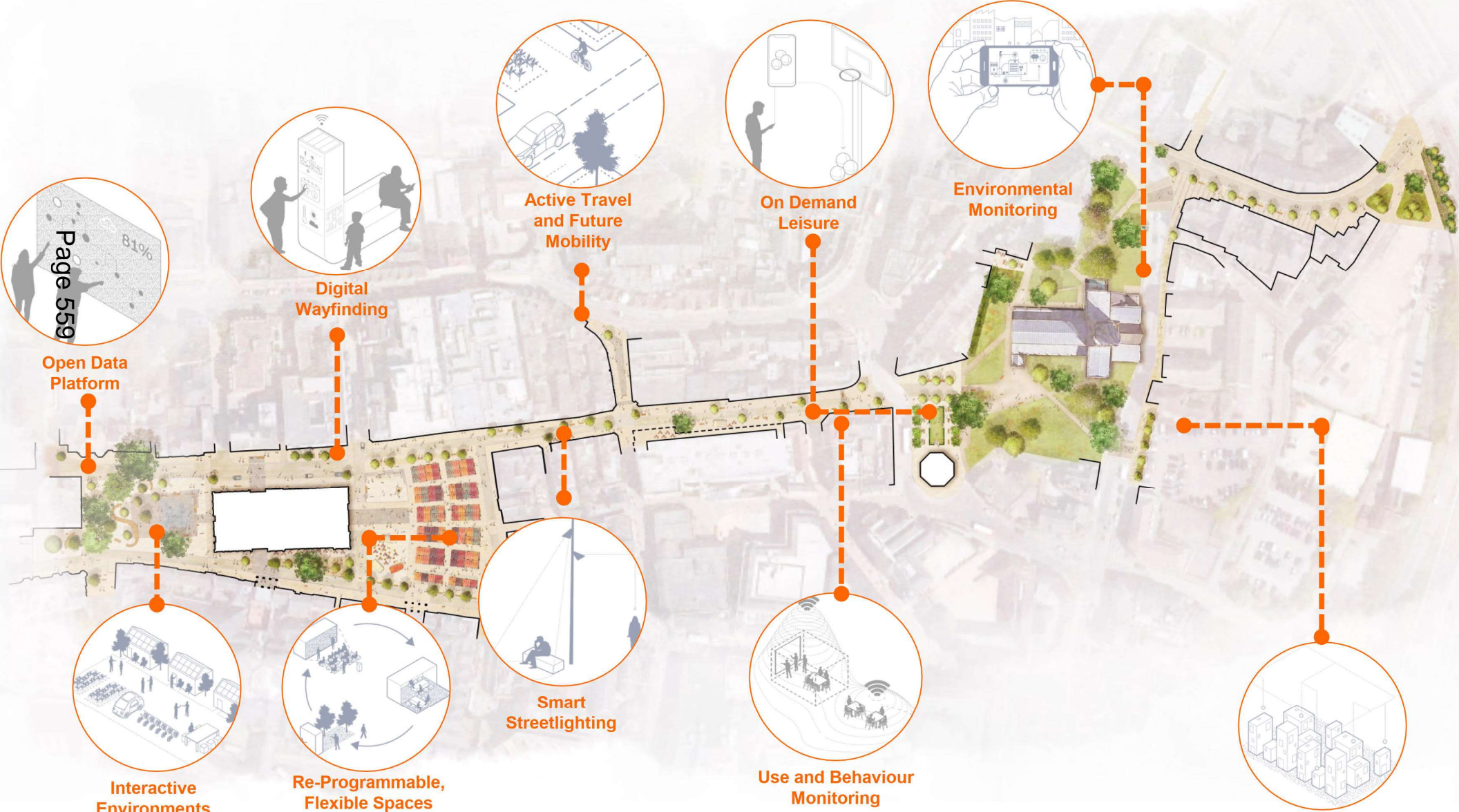
Is your gender identity the same gender you were assigned with at birth?	
Yes	96.9%
No	0.7%
Prefer not to say	2.3%

How old are you?			
Under 18 years	0.9%	55 to 64 years	25.1%
18 to 24 years	4.4%	65 to 74 years	15.8%
25 to 34 years	15.3%	75 years and over	1.9%
35 to 44 years	17.6%	Prefer not to say	2.1%
45 to 54 years	16.9%		

Do you consider yourself to have a disability?			
No	75.7%	Yes – a learning disability	0.9%
Yes – affecting mobility	11.3%	Yes – affecting mental health	7.4%
Yes – affecting hearing	5.1%	Other disability	3.9%
Yes – affecting vision	1.6%	Prefer not to say	3.0%

What is your ethnicity?			
White British	94.0%	Mixed ethnic group	1.4%
Other White background	1.6%	Other ethnic group	0.0%
Black or Black British	0.2%	Prefer not to say	2.1%
Asian or Asian British	0.7%		

RHOC Approach to Data Infrastructure



RHOC Approach to Lighting Infrastructure

New Square

Low level integrated lighting to public realm features to create human scale to square for non-event mode.

- Colour change fountain lighting
- Integrated bench lighting
- Tree uplighting
- Step lighting

'Event' mode lighting provided by tall columns allowing both general light to the square and flexibility for gobo projections to create a 'playful' element

Promotes the extended hours of use after dark.

Event lighting draws visitors in

Community engagement with 'art' competitions for gobo projections

Street Lighting

Replace the inconsistent variety of wall mounted luminaires with a more uniform and considered approach. A 'Burlington' lantern unique to the street would create a recognizable identity.

General light to be supplemented by retail spill.

'Human scale' 'play' elements along the route

Encourages late night shopping & increased spending

Church

New architectural lighting scheme for church with a more integrated approach with spire lit by roof mounted gobo projectors. Church becomes key node point to east of site.

Renewed landscape lighting to selected trees and addition of heritage lanterns to paths to improve legibility

Provides visual cues for wayfinding

Fosters Civic pride

'Gateway'

Create a 'Gateway' to site promoting the quality of interventions to come.

Integrated bench lighting and tree uplighting supplemented by upgraded architectural scheme to Museum drawing the eye forward.

The introduction of play elements starts the interactive journey through the site

Establishes quality to follow & encourages flow through the site

Rykneld Square

Low level lighting interventions for steps, benches, trees create a human scale layer.

Refurbish Heritage lanterns to area to link with Churchyard look and feel

Improves 'dwell' space at night, encourages positive use and feeling of safety

Market Square and Pocket Square

Low level lighting interventions for steps, benches, trees create a human scale layer.

This is set against a backdrop of an upgraded architectural lighting scheme to the Market Hall

A consistent, integrated lighting approach to the market stalls themselves.

Encourages late night shopping/eating & increased spending

play elements throughout creating a constant link

