



Please ask for Rachel Appleyard
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The Chair and Members of Overview
and Performance Scrutiny Forum

2 September, 2022

Dear Councillor,

Please attend a meeting of the OVERVIEW AND PERFORMANCE SCRUTINY FORUM to be held on THURSDAY, 8 SEPTEMBER 2022 at 5.00 pm in Committee Room 1, Town Hall, Chesterfield, the agenda for which is set out below.

AGENDA

Part 1(Public Information)

1. Declarations of Members' and Officers Interests relating to items on the Agenda
2. Apologies for Absence
3. Forward Plan

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

[Forward Plan](#)

4. Scrutiny Monitoring (Pages 3 - 8)
5. Work Programme for the Overview and Performance Scrutiny Forum (Pages 9 - 12)
6. Overview and Scrutiny Developments

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7. Minutes (Pages 13 - 20)
8. Deputy Leader - Climate Change Action Plan - Interim Update
5.10pm to 5:40pm
9. Scrutiny Review - Cost of Living (Pages 21 - 36)
5:40pm to 6:30pm

Yours sincerely,

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

Head of Regulatory Law and Monitoring Officer

SCRUTINY COMMITTEE RECOMMENDATIONS - IMPLEMENTATION MONITORING SCHEDULE

Ref No	Item (Scrutiny Issue or Topic. SPG = Scrutiny Project Group work)	Decision Dates (Scrutiny Committee, Cabinet, Council & its Committees)	Scrutiny Committee Recommendations and/or <i>Decision making body resolution</i> (<i>italics = Agreed by Scrutiny Committee but not yet considered by decision making body</i>) *	Completion Date for Actions	Action / Response Completed	Further Action Required by Scrutiny (6 monthly progress reports)
CCO1 Page 3	Statutory Crime & Disorder Scrutiny Ctte	CCO 29.09.11 (Min. No. 44)	Progress report on sharing information re alcohol related health problems and hospital admissions.	6 monthly wef 29/09/11.	Statistics requested for each 6 monthly meeting	Agreed on 08.01.15 that statistics on alcohol related health problems / hospital admissions be reported to each 6 monthly meeting.
CCO2	Visitor Economy	CCO 03.02.22 (Min. No.	<p>Visitor Economy SPG report approved by CCO 03.02.22, recommending:</p> <ol style="list-style-type: none"> 1. That the findings of the scrutiny project group be considered by Cabinet alongside consideration of the visitor economy strategy and action plan. 2. That subject to the approval of the strategy and action plan by full council on 23 February, 2022, an update on the delivery of the action plan be reported to the CC&O 	12 months wef. 03.02.22	Update requested in line with recommendations in February 2023	

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			Scrutiny Committee after the strategy has been in place for 12 months to allow scrutiny to review the progress made.			
EW6	Skills	EW 05.02.19 (Min. No 48)	<p>Skills SPG report approved by Enterprise and Wellbeing 05.02.19</p> <p>Cabinet Response:</p> <ol style="list-style-type: none"> That the Cabinet thanks the Enterprise and Wellbeing Scrutiny Committee for the report which highlights an important area of work for the Council and reflects our commitment to driving skills development in the Borough through our support of the Skills Action Plan and continued engagement with key partners and stakeholders. That the Cabinet notes and endorses the recommendations, and acknowledges that the recommendations can be accommodated within the normal work programme and through partners. 	Monitoring Action is being developed in consultation with senior officers to identify target dates for completion.	Progress reported to E&W – 4.02.21.	Monitoring Action is being developed in consultation with senior officers to identify target dates for completion. Update due Sept 2022

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Page 5			<p>3. That the decision to co-fund the Enterprise Co-ordinator post be deferred for consideration as a growth request as part of the budget setting process for 2020/21. The Cabinet recognises the positive impact of the Enterprise Co-ordinator for Chesterfield and that this is currently co-funded for 2 years until 2019/20.</p> <p>See SPG Report for recommendations.</p>			
EW8	Parks and Open Spaces and Play Strategies	EW 14.10.21 (Min. No. 16)	<p>Committee Resolutions:</p> <ol style="list-style-type: none"> 1. That the feedback provided by the committee be submitted as part of the public consultation process 2. That a further update be brought to the committee to demonstrate how the consultation feedback has influenced the final versions of the strategies. 3. That the committee undertake a monitoring role, particularly at the implementation stage of the process. 	Ongoing	The final strategies were presented to Cabinet 22.02.22 and then to council 23.04.22	Update report on implementation due February 2023

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OP8	HS2	<p>OPSF 11.09.18</p> <p>Cabinet 23.10.18 (Min. No. 48)</p>	<p>Cabinet Response:</p> <ol style="list-style-type: none"> 1. That the Cabinet thanks the Overview and Performance Scrutiny Forum for the first class work that has been taken forward in looking at how the Council is preparing for HS2 and, in particular, for the Forum's efforts in broadening and deepening the understanding of Council Members of the subject matter. 2. That Cabinet notes and endorses the recommendations of the Overview and Performance Scrutiny Forum. 3. That Cabinet endorses, in particular, the Forum's recommendation to establish a new Skills Scrutiny Project group and resolves to defer to the Overview and Performance Scrutiny Forum 	Following Parliament's consideration of the Hybrid Bill	<p>Recommendations approved by Cabinet 23.10.18</p> <p>Monitoring update considered by OPSF - 19.03.19 and 27.02.22.</p>	<p>Monitor after Hybrid Bill has been taken to Parliament.</p> <p>Update from the Leader requested for second half of 2022/23 OSC work programme.</p>

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Page 7			<p>further consideration of the merit of establishing new Scrutiny Project Groups to look at particular aspects of HS2 as part of the future work programming discussions.</p> <p>See SPG Report for recommendations.</p>			
<p><i>Abbreviations Key : OP = Overview and Performance Scrutiny Forum. CCO = Community, Customer and Organisational Development Scrutiny Committee. EW = Enterprise and Wellbeing Scrutiny Committee). TBA (to be agreed).</i></p> <p><i>* Note recommendation wording may be abridged.</i></p>						

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CHESTERFIELD BOROUGH COUNCIL

WORK PROGRAMME: OVERVIEW AND PERFORMANCE SCRUTINY FORUM

Scheduled Meeting Date(s):	Business Items :	Status :	Raised by:	Cabinet Member Responsibility
08.09.22	Climate Change Action Plan – Interim update	Interim update on the progress of commissioning two reports under actions 44 and 45 of the Climate Change Action Plan	<i>OPSF meeting on 30 June 2022</i>	Deputy Leader
08.09.22	Cost of living	Additional item arising from Chair’s pre-agenda	<i>Annual Scrutiny Work Programme 2022</i>	Covers all portfolios
17.11.22	Council Plan and Delivery Plan	Half year review of council performance	<i>Annual Scrutiny Work Programme 2022</i>	Deputy Leader
17.11.22	Climate Change Action Plan update		<i>Annual Scrutiny Work Programme 2022</i>	Deputy Leader
December TBC	Budget	Separate briefing to review the preparation of the 2022/23 budget and medium-term financial plan	<i>Annual Scrutiny Work Programme 2022</i>	Deputy Leader

Work Programme as agreed by O&P 2022

CHESTERFIELD BOROUGH COUNCIL

Scheduled Meeting Date(s):	Business Items :	Status :	Raised by:	Cabinet Member Responsibility
26.01.23	Emergency Planning and Business Continuity	Update received by OPSF on 27.01.22. OPSF requested report on the strategic review of the future of emergency planning and business continuity.	<i>Annual Scrutiny Work Programme 2022</i>	Business Transformation and Customers
26.01.23	Council Plan and Delivery Plan		<i>Annual Scrutiny Work Programme 2022</i>	
Monitoring:				
TBC	Update on the interim Hybrid Working Policy and Reward package	Requested by OPSF on 12.05.22	<i>OPSF 12.05.22</i>	<i>Business Transformation and Customers</i>
Items Pending Reschedule or Removal:				
TBC	Development of the new ICT Strategy	Requested by OPSF on 30.06.22.	<i>OPSF 30.06.22</i>	<i>Business Transformation and Customers</i>
Pending removal	People Plan	Deferred from March 2022 meeting. Updated received on 12.05.22. No further actions requested.	<i>Annual Scrutiny Work Programme 2021</i>	Business Transformation and Customers
Scrutiny Project Groups:				

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Note: Members may wish to agree items from the Forward Plan (FP) and Scrutiny Monitoring Schedule for the work programme. *[KEY to abbreviations: O&P = Overview and Performance Scrutiny Forum. CCO = Community, Customer and Organisational Development Scrutiny Committee. E&W = Enterprise and Wellbeing Scrutiny Committee. TBC = to be confirmed].*

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OVERVIEW AND PERFORMANCE SCRUTINY FORUM

Thursday, 30th June, 2022

Present:-

Councillor Flood (Chair)

Councillors Brittain
 Catt
 Dyke

Councillors Fordham
 Kellman
 Snowdon

Councillor Jean Innes, Cabinet Member for Business Transformation and Customers +

Rachel Appleyard, Senior Democratic and Scrutiny Officer

Gemma Masoud, Head of HR +

Andrew Mitchell, Head of Digital and Technology +

Rachel O’Neil, Service Director – Digital, HR and Customer Services +

Attended for Minute No. 19 +

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

No declarations of interest were received.

12 APOLOGIES FOR ABSENCE

Apologies for absence were received from Councillors Blakemore, Borrell, Caulfield, L Collins, Coy, T Gilby and Hollingworth.

13 FORWARD PLAN

The Forum considered the Forward Plan. A concern was raised that key decisions were not being published on the forward plan with enough notice to allow for pre-decision scrutiny. The Chair explained that a compromise was needed as it was not always possible to have advance notice of upcoming decisions and reiterated that scrutiny members could speak with the Joint Chairs between meetings if any items were added to the forward plan that scrutiny may wish to be involved in.

RESOLVED –

That the Forward Plan be noted.

14 SCRUTINY MONITORING

The Scrutiny Monitoring Schedule was considered. The Chair noted that HS2 was the only item for monitoring by the Forum and an update had been scheduled for later in the year.

RESOLVED –

That the Scrutiny Monitoring Schedule be noted.

15 WORK PROGRAMME FOR THE OVERVIEW AND PERFORMANCE SCRUTINY FORUM

The Forum considered the Work Programme for 2022/23. The Chair noted that, following a recent East Midlands Scrutiny Network (EMSN) meeting, a new approach to budget scrutiny would be trialled which would involve splitting into groups to focus on key themes.

Members also discussed the timing of the Climate Change Action Plan update and asked whether an interim update on actions 44 and 45 of the plan, the commissioning of two reports on becoming climate neutral which were due to have been completed, could be provided in September ahead of the full update in November to allow for timelier engagement with scrutiny.

RESOLVED –

1. That the Work Programme be noted.
2. That the new approach to budget scrutiny be trialled.
3. That an interim update on the Climate Change Action Plan be requested for the September meeting.

16 OVERVIEW AND SCRUTINY DEVELOPMENTS

The Chair and Senior and Democratic Scrutiny Officer attended the EMSN meeting on 24 June, 2022 which was held in person at Erewash Borough Council. The meeting focussed on budget scrutiny and included

a presentation from West Northamptonshire Council followed by a group activity to share best practice ideas for scrutinising budgets.

The next EMSN would be held in Oakham, Rutland on 30 September, 2022. All scrutiny members were invited to attend.

RESOLVED –

That the update be noted.

17 MINUTES

The Minutes of the Overview and Performance Scrutiny Forum held on 12 May, 2022 were presented.

***RESOLVED –**

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

18 SCRUTINY ANNUAL REPORT

The Senior Democratic and Scrutiny Officer presented the draft Scrutiny Annual Report which detailed the work of the council's Overview and Scrutiny function during 2021/22.

It was requested that the Forward Plan information in section 3 of the report be amended to reflect the resolution at the Community, Customer and Organisational Scrutiny Committee where concerns were expressed about the timing of items being added to the Forward Plan impacting the ability for effective pre-decision scrutiny (Minute No. 46, 2021/22).

RESOLVED –

That the Scrutiny Annual Report be approved for submission to Full Council subject to the amendment to the Forward Plan section of the report.

19 CABINET MEMBER FOR BUSINESS TRANSFORMATION AND CUSTOMERS - ICT AND DIGITAL IMPROVEMENT PROGRAMME UPDATE

The Cabinet Member for Business Transformation and Customers, Service Director – Digital, HR and Customers, Head of Digital and Technology and Head of HR attended to present a report updating members on the ICT and Digital Improvement Programme.

The Service Director explained that since the last report to the Forum in January 2020, there had been some staff changes and two new officers had been appointed to the posts of Head of Digital and Technology, which included ICT, and Head of HR, which included organisational development.

The ICT and Digital Improvement Programme began in 2018 when it was approved by Full Council to return the Arvato service back in house. The programme was ambitious and would see investment over a period of time to improve and enhance the technology that the Council used to deliver services.

The ICT programme consisted of four workstreams:

1. People – focusing on insourcing ICT, increasing ICT skills and knowledge, creating a digital change team and redesigning sections of the organisation to deliver savings achieved through channel shift, automation, and new ways of working.
2. Digital – focusing on implementing the Salesforce Platform, implementing the ‘My Chesterfield’ digital portal, implementing e-billing within Revenues and Benefits services and consolidating more services into the Customer Services function.
3. Applications – focusing on reviewing, replacing, or upgrading ICT applications and implementing a systems integrations tool.
4. Enabling technology – focusing on replacing ageing and unsupported ICT infrastructure, increasing ICT security, migrating ICT infrastructure to the cloud, implementing Microsoft Office 365 and Microsoft Teams, implementing a single-sign-on solution and replacing telephony infrastructure.

The Service Director explained that a number of emergency upgrades to systems and changes to plans in order to work in an agile way were required to respond to the challenges of the Covid19 pandemic. This enabled the Council to continue to deliver services to customers and drive transformational change whilst working from home.

Appendix 1 of the officer's report showed the status of all projects in the improvement programme at a glance. The majority of the projects were blue or green which identified them as either completed or close to completion. Six projects were labelled as amber as they had been planned and resourced but were to be delivered later in the year. One project was labelled red as it was still to be scheduled for delivery. Additional projects had been added into the programme including energy rebates and covid business grants as a result of the pandemic, and updating the staff caution list database. The Service Director explained that more consideration was needed regarding the impact of new services that generated customer contacts, such as the covid business grants and energy rebates, as these were additional activities which impacted on the delivery of the improvement programme.

The budget for the project was included in Appendix 2 of the officer's report which showed that the programme was within budget and the savings were above target for the current stage of the programme delivery. A more detailed summary of where the savings had occurred was provided in Appendix 3 of the officer's report.

The Service Director updated members on the uptake of online services and included a breakdown of the progress being made in Appendix 4 of the officer's report. Members were informed that more customers were switching to digital channels and a detailed marketing plan was successfully encouraging an increase in usage of the 'My Chesterfield' digital portal.

Since the launch of 'My Chesterfield' in November 2020, 27k residents had signed up to the digital platform and the target was to increase this to 30k residents by November 2022. From the analysis of customer contacts, the services which had the most online access received fewer customer contacts, therefore it was the services where there was little or no online access that needed to be targeted next, such as housing.

The Service Director explained that the internal ICT projects were on track and the migration to the cloud was on schedule for completion by the end of the financial year. The majority of internal systems were now up to date and those that required updating would be moved to the latest versions by the end of the year. Members were informed that, following the insourcing of the ICT service, there was a need to review the skills and experience within the service to build a high performing team. New skills and knowledge had been brought into the team through recruitment

to new roles however there was a challenge in retaining staff as local authorities were struggling to compete with pay in the private sector.

Members congratulated the Service Director for the achievements of the teams involved in delivering the improvement programme, particularly in responding to the additional projects added as a result of the Covid19 pandemic.

Members queried the savings figures in table 1 and paragraph 3.6 of the officer's report and the Service Director explained that the figures detailed the savings for each year, not the cumulative savings. At the end of 2021/22, savings of £675k had been achieved during that year, however, since 2019/20 over £1m of savings had been achieved which was ahead of target. Members asked whether the figures included savings from staff reductions and expenses from staff taking voluntary redundancy or early retirement. The Service Director advised that staff savings did not form part of this programme, instead it came under the organisational development programme, and there was a separate reserve fund for expenses related to voluntary redundancy or early retirement. The council was on track to achieve the savings required through natural wastage rather than redundancy.

Members were interested to hear about the challenges the council faced when recruiting staff. The Service Director explained that most staff who returned inhouse through TUPE were keen to remain with the council, however, the challenge was retaining new staff who were recruited externally and brought the benefit of new skills and experiences to the team. The Service Director advised that there was a challenge to recruit officers with the right skills without a market supplement which caused additional budget pressures, therefore recruitment would be looked at across the council as part of the People Plan. Members noted that local government brought advantages, such as the ability to progress within the local government family, and suggested that these advantages should be emphasized more when recruiting.

Members asked whether the statistics from 'My Chesterfield' would show the demographics of the users to identify if there were sectors of the population who were or were not accessing online services. The Cabinet Member commented that affordability was a barrier to people accessing online services. Members reported that it was often quicker to get responses through reporting issues online and there was a risk of residents in the more deprived areas not receiving the benefits of online

services. Members also noted that calls to environmental services had significantly reduced and were now received mostly through 'My Chesterfield'; they suggested reviewing how that shift had been achieved in order to support the roll out of 'My Chesterfield' for other council services.

With regard to Appendix 1 of the officer's report, Members asked whether there had been any post evaluations of the projects that had been completed to understand if they were successful. The Service Director advised that a lessons learnt activity was undertaken after each project in consultation with the teams involved in the project.

The Chair thanked the officers and Cabinet Member for attending the meeting and answering their questions, and asked for the thanks of the Forum to be passed onto the staff who had supported the delivery of the improvement programme. The Chair welcomed the opportunity for the Forum to be involved as a consultee in the development of the new ICT Strategy.

RESOLVED –

1. That the update be noted.
2. That the Overview and Performance Scrutiny Forum be involved as a consultee in the development of the new ICT Strategy.

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For publication

Cost of living crisis

Meeting:	Overview and Performance Scrutiny Forum
Date:	8 September, 2022
Cabinet portfolio:	Covers all portfolios
Directorate:	Health and Wellbeing

1.0 Reason for inclusion on the work programme

- 1.1 At the pre-agenda meeting on 9 August, 2022, the Scrutiny Chairs discussed the impact of the cost of living crisis on residents and there was an expectation that many more residents would be in need of support in the coming months as the winter period approached.
- 1.2 An opportunity arose for scrutiny to play a role in identifying the current support available from the council and/or in connection with partner organisations. This would enable members to be prepared to respond to residents' needs and examine other ideas or plans that the council may wish to consider in response to the cost of living crisis.

2.0 Summary

What is the current cost of living crisis and how is it been caused?

- 2.1 The current crisis has occurred due to a decrease in households' disposable income. This decrease has been caused by rising inflation which has exceeded the rate of wage and benefit increases. The main cost increase driving the current crisis is the rise in energy bills. The energy price cap was raised in April 2022 and energy bills are due to increase further in October 2022 when the energy price cap will be raised again. In April 2022, the average energy bill rose to around £2k per year¹, however it is forecast that average bills may reach £4.2k per annum in 2023.²
- 2.2 In addition to the energy price rises, there has also been price increases in the cost of petrol and diesel, food and interest rates. All these factors have had an impact on households' budgets, with the most affected being low-income households.

¹ <https://www.bbc.co.uk/news/business-62380728>

² <https://www.bbc.co.uk/news/business-62494406>

- 2.3 This report summarises the current support available through government schemes as well as additional support available from the council and other partner agencies and organisations.

3.0 Report details

Overview of welfare and benefits

3.1 Statutory benefits and advice

A number of statutory benefits are provided by the Government which are administered by the DWP and HMRC. The benefits provided by the state are Jobseeker's Allowance and Employment and Support Allowance (including income-based claims), Universal Credit, Income Support, Carer's Allowance, Personal Independence Payment, Disability Living Allowance, Pension (State and Credit), Attendance Allowance, Industrial Injuries Disablement Benefit, Working Tax Credit, Child Tax Credit and Child Benefit.

- 3.2 The Council has a benefits advisor who supports residents in understanding which benefits they are eligible to claim and can assist with completing application forms. [More information is available on the council's website.](#)

- 3.3 Derbyshire County Council (DCC) also provides advice on welfare benefits and tax credits. Their assistance includes providing over the phone support about which benefits a resident can claim and how to claim them, advising on how to challenge decisions made by benefits authorities and helping residents prepare for appeals against decisions. [More information is available on DCC's website.](#)

Additional grants, funds and support

3.4 Help for households campaign

The Government have announced a series of financial support payments to help with the cost of living crises. This includes the Cost of Living payment which is for households on means tested benefits, the Disability Cost of Living Payment for people on certain disability benefits and the Pensioner Cost of Living Payment for assistance with heating bills. More information is available in Appendix 1 and [on the Government website.](#)

3.5 Derbyshire Discretionary Fund (DDF)

The DDF can provide grants or emergency cash payments for people who are in urgent need of financial help following a crisis or disaster. The fund may be able to help during an emergency or crisis situation and to support people to continue to live independently or cope with exceptional pressure when they have no other source of funding. The fund may also provide support to resolve someone's immediate difficulties and puts them in touch with other support and services. [Derbyshire County Council administer the DDF.](#)

- 3.6 Household Support Fund (HSF)
The HSF is a temporary fund provided by the Department for Work and Pensions to cover the period October 2021 to the end of March 2022, now extended to 30 September 2022. All payments and financial support provided by the fund must be awarded before the fund closes on 30 September 2022. Households facing financial hardship can apply for a grant to help towards their food, energy bills and essential living costs. There has been no announcement on whether the grant will be extended further. [The HSF is administered by Derbyshire County Council.](#)
- 3.7 Discretionary Housing Payments (DHP)
A DHP is an extra payment that can help towards housing costs. The payments are awarded at the discretion of the local authority and residents can only get it if they are entitled to Housing Benefit or the housing element of Universal Credit. The DHP is available for those who are not receiving enough income to cover their rent, it can also be awarded for one-off costs such as a rent deposit or removal costs to move into a new home. The Council administers the DHP scheme, [more information is available on the council's website.](#)
- 3.8 Council Tax Support Scheme
The Council has a local Council Tax Support Scheme that provides support to people on low income by reducing the amount of Council Tax they are liable to pay. This scheme is approved and administered by the Council.
- 3.9 In addition, the Council also has a Discretionary Council Tax Scheme which supports those who are suffering exceptional hardship. The reduction is at the Council's discretion and is only granted in very exceptional circumstances.
- 3.10 Earlier this year, the Government announced a £150 rebate on Council Tax to support households to pay their energy bills. This was paid to householders in band A to D in Spring 2022.
- 3.11 Housing and homelessness
The Council's tenancy sustainment team provides tenancy support to existing council tenants including support to stay in their homes and dealing with debt created through rent arrears. The officers also assist tenants to access support from other agencies who specialise in particular needs. [More information is available on the council's website.](#)
- 3.12 The Council's homelessness prevention team offers help to those who find themselves homeless or threatened with homelessness. This includes where residents receive notice to quit from their landlord or where they are in rent or mortgage arrears and have been threatened with repossession. The team also carry out the statutory duties under the Homelessness Reduction Act 2017 which include considering an individual's housing status and circumstances and supporting them to either maintain their current

accommodation, if it is safe to do so, or help them to find alternative accommodation. [More information is on the council's website.](#)

3.13 Free School Meals

In 2014, the Universal Free School Meals policy was introduced. All children in reception, year 1 and year 2 are entitled to a free meal regardless of personal circumstances. All children between the ages of 3 and 18 in Derbyshire can get a free school meal if they meet the criteria, this is based on the type and amount of benefit claimed. [More information is on DCC's website.](#)

3.14 Food Banks

Within the borough there are five food banks, [the details are available here](#), as well as Gussie's Kitchen and Community Pantry who provide food parcels and meals for a small fee. The foodbanks provide three days' worth of nutritionally balanced emergency food to local people who are in crisis. The five foodbanks listed on the website above are part of a nationwide network of foodbanks that are supported by The Trussell Trust. The foodbanks operate using a voucher referral system and vouchers can be issued by a number of agencies including Citizens Advice, children's centres and health visitors.

3.15 Stop Loan Sharks

Stop Loan Sharks investigate and prosecute illegal money lenders and provides support for borrowers in the UK. [Their website contains more information.](#)

3.16 Marches Energy Agency

Marches Energy Agency (MEA) is an independent charity who work in Derbyshire (and other areas) to support vulnerable householders to live with dignity at home. They aim to ensure that householders are well-informed on how to make their homes more energy efficient, warmer and cheaper to run. Their Facebook page "[Warmer Derby and Derbyshire](#)" provides advice and signposts to information on the support available to help with energy bills. The MEA also provides a helpline for anyone who is worried about their energy bills.

3.17 Equipped to Succeed

Equipped to Succeed is a wellbeing programme that supports people to improve their mental wellbeing, manage stress better, set goals and move forward. Programmes have been run by the Loundsley Green Community Trust and take place over a series of 9 sessions.

3.18 Healthy Start

Healthy Start is a scheme run by the NHS. The scheme helps women who are more than 10 weeks pregnant or people who have a child under 4 buy food, milk and access vitamins. Applicants must also meet other criteria to qualify i.e. receive certain benefits or be under 18. Those that are eligible can receive a Healthy Start card that can be used in some shops to purchase milk, fresh, frozen, and tinned fruit and vegetables, fresh, dried, and tinned pulses and

infant formula milk. The card can also be used to collect Healthy Start vitamins that support women during pregnancy and breastfeeding, and vitamin drops for babies and young children.

Voluntary organisations receiving support from CBC

3.19 Four agencies that the council provides funding for are Citizen's Advice Chesterfield, Derbyshire Law Centre, Derbyshire Unemployed Workers Centre and Links CVS. Shopmobility also receives funding from the Council however this will cease in 2023/24.

3.20 Citizens Advice Chesterfield

This organisation offers free, confidential and impartial advice for people on issues from money and benefits to housing and employment. Their website has a [dedicated "cost of living" page](#) which assists people with checking what benefits they can claim and signposts people to support with paying bills, rent, food, health costs, children's school costs and travel costs.

3.21 Derbyshire Law Centre

The Derbyshire Law Centre provides free legal advice and assistance to the residents of Derbyshire on debt matters, housing and employment. Over the past two years, Derbyshire County Council has allocated additional funding to the Law Centre specifically to tackle the increase in housing cases, citing the knock-on impacts from the Covid19 pandemic and cost of living crisis as catalysts for a potential increase in evictions and homelessness. The report on the most recent grant payments [can be viewed in full here](#) however the statistics from National Citizens Advice are particularly notable as they have predicted an across the board increase in demand for advice, and large spikes of between 10-50% in key advice areas such as debt, redundancy and income protection.

3.22 Derbyshire Unemployed Workers' Centre (DUWC)

The DUWC provides free, independent and confidential advice on benefit and credit entitlements, help filling in claim forms, support and representation challenging decisions made by the Department for Work and Pensions through to tribunal if necessary; assistance with Personal Independence Claims, Industrial Injuries Disablement Benefit and Carers Allowance and assistance with queries regarding Pension Credit and Attendance Allowance.

3.23 Links CVS

Links CVS provides support to voluntary organisations and community groups operating in Chesterfield and North East Derbyshire. Their support includes everything involved in starting a group such as creating a constitution and establishing roles and responsibilities to registering as a charity. Links CVS also runs its own projects and hosts events including an upcoming "lunch and mingle" on 15 September, 2022 to discuss the cost of living crisis. This event will bring together groups who provide support to hear from speakers and

discuss what the cost of living crisis means for people, what the biggest worries are and what help is available.

3.24 Chesterfield and North East Derbyshire Credit Union (CNEDCU)

One of the projects supported by the CNEDCU has been to provide affordable loans to people to purchase school uniforms through the "Back to School Loan" scheme. In addition, several organisations across Chesterfield and North East Derbyshire have run pop up shops to offer pre-loved uniforms for free or a small donation.

Planned council activity to respond to the cost of living crisis

3.25 The Chesterfield Health and Wellbeing Partnership and "The Great Chesterfield Get 2Gether – Community Food Support Chesterfield"

The health and wellbeing partnership is working with Feeding Derbyshire and local food support groups to try and ensure that, as we approach the winter, we maximise collective efforts and impact.

3.26 Organised by Derbyshire Voluntary Action and supported by the Council, a Food Support meeting took place at the Winding Wheel at the end of June to give local organisations involved with community food interventions the opportunity to come together, build strong relationships with Feeding Derbyshire, further develop peer partnerships, opportunities, and share learning. With winter and financial pressures looming, the meetings are a chance to further discuss what local organisations can do together to address local food insecurity and enhance the community food support network in Chesterfield.

3.27 The comments received from the first meeting indicated that the highest priorities were:

- Food Supply
- Facility Issue
- Funding applications
- Communication
- People (volunteers, support, training)
- More collaborative working
- Cooking on a budget skills/teaching how to cook/skills development

3.28 In addition, a WhatsApp group is being established to support information sharing amongst local food support groups.

3.29 The next meeting will be take place in September at the Winding Wheel.

Possible other areas to consider:

3.30 Indices of Multiple Deprivation – Chesterfield contains six of the 10% most deprived Lower-layer Super Output Areas (LSOA) in England, these are Rother (2 areas covered), Loundsley Green, Middlecroft and Poolsbrook (2

areas covered) and Barrow Hill and New Whittington. Chesterfield has twenty LSOAs that fall within the 20% most deprived in England. Chesterfield ranks at 86th most deprived local authority out of 317, this has improved by one place since 2015.

Document information

Report author	
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Background documents	
These are unpublished works which have been relied on to a material extent when the report was prepared.	
<i>This must be made available to the public for up to 4 years.</i>	
Appendices to the report	
Appendix 1	Government Toolkit on Communicating Help for Households and Cost of Living Payments

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UK Government

Communicating **Help for Households** and **Cost of Living Payments**

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Stakeholder Toolkit including:

- downloadable poster and ordering instructions
- social media copy in English and Welsh
- newsletter copy, FAQs and links
- factsheet

**Help for
Households**



How to talk about Help for Households and the Cost of Living Payments

The Government is providing £37 billion this year to help households combat the rising cost of living.

We know this may lead to questions about how much people may be entitled to.

This toolkit sets out

- **what the different payments are and when they will start being paid**
- **who is eligible for the payments**
- **how stakeholders can support their customers**

Click [here](#) for our full asset pack including social media assets and suggested social copy



Example social media copy and assets for use on your channels

Cost of Living Payment Households may receive £650 if they are on means tested benefits, including [#UniversalCredit](#) and [#PensionCredit](#)

Check eligibility here: [Cost of Living Payment - GOV.UK \(www.gov.uk\)](https://www.gov.uk/cost-of-living-payment)

Contact external.affairs@dpw.gov.uk for more information

Suggested social media copy

- If you are claiming a low-income benefit and think that you are entitled to a Cost of Living Payment, you don't need to do anything. You'll get the payments automatically. To find out more visit: [Cost of Living Payment - GOV.UK \(www.gov.uk\)](https://www.gov.uk/cost-of-living-payment)
- Page 31 The first instalment of the £650 Cost of Living Payments will be paid automatically to eligible people, between 14 - 31 July. The remaining £324 will be paid in autumn. To find out more visit: [Cost of Living Payment - GOV.UK \(www.gov.uk\)](https://www.gov.uk/cost-of-living-payment)
- Did you know that households on means tested benefits, including Universal Credit and Pension Credit, may receive a payment of £650 this year? This will be made automatically in two instalments - the first £326 of which will be paid between 14 - 31 July. To find out more visit: [Cost of Living Payment - GOV.UK \(www.gov.uk\)](https://www.gov.uk/cost-of-living-payment)

More social media posts are available by clicking the link [here](#)



Newsletter copy and leaflet/poster

Newsletter copy

Millions of people on means-tested benefits will receive the first of two Cost of Living Payments totalling £650 from 14 July 2022, as part of a £37billion government package to help families with cost of living pressures.

The first £326 instalment for qualifying low-income households in England, Wales, Scotland and Northern Ireland will be paid by their usual payment method from 14 July 2022, continuing to the end of the month. For those eligible, the rest will follow in a second instalment in the autumn.

People receiving tax credits and no other eligible benefits will receive their first payment from HMRC in autumn and the second in winter.

In total, millions of vulnerable households will receive at least £1,200 from the Government this year to help cover rising costs. There are specific payments for those on means tested benefits, for pensioners, those on disability benefits and to help people with energy bills.

Check eligibility here: <https://gov.uk/government/publications/cost-of-living-support/cost-of-living-support-factsheet-26-may-2022>

There is also helpful information about further support available on the [Cost Of Living](#) campaign website.

Click [here](#) for the newsletter copy and poster, and translated versions in Welsh



Poster for stakeholders

UK Government

Help for Households

Cost of Living Payments

FROM JULY 2022
Cost of Living Payment
PAYMENT 1 OF 2
£326

AUTUMN 2022
Cost of Living Payment
PAYMENT 2 OF 2
£324

If you claim some benefits, you might be eligible for an additional £650 from the UK Government, spread over two Cost of Living Payments. The first payment will be for £326, and the second payment of £324 will be paid later in the year.

You don't need to contact anyone; your payment is automatic.

Find out what you will get and when you will receive a payment by searching "cost of living support".

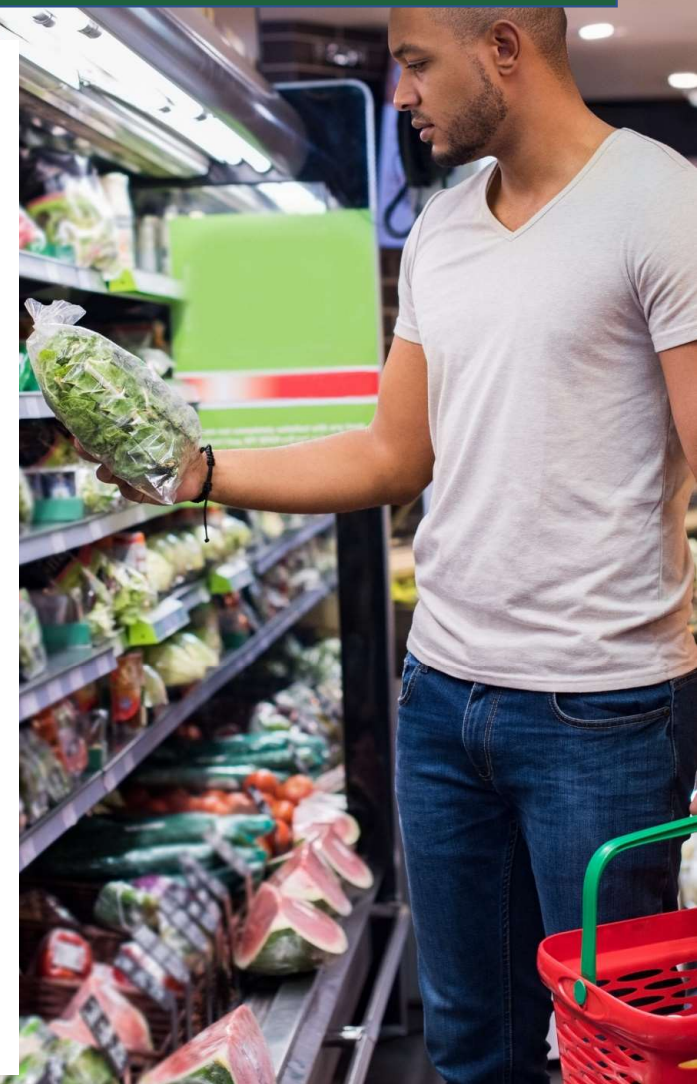
gov.uk/costoflivingpayments

Find out more

*Eligibility criteria apply

Help for Households - What people need to know

- [Need to know more? Our factsheet can help provide more answers](#)
- More than eight million people on means-tested benefits will receive a payment of £650 this year, made in two instalments. This includes all eligible households receiving at least 1 pence on the qualifying date of the following benefits; **Universal Credit, Income-based Jobseekers Allowance, Income-related Employment and Support Allowance, Income Support, Pension Credit, Working Tax Credit and Child Tax Credit**
- **The first payment of £326** will be made to **households in payment of a qualifying benefit between April 26 and May 25 from July 14**, with a further £324 to be paid from September – totaling £650. For eligible households on tax credits only, the first payment will be made in the autumn and the second in the winter. Payments will be made automatically via usual payment methods – people do not need to contact HMRC or DWP or apply for the payment ([Read more](#))
- **There will also be a £150 payment** made to people on qualifying disability benefits which can be in addition to the above due to be paid **in September**
- **There will also be an extra £300** for pensioner households paid as an increase to their winter fuel payment to be paid from mid-November
- **In addition to these payments, there is also the Energy Bills Support Scheme which will see all domestic energy customers receive a one-off rebate of £400 paid by their energy providers.** This money will not need to be paid back
- Households liable for Council Tax in Bands A-D in England have received a £150 Council Tax Rebate to help with the rising cost of bills ([Read more](#))
- *And the government has also extended the Household Support Fund until March 2023, providing an extra £421million of local support in England and £79 million to the Devolved Administrations ([Read more](#))*



What you need to know at a glance

Payment	Date to be paid	Eligibility	More information
Cost of Living Payment, totalling £650, for those on low income means-tested benefits	First payment of £326 will be paid from July 14 with a second payment of £324 to be paid in the Autumn – totalling £650	<p>People on an eligible benefit in payment on each qualifying date. These benefits are:</p> <ul style="list-style-type: none"> • Universal Credit • Income-based Jobseeker's Allowance (JSA) • Income-related Employment and Support Allowance (ESA) • Income Support • Pension Credit 	More information
Cost of Living Payment, totalling £650, for those on Tax Credits only	First payment of £326 will be paid from Autumn 2022 with a second payment of £324 to be paid Winter 2022 – totalling £650	<p>For eligible households receiving tax credits on each qualifying date.</p> <p>It is possible for customers to be entitled to both tax credits and other eligible benefits. So HMRC will make payments to eligible customers receiving tax credits only, shortly after DWP paying to all those on other benefits, to avoid duplicate payments.</p>	More information
One-off disability payment of £150	September 2022	<p>People on an eligible disability benefit in payment on any day between April 26 and May 25 2022 will receive a one-off payment of £150 in September. Click the link to see who is eligible.</p>	More information
One-off £300 increase to Winter Fuel Payment	As part of Winter Fuel Payment from mid-November	<p>This one-off increase go to more than 8 million pensioner households across the UK who receive the Winter Fuel Payment and will be paid on top of any other one-off support an eligible pensioner household is entitled to.</p>	More information

Frequently asked questions

The attached factsheet should help you assist – in addition, the following top-level FAQs may answer any questions:

Q: How do people apply for these Cost of Living Payments?

People do not need to apply for Cost of Living payments. If they are eligible, they will be paid automatically in the same way that they usually receive their benefit or tax credits.

Q: Will these payments affect other benefits?

A: These payments are not taxable and will not affect the benefits or tax credits people already receive.

Q: How will people know they are eligible? What are the qualifying dates and requirements?

A: To get the first Cost of Living Payment of £326, people must have been entitled to a payment (or later found to be entitled to a payment) of either Universal Credit for an assessment period that ended in the period 26 April 2022 to 25 May 2022 or income-based JSA, income-related ESA, Income Support or Pension Credit for any day in the period 26 April 2022 to 25 May 2022. For Tax Credit customers – To get the first Cost of Living Payment of £326, customers must have received a payment, or an annual award

of at least £26, of tax credits for any day in the period 26 April 2022 to 25 May 2022. GOV.UK will be updated when the qualifying dates to get the second payment of £324 have been announced by the Government.

Q: When will the second cost of living payment be paid?

A: We will be communicating with customers when payment dates for the second payment of £324 are confirmed, but we expect this to be by the end of September 2022. Eligible customers receiving tax credits only, will receive their second payment in Winter 2022.

Q: Why are the two amounts, of £326 and £324, slightly different?

A: This will help people to know they have received both payments and avoid the risk of fraud and duplicate payments.

Q: What if a customer gets child tax credit and working tax credit?

A: If you get both Child Tax Credit and Working Tax Credit, you will receive one set of Cost of Living Payments, linked to Child Tax Credit only.

Q: I get additional benefits. Will this affect how much I get?

A: If you receive tax credits from HMRC or a qualifying low income benefit from DWP, you will receive a Cost of Living Payment from DWP or HMRC. If you also get a qualifying disability benefit, you may receive an additional Disability Cost of Living Payment from DWP.

Q: Why are tax credits customers getting paid later?

A: It's possible for customers to be entitled to both tax credits and other eligible benefits which are administered by DWP. So, HMRC will make payments to eligible customers receiving tax credits only, shortly after DWP, to avoid duplicate payments.

Useful links

- **Download files to support customers** [here](#)
- [Use the HM Gov benefits checker to find out what you might be entitled to](#)
- Use an independent [benefits calculator](#) to find out what benefits you could get
- [DWP Press Release](#)
- Independent News Article: [Can I get the £650 cost of living payment?](#)
- [Cost Of Living Factsheet](#)
- [Cost Of Living campaign website](#)
- You may be able to get other kinds of support, including:
 - help from the Household Support Fund from [your local council](#) in England
 - [Pension Credit calculator](#)
 - [Understanding Universal Credit](#)
 - the [Discretionary Assistance Fund](#) in Wales
 - a [Crisis Grant or Community Care Grant](#) in Scotland
 - [Discretionary Support or a Short-term Benefit Advance](#) in Northern Ireland