

Chesterfield Borough Council – Council Plan 2019 – 2023

Chesterfield Borough is a great place to live, work, visit and invest. We want all our communities to share in the benefits of Chesterfield's success, enjoying healthy and active lives. We face a challenging time with further reductions in local government funding and an increasing demand for services. The Council Plan helps us to effectively invest and deploy our time, resources and energy to support key services and work with residents, partners and businesses to ensure that everyone in the borough can achieve their full potential.

The Council Plan includes our priorities for the next four years:

- Making Chesterfield a thriving borough
- Improving quality of life for local people
- Providing value for money services

These are the activities on which we will focus our efforts and want to see a real shift in over the four years. The four year plan allows us time to plan ahead without trying to speculate about what our communities will need and expect in the distant future. The Plan doesn't cover in detail everything we do (this is covered in our service plans and annual council plan delivery plan) but we have included some key facts and figures which tell you a bit more about our day to day activity.

Throughout the plan development we have been guided by our simple but important vision:

Putting our communities first

Chesterfield Borough Council is here to serve and support our communities including our residents, tenants, businesses, visitors, students and voluntary groups. Together we will continue to make our borough a great place to live, work, visit and invest.

How we will work

It isn't just what we do that is important, it is the way that we do it. The council has four values that describe how we will work to achieve our vision of putting our communities first.

We are customer focused: delivering great customer service, meeting customer needs. We regularly carry out satisfaction surveys to find out what our communities and residents think of the services we provide. We engage with our residents, tenants, visitors and businesses through a wide range of groups, forums, roadshows and online, seeking their views on our services and how we can improve them. We look to deal promptly and effectively with complaints and always welcome comments and compliments.

We take a can do approach: striving to make a difference by adopting a positive attitude. Our staff come up with and deliver solutions to problems and regularly go the extra mile to ensure our communities are well served. We contribute actively to partnerships with other organisations in the borough and beyond. We manage our suppliers and contractors fairly but robustly to make sure we get the best from the public money we spend.

We act as one council, one team: proud of what we do, working together for the greater good. We value regular and open engagement with all staff and carry out regular surveys to find out how we can improve as an employer. We invest in the development of our staff, regularly attracting additional funding for training. We promote a commercial outlook within our teams, to make sure we secure value for money and look for opportunities to generate additional income that we can then invest in service delivery.

We believe in honesty and respect: embracing diversity and treating everyone fairly. The council has a strong record of going well beyond its statutory equality duties and regularly works with partners to host and promote events throughout the borough that celebrate diversity. Our staff and councillors work well together and individuals are able to express their views openly within their teams and at wider meetings and events.

Priority – Making Chesterfield a thriving borough

Objective – Chesterfield Borough – A great place to live, work and visit

By 2023 we will:

- Enable the completion of 1000 new homes
- Deliver the Northern Gateway project to provide:
 - 510 jobs
 - 20,000 sq feet space for businesses to grow at a new enterprise centre
 - 530 car parking spaces at the new multi-storey car park
 - Environmental improvements
- As a partner in Chesterfield Waterside Ltd enable:
 - 314 new apartments
 - 30,000 sq.m of space for business and commercial use
 - 300 jobs
- Bring in a minimum of £2 million in external funding to enable housing, business and commercial space which will maximise the benefits of HS2
- Increase the number of overnight stays in the borough and increase the contribution of tourism to the borough's economy year on year
- Support Peak World Wide in delivering the first phase of the Peak Resort development providing 400 jobs and maximising the benefit for the wider economy
- Encourage a co-ordinated approach to the regeneration of the Staveley works Corridor (including the Staveley HS2 infrastructure maintenance depot) by working closely with the landowners and partners

Objective – Vibrant town centres

By 2023 we will:

- Increase the number of residents living in our town centres by enabling residential conversions and developing town centre sites
- Increase footfall with a range of events and specialist markets each year
- Develop an annual spend local awareness campaign to support our independent traders
- Maintain safety within Chesterfield town centre by continuing to enforce the Public Spaces Protection Order

Objective – Build a stronger business base

By 2023 we will:

- Encourage inward investment and business expansion by providing accommodation advice and support to over 150 businesses
- Increase the number of business start-ups, improve local competitiveness and encourage inward investment by providing business support and key account management
- Strengthen inward investment, business engagement and the promotion of Chesterfield by continuing to support and work collaboratively with Destination Chesterfield

Objective – Develop an inclusive approach to growth

By 2023 we will:

- Enable 350 apprenticeships via the apprentice town initiative
- Reach 5000 children via the HS2 and you initiative which encourages children to start preparing for future job opportunities
- Deliver 100% local labour clauses on eligible developments and maximise local supply chain opportunities
- Reduce youth unemployment in the borough
- Enable local businesses and employees to access a wide range of skills and education opportunities

Key facts and figures

- We manage 720,000 sq.ft of commercial, office and industrial space
- Tourism generates £175m for the Chesterfield economy each year
- 3.7 million visits to Chesterfield a year
- 81% rate our visitor information centre as excellent
- 96% customer satisfaction for our theatres
- Over 130,000 visits to the Pomegranate and Winding Wheel theatres
- We process over 840 planning applications a year
- Levied over £744,000 in external funding for skills training for local businesses

Priority – Improving quality of life for local people

Objective – Provide quality housing and improve housing conditions across the borough

By 2023 we will:

- Build a minimum of 100 new Council homes
- Ensure 100% of our Council homes meet the decent homes standard
- Invest in over 1350 major improvements in our council homes including new kitchens, bathrooms, heating systems, windows and rewiring
- Improve the quality of private sector housing

Objective – Improve our environment and enhance community safety

By 2023 we will:

- Improve access to and the quality of public spaces and parking through the completion estate improvements at Barrow Hill and Grangewood
- Combat anti-social behaviour in the Town Centre through the enforcement of the Public Space Protection Order
- Maintain high standards by investing in key parks, open spaces and play facilities
- Maintain resident satisfaction with parks and open spaces and keeping public land clear of litter and refuse

Objective – Help our communities to improve their health and wellbeing

By 2023 we will:

- Maintain physical activity rates as recorded by Sport England Active Lives survey
- Increase physical activity opportunities by providing good community access to the artificial turf pitch at Queen's Park
- Support community engagement and development activities through the allocation of 15% of the community infrastructure levy
- Increase the usage and engagement in our parks and open spaces through the provision of a range of events and activities
- Put health and wellbeing at the heart of our decision making

Objective – Reduce inequality and provide support to vulnerable people

By 2023 we will:

- Maintain independent living through the continued support of vulnerable people
- Continue to provide advice and support to ensure our residents are accessing the benefits they are entitled to
- Continue to work with partners to tackle homelessness
- Reduce social isolation by growing our accessible health and wellbeing programmes at our venues to reach over 1000 people a year
- Enable people to access our leisure and cultural services by maintaining our commitment to a fair and transparent concessions policy
- Encourage our young people to become active citizens by engaging over 500 young people in our local democracy programme
- Improve community cohesion, raise awareness of equality issues and celebrate our diverse communities through the delivery of a minimum of four events each year with the Chesterfield Equality and Diversity Forum

Key facts and figures

- 87% of residents are satisfied with Chesterfield as a place to live
- 89% of our tenants are satisfied with the Council as a landlord
- We manage over 9000 council homes
- We spend over £17million a year on council home property improvements
- 100% of our council homes stock meets the decent homes standard
- Over 900 homelessness preventions a year
- We license over 400 premises, 550 vehicles, 640 drivers and 30 private hire operators
- 146,000 calls to our Careline service, supporting vulnerable people
- We collect over 39,000 tonnes of household waste each year from our 49,000 households, 18,000 of which is recycled or composted
- Over 1500 tonnes of litter is collected each year from litter bins, litter picking and sweeping
- We carry out over 520 food premises inspections each year
- We have over 5800 members at our leisure centres
- We teach over 1900 children to swim each year

- We provide and maintain over 280 parks and open spaces including award winning destination parks, play areas, allotments etc.
- Over the last two years we have invested over £285k in play area improvements

Priority – Providing value for money services

Objective – Become and stay financially self-sufficient

By 2023 we will:

- Deliver high quality, value for money services and maintain customer satisfaction ratings
- Ensure that social value including maximising the social, economic and environmental benefits forms a key part of our procurement and commissioning arrangements
- Maximise local revenues streams including commercial income targets, council tax and business rates collection to fund services
- Reduce the subsidy to zero (net operational costs) for our theatres and leisure centres
- Successfully manage the public private partnership services transition for 2020 and maintain service standards
- Work with partners to enable more efficient use of the Council's properties and land

Objective – Make our services easier to access and deliver savings through the use of technology

By 2023 we will:

- Design services so they are available online with an improved customer service offer and support for people who cannot access online services
- Using technology, intelligence and customer feedback to have better conversations and engagement with our customers
- Achieve £900,000 of savings through improved use of technology

Objective – Improve services and customer interaction by investing in our staff

By 2023 we will:

- Maintain our Investor in people status

- Invest in a highly skilled workforce to increase productivity
- Help to develop the careers of over 90 apprentices across the Council by ensuring that we provide opportunities for people to develop qualifications, vocational skills and increase employability

Key facts and figures

- 76% of residents satisfied with Chesterfield Borough Council
- Since 2015 central government have cut our funding by £1.9million
- Majority of our residents pay around £2 per week for our services
- We receive over 171,000 calls to our call centre each year
- There are over 469,000 visits to our website a year, have over 7300 followers on Twitter and 7100 like on Facebook
- We improved from a bronze to a Silver standard investors in people
- We support 24 apprentices at the Council each year

Get in touch

Whether you are a resident, work in a local business, for one of our partner organisations or are a member of staff, we welcome your views about this plan.

You may want to contribute to its delivery, find out more about what we do or suggest activities you feel are missing. You can contact us in the following ways.

Website and social media

Website: www.chesterfield.gov.uk

Facebook: www.facebook.com/ChesterfieldBoroughCouncil

Twitter: www.twitter.com/chesterfieldbc

Call us

You can telephone us on 01246 345 345 or you can text 07960 910 264.

Visit us in person

Customer Service Centre

85 New Square

Chesterfield S40 1SN

Opening hours

8.30am to 5pm on Monday, Tuesday and Thursday

10am to 5pm on Wednesday

8.30am to 4.30pm on Friday

9am to noon on Saturdays for payments only