

Council Plan 2019 – 2023 – Year 1 delivery

Our vision: Putting our communities first			
Our Values: <ul style="list-style-type: none"> • Customer focused – delivering great customer service, meeting customer needs. • Can do – striving to make a difference by adopting a positive attitude. • One council, one team –proud of what we do, working together for the greater good. • Honesty and respect – embracing diversity and treating everyone fairly. 			
Our priorities	Making Chesterfield a thriving borough	Improving the quality of life for local people	Providing value for money services
Our objectives for 2019 - 2023	<ul style="list-style-type: none"> • Chesterfield Borough – A great place to live, work and visit • Vibrant town centres • Build a stronger business base • Develop an inclusive approach to growth 	<ul style="list-style-type: none"> • Provide quality housing and improve housing conditions across the borough • Improve our environment and enhance community safety • Help our communities to improve their health and wellbeing • Reduce inequality and provide support to vulnerable people 	<ul style="list-style-type: none"> • Become and stay financially self sufficient • Make our services easier to access and deliver savings through the use of technology • Improve services and customer interaction by investing in our staff
Our key milestones for 2019/20	<ul style="list-style-type: none"> • Open the 530 space Saltergate multi-storey car park • Complete public realm improvements at Northern Gateway • Commence the construction of the Northern Gateway Enterprise Centre • Support the delivery of the Elder Way development • Commence residential development at Waterside • Complete the HS2 Station Masterplan • Complete the Visitor Economy Action Plan • Deliver a programme of town centre events • Develop options for the refurbishment of the George Stephenson’s Memorial Hall • Develop and launch successful spend local campaign • Organise and host the Skills Conference 	<ul style="list-style-type: none"> • Complete a borough wide private sector housing stock condition survey • Complete phase 1 at Barrow Hill and commence phase 2. Continue work at Grangewood • Develop and approve the parks and open spaces strategy and action plan • Open the new 3G pitch at Queen’s Park • Plan and deliver the 2019/20 local democracy programme • Plan and deliver four equality and diversity events 	<ul style="list-style-type: none"> • Achieve customer services excellence accreditation • Complete the depot review as part of the One Public Estate programme • Start a new trade recycling and bin cleaning service within Chesterfield • Promote the Council’s commercial service offer to residents and businesses • Establish a catering function at the Winding Wheel Stage Bar • Achieve year 1 business plan income targets for the theatres. • Achieve year 1 business plan income targets for the leisure centres. • Develop a feasibility study for the utilisation of available space at the Healthy Living Centre • Complete the year 1 ICT improvement programme • Develop a business case and resource plan for a Project Management Office • Develop a resource and transition plan for the return of PPP services

Performance measures

	Making Chesterfield a thriving borough	Improving the quality of life for local people	Providing value for money services
Our key measures for 2019/20	<ul style="list-style-type: none"> • Number of new homes in the borough • Number of new homes in the town centre • Planning applications processed within approved timescales • Amount of external funding accessed for HS2 programme • Number of children reached via HS2 and you project programme • Tourism contribution to the economy • Visitor numbers • Visitor overnight stays • Town centre occupancy rates • Number of businesses • Number of business start-ups in the borough • Number of businesses supported to find accommodation • Additional local spend • % local labour clauses • % jobs secured by local people on developments with local labour clauses • Number of young people not in education, employment or training • Number of businesses, learners engaged in skills programmes and external funding levied • Visitor numbers at theatres 	<ul style="list-style-type: none"> • Number of new Council homes developed • Decent homes standard • Activity rates measured by active lives survey • Number of children in our learn to swim programme • Number of green flag rated parks and open spaces • Number of people supported via Careline and Neighbourhoods • Number of homeless preventions per annum • Additional amount of benefits claimed due to Council support • Number and amount spent on disabled facilities grants • Number of children engaged in local democracy campaigns • Number engaged in theatres health and wellbeing programme 	<ul style="list-style-type: none"> • Are you being served key measures • STAR key measures • Employee Survey key measures • Number of CBC apprentices • Council tax, rent and NNDR collection rates • Increase in self-service transactions • Website hits • Twitter and facebook numbers • Net promoter score – Winding Wheel • Net promoter score – Pomegranate Theatre • Participation in parks and open spaces events and activities (Number of people engaged in events and activities at CBC parks and open spaces) • Average call response times